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UN SDGs aligned

Social vision

Serve the development of people by shaping a future with meaningful opportunities for all

We provide solutions and enable those we hire, those we work with and those around us, to not only live better, but also participate in progress for all. Technology is our way of doing good around us.

Performance on social goals

Social vision

Serve the development of people by shaping a future with meaningful opportunities for all.

Material topics	Ambitions	Progress in fiscal 2023
Enabling digital talent at scale	• Extending digital skills to more than 10 million people, including employees, clients' workforce, students, teachers and communities by 2025	• We have reached 8.5 million people through our digital skilling initiatives
Tech for good	• Empowering more than 80 million lives via tech for good programs in e-governance, healthcare and education by 2025	• More than 114 million lives empowered via tech for good programs in e-governance, healthcare and education
Diversity, equity and inclusion	• Creating a gender-diverse workforce at Infosys, with 45% women	• 39.4% women in the workforce
Energizing local communities	• Delivering 33% of work by leveraging flexible / remote work options	• ~75% of our employees leveraged remote working options
Employee wellness and experience	• Facilitating best-in-class employee experience and being recognized among the best employers in our key operating regions	• Recognized as a Top Employer in 22 countries across Europe, Middle East, Asia Pacific, and North America for best-in-class HR practices and processes

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Enabling digital talent at scale

Enhancing skills and amplifying human talent

Infosys continues to make strategic investments in the competency development of its talent. We have always believed it is important to nurture a learning ecosystem. Fiscal 2023 saw an increase in the learning consumption within Infosys and an overwhelming adoption in the community too.

Experience centre at Bengaluru for an immersive experience of industry solutions and offerings

Employees

We endeavor to provide employees with new learning experiences and future-ready skills through two large interventions— the foundation program and the continuous education program.

The foundation training program is designed to mold newly onboarded entry-level engineering and science graduates into corporate professionals. The continuous education program aims at upskilling or reskilling existing employees and sets the tone for lifelong learning.

Foundation education program

The Infosys Foundation Education Program is a 16 to 19 weeks residential training program, to enable the entry-level engineering and science graduates transition into the corporate world. This program focuses on IT foundation skills and one of the many technologies based on business requirements and includes process training as well as professional and behavioral skills training.

We hired 50,000 freshers in the year. Trainees can also choose learning paths in Lex, our internal learning platform, based on their interest areas, and equip themselves with internal certifications to move faster in their careers. In the recent past, generative AI and prompt engineering-related topics have been introduced in the foundation program to provide entry-level graduates an exposure to the latest technologies.

Continuous education program

Lex, our versatile learning platform, helps our employees keep abreast of the latest technologies by learning anytime and from anywhere. With the remote-first approach, Lex also provides technology playgrounds to practice, and get certified using the in-house

A virtual learning assistant on Lex,

provides personalized guidance tailored to an individual's unique learning needs.

'Infosys Assessment Platform' leveraging its 'virtual video proctoring' mechanism. The platform is also being improved using generative AI technologies.

We have forged academic partnerships with an aim to develop top future-ready talent and to collaborate on emerging and niche technologies. We conducted various workshops in AWS, Azure, GCP and Metaverse in collaboration with our partners to provide

14,800 Lex courses

employees with hands-on exposure to cloud technologies. Some of these interventions include Microsoft Cloud Pro, a mega Microsoft Cloud Certification drive.

A web version of the global news publication, Financial Times, was launched in Lex for employees. We have introduced a LinkedIn subscription this year, with over 9,000 courses.

Quickstart,

our lateral onboarding experience,

enables experienced hires to get an in-depth understanding of the organization and craft their first 100 days learning plan.

'Milestone' programs for our mid-level employees to enhance their role readiness, apart from improving peer networking and leadership connect, and 'Bridge' programs that enable employees with training and internship opportunities to switch to new careers such as consulting and technical architecture have also seen wider participation.

55 lakh+ learning days

Average training hours for employees	
Men	129.0
Women	132.7
Total	130.5

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Our learning efforts won us accolades from Brandon Hall, ATD Best, Training Apex, and NASSCOM, who recognized the Education, Training and Assessment (ETA) team as the Cloud Innovator of the Year. Avasant and Nelson Hall continue to rate our digital learning capabilities in the highest quadrant.

Clients

Infosys Wingspan, our learning solution for clients, has helped companies strengthen their employees' digital capability. Infosys Wingspan, a one-of-a-kind cloud and mobile-first platform, provides seamless interactive learning experiences, which has accelerated organizations' transformation journeys.

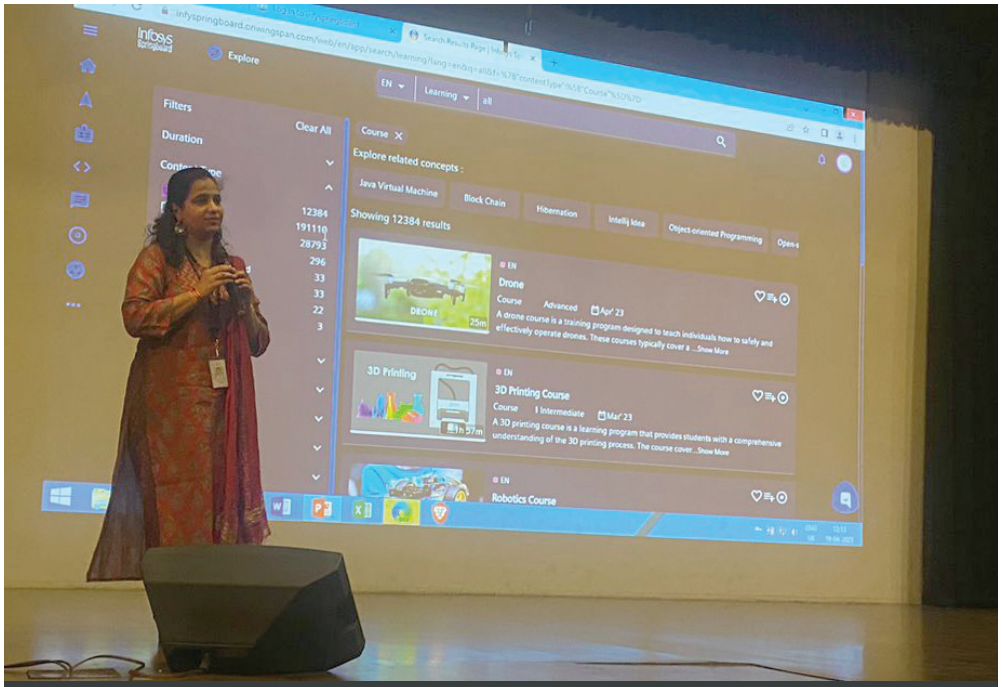
We have also extended Infosys Wingspan to meet the requirements of talent development in the healthcare sector this year. With Infosys Wingspan, clients do away with reinventing the wheel completely. The client workforce gains from a learner-centric experience, including setting 'learning goals,' receiving recommendations based on 'interests', practicing skills in fail-safe virtual lab environments, getting assessed and tracking their learning achievements and proficiencies.

The social and mentoring aspects of the Wingspan learning experience also encourage peer learning. Client leaders can use Wingspan to communicate with all employees via live streaming.

Community

Infosys Springboard, India

In alignment with the Infosys ESG Vision 2030 to enable digital skilling at scale, Infosys aims to empower over 10 million people with digital and life skills by 2025 through its initiative Infosys Springboard. This initiative has been crafted to meet opportunities for honing skills in learners and empowering them and amplifying their potential. Infosys Springboard promises to be a game changer thanks to Infosys' competency development lineage, active content curation, and ability to support additional learning needs. It is aligned with India's National Education Policy 2020 to provide easily accessible, affordable, high-quality and accountable education.



An Infosys Springboard briefing session at an institution in Uttar Pradesh

The platform is available in English and all major Indian regional languages, including Sanskrit and Urdu.

The platform, powered by Infosys Wingspan, is available free of cost to any curious learner from Class 6 to lifelong learners.

Immersive learning experiences together with a host of benefits including curated world-class content through partnerships with top content providers like Coursera, Skillsoft, Techademy, Learnship, and more offer insights into various domain and technology trends through masterclasses by recognized academia and industry experts. Virtual practice environments include programming challenges and assessments.

Technical and behavioral competency development is done through focused learning interventions including CodersZen, A Millennials Dream, Career Compass, Catch Them Young, and more.

Faculty members at academic institutions can get certified and learn from experts through faculty enablement programs and can use the platform to provide an engaging experience for their students.

Educational institutions can use the platform to bring industry-relevant curriculum through rich content available on Infosys Springboard and monitor the learning progress of their students through the platform.

Student interaction on Infosys Springboard offerings at an institution in Kerala

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An Infosys Springboard briefing and Soft skills training in a law college in Bengaluru

The platform offers a choice-based credit system for academic institutions to use in their curriculum for industry interventions like assessments/assignments and credits for self-paced learning. Virtual/digital classroom capabilities can be leveraged by institutions to conduct online classes. Video-proctored exams and assessment environments can be used to conduct online examinations.

