

## Business Responsibility Report 2016-17

The Infosys Business Responsibility Report 2016-17 follows the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, as notified by the Ministry of Corporate Affairs (MCA), Government of India. We also publish a comprehensive Sustainability Report annually, independently assured by DNV GL, in accordance with the Global Reporting Initiative's G4 (Comprehensive) framework.

The Sustainability Report will be available at <https://www.infosys.com/sustainability>.

Our Business Responsibility Report includes our responses to questions on our practices and performance on key principles defined by Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across environment, governance, and stakeholder relationships. In keeping with the guiding principles of integrated reporting, we have provided cross-references to the reported data within the main sections of this Annual Report for all aspects that are material to us and to our stakeholders.

### Business Responsibility Report

(As per Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

#### Section A: General information about the Company

1. Corporate Identity Number (CIN) of the Company	L 8 5 1 1 0 K A 1 9 8 1 P L C 0 1 3 1 1 5
2. Name of the Company	Infosys Limited
3. Registered address	Electronics City, Hosur Road, Bengaluru 560 100, India
4. Website	www.infosys.com
5. Email ID	sustainability@infosys.com
6. Financial year reported	April 1, 2016 to March 31, 2017
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Name and description of main products / services : Computer programming, consultancy and related activities NIC code of the product / service : 620
8. List three key products / services that the Company manufactures / provides (as in Balance Sheet)	Software services, consulting, and products
9. Total number of locations where business activity is undertaken by the Company	
i. Number of international locations (Provide details of major five)	<a href="https://www.infosys.com/about/Pages/locations.aspx">https://www.infosys.com/about/Pages/locations.aspx</a>
ii. Number of national locations	<a href="https://www.infosys.com/about/Pages/locations.aspx">https://www.infosys.com/about/Pages/locations.aspx</a>
10. Markets served by the Company – Local / State / National / International	Refer to <i>Segment reporting</i> , page 156 and page 213

#### Section B: Financial details of the Company <sup>(1)</sup>

1. Paid-up capital (₹)	₹1,148 crore
2. Total turnover (₹)	₹59,289 crore
3. Total profit after taxes (₹)	₹13,818 crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2% of average net profits of the Company made during the three immediately preceding financial years. Refer to <i>Annexure 7</i> in the Annual Report, page 54
5. List of activities in which expenditure in 4 above has been incurred	Refer to <i>the Annexure 7</i> in the Annual Report, page 54

<sup>(1)</sup> As per the Standalone Ind AS financials

## Section C: Other details

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1. Does the Company have any subsidiary company / companies? : Yes. Refer to *Annexure 1* in the Annual Report, page 29
  2. Do the subsidiary company / companies participate in the BR initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s). : Yes.
  3. Do any other entity / entities (e.g. suppliers, distributors, etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities (Less than 30%, 30%, 60%, More than 60%). : Yes. Less than 30%.
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## Section D: BR information

### 1. Details of Director / Directors responsible for BR

#### a. Details of the Director responsible for implementation of the BR policy / policies

1. DIN Number : 

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2. Name : U. B. Pravin Rao
3. Designation : Chief Operating Officer and Whole-time Director

#### b. Details of the BR Head

1. DIN Number (if applicable) : Not applicable
2. Name : Aruna C. Newton
3. Designation : Associate Vice President
4. Telephone number : 91 80 4961 4243
5. E-mail ID : [arunacnewton@infosys.com](mailto:arunacnewton@infosys.com)

## 2. Principle-wise (as per National Voluntary Guidelines) Business Responsibility (BR) policy / policies (reply with Yes / No)

Sl.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for...	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Does the policy conform to any national / international standards?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director? <sup>(1)</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5.	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6.	Indicate the link for the policy to be viewed online.	Refer to the <a href="#">Whistleblower Policy and Code of Conduct and Ethics</a> .	Available on our intranet	Available on our intranet	Refer to the <a href="#">CSR Policy</a> (available on <a href="#">www.infosys.com</a> ) and Sustainability Policy (available on our intranet).	Available on our intranet	Available on our intranet	Available on our intranet	Refer to the <a href="#">CSR committee charter, CSR Policy</a> (available on <a href="#">www.infosys.com</a> ) and Sustainability Policy (available on our intranet).	Available on our intranet
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8.	Does the Company have an in-house structure to implement the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
9.	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10.	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Principle-wise index :

