

Business Responsibility Report 2018-19

The Infosys Business Responsibility Report 2018-19 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.

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

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, Karnataka 560 100, India
4. Website	www.infosys.com
5. Email ID	sustainability@infosys.com
6. Financial year reported	April 1, 2018 to March 31, 2019
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)	https://www.infosys.com/about/Pages/locations.aspx
ii. Number of national locations	https://www.infosys.com/about/Pages/locations.aspx
10. Markets served by the Company – Local / State / National / International	Refer to <i>Segment reporting</i> , page 197 and page 265

Section B: Financial details of the Company⁽¹⁾

1. Paid-up capital (₹)	₹2,178 crore
2. Total turnover (₹)	₹73,107 crore
3. Total profit after taxes (₹)	₹14,702 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> to the <i>Board's report</i> in the Annual Report, page 74
5. List of activities in which expenditure in 4 above has been incurred	Refer to <i>Annexure 7</i> to the <i>Board's report</i> in the Annual Report, page 74

⁽¹⁾ 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 <i>Annexure 1</i> to the <i>Board's report</i> in the Annual Report, page 50 |
| 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 | : | <table border="1"><tr><td>0</td><td>6</td><td>7</td><td>8</td><td>2</td><td>4</td><td>5</td><td>0</td></tr></table> | 0 | 6 | 7 | 8 | 2 | 4 | 5 | 0 |
| 0 | 6 | 7 | 8 | 2 | 4 | 5 | 0 | | | |
| 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 |

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

S.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? ⁽¹⁾	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 Whistleblower Policy, Code of Conduct and Ethics (available on www.infosys.com) and Anti-Bribery Policy (available on our intranet)	Available on our intranet	Available on our intranet	Refer to the CSR Policy (available on www.infosys.com) and Sustainability Policy (available on our intranet).	Available on our intranet	Available on our intranet	Available on our intranet	Refer to the CSR Policy (available on www.infosys.com) 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 – Whistleblower Policy, Anti-Bribery Policy and Code of Conduct and Ethics
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

⁽¹⁾ Designated department heads, who report to the Chief Executive Officer (CEO) / Chief Operating Officer (COO) monitor and oversee policy implementation. The CEO / 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

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the principles.									
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.									Not applicable
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. : The Board of Directors, committees of the Board, and the CEO assesses the BR performance of the Company every three months. For more information, read the *Corporate governance report*, which is 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.
<https://www.infosys.com/sustainability/resources/Pages/index.aspx>

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 corporate governance practices apply across the Infosys Group and extend to our suppliers and partners. Our Code of Conduct and Ethics complies with the legal requirements of applicable laws and regulations, including anti-bribery and anti-corruption policies, ethical handling of conflicts of interest, and fair, accurate and timely disclosure of reports and documents that are filed with the required regulatory bodies in the regions we operate. Additionally, we have the Supplier Code of Conduct which sets out standards of ethical conduct for our third parties. We also have the Anti-Bribery Policy and Anti-Corruption Policy for our employees in the Infosys Group.