Amplifying adoption in colleges and schools

An MoU with the All India Council for Technical Education (AICTE) has accelerated the adoption of the platform by educational institutions.

20+ collaborated events with universities, government entities, and masterclasses in technology and domain were conducted by experts from Infosys and the industry as part of this initiative.

Through our engagement with content partners, there are 12,000+ industry standard courses with curated learning paths recommended by the states to enhance the industry-readiness of the learners. As part of our enhanced efforts, we are working with education departments and universities to integrate these courses into the curriculum.

A leading university has introduced job and skill-oriented programs in the Computer Science and Information Technology curriculum, which is being used by 250+ affiliated colleges. Faculty enablement is also supported by Infosys' subject matter experts.

Mentor-guided online internships have been introduced this fiscal and two batches of the program were completed successfully. More than 50 industry-relevant projects, with a duration of 10 to 12 weeks, have been offered with a dedicated Infosys subject matter expert as a mentor. Students also earn credits after successfully completing the projects.

Curriculum for STEM subjects is now available on Infosys Springboard, for students from the Classes 6 to 10 for both CBSE and ICSE streams. A series called 'Young Professional' introduces school learners to various industry domain areas.

10 state institutions, in India, have adopted Infosys Springboard in fiscal 2023. One of the states has leveraged Infosys Springboard to enable more than one lakh teachers.

In fiscal 2023, Infosys Foundation established five STEM labs in Ramakrishna Schools under the Infosys Foundation-Ramakrishna Mission scholarships and STEM education program. Another 30 labs are under progress. Makers labs are physical incubation centers equipped with all the emerging technologies. They facilitate a great hands-on learning experience for students.

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Tech for good

Technology presents innumerable opportunities to resolve some of the world's most challenging issues. At Infosys, we are committed to scaling impact and empowering lives through leveraging digital technology in the areas of e-governance, healthcare, and education.

Digital shared infra for social good

Our focus on digital infrastructure as a service (IaaS) seeks to empower social foundations and entrepreneurs to help expand the impact of their efforts. This infrastructure includes the Super App framework and various microservices for engagement, learning, campaigns, surveys, job marketplace, surveillance, case management, supplier management, telemetry, reporting and analytics. A modular approach allows these services to be combined and configured on our Super App mobile application to meet the needs of social entrepreneurs.

Tech for good in e-governance

Infosys has embarked on country-wide projects in e-governance. We have joined hands with various governments to transform the way government organizations interact with citizens, businesses, and other government entities. The goal is to make government services more accessible, efficient, and responsive to the needs of citizens. Infosys is leading this in India with its ongoing projects in e-governance including income tax, Goods and Services Tax (GST) and customs.

Infosys Hyderabad - Gachibawli

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Income tax

The Integrated E-Filing and Central Processing Center program takes the tax automation journey, which started 10 year ago, to the next level. The program not only integrates filing and processing into a single platform, it also brings innovation to each of the layers. In filing, the focus was on simplification and scale. With innovative features like tax wizard, mobile application and pre-fill of tax forms, the new portal makes it easier and more convenient for taxpayers to file their income tax returns and access related services. In processing the entire engine was redesigned with modern technology tools and patterns resulting in dramatic reduction in wait time for release of refunds (from 79 days to 7 days).

Impact:
~100mn registered users

Goods and Services Tax Network (GSTN)

Infosys partnered with the GSTN to implement and manage the indirect taxation platform for GST in India. The platform was designed to assist taxpayers in preparing, filing returns, making payments of indirect tax liabilities, and maintaining additional compliances. This unique and complex IT project established a uniform interface for taxpayers under indirect taxes, which was achieved through a common and shared IT infrastructure between the central and state governments. This has significantly simplified the tax compliance process for taxpayers, by reducing the burden of maintaining separate systems and complying with varying state-level tax regulations, and has made it easier for taxpayers to maintain their tax records accurately.

Impact: **~14mn** taxpayers supported and serviced by the GSTN platform so far

Indian customs portal

Indian Customs Electronic Data Interchange Gateway (ICEGATE) is the national portal of the Indian Customs of the Central Board of Indirect Taxes and Customs (CBIC) that provides e-filing services to trade, cargo carriers, and other trading partners electronically. ICEGATE serves as an interface between the trade users and the customs department and acts as a hub for exchanging information with external trading partners involved in international trade. Infosys is currently maintaining and enhancing the existing ICEGATE1.0 and has received positive feedback from users. The bigger scope of work for Infosys is to develop ICEGATE 2.0 involving technology transformation to a microservices / API-based architecture along with enhanced and new functionalities to build a more efficient, transparent, contactless, and paperless ecosystem.

Impact:
~1.6 lakh registered users with around 90 lakh enquiries

MOSIP

Infosys has partnered with the International Institute of Information Technology, Bengaluru (IIIT-B) to support the Modular Open Source Identity Platform (MOSIP). MOSIP is a global digital public good project anchored by IIIT-B. It helps governments implement a digital foundational identity in a vendor-neutral, interoperable and cost-effective manner. MOSIP is currently being adopted by more than 10 countries, either as national rollouts or as pilots. Infosys is contributing to a few modules as part of the tech for good effort. Through this partnership, Infosys will contribute towards ID-led transformation efforts on a national scale.

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Diversity, equity and inclusion

At Infosys, we work to build and sustain an inclusive, non-discriminatory and equal opportunity workplace with the vision of taking everyone forward. Our Diversity, Equity and Inclusion (DEI) vision is an integral part of the Infosys Code of Conduct and Ethics contained in the powerful tenet of 'Respecting each other'.

DEI governance

Our ESG ambition commits to strengthening diversity, equity and inclusion in the Company and achieving 45% women in our workforce by 2030. DEI goals are a part of the corporate scorecard and flow into leader and manager goal sheets. DEI Councils at the global, business unit, location and Geo levels provide a rich matrix of responsibilities and relationships to collaborate on the strategic intent of the organization to build inclusion for everyone. DEI Councils at Geos enable us to be responsive and tap into the 'local' diversity needs of employees in the Geo. Diversity Councils comprise members from business and enabler functions, who work under the leadership of a Diversity Council Head. Periodic reviews enable teams to enhance the effectiveness of their efforts.

Our global memberships

Signatory to the United Nations Global Compact (UNGC)

Signatory to the UN Women's Empowerment Principles (WEP)

Signatory to UN Fair and Equal (LGBTQ+ Charter for Business)

Founder member of WEF Partnering for Racial Justice in Business

Some of our many DEI partnerships include:

IN THE US

- Black Tie Dinner, Inc
- FairyGodBoss
- InHerSight
- National Black MBA (NSBMBA)
- RecruitMilitary – Focus on hiring Veterans
- Thurgood Marshall College Fund (TMCF)
- Women in Technology International (WITI)
- Women of Color STEM Conference (WOC)

IN INDIA

- Pride Circle
- Periferry
- Solidarity Foundation
- American India Foundation
- Sarthak India
- Jobs for Youth
- Enable India
- Giftabled
- NASSCOM DEI Council
- CII DEI Council

IN AUSTRALIA

- Australian Network on Disability (AND)

DEI leadership tool

The DEI leadership tool provides DEI-related data 24*7 to business and HR leadership to facilitate timely decision-making on hiring, growth and retention of the diverse talent pool.

75+ Data points on gender available in the tool.

Building cultures of inclusion and belonging

Learning

A dedicated learning channel on Diversity, Equity and Inclusion (DEI) in Lex contains a plethora of learning modules, certifications and experience-sharing through human libraries, blogs and leadership talks.

Award for Excellence

An award category for DEI in the prestigious Infosys Awards for Excellence (AFE) inspires DEI commitment and action.

Employee Resource Groups (ERGs)

Beyond leadership commitment and policy, there is a larger focus on where employees experience inclusion in their everyday workplace, interacting with colleagues and immediate teams. To strengthen these micro ecosystems, ERGs act as huge enablers.

8 ERGs
To strengthen inclusion and belonging.

Our ERGs include

iWIN	Infosys Women's Inclusivity Network (IWIN) for women employees and their allies
iPride	iPride for members of the LGBTQ+ community and their allies
Multicultural ERG	Multicultural ERG (MERG) to celebrate a multicultural workforce and enable collaboration across cultures
iBELIEVE	iBELIEVE for our Black employees and the Black diaspora
Family Matters	Family Matters, focusing on building awareness on parenting, relationships, health and wellness
InfyVets	InfyVets for Infoscions who are military veterans and their allies
YEN	Young Employees Network(YEN) for the young and young at heart
InfyAbility	InfyAbility for employees with disabilities and their allies

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Women

39.4% Women in the workforce in fiscal 2023

A signatory to the UN Women's Empowerment Principles (WEP), our efforts on gender diversity in the workplace emphasize the participation of women in technology, management and leadership. Our workplace policies and investments focus on learning and development and specific interventions for women in navigating their personal and professional ambitions.