P1 – Code of Conduct and Ethics, Whistleblower Policy

P2 – Responsible Supply Chain Policy, Supplier Code of Conduct, Information Security Policy

P3 – HR Policies, Human Rights Statement

P4 – CSR Policy, Sustainability Policy

P5 – Human Rights Statement

P6 – HSE Policy

P7 – Sustainability policy

P8 – CSR Policy, Sustainability Policy

P9 – Information Security Policy, Brand Guidelines, Data Privacy Policy

<sup>(1)</sup> Designated department heads, who report to the Chief Operating Officer (COO) monitor and oversee policy implementation. The COO monitors policy implementation and progress on initiatives and actions through periodic reviews.

## 2a. If answer to Sl. No. 1 against any principle is 'No', please explain why (tick up to two options) – Not applicable

Sl.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the principles.	Not applicable								
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles.									
3.	The Company does not have financial or manpower resources available for the task.									
4.	It is planned to be done within the next six months.									
5.	It is planned to be done within the next one year.									
6.	Any other reason (please specify).									

## 3. Governance related to BR

Indicate the frequency with which the Board of Directors, committee of the Board or CEO assesses the BR performance of the Company – Within 3 months, 3-6 months, annually, more than 1 year.	:	We have constituted a corporate social responsibility (CSR) committee of the Board which oversees our CSR strategy and progress. For more details on the frequency of the committee's meetings, refer to the 'Corporate social responsibility committee' sub-section in the <i>Corporate Governance Report</i> , and the 'Corporate governance' section in the <i>Board's Report</i> , which are part of this Annual Report.
Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?	:	Yes, annual; <a href="https://www.infosys.com/sustainability">https://www.infosys.com/sustainability</a>

## Section E: Principle-wise performance

Principle No.	Description	Response
P1 – Business should conduct and govern themselves with ethics, transparency and accountability.		
1.1	Does the policy relating to ethics, bribery and corruption cover only the Company? Yes / No. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?	Our policies related to ethics, bribery and corruption are part of our corporate governance framework and cover the Infosys Group and our suppliers. For more details, refer to the <i>Compliance with corporate governance codes</i> sub-section under the <i>Code of conduct</i> section in the <i>Corporate Governance Report</i> chapter in this report, and the Whistleblower Policy available on our website, at <a href="https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf">https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf</a> .

