Business Responsibility and Sustainability Report 2021-22

Infosys has always put sustainability at the heart of its business approach. Our ability to fulfil and exceed our responsibilities to our stakeholders today and tomorrow is a testament to our commitment. We have balanced success as a business with unwavering focus on exemplary governance and responsiveness to the needs of the ecology and society. As an early proponent of responsible business, we have readily embraced our obligation to integrate environmental, social and governance (ESG) factors into what we do. In 2012-13, we were among the first companies to publish the Business Responsibility Report (BRR). We also became the first IT company globally, in 2014, to report our sustainability performance in conformance with the GRI G4 (comprehensive) criteria.

Infosys has adopted the Business Responsibility and Sustainability Report (BRSR) voluntarily for fiscal 2021-22 in order to provide enhanced disclosures on its ESG practices and priorities. The BRSR follows the NGRBC principles on the social, environmental and economic responsibilities of business. In addition to this, we also publish a comprehensive, independently assured ESG Report annually, based on the GRI Standard.

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

Our detailed, independently assured Infosys ESG Report 2021-22 is available at https://www.infosys.com/sustainability/documents/infosys-esg-report-2021-22.pdf.

Infosys ESG data book 2021-22 can be accessed at https://www.infosys.com/sustainability/documents/infosys-esg-databook-2021-22.pdf.

Section A: General Disclosure

I Company details

1. Corporate Identity Number (CIN) of the company	L85110KA1981PLC013115
2. Name of the company	**Infosys Limited**
3. Year of incorporation	July 02, 1981
4. Registered office address	Electronics City, Hosur Road, Bengaluru, Karnataka 560 100, India
5. Corporate address	Electronics City, Hosur Road, Bengaluru, Karnataka 560 100, India
6. E-mail id	sustainability@infosys.com / askus@infosys.com
7. Telephone	+91-80-2852 0261
8. Website	www.infosys.com
9. Financial year for which reporting is being done	April 2021-March 2022
10. Name of the Stock Exchange(s) where shares are listed	In India, we are listed on the * BSE Limited (BSE) * National Stock Exchange of India Limited (NSE) In the US, we are listed on the New York Stock Exchange (NYSE)
11. Paid-up Capital	₹ 2,098 crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	**ARUNA C. NEWTON** Associate Vice President Tel: 91 80 2852 0261 Email: arunacnewton@infosys.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on a consolidated basis, unless otherwise specified.

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II Products / services

14. Details of business activities (accounting for 90% of the turnover)

S. No.	Description of main activity	Description of business activity	% of turnover of the entity
1	Software and IT consulting (GICS classification – Information Technology – Software and Services)	Software application development and maintenance, IT consulting	>90% of the turnover

15. Products / services sold by the entity (accounting for 90% of the entity's turnover)

S. No.	Product / service	NIC code	% of total turnover contributed
1	Software application development and maintenance, IT consulting	620	93.3%

III Operations

16. Number of locations where plants and / or operations / offices of the entity are situated

Location	Number of plants	Number of offices	Total
National	NA	51	
International	NA	196	247

17. Markets served by the Company

a.

Locations	Number
National (No. of states)	11
International (No. of countries)	80

b. What is the contribution of exports as a percentage of the total turnover of the entity?

97.1%

c. Types of customers and beneficiaries –

Business to business

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IV Employees

18. Details as at the end of fiscal:

a. Employees

S. No.	Particulars	Total (A)	Male		Female	
	Employees		No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	3,14,015	1,89,517	60.4	1,24,488	39.6
2	Other than permanent (contract employees) (E)	25,470	20,364	80	5,106	20
3	Total employees (D + E)	3,39,485	2,09,881	61.8	1,29,594	38.2
	Differently-abled employees					
			No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	1,026	752	73	274	27
2	Other than permanent (E)	–	–	–	–	–
3	Total employees (D + E)	1,026	752	73	274	27

19. Participation / Inclusion / Representation of women (including differently-abled)

		No. and percentage of females	
	Total (A)	No. (B)	% (B / A)
Board of Directors	8	2	25
Key Management Personnel *	7	1	14

* As on March 31, 2022

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20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	Turnover rate in fiscal 2022			Turnover rate in fiscal 2021			Turnover rate in fiscal 2020		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	28.7%	26.1%	27.7%	11.3%	10.2%	10.9%	17.6%	17.0%	17.4%
Other than permanent employees	We do not calculate turnover of contract staff as they are hired for a fixed contract period, by design.								

This table represent Voluntary Attrition % (LTM – IT Services)

V. Holding, subsidiary and associate companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Refer to *Annexure 1* to the Board's report for information on holding / subsidiary / associate companies / joint ventures.

VI. CSR Details

22 (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013:	Yes, refer to *Annexure 6* to the Board's report
(ii) Turnover (in ₹)	₹ 1,21,641 crore
(iii) Net worth (in ₹)	₹ 75,350 crore[1]

[1] Total equity attributable to equity holders of the Company

VII. Transparency and disclosures compliances

23. Complaints / grievances on any of the principles under the National Guidelines on Responsible Business Conduct

Infosys' stakeholders include our investors, clients, employees, vendors / partners, government, and the community. A strong whistleblower policy and non-retaliation clause is available to all our stakeholders. Our whistleblower policy is available at https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf. For details on investor complaints received and resolved, refer to the 'Investor complaints' available in the *Corporate governance report* of this Integrated Annual Report. For details on employee grievances and resolution, refer to question 6 of principle 5. More details are available on our ESG microsite at https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/resolution-hubs.html.

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26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental, social and governance matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R / O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk (Indicate positive or negative implications)
1.	Rising demand for global digital talent and inadequate supply	Opportunity, risk	**Opportunity** • Increased revenue from higher demand for digital services from customers • Access to a large pool of trained digital talent will help meet increasing business requirements and act as a differentiator. **Risk** • Our success depends largely upon our highly skilled technology professionals and our ability to hire, attract, motivate, retain and train these personnel.	We are executing our four-pronged strategy to strengthen our relevance to clients and drive accelerated value creation. One of the pillars of our strategy is reskilling employees in emerging technologies. As technology shifts gain rapid acceleration, we will continue to drive talent reskilling at scale for our own employees and for our clients' organizations in new areas of digital services. Our investments in our Global Education Center and in creating various learning opportunities for our employees help them stay abreast of new developments in software technologies, spur innovation and build a lifelong career with the Company. We will continue to invest in advanced, anytime anywhere learning systems such as our Lex platform and in creating and harnessing up-to-date content from internal and external sources. Further, we are expanding our relationships with universities around the world to curate specific curricula for our employees in areas such as creative design skills, machine learning, autonomous technologies, blockchain etc. The talent management levers help us maintain the right digital talent mix, meet self-sufficiency in digital areas and better engage and retain our talent. Refer to *the Management's discussion and analysis* section in our Integrated Annual Report for more details.	Positive : Given the shortage of digital talent, there is immense scope to create a talent pool to accelerate the digital transformation journey of our customers.