International Women's Day 2023 with the theme 'Embrace Equity' was celebrated across Infosys. More than 30 campaigns, 50 panel discussions and a 100 guest speakers, including clients, experts and leaders, made the occasion memorable.

Parental leaves

In fiscal 2023, the return to work post maternity program ensured 99% women returned to work and 68% are continuing in their professional journeys with us after 12 months of resuming work. A total of 6,713 men and 6,976 women availed parental leave.

Focusing on women's career progression

Some of our interventions in fiscal 2023

1. **IamtheFuture** is an integrated program, in collaboration with Stanford, designed to realize our ESG Vision 2030 of developing women leaders who are not only better prepared to take up expanded responsibilities, but also inspire those who follow them. The program design is based on three foundational pillars of accelerating the readiness of the leaders, fostering an inclusive ecosystem, and strengthening the leadership pipeline. Since its inception in 2021, the program has received positive feedback from the participants, managers, mentors, sponsors and leaders. Over 35,000 learning hours have been invested by participants. About 4,300 assignments have been submitted and graded by Stanford.

450 women leaders have completed the IamtheFuture program

2. **Orbit Next** is a year-long program for high-performing women in the middle management level. The current cohort includes 1,200 women high performers. The program has four key levers – a profile assessment through business simulation by DDI India, interventions to strengthen the digital quotient levels through additional reskilling and upskilling, Tech Talks by subject matter experts and an Impact to Elevate program to hone leadership skills.

26% of women from the Orbit Next program have been promoted

3. **TechCohere** This program reaches out to 7,000+ engineers and focuses on nurturing and building a vibrant, collaborative tech community of engineers, architects and technologists to learn, share, teach, practice and refine architecture design and software engineering practices. This year, over 50 sessions and panel discussions were conducted by women technologists.

11 Whitepapers **37** PoVs authored by women were published

4. **Women in Management (WIM)** is an exclusive two-day program for women managers at Infosys. The program enables women managers to understand the challenges that might be keeping them from progressing in their careers. This program covers a series of modules on making difficult choices, strengths-based leadership, striking the right balance assertively, power of networking and more.
5. **Women of Infy** is a popular blog column on InfyMe, the Infosys employee experience platform. It is a fortnightly showcase of women at Infosys. Their stories of courage, grit and accomplishment serve as a source of inspiration for all employees.

25+ Women of Infy showcases

Restart with Infosys

This unique program, launched in 2018, focuses on hiring professionals who are on career breaks.

365 Women hired through Restart with Infosys in 2023

The program includes a component of learning and competency-building, mentoring and working on client projects to give these professionals the support and confidence required to transition back to their careers.

External collaborations

We encourage our women employees to participate in industry events as part of their professional growth journeys. This enables them to strengthen their social interaction skills and networks.

EVEmpower Mentoring Initiative of Confederation of Indian Industries (CII) IWN Southern Region, saw 30 women employees from Infosys participate as mentors and mentees.

Women Wizards Rule Technology (W2RT) is a year-long program in collaboration with NASSCOM (National Association of Software and Services Companies, India) to build a talent pool of 10,000 women in the new and emerging technologies for India. The program has online learning content, industry mentors, workshops led by industry leaders and hands-on project opportunities. It also offers learners access to conferences organized by NASSCOM.

102 Women employees participated in the W2RT program in fiscal 2023

Family matters

Family Matters is an ERG that focuses on family, health and relationships. In addition to bringing to employees expert sessions in these areas, it also serves as a great network for employees on matters concerning family, children's education, health and relationships.

21+ Sessions conducted for employees globally

Our Mother's Day special this year included sessions on different aspects of parenting, future of child safety, fertility care, pranic healing, the impact of 'atomic habits', health-related topics and more.

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Employees with disabilities

Our focused hiring and retention efforts for employees with disabilities have yielded positive results.

Key efforts during the year

- **Digital Accessibility Learning** – A digital accessibility learning channel on Lex, our internal learning platform, has been launched. This contains learning modules, videos and certifications to enable employees to gain a deeper understanding of accessibility needs of people with disability and design inclusive solutions. Infosys' Accessibility Testing Tool (iATT) is listed as one of the w3.org's recommended tools and is an intelligent accessibility compliance analyzer with a robust rules engine and exhaustive features that enable intuitive data to facilitate accessibility analysis.
- **External collaborations** with our alliance partners to strengthen our inclusion efforts.
- **Launch of persons with disabilities internship program** – The program focuses on strengthening the talent pool of professionals for the industry and has seen great interest from the student community.

1,357 Employees have voluntarily disclosed their disabilities

LGBTQ+

As a signatory to the UN Free & Equal, we are committed to strengthening and supporting an inclusive workplace for members of the LGBTQ+ community. We have curated three learning modules on our DEI learning channel under the aegis of 'Ally for Change,' to build awareness and learning in the organization.

We celebrate important milestones, share personal stories through human libraries and blogs. Interviews with experts and famous personalities from the community are hosted on our DEI Learning Channel. We have launched Infosys' first global virtual Toastmasters Club for members of the iPride ERG in response to the need for a safe platform to improve communication skills and build leadership capabilities.

Cultural diversity

With over 160 nationalities in our workforce, our DEI effort continues to focus on the diversity of culture and experiences, enhancing learning, awareness and collaboration across employees and teams.

Cross-cultural skills and learning

We make continued investments in cross-cultural enablement through learning interventions. The Culture Café initiative is a favorite with employees.

Culture chats

As part of this initiative, we help bridge culture gaps, enhance understanding of business culture and provide employees with an opportunity to interact with their colleagues in other locations.

Global recognition

1. Infosys has been recognized as **Top 10 Best Company for Women in India (BCWI)** by Avtar & Seramount, 2022. We have also been featured in the "100 Best – Hall of Fame" for having made it to the list of top 10 in five editions.
2. Infosys has been recognized as the **Champion of Inclusion in the Most Inclusive Companies Index (MICI)** by Avtar & Seramount, 2022.
3. Infosys has been rated as **"Most Noteworthy"** Company by DiversityInc, USA.
4. Infosys won the **Advancement of Women in India Award** sponsored by Credit Suisse at the 2022 Community Business Awards.
5. Infosys was named among the top three employers for Building Disability Confidence in India at the 2022 Community Business Awards.
6. Infosys scored 100 / 100 in the **Corporate Equality Index (CEI)** assessment for LGBTQ+ Inclusion in the US, in 2022.
7. Infosys is Silver Award winner in **India Workplace Equality Index (IWEI), 2022** awarded by Stonewall and Keshav Suri Foundation.
8. Infosys won the **Asset Triple A ESG Awards 2022** for Diversity and Inclusion.
9. Infosys won the **ICAI Sustainability Reporting Awards 2021-22** for Gender Equality.
10. Infosys won the **Economic Times Best Organisations for Women Award, 2023**
11. Infosys has been certified by **Australian Network on Disability (AND)** as a **Disability Confident Recruiter for 2022.**
12. Infosys has achieved the #1 position in two out of five leadership categories (Transparency and Social Impact) in the **'ESG India Leadership Award 2022'** rankings by ESG Risk Assessments & Insights Limited.
13. IamtheFuture program won the **Brandon Hall Gold Award** for Best Advance in Leadership Development for Women.
14. IamtheFuture won the **Women Icons Asia D&I Champions Award** in the category of advancement of women in 2022.

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Energizing local communities

The world over, Infosys is committed to going local to strengthen its profile as an employer of choice for employees and be a part of the local culture.

91% Local hires

APAC region

Australia and New Zealand

Living labs

Infosys launched its living labs in Melbourne and Sydney, Australia, in 2022. The program is designed to help advance ESG and people-centric innovation in the region. Underpinned by an ecosystem approach, the living labs will enable a confluence of digital technologies and human experience. Infosys partners will be able to leverage solution accelerators, digital experiences, and frameworks to ideate, prototype and test innovations. Led by the Infosys Centre for Emerging Technologies, these solution accelerators leverage digital technologies including cloud, 5G, IoT, 3D, AI, cyber security, data and analytics, AR, VR and address industry use cases in financial services, telcos, retail, utilities, manufacturing, sports tech and edu tech, among others. The Infosys Living Labs will also enable Infosys partners to test and incubate extended reality experiences in a 360-degree digital donut. It will bring together Infosys' digital ecosystem including clients, partners, startups, academia and governments in a co-creation and collaboration environment. There are over a 100 digital experiences to draw from and solution accelerators and services, which include Infosys Metaverse Foundry, cloud services via Infosys Cobalt, cyber security, sustainability, edutech (digital learning) and co-creation workshops with Infosys Consulting's product and portfolio development offerings. It will also feature WONGDOODY's human experience design expertise to elevate brand and business interactions and virtual reality zones.