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.	<p>Infosys' stakeholders include our investors, clients, employees, vendors / partners, government, and local communities. For details on investor complaints and resolution, refer to the 'Investor complaints' in the <i>Shareholder information</i> section of this Annual Report.</p> <p>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> at https://www.infosys.com/sustainability/resources/Pages/index.aspx.</p>
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 digital services. Our sustainability strategy strives to make :</p> <ul style="list-style-type: none"> • Our business sustainable • Our clients' businesses sustainable • Our ecosystem sustainable <p>Infosys continues to work on large-scale digital transformation projects that significantly impact the socio-economic progress of the country. Here is a brief account of three noteworthy projects in this regard.</p> <p>Small loan transformation in a leading non-banking financial company (NBFC) : Infosys is enabling a leading Indian NBFC to digitally transform its lending management system for various lines of business (LoBs) – such as home loans, two-wheeler loans, microfinance, and farm loans – to improve customer experience, operation and efficiency, and also accelerate the time-to-market of their financial products. The NBFC extends small loans to low-income individuals with the objective of making them self-reliant. The microloans product is one of the highest revenue-generating businesses for the NBFC and it enables rural women to obtain loans for their small-scale trade. The digital lending landscape of the client was transformed by leveraging the fintech ecosystem that significantly reduces the time to sanction and disburse loans. Infosys' work with the NBFC is a step in aiding India's progress towards financial inclusion.</p> <p>Educating every girl child with Sukanya Samridhi Account (SSA) : SSA is a Government of India-backed savings scheme which was launched in January 2015. It is a girl child prosperity account targeted at the parents of girl children. This scheme encourages and helps parents in building a fund which can be used in future for a girl child's education and marriage expenses. As on March 31, 2019, approximately 1.3 crore SSA accounts have been opened by the Department of Posts, thanks to the technology solution developed by Infosys.</p> <p>Process optimization and transparency via MCA Project : The MCA is responsible for administering the Companies Act to regulate the corporate sector of India. The MCA21 system provides online services for company registration and other regulatory filings. Infosys has partnered with the ministry to enable the processes that are critical to dispense with red tape, simplify paperwork, reduce individual discretion, promote uniformity, increase transparency, and in general, ease the process of launching and doing business in India. Notably, India's ranking on the World Bank's 'Ease of Doing Business' index has subsequently improved. Infosys and the MCA have been continuously improving the systems and processes to provide greater ease to the stakeholders. The redesign of the procedures and workflows relating to a company's incorporation has ensured that the time taken to incorporate a company has reduced from seven days on an average to less than a day.</p>

Principle No.	Description	Response
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):	Our business being IT services and consulting, our solutions that have been detailed under 2.1 fuel the digital transformation of our nation. 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> at https://www.infosys.com/sustainability/resources/Pages/index.aspx .
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.	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.
2.4	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?	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 2019.
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.	As a company aware of the responsible use of finite natural resources, we have adopted a focused approach to managing the waste generated by our operations. Our waste management strategy is framed around the three Rs – Reduce, Reuse and Recycle. Rigorous waste-segregation at source, followed by appropriate treatment or disposal in adherence to applicable legislations, ensures that we send minimum waste to landfills. Organic waste (food waste and garden waste) are treated at in-house biogas / organic waste converters. For more information, visit our sustainability microsite at https://www.infosys.com/sustainability/ .
P3 – Businesses should promote the wellbeing of all employees.		
3.1	Please indicate the total number of employees.	Our global, full-time, permanent employee count stands at 2,28,123 as on March 31, 2019
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> at https://www.infosys.com/sustainability/resources/Pages/index.aspx .

Principle No.	Description	Response
3.3	Please indicate the number of permanent women employees.	The number of our global permanent women employees is 83,671 as on March 31, 2019.
3.4	Please indicate the number of permanent employees with disabilities.	Being an equal opportunity employer, we encourage employees to disclose their disabilities and seek reasonable accommodation to allow them to perform to their full potential. The number of employees who have voluntarily disclosed their disability status and the nature of disability stands at 353, as on March 31, 2019.
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 (CBAs) 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 CBA. We have established multiple channels to engage and communicate with our employees across levels. We have frequent interactive sessions with the top leaders across locations through town halls. In addition, we have employee communication channels such as organization-wide mailers, newsletters within units, our corporate intranet (Sparsh), corporate TV channel (InfyTV), corporate radio channel (InfyRadio), our social networking hub (Yammer), the annual employee satisfaction survey – LITMUS (Let's Interact on Themes that Matter to Us), blogs, an exclusive platform for managers (Managers Portal), and our internal branding and marketing portal, MPlus. Each of these communication channels gives a much-needed impetus to fostering a culture of networking in a fast-growing environment.
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> at https://www.infosys.com/sustainability/resources/Pages/index.aspx .