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| 2. | Increasing instances of cybersecurity incidents and data breaches | Opportunity, risk | **Opportunity**
• Increasing revenue from cybersecurity service offerings and solutions such as Cyber Watch, Cyber Intel, Cyber Hunt, Cyber Scan, Cyber Gaze, Cyber Compass, Cyber Central and Managed Protection Detection and Response (MPDR) modules of Cyber Next.
• Establish strong strategic partnerships with global cybersecurity solution companies to help enhance and strengthen our cybersecurity solutions.
• Being recognized as industry leader in our information security practices and adoption of leading data privacy standards across all global operations will result in higher client confidence.

Risk
• Our reputation could be at risk and we may be liable to our clients for damages caused by cyber security incidents.
• Our reputation may be impacted and we may incur financial liabilities if privacy breaches and incidents under General Data Protection Regulation ("GDPR") adopted by the European Union ("EU") or other data privacy regulations across the globe are attributed to us or if we are not able to take necessary steps to report such breaches and incidents to regulators and data subjects, wherever applicable, within the stipulated time. | At Infosys, in the past year, while our employees operated efficiently as a remote and hybrid workforce, we continued to remain vigilant about the evolving cybersecurity threat landscape. To continue to have robust cybersecurity processes, the team has remained abreast of emerging cybersecurity events globally so as to achieve higher compliance and its continued sustenance. We continue to be certified against the Information Security Management System (ISMS) Standard ISO 27001:2013. Additionally, we have also been attested on SSAE 18 SOC 1 and SOC 2 by an independent audit firm. Our periodic stakeholder interactions ensure that we have sponsorship from the senior management and all critical stakeholders in a timely manner. Driving a positive cybersecurity culture is a key constituent of our robust cybersecurity strategy. This is achieved through different information security awareness programs.

The data privacy office was constituted at Infosys a decade ago and it functions as an independent business-enabling unit. The multi-layered unit works with a cross-section of stakeholders and reports to the senior management.

We constantly assess our liabilities as processors and controllers and implement controls, where required, to mitigate the risks. We have formulated and implemented policies and procedures to identify and report privacy breaches to the affected data subjects and / or regulators (as required) within the stipulated time. We are also covered by insurance to some extent, in case of any eventuality. We run extensive awareness programs across the organization for all employees and sub-contractors about the importance of adhering to data privacy laws and information security requirements. | **Positive :** Minimize cybersecurity threats to Infosys and customers through advanced cybersecurity solutions. |

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| 3. | Changing expectations of the workforce and work environments | Opportunity, risk | **Opportunity**
• Facilitating best-in-class employee experience and being recognized among the best employers in our key operating regions will help us attract, hire and retain the talent.
• Creating a diverse workforce to attract best-in-class talent and improve productivity

Risk
• Continued employee preference to work out of remote locations on a long-term basis, together with expectations from clients to return to office, if not managed adequately, may impact attrition, client satisfaction, and our ability to grow profitably. | We have amplified the reach and effectiveness of our wellness initiatives, in response to the disruption caused by the pandemic, with digital experience touchpoints and a comprehensive 5C framework of Connect, Collaborate, Celebrate, Care and Culture.

We supported our employees to navigate the pandemic seamlessly through measures such as vaccination centers, hospital support, COVID care centers, increased insurance coverage, and more. | **Positive :** Improved the Infosys employee experience and enhanced customer satisfaction. |
| 4. | Increasing probability of disruptive climate change events | Opportunity, risk | **Opportunity**
• Increased revenue from increased demand in climate-related technologies and services
• Savings from use of lower-emission sources of energy (renewables)
• Savings from moving to more efficient buildings (Energy Efficiency Program)

Risk
• Climate change risks are increasingly manifesting in our business as strategic risks, physical risks and transitional (market and compliance) risks, which if not managed adequately, can affect our operations and profitability. | Refer to the Infosys ESG data book 2021-22 for details on risk mitigations. | **Positive :** Scope to improve Infosys' competitiveness and capitalize on the shifting client preferences using its sustainability, low-carbon transition and digital / IT expertise to help its clients in their sustainability and low-carbon journey.

Negative : Increased operating costs in meeting the environmental standards.

Refer to the Infosys ESG data book 2021-22. |

Section B: Management and process disclosures

Disclosure question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1b. Has the policy been approved by the Board? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1c. Web link of the policies, if available	Refer to the Whistleblower Policy, Code of Conduct and Ethics and Anti-Bribery and Anti-Corruption (ABAC) policy (available on our intranet)	Refer to the Supplier Code Conduct, Responsible Supply Chain Policy, and Information Security Policy (available on our intranet)	Refer to our Human rights policy statement	Refer to our CSR Policy and Sustainability Policy (available on our intranet)	Refer to our Human rights policy statement, Supplier Code of Conduct, Responsible Supply Chain Policy (available on our intranet)	Refer to our HSE Policy	Sustainability Policy (available on our intranet)	Refer to our CSR Policy and Sustainability Policy (available on our intranet)	Refer to our Privacy Statement
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes / certifications / labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GRI standard, UNGC, Corporate Governance Voluntary Guidelines, 2009, Organization for Economic Co-operation and Development (OECD) Principles of Corporate Governance	GRI standard, ISO 14001	GRI standard, ISO 45001, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, UN Guiding Principles on Business and Human Rights	GRI standard	GRI standard, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, UNGC	GRI standard, ISO 14001, PAS 2060:2014, ISO 45001, ISO22301, SASB, TCFD	GRI standard, UNGC, UN WEP principles	GRI standard, CSR discloures pursuant to Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended	GRI standard, ISO 27001, ISO 27701, SASB

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5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	In 2020, we became carbon neutral, 30 years ahead of the timeline set by the Paris Agreement. In October 2020, we launched our ESG vision and ambitions for 2030. The Company's ESG Vision 2030 can be accessed at https://www.infosys.com/content/dam/infosys-web/en/about/corporate-responsibility/esg-vision-2030/vision-and-ambition-2030.html.
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Yes. The details will be available in Infosys ESG Report 2021-22.