Infosys Melbourne Living Lab Launch

Andrew Groth, EVP Infosys and Region Head, Australia and NZ, delivers the keynote address at the launch of the Infosys Melbourne Living Lab

In October 2022, Infosys also extended its living lab ecosystem to enterprise-ready startups in Australia to accelerate their go to market. On the Startup Day, startups from the Infosys Innovation Network (IIN), with a presence in Australia, had the opportunity to pitch their products and services to Infosys' enterprise customers from the private sector, public sector and academia. Infosys Living Labs in Melbourne and Sydney provide digital innovation-as-a-service to participating startups with a presence in Australia.

CSR progams

The Infosys Australia and New Zealand CSR program is committed to providing pathways for underrepresented communities across the region through access to digital learning and 'bridge' interventions. The program has four broad focus areas, including education, the indigenous support program, employee volunteering and initiatives for people with disability.

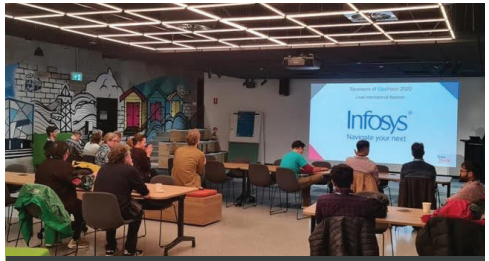
Education

Future Leaders program: The Future Leaders program is designed to enable pathways to learning and education for students including students from regional locations. 30 students engaged in the Victoria Springboard channel page-built-Living Lab camp hosted in Melbourne.

Future Leaders Program beneficiaries at the Australian Open 2023

Young Change Agents (YCA): Infosys established a partnership with YCA to collaborate and build an International Credential for Social Entrepreneurship with the University of Melbourne and Telstra Foundation.

GovHack: This is the southern hemisphere's largest open data hackathon designed to help advance digital skills across the community in Australia and New Zealand. This year, over 500 people participated.



5-years of GovHack with Infosys to advance digital skills in Australia and New Zealand

Partnership with Auckland University (NZ): Infosys signed a funding agreement with Auckland University (NZ) to support Māori and Pacifica students in the faculties of science and engineering. In addition, we offer mentoring support to these underrepresented student groups so that they complete their studies and find pathways to employment.

Biz Rebuild: Infosys partnered with Biz Rebuild. This is a business-led initiative to provide practical and on-the-ground assistance to small and local businesses left devastated by natural disasters. In 2022, BizRebuild has provided support in re-tooling and business advisory vouchers to more than 1,500 small businesses in deluged communities across New South Wales and Queensland.

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Indigenous support programs

The Galuwa Program - Indigenous outreach and engagement: Galuwa is an outreach and engagement program for indigenous youth in Australia that focuses on deeper and more meaningful engagement with high school indigenous students through corporate and community partnerships. The program engaged 35 students.

UTS Galuwa Program participants at Infosys' Sydney Living Lab

Yirigaa Project: This project focuses on building digital skills among indigenous students of the Yirigaa community.

Auckland City Mission: People approach the mission when they need access to permanent and sustained housing, enough nutritious food to eat, and when their physical and mental health is compromised. Infosys contributed to the mission.

Tennis Australia (Play for Ukraine / UNICEF): Infosys also supported Tennis Australia to help those affected by the war in Ukraine.

'Tennis Plays for Peace', a fundraiser for Ukraine by Tennis Australia and UNICEF, supported by Infosys.

Initiatives for people with disabilities

Disability-confident recruiter: Infosys benefited from its long standing seven-year partnership with the Australian Network on Disability (AND) and was again recognized for the third year as a Disability Confident recruiter, extending its commitment to the disabled community. To increase and widen tennis fan engagement for the Australian Open, Infosys worked with Tennis Australia and updated its Infosys MatchBeats technology to present simplified game data and visualizations which included contrasting color combinations meeting Web Content Accessibility Guidelines (WCAG) 2.1 AA

Disability Awareness: Infosys participated in PACE mentoring program 2022 organized by AND. Two employees from Infosys mentored mentees with disability preparing them for professional life. Infosys' participation also helped broaden disability confidence and awareness among Infosys staff, while providing job seekers with disability exposure to the professional world.

Employee volunteering

Mental Health Foundation Australia (MHFA): Infosys provided support in helping establish a network of services and support for MHFA patrons through awareness, multi-lingual support, interactive voice-supported chatbot and other technology solutions. We also provided an interactive chatbot to help MHFA user queries. Over 6,00,000 queries were responded to using this.

Veera: This program helps domestic violence victims by empowering migrant women through awareness and support (education, IT workshops, social campaigns, legal support and more).

Ozanam House (VIC): Infosys employees continue to volunteer in providing support to Ozanam House which helps people experiencing homelessness (120 FTE days of support was provided in fiscal 2023).

Infosys China

GREEN AMBASSADOR | Hangzhou DC

The Infosys Hangzhou team and their families participated in a sustainability effort to clean a section of the Wu Yun mountain. The 10-km-long drive took about five hours. The team collected more than 10 bags of trash and received huge appreciation from the locals.

SPRING - Giving Tree Program: SPRING is an employee-led team that supports various philanthropic activities such as donation drives for blood, books and computers. This year, the team organized the donation of 1,170+ laptops across China.

Giving Tree – Since 2009, SPRING team and Infosys China employees have supported the Community Center, Shanghai (CCS) Giving Tree charity program. Infosys China assisted 1,721 migrant / underprivileged students in need by donated Giving Tree bags, filled with age and gender-appropriate winter clothes and school supplies.

EMEA

UK

Infosys Springboard

Infosys has launched the Springboard platform for Sandwell Council in the West Midlands and Brent Council in London as a part of our social value commitment to provide free online digital learning platform to residents, schools and colleges. The platform now has over 49,000 registered users.

Museum of Memories Project

'The Museum of Memories' project for the Dementia Research Institute was launched.

Focused on raising awareness around how dementia disproportionately affects women, WongDoody created the 'Museum of Memories' - a virtual museum that curates cherished memories from women who have experienced dementia. We brought their precious moments to life, in a way that's not possible in the physical word and then stored these memories in the blockchain as 'digital heirlooms' so they can never degrade or disappear.

The website also details positive lifestyle behaviour changes that aid in preventing dementia in later life.

Supported by short documentaries, nationwide advertising placements, and an influencer campaign we've seen an earned media reach of 125 million (including coverage in the UK's BBC Radio) plus results from the social influencer work reaching 1,25,000 views, 15,000 likes and an average engagement rate of 10.5% (the industry average is 4.5%).

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France

Infosys, in partnership with the NGO LEPC, is contributing to digital inclusion in France. As a partner of LEPC's Innov'Avenir program, Infosys is bridging the digital gap for students and young adults, from marginalised areas, who often lack knowledge and understanding of the digital world and transformations. Infosys aims to add 1,000 beneficiaries to the program through training and coaching. Further, Infosys is aiming to extend the scope of the program to the Toulouse (south west France) area.

Several Infosys France volunteers also directly contributed to training interventions in marginalised area high schools.

Les Pros dans ta Classe Initiative

This is a digital inclusion program in the Paris, Marseille and Occitanie regions. With the support of 18 employees, 13 sessions have been conducted.

Benelux

Infosys Benelux contributed to assisting Ukrainian refugees by generously donating over 100 food supplements.

In Benelux, a partnership with local universities is helping us acquire local talents. In Belgium, we have a tie-up with Antwerp Management School. In the Netherlands, we have tied up with Technische Universiteit Eindhoven (Eindhoven Institute of Technology), University of Amsterdam, Maastricht University, Rotterdam School of Management, Erasmus University and more.

Germany

Infosys participated in the ISG Research Day in January 2023 in Seeheim-Jugenheim, Germany. ISG and Infosys have partnered in the past in France, Italy, Nordics and the UK.

Otto Beisheim School of Management was invited to the Infosys office in Düsseldorf. This visit highlighted our commitment to building relationships with academic institutions and showcasing our company culture and values to the next generation of professionals.

Partnership with Hackerschool

The Hackerschool and Infosys teams met in Hamburg for the IT Strategic Days in February 2023 and planned joint activities including Summer Schools for students in and around Düsseldorf at Infosys.

The mayor of Düsseldorf and the head of the library project visited the Infosys Innovation Lab in Düsseldorf, Germany.

Romania

In Romania, schools are invited to visit Company facilities. This helps us engage with the local community and promote positive relationships with schools, students, and teachers.

Americas

Infosys Canada

In 2022, Infosys and the University of Alberta renewed their agreement with the intent of cultivating the next generation of tech talent, spark innovation and advance opportunities, such as internships for the students. This would be further enhanced by prioritizing professional development and training opportunities for students.