Principle No.	Description	Response																																
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"> • Hearing Employees and Resolving (HEAR) • Anti-Sexual Harassment Initiative (ASHI) • Whistleblower Policy (WB) <p>The details of concerns and grievances raised in fiscal 2019 are as follows :</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9ead3;">Employee grievances</th> <th style="background-color: #d9ead3;">Number of grievances</th> </tr> </thead> <tbody> <tr> <td>Workplace harassment⁽¹⁾</td> <td style="text-align: right;">105</td> </tr> <tr> <td>Workplace concerns⁽²⁾</td> <td style="text-align: right;">888</td> </tr> <tr> <td>Disciplinary issues – major⁽³⁾</td> <td style="text-align: right;">395</td> </tr> <tr> <td>Disciplinary issues – minor⁽⁴⁾</td> <td style="text-align: right;">608</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">1,996</td> </tr> <tr> <th colspan="2" style="background-color: #d9ead3;">Closure statistics</th> </tr> <tr> <td>Internal arbitration</td> <td style="text-align: right;">795</td> </tr> <tr> <td>Disciplinary action</td> <td style="text-align: right;">1,064</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">⁽⁵⁾ 1,859</td> </tr> </tbody> </table> <p>Scope : Infosys Group</p> <p>⁽¹⁾ Workplace harassment – Refers to all major and minor sexual harassment issues heard and resolved at the workplace.</p> <p>⁽²⁾ Workplace concerns – Refers to grievances employees raise at the workplace.</p> <p>⁽³⁾ 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>⁽⁴⁾ Minor – These cases refer to misdemeanors or mistakes that can be corrected.</p> <p>⁽⁵⁾ We have 137 open cases as on April 30, 2019. Neutral panel investigations are in progress for 100 open cases.</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" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9ead3;">Complaints received</th> <th style="background-color: #d9ead3;">Fiscal 2019</th> </tr> </thead> <tbody> <tr> <td>Number of complaints received</td> <td style="text-align: right;">69</td> </tr> <tr> <td>Disposal by conciliation</td> <td style="text-align: right;">5</td> </tr> <tr> <td>Disciplinary issues – major</td> <td style="text-align: right;">11</td> </tr> <tr> <td>Disposal by disciplinary action(s)</td> <td style="text-align: right;">49</td> </tr> <tr> <td>Reported in March 2019 and the investigation process was underway as on April 30, 2019</td> <td style="text-align: right;">4</td> </tr> </tbody> </table>	Employee grievances	Number of grievances	Workplace harassment ⁽¹⁾	105	Workplace concerns ⁽²⁾	888	Disciplinary issues – major ⁽³⁾	395	Disciplinary issues – minor ⁽⁴⁾	608	Total	1,996	Closure statistics		Internal arbitration	795	Disciplinary action	1,064	Total	⁽⁵⁾ 1,859	Complaints received	Fiscal 2019	Number of complaints received	69	Disposal by conciliation	5	Disciplinary issues – major	11	Disposal by disciplinary action(s)	49	Reported in March 2019 and the investigation process was underway as on April 30, 2019	4
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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"> • Permanent employees • Permanent women employees • Casual / temporary / contractual employees • Employees with disabilities 	<p>Skill upgradation: 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.</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 2019</th> <th>Fiscal 2018</th> <th>Fiscal 2017</th> </tr> </thead> <tbody> <tr> <td>Employee count</td> <td>2,28,123</td> <td>2,04,107</td> <td>2,00,364</td> </tr> <tr> <td>Total training days</td> <td>28,71,288</td> <td>16,87,983</td> <td>20,40,962</td> </tr> </tbody> </table> <p>Safety: 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 personnel well-informed, trained and committed to our Health, Safety and Environment (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 well-being 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 2019	Fiscal 2018	Fiscal 2017	Employee count	2,28,123	2,04,107	2,00,364	Total training days	28,71,288	16,87,983	20,40,962
Particulars	Fiscal 2019	Fiscal 2018	Fiscal 2017											
Employee count	2,28,123	2,04,107	2,00,364											
Total training days	28,71,288	16,87,983	20,40,962											