7. Statement by director responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements

"Infosys is committed to make the business truly sustainable and socially responsible. The Company's ESG roadmap is reflected in Infosys ESG Vision 2030 as an ongoing aspiration to be a well-governed model organization for diverse talent with an inclusive workplace and community strategies to leverage technology for good."

Salil Parekh
Chief Executive Officer and Managing Director

Read Infosys ESG Report 2021-22 for information highlighting ESG related challenges, targets and achievements.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies)

The ESG committee of the Board oversees the Business Responsibility and progress on our ESG ambitions. Read more in the *ESG committee* section of the Corporate goverance report in the Integrated Annual Report.

9. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details

Yes, the ESG committee of the Board. Read more in the *ESG committee* section of the Corporate goverance report in the Integrated Annual Report.

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	Subject for review	Indicate whether review was undertaken by Director / Committee of the Board / Any other committee									Frequency (Annually / Half yearly / Quarterly / Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
10. Details of Review of NGRBCs by the Company	Performance against above policies and follow up action	Yes									Annually								
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliance	We comply with all applicable laws of the land we operate in.																	
11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes / No). If yes, provide name of the agency.	**Principles**	**P1**		**P2**		**P3**		**P4**		**P5**		**P6**		**P7**		**P8**		**P9**	
	Answer	Yes. KPMG Assurance and Consulting Services LLP has provided a 'reasonable assurance' on GHG emissions and a 'limited assurance' on select non-financial sustainability disclosures based on GRI standards and SASB standards.																	
12. If answer to question[(1)] above is no i.e. not all principles are covered by a policy, reasons to be stated	Questions	P1		P2		P3		P4		P5		P6		P7		P8		P9	
	The entity does not consider the principles material to its business (Yes / No)																		
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes / No)																		
	The entity does not have the financial or human and technical resources available for the task (Yes / No)					Not applicable													
	It is planned to be done in the next financial year (Yes / No)																		
	Any other reason (please specify)																		

P1 – Whistleblower Policy, Code of Conduct and Ethics, Anti-Bribery and Anti-Corruption (ABAC) policy

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

P3 – Human Rights Statement, HR Policies, Diversity Policy

P4 – CSR Policy, Sustainability Policy

P5 – Human Rights Statement, Supplier Code of Conduct, Responsible Supply Chain Policy

P6 – HSE Policy

P7 – Sustainability Policy

P8 – CSR Policy, Sustainability Policy

P9 – Information Security Policy, Brand Guidelines, Privacy Statement

Section C: Principle-wise performance disclosure

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable

Essential indicators

1. Percentage coverage by training and awareness programs on any or all the principles in the financial year

Segment	Total number of training and awareness programs held	Topics / principles covered under the training and its impact	% coverage by awareness programs
Board of Directors	We have a dedicated ESG learning channel on Lex, our immersive digital learning platform. The channel contains a variety of resources, including training programs, awareness campaigns, leader talks, contests and more. The learning content addresses the BRSR topics. We conduct campaigns through the year to encourage employees to leverage their learning.		
Key Managerial Personnel			
Employees other than BoD and KMPs	Engagement activities such as celebration of events related to environment, diversity, safety, health and wellness, also leverage the ESG learning channel resources. In addition, we have weekly engagement mailers on ESG topics, and we cover 100% of our employees. For Board of Directors training programs, refer to the *Corporate governance report* of the Integrated Annual Report.		

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings with regulators / law enforcement agencies / judicial institutions, in the financial year

None

3. Of the instances given in table 3, details of the Appeal / Revision preferred in cases where monetary or non-monetary action has been impugned.

None

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. Our Code of Conduct and Ethics complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest. Additionally, we also have an ABAC policy, which provides the requirements around ABAC in detail.

5. Number of Directors / KMPs / employees / workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption:

There have been no cases involving disciplinary action taken by any law enforcement agency for the charges of bribery / corruption against directors / KMP / employees / workers that have been brought to our attention.

6. Details of complaints with regard to conflict of interest:

None

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest

None

Leadership indicators

1. Awareness programs conducted for value chain partners on any of the principles during the financial year:

Segment	Total number of awareness programs held	Topics / principles covered under the training	% of value chain partners covered under the awareness programs
Value chain partners	2 (6 hours)	Governance, ethics & compliance with law, fair business practices, labor practices and human rights, health and safety, and environment	25% of the top 100 suppliers

2. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the Board? (Yes / No) If Yes, provide details of the same.

Yes. The Company receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals.

PRINCIPLE 2:
Businesses should provide goods and services in a manner that is sustainable and safe

Essential indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the company, respectively.

Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments will be made available in our Business responsibility and sustainability report from fiscal 2023 onwards.

2a. Does the company have procedures in place for sustainable sourcing? (Yes / No)

Yes

2b. If yes, what percentage of inputs were sourced sustainably?

As part of the onboarding process for suppliers, we require their response to an ESG commitment question and their acceptance of the Supplier Code of Conduct, which is based on the UNGC principles.

3. Describe the processes in place to safely collect, reuse, recycle and dispose after sale and at the end of life of your products.

(a) Plastics (including packaging) **(b) E-waste** **(c) Hazardous waste** **(d) Other waste**	Not applicable. We don't manufacture any products. We are an IT services company.

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4. Whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same .

Not applicable

Leadership indicators

1. Has the entity conducted Life Cycle Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

We conduct LCA on our operations and we are committed to minimize our environmental impact. Detailed disclosure in this regard is available in the Environment section of Infosys ESG Report 2021-22 and Infosys ESG data book 2021-22.

2. If there are any significant social or environmental concerns and / or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same

Nil

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Refer to the Waste management section in Infosys ESG Report 2021-22 and *Principle 6* of the BRSR in the Integrated Annual Report.

4. Of the products and packaging collected at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Not applicable. We are an IT services company, we don't manufacture any products.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not applicable. We are an IT services company, we don't manufacture any products.

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PRINCIPLE 3:
Businesses should respect and promote the wellbeing of all employees, including those in their value chains

Essential indicators

a. Details of measures for the well-being of employees

Category	Total (A)	% of employees covered									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees [1]											
Male	1,57,132	1,57,132	100	1,57,132	100	–	–	1,57,132	100	1,57,132	100
Female	1,04,672	1,04,672	100	1,04,672	100	1,04,672	100	–	–	1,04,672	100
Total	2,61,804	2,61,804	100	2,61,804	100	1,04,672	100	1,57,132	100	2,61,804	100
Other than permanent employees [1][2]											
Male	20,364	8,845	43	8,845	43	–	–	20,364	100	20,364	100
Female	5,106	2,459	48	2,459	48	5,106	100	–	–	5,106	100
Total	25,470	11,304	44	11,304	44	5,106	100	20,364	100	25,470	100

[1] Includes only employees whose base location is India

[2] The health insurance and accident insurance is extended to the housekeeping and security staff working on our campuses in India. The health insurance and accident insurance of other contractors are covered by their respective employers.