Principle No.	Description	Response
1.2	How many stakeholder complaints have been received in the past financial year, and what percentage was satisfactorily resolved by the Management? If so, provide the details thereof, in about 50 words or so.	Infosys' stakeholders include our investors, clients, employees, vendors / partners, government and local communities. For details on investor complaints, refer to <i>Investor complaints</i> section in the Annual Report. For details on employee grievances and resolution, refer to the table in section 3.7. More details will be available in our <i>Sustainability Report</i> on <a href="http://www.infosys.com/Sustainability">www.infosys.com/Sustainability</a> .
P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.		
2.1	List up to three of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.	<p>Infosys is a provider of consulting, technology, outsourcing and next-generation services. Our sustainability strategy strives to make :</p> <ul style="list-style-type: none"> <li>• Our business sustainable</li> <li>• Our client's business sustainable</li> <li>• Our ecosystem sustainable</li> </ul> <p>We continue to work on large-scale digital-transformation projects that significantly impact the socio-economic progress of the country.</p> <p>Infosys' core banking and insurance solutions have enabled the Department of Post in India to provide easy and effective banking and insurance services to rural and semi-rural regions of India. 23,249 post offices provide banking solutions. Over 598 million accounts have been migrated to the system till date. 975 ATMs have also been enabled to service India Post customers. 25,448 post offices have been enabled to provide insurance policies, and 29 million policies have been migrated to the new system.</p> <p>The eBiz portal developed by Infosys is one of the 31 Mission Mode Projects (MMPs) under the National eGovernance Plan (NeGP) of the Government of India. An initiative by the Department of Industrial Policy and Promotion, eBiz is a one-of-its-kind portal conceived to bring about a radical shift in the government's service delivery approach to improve 'Ease of Doing Business' in India. Currently, the portal hosts over 50 services, including 22 central services and 30 state services.</p> <p>The Government of India's impetus on digital payments propelled many organizations towards providing enabling systems and platforms. The collaboration between Paytm and Infosys has helped in rolling out an innovative digital payments platform. Paytm Payment Bank leverages Finacle's proven platform for its deposit products and payments platform, enabling it to rapidly roll out innovative offerings. Paytm is India's largest mobile payments and commerce platform.</p>
2.2	For each such product, provide the following details in respect of resource use (energy, water, raw material, etc.) per unit of product (optional) :	<p>Our business being IT services and consulting primarily, our solutions that have been detailed under 2.1, fuel the digital transformation of our nation.</p> <p>Being a responsible corporation, we track the consumption of resources critically, and our goals and performance related to these parameters will be provided in our <i>Sustainability Report</i> on <a href="http://www.infosys.com/sustainability">http://www.infosys.com/sustainability</a>.</p>

Principle No.	Description	Response
2.3	Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.	Our Responsible Supply Chain Policy guides our actions in the supply chain and interactions with our supply chain partners. We have a comprehensive engagement model, to meaningfully engage with our suppliers on material aspects. Regular capacity building and assessments are conducted for key suppliers. The proportion of spending on domestic suppliers at significant locations was about 79% in fiscal 2017.
2.4	Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	We have a Responsible Supply Chain Policy and a Supplier Code of Conduct. Our suppliers are categorized into three broad categories – people, services and products. Our contracts have appropriate clauses and checks to prevent the employment of child labor or forced labor in any form. We also provide forums where suppliers can voice their concerns and issues. We continue to engage with all supplier segments working within our boundary covering People and Services categories by conducting training, assessments and audits on Health and Safety, Compliance and Anti-corruption, Human Rights and Anti-Harassment. We engage with local suppliers for our People and Services categories.
2.5	Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%)? Also, provide details thereof, in about 50 words or so.	Ozone, our Health, Safety and Environment Management System (HSEMS), guides our efforts on the responsible use of scarce natural resources. For details on how we recycle products and manage waste, visit our sustainability microsite, <a href="https://www.infosys.com/sustainability/">https://www.infosys.com/sustainability/</a> .
P3 – Businesses should promote the wellbeing of all employees.		
3.1	Please indicate the total number of employees.	Our global employee count stands at 2,00,364 as on March 31, 2017.
3.2	Please indicate the total number of employees hired on a temporary / contractual / casual basis.	Most of our employees work as full-time, permanent employees. More details will be available in our <i>Sustainability Report</i> on <a href="http://www.infosys.com/Sustainability">www.infosys.com/Sustainability</a> .
3.3	Please indicate the number of permanent women employees.	The number of our global women employees is 72,248 as on March 31, 2017.
3.4	Please indicate the number of permanent employees with disabilities.	Being an equal opportunity employer, we do not mandate the disclosure of disability. The number of employees who have voluntarily disclosed their disability status and the nature of disability stands at 161, as on March 31, 2017.