Infosys has partnered with Calgary Economic Development, a not-for-profit corporation funded by the City of Calgary for a multitude of events related to Diversity, Equity and Inclusion (DEI), indigenous communities, tech talent immigration, tech confluences and academia associations.

Infosys USA

Infosys Foundation USA

Infosys Foundation USA is committed to expanding computer science and maker education to K-12 students and educators, and delivering digital skills for all, particularly within under-represented communities. Through its programming, signature initiatives and the two digital learning platforms of Infosys Springboard USA, the Foundation reached 1.3 million students and 44,000 educators in fiscal 2023, taking the total number of students reached to 24 million and educators to over 1 million.

Infosys Springboard in the USA

In fiscal 2023, the Foundation expanded its Infosys Springboard USA digital learning platforms to reach not only K-12 educators and students through the Pathfinders Online Institute, but also to bring digital skills to higher education learners and professionals seeking to upskill in the latest technology trends and leadership skills through the Digital Academy.

Digital Academy

The Digital Academy offers over 8,000 courses in coding, data science, cyber security, machine learning, and AI, as well as critical leadership skills that will help talent prepare for the technology-enabled workforce. Through Springboard platforms, the Foundation contributes to the Infosys ESG Vision 2030 goal of reaching 10 million globally with digital skills by 2025.

Pathfinders Online Institute

During fiscal 2023, the Foundation curated 17 new courses for the Pathfinders Online Institute across a range of computer science subjects such as cyber security, robotics, AI, and those at the intersection of arts and technology. These offerings reflect a high degree of diversity and inclusion, reaching underrepresented communities, such as neurodiverse students and non-English language learners. Today, the Pathfinders Online Institute hosts more than 18,000 account holders.

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Below are highlights of these courses:

- **Coding music in Python:**
  Produced by Black Girls CODE and GoldieBlox, this course teaches middle and high school students basic Python programming language through music. The modules cover a range of programming concepts, including function calls and arguments, assigning variables, and representing musical beats as strings, for loops, defining functions, reading input, and if statements.
- **Cuantrix:**
  Taught in both Spanish and English, these modules were produced by Televisa Foundation and designed to engage Latinx students in CS. 'Cuantrix Elementary' for K-5 students teaches the basics of coding while 'Cuantrix Advanced,' covers more advanced topics such as website coding, app development, and AI for grades 6-10.
- **Digital empowerment for your future:**
  This course, produced by scholars from Tech Kids Unlimited, was specifically designed both by and for neurodiverse students. The innovative curriculum equips teachers with the necessary tools to effectively teach neurodiverse students about online safety, privacy, recognizing scams and misinformation, and smart security practices.
- **Cyber A.C.E.S.:**
  This cyber security course, produced by Palo Alto Networks, aims to demystify cyber security through interactive learning by equipping kids in the age group of 5-15 with the resources to have safer online experiences, become good digital citizens, and protect their digital future.

Volunteering efforts

Infosys Foundation USA made a concerted effort in fiscal 2023 to engage Infosys employees in the wider mission of tackling the digital skills gap through a series of Career Tech Talks; hosting micro:bit office hours during the International Day of the Girl; SDG-focused Design Thinking workshop; mentoring the Infy App Challenge 4.0 NYC high school students; delivering project feedback during the Kode with Klossy STEM summer camps and capturing candid professional advice in the Million Women Mentors video series to encourage girls to pursue STEM careers. The CrossRoads 2023 conference in Tempe, Arizona opened additional doors for employees to engage with the thought leaders of K12 computer science and maker education as video production assistants, Living Lab presenters and program implementation support. These efforts not only help empower and inspire future generations, but also foster a sense of community and purpose among Infosys employees.

Additional spotlight projects are captured below:

In early 2022, 27 Infosys volunteers provided IT Career Talks about Data, AI and Digital Transformation to over 60 high school students in the newly launched school, Newark School of IT and Data Science, in Newark.

On March 14, 2022, Infosys Foundation USA sponsored a professional development event from Firia Labs at the Infosys Phoenix Tech and Innovation Center in Tempe, Arizona. With support from Infosys volunteers, this in-person event brought 18 middle and high school educators together for free training in Python code.

During the past year, over 30 Infosys mentors provided professional and academic guidance to more than 115 NYC-based high school students, as they designed an app that addresses a societal challenge as part of the 'Infy App Challenge 3.0'. Additionally, throughout the 2022 Spring semester,

13 Infosys volunteers delivered a series of virtual 'Infy Tech Talks' to 359 NYC high school students as part of our ongoing partnership with the non-profit PENCIL where they shared personal and professional insights to students potentially pursuing careers in tech.

From June 20 to July 1, 2022, the Foundation sponsored a two-week STEM camp in partnership with Kode with Klossy at the Infosys Technology and Innovation Center in Raleigh, North Carolina. The camp was designed for middle and high school girls, gender non-conforming, and transgender teenagers to learn basic coding skills and complete a group project showcasing their skills and passion. We were thrilled to have 10 employees give their time, insights and support to these young future computer scientists during the 'Pitch Party' and the 'Career Tech Panel' led by Foundation Executive Director Kate Maloney.

The Foundation served as the official STEM sponsor for the Thurgood Marshall College Fund's annual Teacher Quality Retention Program (TQRP) Summer Institute in July 2022. At the event, Foundation ED Kate Maloney moderated a 'Tech Career Talk' with Infosys ERG I-Believe representatives, Nicole Kilby and Kenneth Barry.

Infosys employees provided support to an in-person hackathon, hosted by the Televisa Foundation, serving 54 Latinx students in Phoenix, Arizona. The 'Ready.Set.Code.' hackathon provided students with valuable technological insights through workshops on Design Thinking and machine learning.

On October 11, 2022, the Foundation celebrated the International Day of the Girl in the Infosys World Trade Center office to promote the empowerment of young girls. We were honored to host an interactive Design Thinking workshop for over 35 NYC-based middle school girls. Four Infosys volunteers shared career advice on a 'Tech Career Talk' and mentored the students during the workshop.

During CSEdWeek in December 2022, the Foundation, in partnership with Learning Blade and Million Women Mentors, produced the 'Women in CS' video series featuring four employees who shared their career stories and encouraged young women to pursue STEM careers. Infosys women leaders, Lopa Mahapatra, Raje Ganesan, Kavitha Ganesh, and Jayashree Sridharan, shared candid insights about their own professional journeys.

The Foundation delivered a successful CrossRoads 2023 program in February, where over 200 passionate educators, thought leaders and implementers of computer science and maker education gathered at the Infosys Phoenix Technology and Innovation Center working to shift the landscape of K-12 computer science education. 26 Infosys employees volunteered and made the event a success.

Employee wellness and experience

For over 40 years, Infosys has set the pace in delivering excellence for clients, valuing employees as our greatest asset, and being a responsible community stakeholder, while embracing best practices in corporate governance and ethics.

Our purpose

To amplify human potential and create the next opportunity for people, businesses, and communities.

Our people are crucial to our purpose. To meet the challenges that our industry, clients, and society face at large, we need people who function at their best, creating and developing opportunities to move us all forward.

Deeply tied to our purpose are principles that guide our behavior. We express those as C-LIFE: Client value, Leadership by example, Integrity and transparency, Fairness and Excellence. These principles permeate everything we do. They are deeply embedded in our teams, upheld by leaders across the organization, and readily recognized by every employee.

We call our employees 'Infoscions' because they are the true custodians of the culture, legacy, and purpose of Infosys worldwide.

For us at Infosys, the purpose conversation has moved from 'why' to 'how.' We are implementing programs, policies and ways of working that bring our purpose more alive than ever, inspiring employees to carry it into every client engagement and individual interaction.

Read more in our Talent Pulse Report 2023

Key highlights

Total number of employees
3,43,234

82% employee satisfaction score

1,14,852 new hires in fiscal 2023

91% local hires across geographies

77% senior management personnel hired locally

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Creating employee experience through digital transformation

We are committed to creating a world-class experience for our employees. We believe this will inspire employees to deliver their best for our clients. As our employees develop a digital future for our clients, we want them to experience the same in their day-to-day work at Infosys. Hence, the digitization of human resources processes and practices becomes a critical lever to create a great workplace experience.

Transforming the employee experience at scale in a company of more than 3,43,000 people spread across 56 countries is only possible through technology. For us, digitization was the only way forward. We are reimagining experience using a combination of process busting, automation and digital transformation in people practices to create consumer-grade digital experience for our employees. Through digitization, we are simplifying our processes, eliminating unnecessary approval steps and leading straight through processing. An example of this is InfyMe, our mobile-first, self-service platform that brings all services to our employees' fingertips anytime, anywhere. InfyMe is designed to be intuitive and contextual and aids networking and collaboration. We continued to enrich our InfyMe app with more services that enable teams to operate, connect and collaborate easily and it is particularly effective in the hybrid work model. More than 200 touchpoints for activities have been merged into the intuitive interface of InfyMe.