2. Details of retirement benefits, for current and previous financial years

Benefits	Fiscal 2022			Fiscal 2021		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y / N / NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y / N / NA)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI [1]	9	86	Y	8	94	Y
Others – please specify						

[1] Applicable to employees as per the threshold limit prescribed under the Employees State Insurance Act, 1948.

This table represents retirement benefits for employees working in India. All our employees working outside India are eligible for retirement benefits according to the applicable laws of the land.

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3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard

Yes. The premises / offices of the entity are accessible to differently-abled employees and workers.

Accessible infrastructure: Huge investments in physical infrastructure have led to enhancements, including accessible walkways and common areas, so that not just buildings, but our whole campuses have become accessible.

Local transport allowance: As part of our commitment to facilitating accessibility and acknowledging the fact that every differently-abled person will have a separate accessible commute requirement,we provide special transport allowance to employees in India.

We also provide loans for employees with disabilities to help them buy assistive devices.

The Practice Guidelines for the inclusion of persons with disabilities builds learning among various functionaries in the organization to enable them to craft inclusive practices in their functions to integrate people with disabilities.

Facilitating careers: Continuing our focus on addressing aspirations, we have also challenged many traditional biases and successfully placed employees with disabilities onsite at client locations and projects. We have employees working from the entry level to the senior manager level as well as in our Service Delivery, Quality, Solution Design and Centers of Excellence.

Accessibility Lab: The digital accessibility learning suite of programs and certifications enables engineers to gain a deeper understanding of digital accessibility requirements with a view to build accessible solutions. Infosys' Accessibility Testing Tool (iATT) was listed as one of the w3.org's recommended tools. iATT is an intelligent accessibility compliance analyzer with a robust rules engine and exhaustive features that enable intuitive data for accessibility analysis.

The Infyability ERG provides a great opportunity to strengthen communication and awareness, and importantly, workplace support and inclusion of employees with disabilities. Our employees with disabilities include locomotor, visual, hearing, speech, amputated limbs and autism spectrum disorders and work in mainstream business.

Read more at https://www.infosys.com/about/diversity-inclusion/people-disabilities.html.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. The entity has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The policy is available on our website, at https://www.infosys.com/careers/discover/culture/documents/diversity-inclusion-policy.pdf.

5. Return to work and retention rates of employees that took parental leave.

Gender	Permanent employees – fiscal 2022		Permanent workers – fiscal 2021	
	Return to work rate	Retention rate*	Return to work rate	Retention rate*
Male	85%	71%	94%	90%
Female	87%	75%	92%	88%

* Total number of employees, by gender, who were still employed 12 months after they returned to work post parental leave. The return to work rates dropped in fiscal 2022 owing to attrition.

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6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Permanent employees and other than permanent employees	Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages an open-door policy. Employees also have access to 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.
	Resolution hubs adhere to the principles of natural justice, confidentiality, sensitivity, non-retaliation and fairness while addressing concerns. The concerns are handled with a lot of sensitivity, while delivering timely action and closure. A detailed investigation process ensures fairness for all involved, with an opportunity to present facts and any material evidence. More details on "Resolution Hubs" are available our website at https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/resolution-hubs.html.

7. Membership of employees and workers in association(s) or unions recognized by the listed entity:

We recognize our employees' right to assemble, communicate and join associations of their choice in matters related to their employment within the purview of our policies and procedures. We respect the rights of our employees to associate or not associate through internal employee resource groups and seek representation, to bargain or not bargain collectively in accordance with local laws.

Category	Fiscal 2022			Fiscal 2021		
	Total employees / workers in respective category (A)	**No. of employees / workers in respective category, who are part of association(s) or union (B)**	**% (B / A)**	**Total employees / workers in respective category (C)**	**No. of employees / workers in respective category, who are part of association(s) or union (D)**	**% (D / C)**
Total permanent employees	3,14,015	7,668	2.44	2,59,619	9,517	4
Male	1,89,517	4,695	2.48	1,59,298	3,331	4
Female	1,24,498	2,973	2.39	1,00,321	6,186	3

8. Details of training of employees and worker (% to total no. of employees / workers in the category):

Continuous learning and reskilling have always been central to our culture. Our training program can be broadly classified as the Foundation Training program, designed to enable fresh graduates to become corporate professionals, and the Continuous Education program, aimed at reskilling / upskilling our existing employees, designed to meet business needs of the organization and the career aspirations of employees.

Foundation Training programs are generally offered in classroom training mode. However, due to the COVID-19 pandemic, many employees could attend this training online, courtesy our digital learning platform, Lex. The curriculum of our Foundation Training program comprises over 46 technology streams and is designed to prepare our talent for dynamic business requirements.

Our Continuous Education program has the twin objectives of increasing fulfillment of skilled talent in client projects, and enriching the expertise of our global workforce in next-generation digital technologies and methodologies. Lex, our in-house mobile first online learning platform, offers over 13,700 curated courses, which includes over 10,000 courses procured from partners. Lex has many self-learning courses which can be used by employees anytime, anywhere. We also offer instructor-led training programs for our employees across the globe. For more information, refer to the Enabling digital talent at scale section in the ESG Report.

Embedding a Health, Safety and Environmental (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. HSE Management System (HSEMS) training is also a part of our employee induction programs. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher training.

| | Fiscal 2022 | | | | | Fiscal 2021 | | | | |
| | On health and safety measures | | | On skill upgradation | | On health and safety measures | | | On skill upgradation | |
	Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)	Total (D)	No. (E)	% (E / D)	No. (F)	% (F / D)
Male	1,89,517	1,89,517	100	1,54,824	81.6	1,59,298	1,59,298	100	1,39,351	87.4
Female	1,24,498	1,24,498	100	1,03,022	82.7	1,00,321	1,00,321	100	82,741	82.6
Total	3,14,015	3,14,015	100	2,57,846	82.1	2,59,619	2,59,619	100	2,22,092	85.5

9. Details of performance and career development reviews of employees and workers

100% of eligible employees have received performance and career development reviews.

10a. Whether an occupational health and safety management system has been implemented by the entity? (Yes / No). If yes, the coverage of such system?