Principle No.	Description	Response																												
3.5	Do you have an employee association that is recognized by the Management?	We recognize the right to freedom of association through collective bargaining agreements in accordance with the guidelines and compliance frameworks put forth by governments in countries where we have our operations. A <i>de minimis</i> percentage of our employees are covered by Collective Bargaining Agreements (CBA).																												
3.6	What percentage of your permanent employees are members of this recognized employee association?	Details will be available in our <i>Sustainability Report</i> on <a href="http://www.infosys.com/Sustainability">www.infosys.com/Sustainability</a> .																												
3.7	Please indicate the number of complaints relating to child labor, forced labor, involuntary labor and sexual harassment in the last financial year, and those that are pending, as on the end of the financial year.	<p>Our anti-discrimination and anti-harassment policies apply to everyone involved in the operations of the Company, including vendors and clients. The forums to deal with issues and concerns raised by our employees are as follows:</p> <ul style="list-style-type: none"> <li>• Hearing Employees and Resolving (HEAR)</li> <li>• Anti-Sexual Harassment Initiative (ASHI)</li> <li>• Whistleblower Policy</li> </ul> <p>The details of concerns and grievances raised in fiscal 2017 are as follows:</p> <table border="1"> <thead> <tr> <th>Employee grievances</th> <th>Number of grievances</th> </tr> </thead> <tbody> <tr> <td>Workplace harassment <sup>(1)</sup></td> <td>111</td> </tr> <tr> <td>Workplace concerns <sup>(2)</sup></td> <td>516</td> </tr> <tr> <td>Disciplinary issues – major <sup>(3)</sup></td> <td>359</td> </tr> <tr> <td>Disciplinary issues – minor <sup>(4)</sup></td> <td>484</td> </tr> <tr> <td>Total</td> <td>1,470</td> </tr> <tr> <th colspan="2">Closure statistics</th> </tr> <tr> <td>Internal arbitration</td> <td>495</td> </tr> <tr> <td>Disciplinary action</td> <td>925</td> </tr> <tr> <td>Total</td> <td><sup>(5)</sup> 1,420</td> </tr> </tbody> </table> <p>Scope: Infosys Group</p> <p><sup>(1)</sup> Workplace harassment – Refers to all major and minor sexual harassment issues heard and resolved at the workplace.</p> <p><sup>(2)</sup> Workplace concerns – Refers to grievances employees raise at the workplace.</p> <p><sup>(3)</sup> Major – These cases involve reputation risk to the Company / employees, fraud or other ethical misconduct. This year, we are reporting the disciplinary action taken on individuals on account of incorrect data provided at the time of joining.</p> <p><sup>(4)</sup> Minor – These cases refer to misdemeanors or mistakes that can be corrected.</p> <p><sup>(5)</sup> Neutral panel investigations are in progress for 50 open cases. This is work in progress for closure.