We are making our performance appraisal process light, easy and convenient. As a first step, we have introduced a senior management review interface on InfyMe. Through this, we are enabling an enhanced user experience, faster navigation, seamless data integration and a unified experience around development, performance and careers. We are leveraging the power of the Live Enterprise platform to enable timely nudges around actions, performance and development.

We are also focused on automation of backend, administrative activities that can free up HR personnel and enable them to focus on enhancing employee experience and forming strategic partnerships with business. An example of this is Launchpad, our onboarding platform, which has enabled us to digitize our onboarding process. This mobile-based app provides a guided flow that helps new hires initiate their onboarding process, complete all the necessary documentation and data updates before their date of joining. With all operational processes taken care of prior to joining, employees are engaged in a more meaningful way with managers, teams and HR from Day 1.

In addition to the above, we are making our systems smarter with:

- Nudges to managers and employees to drive the right behavior on closures and guide managers to take the right decisions in matters like role change, retention, etc.
- Chatbots that provide instant resolutions to queries and transactions
- Omni-channel experience for employees to get on call support using a conversational IVR that uses natural language voice inputs from callers to direct them to the right agents for support
- Self-service portals
- Robotic process automations in people processes to reduce manual work

Digital-first, personalized employee life cycle application

We have transformed ourselves into a Live Enterprise, offering digital-first personalized experience for our employees across life-cycle events. We used our Live Enterprise suite of technologies for this. Some of our offerings that deliver employee experience are listed below:

Employee journey map

ATTRACT
- Talent management system
- Candidate experience
- Automated workflows
- Social media listening
- Hackathon
- InfyTQ and Infosys Springboard

ONBOARDING
- Launchpad, e-joining and more
- E-docket digital records
- QuickStart new joiner experience
- Cohorts - Mentoring and communities
- Surveys and feedback

DEVELOPMENT
- Lex - Anytime-anywhere learning
- CARA - e-coaching
- Zoiee - Digital learning assistant
- Atlas - Learning maps
- People Dashboard and Data Village - Analytics and Insights

ENGAGEMENT
- InfyMe - Employee experience app
- Power Teams - Collaboration forums
- iEngage - Communication framework
- RISE - Celebration and rewards
- HALE - Wellbeing and care
- Pulse - Employee feedback and culture sensing
- Chatbot - COVID-19 support

PERFORMANCE ENGAGEMENT
- iCount - Continuous feedback
- Smart goals and evaluations
- Mcode - Manager enablement

CAREERS AND REWARDS
- FLUID - Digital marketplace
- Skill Tags - Digital career maps and skills
- Accelerate - Gig work opportunities
- Step Up - Internal movements and skilling
- Stripes - Centralized reward management

OFFBOARDING
- Offboarding system
- Alumni portal and self-service

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Reinvigorating culture in a hybrid workplace

Employee experience is significantly influenced by how they perceive organizational culture. In the hybrid world, it has become increasingly important to strengthen and reinforce our culture so that it is experienced uniformly and positively by employees – remote or in office.

5 C engagement model

CONNECT
We have created common engagement platforms that allow us to onboard new employees quickly.

COLLABORATE
We are driving team collaboration through Power Teams - a knowledge sharing sessions initiative, investing in collaboration tools to recreated the physical workplace experience, and providing resources to our managers to lead teams remotely.

CELEBRATE
We celebrate our people's successes with rewards that are real, instant, specific, and exciting (RISE framework).

CARE
The wellbeing of Infoscions is our priority, and we encourage our managers to build strong personal relationships, create mutual trust, and be more empathetic.

CULTURE
We encourage inclusive and diverse thinking, ensure a healthy work lifestyle, and drive the company values of C-LIFE among our people.

Nurturing great managers

It is our managers who develop and mentor teams while making a world of opportunities available to them. Preparing managers to lead amid change and emerging industry challenges is crucial to our success.

We launched our flagship management initiative, the Infosys Great Manager Program, to help prepare all our managers for the rapidly changing work environment. With input from Cornell University, the program facilitates immersive development and nurtures four crucial skills: digital mindset, leadership, business acumen and operational excellence. By mastering these, our managers enhance their technical expertise and acquire soft skills that enable them to have wide-reaching influence.

Infosys Manager Code

For the third consecutive year, Infosys is among the Top 50 Companies with Great Managers 2022 in India, through the Great Manager Awards conducted by People Business and Economic Times.

The Infosys Manager Code are guiding principles on how to become a good manager. It is a comprehensive guide for any manager who would want to set an example for his team members, especially in this rapidly transforming and ever-competitive business landscape. A flipbook with enablement kits, leader blogs, manager enablement sessions, inspiring stories of 'Awesome Bosses', communication toolkits to manage the pandemic were some of our stand-out interventions.

Infosys Manager Code

Be the Voice of the Team
- Encourage PULSE feedback.
- Represent Infosys to your team.
- Celebrate the EVP and Involve the team in the journey.

Be the Navigator
- Provide opportunities and encourage participation.
- Increase the Digital Quotient score.
- Conduct effective career conversation and aspiration management.

Be a Lifelong Learner and Teacher
- Encourage learning and use of platforms.
- Navigate capability development.
- Create opportunities and enable internal mobility.

Leave No One Out
- Create a psychologically safe workplace.
- Support team integration and inclusivity.
- Be open to ideas and opinions.

Connect, Empathize and Recognize
- Intervene based on performance and people.
- Express gratitude.
- Focus on wellbeing and health.

Collaborate to Win
- Contribute to the organization's objective.
- Leverage various platforms for hybrid collaboration.
- Lead the team to get recognition in internal and external awards.

Live CLIFE
- Motivate to go the extra mile for clients.
- Lead by example.
- Be fair and transparent.

Leadership development

The Infosys Leadership Institute (ILI) is dedicated to supporting leaders to embrace larger responsibilities and challenges, grow to be future ready and positively influence their teams, clients and the communities in which we operate. ILI's charter is to enable leaders to be aligned with business, remain agile and continuously explore new and impactful developmental efforts.

Read more.

The Infosys Leadership Institute centre in Infosys Mysuru

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Occupational Health and Safety

Safety and well-being at the workplace is an important consideration in a responsible business and Infosys accords the highest priority to this aspect. The Health, Safety and Environmental (HSE) Management System at Infosys termed 'Ozone' is driven by the Management commitment, legal requirements and expectations of our stakeholders. Ozone has not only enabled us to obtain assurance on the processes instituted through certifications but has also fostered a culture of safety and well-being across the organization. We ensure adherence to all applicable regulations in all the regions we operate across the globe. We consciously strive to ensure zero accidents, physical and emotional well-being, and safety of our stakeholders.

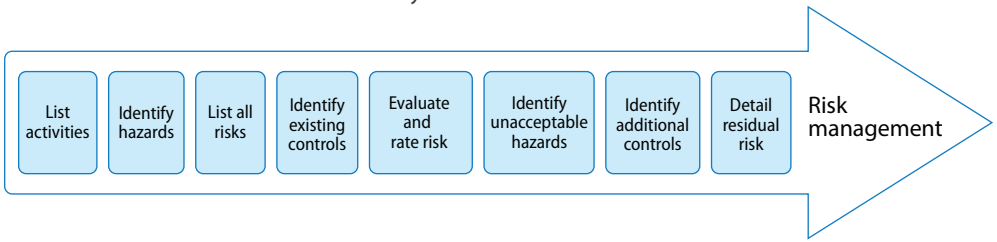
Management System

The robust management system has enabled us achieve certification to ISO 45001:2018 and ISO 14001:2015 standards across all India locations, including Infosys Limited and its subsidiaries, in line with our HSE strategy. The management system is implemented across locations globally based on applicable legal requirements and internal benchmarks and are a part of our internal audit coverage. At the helm of our Health, Safety, Environment Management System (HSEMS) is our Executive Vice President-Finance and Chief Risk Officer. The effectiveness and adequacy of the HSE framework, its execution and HSE performance are evaluated through periodic management reviews. The internal-external issues and opportunities for the organizational context are identified. Interested parties (including all our stakeholders), their needs and expectations, our expectations, legal requirements, owners and mode of communication are also documented. Some of the elements of the management system are listed below:

PLAN	DO	CHECK	ACT
• Policy & Strategy • Leadership Commitment • Organization Roles, Responsibility and Accountability • Risk Management • Objectives & Targets • Action plan	• Competency and Awareness • Documentation • Communication • Resources • Operational Controls • Emergency Response	• Performance Monitoring • Audits • Compliance Evaluation • Management Reviews	• Continual Improvement • Non-Conformity and Corrective actions • Incident Management

a. Risk management

Ozone is based on the Demings cycle and has a focused risk-based approach in ensuring identification and implementation of operational controls in line with hierarchy and effective mitigation of hazards. Risk assessment is proactively conducted to identify hazards for all existing / new / modified activities, processes, products or services and the implementation of measures to minimize or control impacts and monitor them in a structured manner. Risk assessment is proactively conducted on a yearly basis or at the beginning of a new process or activity. Reactive risk assessments are also carried out at least once every quarter based on incidents that have occurred during the period. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls are implemented, the document is revisited to assess the residual risks. A ranking is done based on the severity and probability of the risk. The Occupational Health and Safety (OH&S) hazards in the workplace are communicated to all concerned stakeholders who are also consulted when there are changes in operations. Relevant OH&S hazards are identified, and appropriate operational controls are implemented. During training, the hazards are shared along with directions on ways to reduce the risk. Employees are also consulted during development and review of policies and procedures to manage risks. Emergency response procedures for different scenarios are established and mock drills are conducted to evaluate our preparedness, response and learnings.



b. Incident management

Incidents which include near misses / potential hazards / accidents are reported through internal applications, supervisors, or mails. Root causes of incidents are identified, analyzed and appropriate corrective actions are taken to avoid recurrence or occurrence of incidents leading to injuries / losses.

c. Occupational Health and Safety (OH&S) Committees

OH&S Committees comprising cross-functional teams are established at each of our campuses and offices. The Development Center Heads chair the safety committee meetings at their respective locations in India. In our overseas offices, these committees are formed based on the local legislations. The representation of employees in safety committees is 100%. The committee ensures the establishment, implementation, maintenance, and continual improvement of processes needed for the elimination of hazards and minimization of risks. Contract workers are also an intrinsic part of the committee, which is one of the ways to ensure participation and consultation.

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d. Training and awareness

Embedding HSE culture in the organization necessitates competency development. Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. Training includes awareness building, mock drills, classroom sessions and periodic demonstrations. HSEMS training is also a part of our employee induction program. To enable continuous learning, a HSE awareness module is available on Lex, our internal learning platform. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher training.

e. Health and safety interventions

We have always focused on building a culture of safety at Infosys. Individual responsibility for safety is always emphasized. Safety in the workplace is one of the highest priorities. Systems have been established to ensure the same, including work permits, trainings, Lock out, Tag out (LOTO), safety inspections, audits, operational controls and monitoring. Policies and processes, which cover various aspects of safety, have been established. These include women's safety, lone working, transport, travel and construction, among others. Gaps, learnings, deviations and findings, if any, are identified, controls implemented and tracked for effective closure. As Infosys is an IT / ITES company, there are no product risks but there are risks including those related to provision of services like ergonomics, emotional well-being, risks associated with operation of utilities, commute. We have established numerous initiatives, interventions, virtual sessions, and process controls to address them. Awareness sessions are conducted for ergonomics across locations. Workstations and furniture are designed and procured after considering their ergonomic advantages. We have also taken care to procure systems which have inbuilt features that help avoid glare and hence reduce such instances. Sessions on ergonomics help address work-related conditions such as myalgia. Ergonomic incidents reported are treated and exercise regimens suggested. During fiscal 2023, 39 occupational ergonomics issues were reported.

Various interventions on physical and emotional well-being were enabled under the aegis of our HALE / SAFE initiatives during the year. Well-equipped occupational health centers / physiotherapy facilities are available on our campuses in India. The telemedicine portal through which employees can consult our occupational health center doctors online was operational in India during the year. Behavior-Based Safety (BBS) programs include BBS observation for contract staff, periodic inspections, trainings, observations from mock drills and employee engagement programs.

f. Participation and consultation

The process includes:

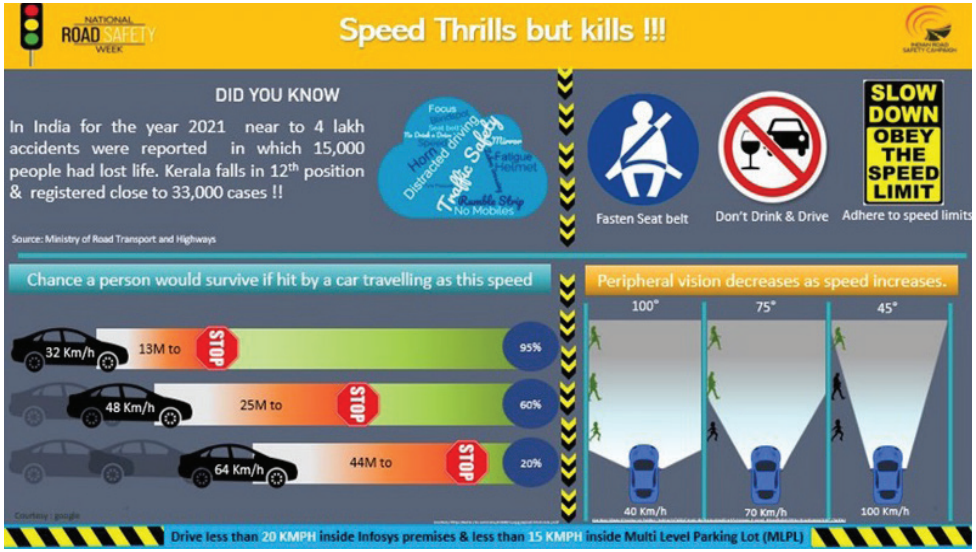
- Employee consultation in development and review of policies and procedures to manage risks
- Consultation where there are any changes that affect workplace health and safety; a management of change procedure is in place to address health and safety issues before a change occurs
- Representation of employees in health and safety matters; the Safety Committee includes employee and contract workmen representatives
- The OH&S hazards in the workplace are communicated to all concerned including contractors and visitors. They are also consulted when there are changes in operations and the relevant OH&S hazards are identified, appropriate operational controls implemented and the same is communicated to all concerned
- Health promotion programs are conducted to encourage employee involvement in health and safety. A Safety Week and Health Week are conducted annually.
- Employees, including contract workmen, are entrusted with the responsibility of participation in the ongoing HSE activities. Employees are encouraged to participate in the process of reviewing risks in their respective areas of operations from time to time, and developing and sharing strategies to eliminate, mitigate or reduce those risks.
- Employees are required to report all incidents to the HSE team to establish and implement operational controls to avoid the recurrence of the incidents and aid in elimination of unsafe behavior and conditions.
- The expectation from employees is to participate in the emergency mock drills and report or identify learnings which need to be addressed.

Various employee engagement activities are conducted to enhance awareness on HSE:

Road Safety Week (India locations):

In January, programs were conducted as part of the Road Safety Week, which included

- Sessions articulating the importance of road safety
- Communication to employees on defensive driving



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National Safety Week (India locations):
During March, the National Safety Week was observed with the following programs:

- Communication and endorsement of the safety pledge by employees
- Quiz competitions designed to test the knowledge of employees about safety measures and to create awareness on safety practices
- Poster competitions aimed at encouraging people to express their creativity while promoting safety
- Safety slogan competition where participants came up with creative and impactful slogans
- Medical camps covering general health check-up, eye checks, blood sugar monitoring etc., to promote physical well-being of employees
- In-house training sessions by the HSE teams on topics such as first aid, fire safety, ergonomics, construction safety, road safety and electrical safety
- Safety mailers to employees
- Exhibitions on Personal Protective Equipments (PPE) and safety equipment, including unique exhibits like seat belt convincer, alcohol impairment vision goggles and driving simulations
- Mock drills, safety inspection and safety skit

Health Assessment and Lifestyle Enrichment (HALE)

We continuously strive towards enhancing the well-being experience for our employees through our HALE program that is aimed at increased awareness and overall well-being resulting in good health, reduced stress levels, safe work environment and improved productivity levels.

Striking a balance between work and life, our multi-faceted approach to addressing corporate and individual needs helps us achieve conclusive results for the organization, while embracing a diverse workforce. At Infosys, we strive to improve every day in the life of every employee, and wellness is an important element.

HALE has a three-tiered sustainable model to help employees in their journey to wellness.

TIER 1 - Self-help

Aims to increase employee awareness and access to self-help tools.

TIER 2 - Micro environment

This tier aims to encourage and support our managers, who, in turn, will do the same with their teams.

TIER 3 - Macro environment

This is the top-down part of the model, focused on building alliances and partnerships with the most effective third parties, implementing appropriate policies, and providing ready access to vaccination programs.

We have tailored HALE with high-touch and high-tech elements to provide the best working experience for our employees.

Digital well-being

- Holistic Wellness Platform
- Expert talks from professionals
- Round-the-clock access to qualified counselors

Emotional well-being

- HALE Heal-A-thon: A series of masterclasses dedicated to help employees get through some of the most challenging times
- POSITRONS: An intervention to train peers to offer strong support to their project teams
- Enabling the enablers: Connects sessions and workshops with counselors and experts
- Grief counseling

Physical well-being

- Collaborations with nationwide COVID-19 testing labs
- Collaborations with emergency ambulance services
- Teleconsultations and helpline

Social well-being

- Promoting work-life balance
- Help in navigating the new normal working environment
- Organizing leisure events

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Our employee well-being rates reached an all-time high of 91% across locations. The sense of connectedness measured at 91% because of the ability of different teams to collaborate and connect with each other emotionally. HALE successfully touched the lives of 1,50,000 employees through 431 initiatives, where we witnessed a three-fold increase in employee participation. The key focus for us was mental health. We conducted 150 interventions on mental health-related topic this year.