Infosys recognizes and accords highest priority to safety and well-being of its employees and other relevant interested parties. Our HSE Policy enunciates our philosophy and commitment towards the management of key HSE aspects. Our HSEMS is certified to ISO 45001:2018 standard, and covers 80% of our India locations. At the remaining locations as well as our overseas locations, we have implemented processes based on legal requirements / internal benchmarks and have also included them in the internal audits cycle. We have established numerous interventions to address occupational health-related topics including emotional well-being, mental health, ergonomics, safety, lifestyle diseases and more. Well-equipped occupational health centers are available in all our campuses in India. During the year, doctors and physios have helped employees and their dependents through virtual consultations leveraging our telemedicine portal. More details on "Occupational Health and Safety" are available our website at https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/occupational-health-safety.html.

10b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

We identify occupational health and safety risks proactively, for all existing / new / modified activities, processes, products or services, and regulatory changes including routine and non-routine activities. Risk assessment also includes quarterly evaluation of incidents that have occurred. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls is implemented, the risk assessment is revisited to assess the residual risks. As Infosys is an IT / ITES company, there are no product risks but there are those related to the provision of services like ergonomics in work as well as those associated with the operation of utilities and employee commute. Participation and consultation with relevant personnel involved in the activities is ensured during the process of risk assessments.

Risks are also assessed prior to and post the development of new buildings. Experience from previous projects and current operations are also considered. We continually monitor our construction sites where infrastructure is being established.

More details on "Occupational Health and Safety" are available our website at https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/occupational-health-safety.html.

10c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y / N)

Yes. A process for incident management exists including incident reporting, investigation and implementation of appropriate corrective measures. Employees, contractual staff and visitors are all expected to report incidents including near-miss and potential hazards in addition to accidents. Mechanisms have been implemented to report incidents which includes an internal application (AHD), a global incident mail id and a location-specific mail id.

More details on "Occupational Health and Safety" are available our website at https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/occupational-health-safety.html.

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11. Details of safety-related incidents during the current fiscal

Safety incident / number	Category	Fiscal 2022*	Fiscal 2021*
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.143	0
	Workers	0.780	0.932
Total recordable work-related injuries	Employees	1	0
	Workers	19	21
No. of fatalities	Employees	0	0
	Workers	1	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

* India operations

12. Describe the measures taken by the Company to ensure a safe and healthy work place.

More details on "Occupational Health and Safety" are available our website at
https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/occupational-health-safety.html.

13. Number of complaints on working conditions and health and safety made by employees and workers:

	Fiscal 2022		Fiscal 2021	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Working conditions	6	0	13	0
Health and safety	0	0	13	0

Infosys offers world-class workplaces for its employess globally. These workplaces have well-appointed, safe and hygienic work spaces and ambient conditions. There were queries on COVID-related medical support which were handled and resolved by the COVID helpdesk.
A compilation of our world-class building standards is available at https://www.infosys.com/sustainability/documents/infosys-esg-databook-2020-21.pdf#page=24.

14. Assessments for the year for health and safety:

Our HSEMS is certified to ISO 45001:2018 standard. The scope of HSEMS is all activities, which are a part of our operations and employees working for and on behalf of the Company, including deputees at client sites. Safety and well-being of our employees is accorded the highest priority. Our internal corporate certification audits and assessments team (CCAT) conducts periodic assessments across Infosys locations annually.

Assessments for the year	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working conditions	100

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15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.

Safety at the workplace is one of the highest priorities at Infosys. We have always focused on building a culture of safety, emphasizing individual responsibility. Systems have been established, including work permits, training, LOTO (lockout / tagout), safety inspections, operational controls, monitoring, audits and assessments, and others. Gaps, learnings, deviations and findings, if any, are identified, controls implemented and tracked for effective closure.

A process for incident management exists including incident reporting, investigation and implementation of appropriate corrective measures. Employees, contractual staff and visitors are all expected to report incidents including near-miss and potential hazards in addition to accidents. Mechanisms have been implemented to report incidents.

Occupational health and safety committees are established at each campus / office. The committees are chaired by the respective center heads with representation from employees, senior management and cross-functional teams. The committee functions in line with local legislations, globally. The representation of employees in the committees is 100%.

The OH&S committees are responsible for conducting investigation of reported incidents, assisting in the development and implementation of the OH&S best practices to minimize risks, and providing an opportunity to raise concerns and recommend solutions for various OH&S-related issues.

Leadership indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) employee (Y / N) (B) worker (Y / N)

Yes

2. Provide the measures undertaken by the Company to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company conducts an audit of value chain partners to ensure timely deduction and deposit of statutory dues.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

	Total no. of affected employees / workers		No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	Fiscal 2022	Fiscal 2021	Fiscal 2022	Fiscal 2021
Employees	0	0	0	0
Workers	1	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes / No)

Yes. Infosys emphasizes life-long learning and for this, we have introduced immersive learning platforms that allow employees to continuously upgrade their skills in their areas of interest and continue to be available to employees, even after their retirement from Infosys, through Infosys Springboard. As a part of Infosys' ESG Vision 2030, we have an ambition to promote digital learning at scale. We have extended Infosys Springboard to enable continuous learning free of cost. This learning platform also addresses the learning needs of the students, teachers, adults and professionals in a variety of domains including technical, behavioral, leadership and more. More details will be available in Infosys ESG Report 2021-22.

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5. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Working conditions	We have assessed 40% of our top 25 suppliers through an independent, external ESG assessment.
Health and safety	

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners

There were no significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential indicators

1. Describe the processes for identifying key stakeholder groups of the entity

Investors contributing capital are important stakeholders. We are privileged to share a strong relationship with investors based on a deep understanding of their expectations and our commitment to consistently fulfil them. Client value is a part of C-LIFE, a reflection of our commitment to our clients. Employees enable us to create value for our clients and for the organization and in turn, they enjoy fulfilling careers. Suppliers are our key stakeholders who enable us to deliver business value. Respecting the law of the land is an integral part of the Infosys Code of Conduct, making governments and regulators important stakeholders. Our commitment to inclusive growth ensures the community is at the center of our sustainable business practices and this is why the Infosys Foundation was established in 1996 to work in the areas of education, healthcare, rural development, destitute care, disaster relief and the promotion of art and culture.

Our stakeholders are our investors, clients, employees, suppliers, government / regulators and the community.

2. List stakeholder groups identified as key for your company as described in Section B, Q. 9, and the frequency of engagement with each stakeholder group.

The details are provided on our website, at https://www.infosys.com/about/corporate-responsibility/our-stakeholders.html.