</p> <p>The details of workplace sexual harassment complaints in India, reported as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and the Ministry of Women and Child Development notification dated December 9, 2013 are as follows:</p> <table border="1"> <thead> <tr> <th>Complaints received</th> <th>Fiscal 2017</th> </tr> </thead> <tbody> <tr> <td>Number of cases filed</td> <td>88</td> </tr> <tr> <td>Disposal by conciliation</td> <td>5</td> </tr> <tr> <td>Disposal by disciplinary action(s) <sup>(1)</sup></td> <td>72</td> </tr> </tbody> </table> <p><sup>(1)</sup> 11 cases evaluated by the Internal Committee (IC) were reported in March 2017 and the investigation process was under way as on March 31, 2017.</p>	Employee grievances	Number of grievances	Workplace harassment <sup>(1)</sup>	111	Workplace concerns <sup>(2)</sup>	516	Disciplinary issues – major <sup>(3)</sup>	359	Disciplinary issues – minor <sup>(4)</sup>	484	Total	1,470	Closure statistics		Internal arbitration	495	Disciplinary action	925	Total	<sup>(5)</sup> 1,420	Complaints received	Fiscal 2017	Number of cases filed	88	Disposal by conciliation	5	Disposal by disciplinary action(s) <sup>(1)</sup>	72
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Principle No.	Description	Response												
3.8	<p>What percentage of your under-mentioned employees were given safety and skill up-gradation training in the last year?</p> <ul style="list-style-type: none"> <li>• Permanent employees</li> <li>• Permanent women employees</li> <li>• Casual / temporary / contractual employees</li> <li>• Employees with disabilities</li> </ul>	<p>Our training programs cover all our employees irrespective of race, gender, or physical disability. Our Education, Training and Assessment (ETA) group offers industry-benchmarked learning programs to ensure talent enablement. Refer to <i>Education and Learning as the Path to Our Transformation</i> section in the Annual Report to read more details about our training strategy and continuous learning interventions.</p> <p>The total number of training days for the last three years is as follows:</p> <table border="1"> <thead> <tr> <th>Particulars</th> <th>Fiscal 2017</th> <th>Fiscal 2016</th> <th>Fiscal 2015</th> </tr> </thead> <tbody> <tr> <td>Employee count</td> <td>2,00,364</td> <td>1,94,044</td> <td>1,76,187</td> </tr> <tr> <td>Total training days</td> <td>20,40,962</td> <td>21,22,318</td> <td>33,60,099</td> </tr> </tbody> </table> <p>Ozone, our Health, Safety and Environmental Management System (HSEMS) seeks to provide a safe and healthy workplace to our employees, visitors and contract workers. The initiative also keeps employees, contractors and others well-informed, trained and committed to our HSE policy and procedures.</p> <p>The HSE training needs are identified for different personnel based on the nature of their jobs. Accordingly, training – including awareness sessions, mock drills, classroom sessions and periodic demonstrations related to safety, security and wellbeing – is provided. HSEMS training is also a part of our employee-induction programs. E-learning modules have also been rolled out for creating awareness.</p>	Particulars	Fiscal 2017	Fiscal 2016	Fiscal 2015	Employee count	2,00,364	1,94,044	1,76,187	Total training days	20,40,962	21,22,318	33,60,099
Particulars	Fiscal 2017	Fiscal 2016	Fiscal 2015											
Employee count	2,00,364	1,94,044	1,76,187											
Total training days	20,40,962	21,22,318	33,60,099											