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 https://www.infosys.com/sustainability/about-us/overview/pages/index.aspx .
4.2	Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?	Yes. The details are provided under 'Foundations' tab on our website, at https://www.infosys.com/sustainability/social .
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"> • Grant-making • Organization-led projects • Employee-driven initiatives • Community sabbaticals <p>For more details on our work with communities, refer to <i>Annexure 7 to Board's report</i> in the Annual Report and our websites, www.infosys.org and https://www.infosys.com/sustainability/.</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 including employees and contractors 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?	Our stakeholder engagement processes are robust and have strong listening mechanisms. Additionally, all stakeholders have access to the Whistleblower Policy of Infosys at https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf . Refer to the table under 1.2 for more information.
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 have established a global HSE policy which defines our commitment to ensuring environmental protection. The policy is made available to all our employees worldwide on our intranet, through posters and instructions on digital and physical display areas across our campuses. It is also published in our sustainability microsite. We are certified to ISO 14001:2015 and OHSAS 18001:2007 at 100% of identified locations in India. All personnel working for or on behalf of the organization are expected to mandatorily adhere to the established HSE policy and procedures. Vendor partners are also encouraged to follow our stated HSE requirements and ensure compliance as detailed in our agreements.
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.	Global environmental issues are addressed as a part of our business context. Our efforts included aggressive targets to reduce consumption and switch to renewable energy resources for our business operations. We have undertaken aggressive goals of carbon neutrality, and we propose to achieve them over the next few years. For more details, visit our website, www.infosys.com , and our sustainability microsite, https://www.infosys.com/sustainability/ .
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> at https://www.infosys.com/sustainability/about-us/overview/pages/index.aspx 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.	In continuation of our efforts to invest more in cleaner and greener technologies, we commissioned the 30 MW solar photo-voltaic (PV) plant in Sira, Karnataka. In fiscal 2019, we also added 2.8 MW of solar PV capacity in our campuses. With this, we now have a total 49 MW of solar power plant capacity, including rooftop and ground-mounted systems. For more details, visit our website, www.infosys.com , and our sustainability microsite, https://www.infosys.com/sustainability/environment .
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 applicable environmental legislations in the locations we operate in. We monitor and track all parameters as defined by CPCB or SPCBs and ensure they are maintained within norms. For more details, visit our sustainability microsite, https://www.infosys.com/sustainability/ .
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 2019.
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 2019 : <ul style="list-style-type: none"> a. National Association of Software and Services Companies (NASSCOM) b. World Business Council for Sustainable Development (WBCSD) c. Confederation of Indian Industry (CII) d. Federation of Indian Chambers of Commerce and Industry (FICCI) e. Indo-Australian Chamber of Commerce f. Chamber of Commerce of the U.S.A. g. National Renewable Energy Laboratory (NREL), US h. Advisory group on “Energy Efficiency in India Data Center” by CII-IGBC and Lawrence Berkeley National Laboratory, US. i. Alliance for an Energy Efficient Economy (AEEE), India j. Indian Green Building Council (IGBC) k. United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) l. United States Green Building Council (USGBC) m. Center for the Built Environment, Berkeley (CBE) n. RE 100 o. World Economic Forum (WEF)

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 https://www.infosys.com/sustainability/about-us/overview/Pages/partnerships.aspx .

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 not only of communities in the locations where we operate, but also encompasses the overall development of societies and human capabilities. From ensuring the wellbeing of the poorest sections of the society through the Infosys Foundation , promoting science and math education in the US through the Infosys Foundation USA , encouraging science and research through the Infosys Science Foundation , 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 www.infosys.org and https://www.infosys.com/sustainability/social .
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 US. For more details on our work with the community, visit www.infosys.org and https://www.infosys.com/sustainability/social .
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, www.infosys.org and https://www.infosys.com/sustainability/social .
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 www.infosys.org and https://www.infosys.com/sustainability/social .
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 are designed for self-sustenance through a 'teach fishing' model. For more details on our work with the community, visit www.infosys.org and https://www.infosys.com/sustainability/social .

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, 2019, 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?	<p>Customer-focused excellence demands constant sensitivity to changing and emerging customer requirements and close attention to the voice of the customer. We interact with our clients on a regular basis and across multiple platforms. In addition to various client interactions, we have adopted a formal and robust approach in the form of an annual Client Value Survey. The survey enables us to comprehensively understand the client's expectations and needs, and serves as one of the inputs to make investment decisions. The survey framework includes a structured questionnaire and the feedback is collected through a web survey hosted by an independent organization. The survey is designed to provide the following insights :</p> <ul style="list-style-type: none"> • Client expectations and fulfilment • Client disposition : Overall experience of working with Infosys, Satisfaction, Loyalty, advocacy and value for money. • Client priorities • Service line feedback <p>The account teams use this data to review their relationships with clients and to design interventions that create a positive and visible impact on our clients. Various members across levels engage with the clients to implement the improvement actions.</p> <p>Infosys' customer experience has sustained around the highest ever levels for the third year in a row. All key measures of expectations and fulfilment, client disposition and service line feedback have remained at the highest ever levels.</p>

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