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Leadership indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Consultation with stakeholders on E,S and G topics are delegated to the departments within the organization who are also responsible for engaging with stakeholders continually. Infosys has a presence across multiple geographies, industries, services and products. The universe of our material concerns is complex and multi-layered, one that is deeply intertwined with the decisions we implement and the value we seek to create through our business. Within the domains of E, S and G, we are constantly thinking about the most important issues and preparing for them through these consultations.

We determined our most material issues through a data-driven and consultative exercise. Material topics were shortlisted and prioritized based on their impact on our stakeholders and our business.

The quarterly ESG committee meeting provides us an opportunity to share feedback with the Board on these consultations.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. We framed our ESG Vision 2030 on material topics from our stakeholder consultations. Material topics were shortlisted and prioritized based on their impact on our stakeholders and our business. Our ESG priorities, as part of the Company's ESG Vision 2030 can be accessed at https://www.infosys.com/content/dam/infosys-web/en/about/corporate-responsibility/esg-vision-2030/esg-priorities.html.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable / marginalized stakeholder groups.

The Infosys Foundation was set up to support underprivileged sections of society, create opportunities and strive towards a more equitable society. The Foundation engages with the community in a variety of areas that serve the vulnerable / marginalized stakeholder groups. For more information, visit https://www.infosys.com/infosys-foundation/ and read our annual Foundation reports at https://www.infosys.com/infosys-foundation/about/reports.html.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

	Fiscal 2022			Fiscal 2021		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	3,14,015	3,14,015	100	2,59,619	2,59,619	100
Other than permanent	25,470	25,470	100	21,668	21,668	100
Total employees	3,39,485	3,39,485	100	2,81,288	2,81,288	100

2. Details of employees and workers in terms of minimum wages paid:

All employees and contractors have been paid more than /= minimum wage in accordance with the laws of the land in the countries we operate.

3. Details of remuneration / salary / wages, in the following format:

	Male		Female	
	Number	**Median remuneration / salary / wages of respective category in ₹**	**Number**	**Median remuneration / salary / wages of respective category in ₹**
Board of Directors (BoD)				
Key Managerial Personnel		Refer to *Annexure 3* of Board's report. [1][2]		
Employees other than BoD and KMP				

Annexure 3 of Board's report include

[1] Ratio of remuneration to MRE of individual member of Board

[2] Overall MRE details including KMP and employees at Infosys Limited

4. Do you have a focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes / No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages an open-door policy. Employees also have access to 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.

Resolution hubs adhere to the principles of natural justice, confidentiality, sensitivity, non-retaliation and fairness while addressing concerns. The concerns are handled with sensitivity, while delivering timely action and closure. A detailed investigation process ensures fairness for all involved, with an opportunity to present facts and any material evidence.

More details are available on our website, at https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/resolution-hubs.html.

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6. Number of complaints on the following made by employees and workers:

	Fiscal 2022			Fiscal 2021		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	25	0	All cases were reviewed and closed	25	0	All cases were reviewed and closed
Discrimination at workplace	0	NA	Among the workplace grievances reported by employees in fiscal 2022, there are no substantiated issues with respect to discrimination under the purview of protected categories as outlined in the Human Rights indicators.	NA	NA	Among the workplace grievances reported by employees in fiscal 2021, there are no substanciated issues with respect to discrimination under the purview of protected categories as outlined in the Human Rights indicators.
Child labor	Nil	Nil	Nil	Nil	Nil	Nil
Forced labor / Involuntary labor	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights-related issues *	742	18 [1]	Nil	906	0	Nil

* Employees have the opportunity to report workplace grievances such as concerns on performance management (rating, role change, compensation and benefits), issues concerning manager or unit, interpersonal conflicts, policy eligibility etc. to the Company's grievance redressal committee (HEAR). A total of 742 concerns falling under these broad categories were reported in fiscal 2022 and reviewed independently by the committee.

[1] As on May 17, 2022

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, are as follows :

Particulars	In fiscal 2022
Number of complaints received[1]	11
Disposal by conciliation	2
Disposed of due to other reasons (false / mala fide complaints, lack of evidence, anonymous and lack of sufficient material / document / evidence)	0
Disciplinary issues – major	1
Disposal by disciplinary action(s)	8
Number of cases pending for more than 90 days	0

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Employee coverage through workshops or awareness programs conducted on sexual harassment	• Mandatory onboarding sessions for new hires 40,750+ laterals and 60,405 freshers covered through the year • Awareness and communication extended to all employees – 12+ mailers • Segmented sessions for leaders, managers, employees 1,110+ employees covered
Nature of action taken by the employer or District Officer	Warning / sensitization, suspension, transfer of work location, monetary impact, withholding of promotions / onsite opportunities, termination of employment, etc.

[1] These cases pertain to inquiries done by the internal committees of the Company. During fiscal 2022, two complaints were received, involving respondents from third parties. These complaints were addressed by the internal committees of the third parties.

7. Measures taken to prevent adverse consequences to the complainant in discrimination and harassment cases

Retaliation is against our values. All complaints can be made without fear of reprisal and with the assurance that the Company stands with you. Threats, retribution, or retaliation against any person who has in good faith reported a violation or a suspected violation of law, this Code or other Company policies, or against any person who is assisting in any investigation or process with respect to such a violation is prohibited by the Company.

Resolution hubs adhere to the principles of natural justice, confidentiality, sensitivity, non-retaliation and fairness while addressing concerns. The concerns are handled with sensitivity, while delivering timely action and closure. A detailed investigation process ensures fairness for all involved, with an opportunity to present facts and any material evidence.

8. Do human rights requirements form part of your business agreements and contracts? (Yes / No)

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	
Forced / involuntary labor	We have commissioned a human rights assessment by an independent external agency covering our India operations, which represents more than 83% of our employee strength globally. The topics covered include child labor, forced labor, harassment, discrimination, work-life balance, training and education, occupational health and safety, environment and more.
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above

There were no significant risks / concerns arising from the human rights assessments.

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Leadership indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances / complaints

Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages an open-door policy. Employees also have access to 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.
More details are available on our website at https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/resolution-hubs.html. and Infosys ESG report 2021-22

2. Details of the scope and coverage of any human rights due diligence conducted, including in the value chain.

We have commissioned a human rights assessment by an independent external agency covering our India operations, which represents more than 83% of our employee strength globally. The areas covered include child labor, forced labor, harassment, discrimination, work-life balance, training and education, occupational health and safety, environment and more. For more information, read Infosys ESG Report 2021-22.
In the supply chain, we undertook an ESG assessment of our top 25 suppliers. As a part of this exercise, we developed an assessment protocol based on the Infosys Supplier Code of Conduct covering governance, ethics and compliance with the law, fair business practices, labor practices and human rights, health and safety and environment. More details will be available in Infosys ESG Report 2021-22.