P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

4.1	Has the Company mapped its internal and external stakeholders?	Yes. The details are provided on our website, at <a href="https://www.infosys.com/sustainability/about-us/overview/pages/index.aspx">https://www.infosys.com/sustainability/about-us/overview/pages/index.aspx</a> .
4.2	Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?	Yes. The details are provided on our website, at <a href="https://www.infosys.com/sustainability/social">https://www.infosys.com/sustainability/social</a>
4.3	Are there any special initiatives undertaken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide the details thereof, in about 50 words or so.	<p>Yes, as a socially responsible organization, we are committed to work for the welfare of the communities around us. Our community engagement interventions include:</p> <ul style="list-style-type: none"> <li>• Grant-making</li> <li>• Organization-led projects</li> <li>• Employee-driven initiatives</li> <li>• Community sabbaticals</li> </ul> <p>For more details on our work with communities, refer to <i>Annexure 7 to Boards' report</i> in the Annual Report and our websites, <a href="http://www.infosys.org">www.infosys.org</a> and <a href="https://www.infosys.com/sustainability/">https://www.infosys.com/sustainability/</a>.</p>

P5 – Businesses should respect and promote human rights.

5.1	Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?	Yes, all companies in the Infosys Group are covered by the policy.
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Principle No.	Description	Response
5.2	How many stakeholder complaints have been received in the past financial year, and what percentage was satisfactorily resolved by the Management?	Infosys is signatory to the UNGC. The Human Rights Statement, based on the United Nations Global Compact (UNGC) principles, guides our policies and practices. We have various grievance redressal channels to deal with issues related to discrimination, retaliation and harassment. The complainants are assured of complete anonymity and confidentiality. Refer to the table under 3.7 for details on stakeholder complaints.
P6 – Business should respect, protect, and make efforts to restore the environment.		
6.1	Does the policy related to Principle 6 cover only the Company, or does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?	Protection of the environment ranks high among our corporate goals and as a responsible corporate citizen, we are committed to putting a specific policy in place to ensure we take definite steps to protect the environment. Our Health, Safety and Environment (HSE) policy – that regularly shares best practices and provides a safe and healthy workplace for our employees, contractors and visitors – is testimony to this effort. The policy is made available to all our employees worldwide on Sparsh (our intranet), and as posters and instructions on digital and physical display areas across our campuses. We have received ISO 14001:2004 and OHSAS 18001 certification for 81% of our locations in India. Our objectives and targets have been documented at the corporate and development center levels and is monitored and tracked at regular intervals. We also have operational controls for impact management based on severity.
6.2	Does the Company have strategies / initiatives to address global environmental issues such as climate change, global warming, etc? Yes / No. If yes, please give the hyperlink for the web page, etc.	In 2008, we had committed to an aggressive goal of reducing our per capita energy consumption by 50% by fiscal 2018. In fiscal 2017, we achieved a reduction of 51.18% in per capita energy consumption, thereby meeting and exceeding the goal a year ahead of target. For more details, visit our website, <a href="http://www.infosys.com">www.infosys.com</a> , and our sustainability microsite, <a href="https://www.infosys.com/sustainability/">https://www.infosys.com/sustainability/</a> .
6.3	Does the Company identify and assess potential environmental risks?	Environmental risks form a part of our operational risks in the 'Integrated Risk Management' framework. Ozone, our Health, Safety and Environment Management System (HSEMS), guides our efforts in managing environmental impacts of our operations. Read our <i>Sustainability Reports</i> on <a href="https://www.infosys.com/sustainability/">https://www.infosys.com/sustainability/</a> for information on the progress of our environmental sustainability efforts.
6.4	Does the Company have any project related to the Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, has any environmental compliance report been filed?	Not applicable

Principle No.	Description	Response
6.5	Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable energy, etc.? Yes / No. If yes, please give the hyperlink for the web page, etc.	We have been front-runners in embracing new technologies that generate cleaner forms of energy. While we have set up one of the largest solar farms to power an entire campus in Hyderabad, we have also been pursuing cleaner technologies across our operations. For more details, visit our website, <a href="http://www.infosys.com">www.infosys.com</a> , and our sustainability microsite, <a href="https://www.infosys.com/sustainability/environment">https://www.infosys.com/sustainability/environment</a> .
6.6	Are the emissions / waste generated by the Company within the permissible limits given by CPCB / SPCB for the financial year being reported?	Yes, we comply with all the local pollution control boards' guidelines and go beyond adherence to the guidelines. For more details, visit our website, <a href="http://www.infosys.com">www.infosys.com</a> , and our sustainability microsite, <a href="https://www.infosys.com/sustainability/">https://www.infosys.com/sustainability/</a> .
6.7	Number of show cause / legal notices received from CPCB / SPCB which are pending (i.e., not resolved to satisfaction) as on the end of the financial year.	We did not have any monetary or non-monetary sanctions imposed on us for non-compliance with environmental laws and regulations during fiscal 2017.
P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.		
7.1	Is your Company a member of any trade and chamber or association? If yes, name only those major ones that your business deals with.	Yes, as an industry influencer, we are part of global and local associations. We forge strategic partnerships with industry bodies and consortiums at the local, national and international levels. The following are the significant associations during fiscal 2017 : <ul style="list-style-type: none"> <li>a. National Association of Software and Services Companies (NASSCOM)</li> <li>b. World Business Council for Sustainable Development (WBCSD)</li> <li>c. Confederation of Indian Industry (CII)</li> <li>d. Federation of Indian Chambers of Commerce and Industry (FICCI)</li> <li>e. IEEE Bangalore Section Payment Gateway</li> <li>f. Indo-Australian Chamber of Commerce</li> <li>g. business disability international (bdi)</li> <li>h. Chamber of Commerce of the U.S.A.</li> <li>i. National Renewable Energy Laboratory (NREL), U.S.</li> <li>j. Alliance for an Energy Efficient Economy (AEEE), India</li> <li>k. Solar Energy Research Institute for India and the U.S. (SERIUS)</li> <li>l. Indian Green Building Council (IGBC)</li> </ul>