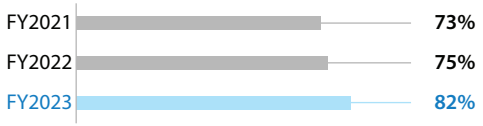
Hybrid well-being

The hybrid work model urged us to consider a hybrid well-being awareness and engagement approach. We created a page on hybrid well-being on our HALE portal and launched a hybrid wellness toolkit for employees and managers, and a Hello Hybrid widget which provided HALE counsellor contacts. Initiatives across development centers such as habit-forming campaigns, Bring Your Kids to Work days and story-sharing forums strengthened awareness and engagement among employees.

Employee satisfaction

Infosys has robust mechanisms to gauge employee sentiments and feedback. Up until fiscal 2020, employee engagement at Infosys was measured through the annual LITMUS survey. When the pandemic struck, the team quickly reimagined this tool for the new remote way of work and introduced a periodic feedback mechanism called Pulse. Pulse collects ongoing and real-time feedback from employees anonymously on key organization-wide themes that shape an employee's experience at Infosys such as work, learning and careers. We poll the entire organization through a micro survey every month. In addition to this, we also poll our employees on select tenure-based milestones and specific events including onboarding, job rotation and appraisals. This cumulative understanding of employee perception, and feedback from actual events and milestones have strengthened our sensing architecture to obtain richer insights of employee experiences. To drive change across the organization, all managers have access to a real-time customized dashboard with feedback from their respective teams, which enable them to engage with their teams better and address any concerns. This dashboard has multiple views and advanced analytics such as heatmaps, trendlines, sentiment analytics to enable the managers to prioritize focus areas according to their teams. Managers along with their respective units HR executives and leadership work on making changes or improvements at the Unit / team level on the ground. Over 50,000 employees participated in Q4 with insights gathered around various themes of the organization. These insights have led us to create focus areas for actionizing on a quarterly basis which is socialized with the leadership team.

Employee satisfaction



Performance management

Infosys has established a high-performance culture and our employee breathe this each day. Our performance management process drives a 'meritocracy culture' yet stays individual employee focused and development oriented. We focus on identifying the best performers against standards of performance instead of relative comparison of individuals. This mechanism helps us to identify our best performers through well-defined goals that are always relevant, continuous feedback and a strong focus on employee development. Aligning with this performance management philosophy, we have the defined performance review and assessment process.

Continuous feedback is an essential element of the process with regular reviews, culminating into a rating based holistic view of the employee's performance. Performance conversations between employee and manager happens on an ongoing basis, given the continuous performance process that we have in Infosys. The continuous feedback process

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helps managers provide instant feedback for necessary improvements in the work that is being done.

Infosys performance management puts equal focus on the future development of the employee and the introduction of Individual Development Plan (IDP) is a testament to the same. IDPs are created by employees under the guidance of the manager and are a perfect blend of theory and application. Managers coach and mentor the employee to set career and professional aspirations and reach them in a structured manner. Employees are also encouraged to take up training to upskill / reskill themselves to meet the needs of the projects.

In case of continued lack of expected performance, employees are identified for a structured performance improvement plan where they are given goals and the managers support them in achieving these goals.

At the end of the performance cycle employees receive a performance rating. To support the process, we have our web and mobile app called iCount, where employees can add their goals and are encouraged to update progress against the same on a regular basis. Managers can provide feedback to employees on these goals and support them in achieving the objectives. Feedback from client stakeholder (although not mandated by the process) is also a key input that the manager uses during performance and development conversations.

Along with this, employees can seek and share feedback with all the colleagues they work with. Thus, iCount goes a long way in providing a holistic view of the employees performance.

Resolution hubs

A safe and positive work environment is what we want to be associated with. In keeping with this philosophy, we envisage an open-door policy. Employees can access several forums where they can highlight matters or concerns faced at the workplace. This is achieved through a well-established and robust grievance resolution mechanism comprising 'resolution hubs'. The Anti-Sexual Harassment Initiative (ASHI) and the Hearing Employees and Resolving (HEAR) forums are designated as redressal forums for sexual harassment and workplace related complaints, respectively. Resolution hubs adhere to the principles of natural justice, ensure confidentiality, and non-retaliation while addressing concerns. The concerns are handled with utmost sensitivity and are redressed and closed in a timebound manner. A detailed investigation process ensures fairness and provides an opportunity to present facts and any material evidence pertaining to the grievance.

Read more on Infosys resolution hub

Human rights

Infosys is a signatory to the UNGC. Our human rights stand is contained in our Code of Conduct and Ethics in an important tenet, 'Respecting Each Other.' The Infosys Human Rights Statement articulates our philosophy to provide a discrimination-free workplace for all employees and contractors. All our employees and contractors undergo a mandatory Smart Awareness Quiz (SAQ), every year, which includes questions on human rights and the Infosys Code of Conduct and Ethics. The SAQ is a comprehensive tool which also includes 'self-study' tutorials, allowing employees to learn and then take up the assessments.

In fiscal 2023, we conducted an independent Human Rights Impact Assessment of our operations across India. India comprises >80% of our employee base. The assessment protocol was created based on the Articles contained in the Universal Declaration of Human Rights (UDHR), ILO, UNGC Principles, the GRI Standards, the Business Responsibility and Sustainability Reporting (BRSR) parameters, as well as Health and Safety criteria and environment management systems.

It is our constant endeavor to make Infosys a place where people can be the best version of themselves. The Talent Pulse Report 2022, provides a glimpse into our Employee wellness and experience practices. Employee wellness and experience is an important ambition as a part of Infosys' ESG Vision 2030. The suggestions from the independent human rights impact assessment allowed us to accelerate our part time and remote work policies and inform our hybrid model further.

The minimum notice period for significant operational changes are included in the collective bargaining agreements (CBA) wherever mandated by law. In countries where there is no such mandate to include them in the CBA or in countries where CBA is not mandated, we abide by the local laws prevailing in the land. In all other scenarios, Infosys prescribes the notice period based on the type of change.

All our security personnel are trained on human rights related topics. The Infosys Supplier Code of Conduct (SCoC) has reference to human rights and it states, 'Infosys expects its suppliers to support and respect the protection of internationally proclaimed human rights and to ensure that they are not complicit in human rights abuses.' As part of the onboarding process the vendors have to accept the SCoC. The procurement team ensures that SCoC acceptance is done by vendors and maintains a tracker for the same. In fiscal 2022, we committed to an independent responsible supplier assessment for our top 100 suppliers over the next 4 years. As on fiscal 2023, 46 supplier ESG assessments have been completed.

Read more.

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Awards and Recognition

- **Global Top Employer 2023** - Recognized as a Top Employer in 22 countries across Europe, Middle East, Asia Pacific, and North America for best-in-class HR practices and processes.
- **World's Most Ethical Companies in 2023 by Ethisphere** - Recognized for values and ethics across people and business for the third consecutive year.
- **Great Place to Work® 2022** - Recognized for value driven culture and trust, across India, US, Canada, Mexico, Australia, UK, Germany in 2022.

  Also recognized as **Fortune Best Big Companies**, **India's Best Employers Among Nation Builders**, Top 50 Companies for Women to Work for, Top IT Companies of India.
- **LinkedIn Top Companies 2022** - Among Top 5 employers in India for the second year in a row, recognized for industry leading employee practices.
- **ATD Excellence in Practice Award 2022** - Infosys Leadership Institute recognized for Leadership and Management Development.
- **Best Internship Program by Vault** - Infosys InStep ranked No. 1 in the 'Best Overall Internship Program' category for the fifth year in a row.
- **SHRM HR Excellence Awards 2022** - Excellence in HR Analytics, Wellness and Hybrid Workspaces, D&I.
- **Great Manager Awards** - Companies with Great Managers 2022 third time in a row by Economic Times.
- **Brandon Hall Group's HCM Excellence** - Best Recruitment Marketing and Employer Branding Program, Best-in-class talent acquisition and Best Social Talent Acquisition Strategy, Best Unique or Innovative Talent Acquisition Program.
- **Stevie® Awards** - Infosys honored with Five Stevie® Awards at the 20th Annual American and Asia Pacific Business Awards.
- **Best Recruitment Marketing and Employer Branding Program** - HR Risk Management
- **Randstad Employer Brand Research (REBR)** - Most attractive employer in India.
- **AVTAR Best Company for Women 2022** - Forbes' The Best Employers for Diversity in 2021, Diversity Inc.'s Top 50 Companies for Diversity.