3. Is the premise / office of the entity accessible to differently-abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. All our campuses have accessible workplaces and we build necessary accommodations for all our employees and visitors. Refer to response to question 3 of principle 3 in this report.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	
Discrimination at workplace	
Child labor	40% of the top 25 suppliers were assessed during the year.
Forced labor / involuntary labor	
Wages	
Others – please specify	

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

There were no significant risks / concerns arising from the assessments.

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PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

Parameter	Fiscal 2022	Fiscal 2021
Total electricity consumption (A)	6,15,063 GJ	6,26,311 GJ
Total fuel consumption (B)	35,413 GJ	45,349 GJ
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	6,50,476 GJ	6,71,660 GJ
Energy intensity per rupee of turnover (Total energy consumption / turnover in Rupees)	5.35 GJ / ₹ cr	6.69 GJ / ₹ cr
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP	

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y / N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable

3. Provide details of the following disclosures related to water:

Parameter	Fiscal 2022 (in kl)	Fiscal 2021 (in kl)
(i) Surface water	NA	NA
(ii) Groundwater	1,12,910	1,42,081
(iii) Third-party water	11,29,818	10,72,258
(iv) Seawater / desalinated water	NA	NA
(v) Others (rainwater)	69,656	79,293
Total volume of water withdrawal (i + ii + iii + iv + v)	13,12,384	12,93,632
Total volume of water consumption	13,12,384	12,93,632
Water intensity per rupee of turnover (Water consumed / turnover)	10.79 kl / ₹ cr	12.88kl / ₹ cr
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP	

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4. Has the entity implemented Zero Liquid Discharge policy? If yes, provide details of its coverage and implementation.

Yes. All sewage generated on Infosys campuses is treated in the in-house sewage treatment plants and the recycled water is used for irrigation, HVAC and flushing purposes. In some of our smaller leased offices, with limited space or lesser operational control, the wastewater is discharged into municipal sewers, which undergo further treatment.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format

Parameter	Please specify unit	Fiscal 2022	Fiscal 2021
NOx	Kg / month	22,907.32	14,234.66
SOx	Kg / month	2,566.01	4,912.99
Particulate matter (PM)	Kg / month	3,899.34	4,696.56
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP		

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format :

Parameter	Please specify unit	Fiscal 2022	Fiscal 2021
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2 e	1) CO_2 – 2641.43 2) PFC/HFC – 6291.83 3) SF_6 – 31.92 **Total Scope 1 emission – 8,965**	1) CO_2 – 3386.38 2) PFC/HFC – 5276.47 3) SF_6 – 14.82 **Total Scope 1 emission – 8,678**
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2 e	51,717	68,673
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO_2 e / ₹ cr	0.50	0.77
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP		

7. Does the entity have any project related to reducing greenhouse gas emission? If yes, provide details.

Taking advantage of unoccupied offices due to employees working from home, retrofit projects on lighting, air conditioning and UPS have been implemented in several critical areas, which, in a normal scenario, would need a shutdown of buildings, inconveniencing employees as well as disrupting operations. Accelerated phase-out of R-22 refrigerant-based air-conditioning units has been initiated for improving energy efficiency and simultaneously, use of units with refrigerants which have zero ODP and low GWP, thus enabling reduction of GHG emissions.

Energy-efficiency retrofits have helped us reduce connected load by 34.81 MW across Infosys since 2008. Retrofit projects were taken up for the following reasons: resource conservation, end-of-life equipment, indoor environment quality improvement, and technology upgrade.

In fiscal 2022, our new buildings in Bengaluru, Mysuru, Thiruvananthapuram and Indianapolis were awarded the LEED Platinum certification from the US Green Building Council. We also received IGBC (Indian Green Building Council) Platinum certification for our buildings in Chennai and Bhubaneswar. With this, we now have 45 projects at Infosys with the highest level of green building certification, spanning a total area of 28.61 million sq.ft. An additional 2.1 million sq.ft. of our projects is currently undergoing green building certification.

8. Provide details related to waste management by the entity, in the following format:

Parameter	Fiscal 2022	Fiscal 2021
	Total waste generated (in metric tonnes)	
Plastic waste (A)	114.62	55.99
E-waste (B)	863.67	361.94
Biomedical waste (C)	43.58	31.92
Construction and demolition waste (D)	3,087.65	2,597.5
Battery waste (E)	132.02	97.42
Radioactive waste (F)	0.008	0
Other hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil) (G)	55.11	57.38
Other non-hazardous waste generated (Metal, wood, paper / cardboard, textile waste, kitchen oil, mixed waste, garden waste, glass waste, thermocol, rubber, STP sludge) (H)	6,882.24	6,097.60
Total (A + B + C + D + E + F + G + H)	8,091.25	6,702.25
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)		
Category of waste	**Fiscal 2022**	**Fiscal 2021**
(i) Recycled	9,512.77	6,116.46
(ii) Reused	728.72	332.65
(iii) Other recovery operations	0	0
Total	10,241.5	6,449.11

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	Fiscal 2022	Fiscal 2021
(i) Incineration	49.88	39.89
(ii) Landfilling	886.18	474.34
(iii) Other disposal operations	0	0
Total	936.06	514.23
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.	

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Our waste management approach is based on the philosophy of Reduce, Reuse and Recycle. We seek to uphold our ambition of zero waste to landfills through active minimization combined with technology investment in recycling and streamlining systems and processes. With our efforts, we contribute to a circular economy and convert waste to resource.

Refer to the Waste management section of Infosys ESG Report 2021-22.

10. If the entity has operations / offices in / around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones) where environmental approvals are required, please specify details in the following format:

Our campuses are built on government-approved land in industrial zones and do not fall within or are adjacent to protected areas or high-biodiversity areas.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Refer to Infosys - Corporate Responsibility | Approvals

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant web-link
Kolkata campus	1628/EN/T-II-1/067/2019	17-09-2021	Yes	Yes	environmental-clearance-kolkata-sep2021.pdf (infosys.com)

12. Is the entity compliant with the applicable environmental law / regulations / guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y / N). If not, provide details of all such non-compliances in the following format:

Yes. We are compliant with the applicable environmental law / regulations / guidelines in India.