Principle No.	Description	Response
7.2	Have you advocated / lobbied through the above associations for the advancement or improvement of public good? Yes / No. If yes, specify the broad areas (Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others).	We believe that it is our responsibility to help build a better business environment and thus a better world with opportunities for everyone. Our advocacy efforts are championed across the world by our senior leaders. In an effort to drive advocacy globally and locally, we have been part of governance bodies of national and international organizations across economic, social and environmental dimensions. For more details, visit <a href="https://www.infosys.com/sustainability/about-us/overview/Pages/partnerships.aspx">https://www.infosys.com/sustainability/about-us/overview/Pages/partnerships.aspx</a> .
P8 – Businesses should support inclusive growth and equitable development.		
8.1	Does the Company have specified programs / initiatives / projects in pursuit of the policy related to Principle 8? If yes, provide the details thereof.	Our corporate social responsibility supports inclusive growth of not only communities where we have our operations, but also encompasses the overall development of societies and human capabilities. From uplifting the poorest sections of the society through <a href="#">the Infosys Foundation</a> , promoting science and math education in the U.S. through <a href="#">the Infosys Foundation USA</a> , encouraging science and research through <a href="#">the Infosys Science Foundation</a> , increasing the employability of engineering students through Campus Connect, to empowering our employees to become responsible citizens through volunteering, we will continue to strive towards inclusive growth and community development. For more details, refer to <a href="http://www.infosys.org">www.infosys.org</a> and <a href="https://www.infosys.com/sustainability/social">https://www.infosys.com/sustainability/social</a> .
8.2	Are the programs / projects undertaken through an in-house team / own foundation / external NGO / government structures / any other organization?	Infosys has established foundations in India and the U.S. For more details on our work with the community, visit <a href="http://www.infosys.org">www.infosys.org</a> and <a href="https://www.infosys.com/sustainability/social">https://www.infosys.com/sustainability/social</a> .
8.3	Have you done any impact assessment of your initiative?	Yes, the impact due to the Foundations' programs are provided on the respective websites, <a href="http://www.infosys.org">www.infosys.org</a> and <a href="https://www.infosys.com/sustainability/social">https://www.infosys.com/sustainability/social</a> .
8.4	What is your Company's direct contribution to community development projects – amount in ₹ and the details of the projects undertaken.	Refer to <i>Annexure 7</i> of the Annual Report. For more details on our work with the community, visit <a href="http://www.infosys.org">www.infosys.org</a> and <a href="https://www.infosys.com/sustainability/social">https://www.infosys.com/sustainability/social</a> .
8.5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.	Yes, a majority of our community development projects go beyond the philanthropic one-time engagement and is designed for self-sustenance through a 'teach fishing' model. For more details on our work with the community, visit <a href="http://www.infosys.org">www.infosys.org</a> and <a href="https://www.infosys.com/sustainability/social">https://www.infosys.com/sustainability/social</a> .

Principle No.	Description	Response
P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.		
9.1	What percentage of client complaints / consumer cases are pending as on the end of the financial year?	None
9.2	Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes / No / NA / Remarks (additional information).	Not applicable
9.3	Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising, and / or anti-competitive behavior during the last five years and pending as on the end of the financial year? If so, provide the details thereof, in about 50 words or so.	We have various mechanisms to receive and address complaints from stakeholders related to compliance, corruption or bribery. As of March 31, 2017, no stakeholder has filed any case against the Company, nor are any cases pending regarding unfair trade practices, irresponsible advertising and / or anti-competitive behavior.
9.4	Did your Company carry out any consumer survey / measure consumer satisfaction trends?	We interact with our clients on a regular basis and across multiple platforms. We also host premier CXO-level events annually in Europe and the Americas. Customer-focused excellence demands constant sensitivity to changing and emerging customer requirements and close attention to the voice of the customer. Infosys' customer experience increased significantly in 2016. All four measures of Satisfaction, Loyalty, Advocacy, and Business Value Perceptions witnessed a healthy increase. The satisfaction score for the year was 5.97.

For more details on our business and sustainable practices, visit our website, [www.infosys.com/investors/reports-filings](http://www.infosys.com/investors/reports-filings) and <https://www.infosys.com/sustainability>.