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1. Provide break-up of the total energy consumed into renewable and non-renewable sources, in the following format:

Parameter	Fiscal 2022	Fiscal 2021
From renewable sources		
Total electricity consumption (A)	2,66,119 GJ	2,87,014 GJ
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	2,66,119 GJ	2,87,014 GJ
From non-renewable sources		
Total electricity consumption (D)	3,48,944 GJ	3,39,297 GJ
Total fuel consumption (E)	35,413 GJ	45,349 GJ
Energy consumption through other sources (F)	Nil	Nil
Total energy consumption (D+E+F)	3,84,357 GJ	3,84,646 GJ
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP	

2. Provide the following details related to water discharged:

Parameter	Fiscal 2022	Fiscal 2021
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater		
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater		
No treatment	Waste water generated is treated in sewage treatment plants and reused for purposes like landscaping, HVAC applications and flushing. There is no discharge in any of these categories.	
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.	

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format (ii)Nature of operations

We recognize that we are working in countries which are water-stressed zones. We continue our efforts in water conservation through a combination of technology interventions, rainwater harvesting, recycling and reuse of waste water, communication and employee engagement. We have over the years succeeded in recharging groundwater aquifers through the deep injection wells and lakes we have created and this has benefitted local communities as well.

The information on consumption provided above is a consolidation of our water consumption across the globe. Going forward, we will report details of water withdrawal and consumption from water-stressed zones in the format prescribed by the BRSR.

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4. Please provide details of total Scope 3 emissions and its intensity for every rupee of turnover

Parameter	Unit	Fiscal 2022	Fiscal 2021
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2e	1,83,595	2,13,514
Total Scope 3 emissions per rupee of turnover	tCO_2e / ₹ cr	1.51	2.13
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.		

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (web link, if any, may be provided along with summary)	Outcome of the initiative

Our vision for the environment is to "Serve the preservation of our planet by shaping and sharing technology solutions".

We adopt, invent and encourage smarter ways to mitigate GHG emissions, reduce energy consumption and manage water and waste, to make our planet stronger by consistently embracing clean tech in our operations and client solutions, thereby minimizing the impact on nature.

Refer to ESG Report 2021-22 to know more about initiatives and technology solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated. Also, refer to our microsite https://www.infosys.com/about/corporate-responsibility/environmental.html.

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7. Does the entity have a business continuity and disaster management plan? Give details in 100 words / web link

Infosys has a highly resilient Business Continuity Management System (BCMS) called Phoenix which is certified ISO 22301:2019 Security and Resilience — Business Continuity Management Systems. This program ensures seamless continuity of business and utmost safety of employees and organization assets, while continuously meeting client expectations and helping Infosys to be seen as a leader in this area.

The BCMS program provides a robust framework for planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continually improving BCMS across Infosys and its subsidiaries as per the global BCMS strategy.

Comprehensive business continuity plans are created at three levels covering the business functions, locations and accounts. Integrated into our Enterprise Risk Management program, the BCMS plans guide our typical response to events, such as catastrophes, natural or human-made disasters, which could disrupt or severely constrain our operations. This covers various crisis scenarios as part of detailed risk assessments for functions, locations and accounts which are documented with mitigation plans along with controls put in place. This has ensured a highly resilient management system that has been continuously validated through tests and exercises, and various incidents, which have been successfully tackled without any major business continuity or employee safety impacts. The best example of this has been the unprecedented global COVID-19 pandemic over the past two years.

An efficient business continuity management policy has allowed our Company to maintain status quo as quickly and as cost effectively as possible during disasters and pandemics. It has also helped in minimizing downtime and achieving sustainable improvements in business continuity and regulatory compliance.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

None

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

40% of the top 25 suppliers were assessed during the year.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential indicators

1. a. Number of affiliations with trade and industry chambers / associations.

Refer to response below

b. List the top 10 trade and industry chambers / associations you are a member of / are affiliated to, on the basis of no. of members.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	National Association of Software and Services Companies (NASSCOM)	National
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Alliance for an Energy Efficient Economy (AEEE), India	National
5	Indian Green Building Council (IGBC)	National
6	National and Karnataka Safety Council	National
7	United States Green Building Council (USGBC)	International
8	World Economic Forum (WEF)	International
9	US Chamber of Commerce	International
10	Confederation of British Industry	International

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

None

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Leadership indicators

1. Details of public policy positions advocated by the Company:

Infosys' approach to achieving our government, policy and community objectives focuses on engaging ecosystems at the national, regional and local levels. To this end, across each of the Company's key markets — including, but not limited to, the US, Canada, Europe, Australia and India, Infosys focuses on developing and maintaining partnerships with relevant government officials, business organizations, technology industry associations, educational institutions, and community organizations for the purpose of developing mutually-beneficial partnerships. For more details refer to Infosys Integrated Annual Report 2021-22.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year

Not applicable – we have no SIA notification

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Not applicable

3. Describe the mechanisms to receive and redress grievances of the community.

The Infosys Foundation works closely with the community in identified areas of contribution in the domains of education, healthcare, destitute care, rural development, art and culture, and disaster relief. Within its areas of work, the Foundation has robust mechanisms to assess the impact of projects on intended beneficiaries. These mechanisms range from one-on-one and group discussions with beneficiaries to independent external assessments, among others, and provide ample opportunity to receive and redress grievances of the intended beneficiaries.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers

	Fiscal 2022	Fiscal 2021
Directly sourced from MSMEs / small producers	9.79%	8.9%
Sourced directly from within the district and neighboring districts	72%	71%

Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential indicators above)

Not applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies

S. No	State	Aspirational district	Amount spent (in ₹)
1	Karnataka	Kalaburagi	10,25,000
2	Odisha	Rayagada	10,00,000
3	Tamil Nadu	Virudhunagar	13,70,974
4	Karnataka	Raichur	1,75,01,626

Note: In fiscal 2022, we have covered four aspirational districts. However, since 2015 we have in total covered 32 aspirational districts

3. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes / No)

Yes. Our responsible supply chain and supplier diversity policy guides our efforts.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current fiscal), based on traditional knowledge

Not applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved

Not applicable

6. Details of beneficiaries of CSR projects:

S. No.	CSR project	No. of persons benefitted from CSR projects [1]	% of beneficiaries from vulnerable and marginalised groups[2]
	Refer to Annexure 6 to the Board's report for the annual report on CSR activities [Pursuant to Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended.	Around 73 lakh beneficiaries	–

[1] For projects which are under way eg: construction projects, we have included the number of persons expected to benefit from the project annually.

[2] There is no project-wise tracking on these details available for fiscal 2022.

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

We are committed to surpassing client expectations consistently. We have robust mechanisms to track and respond to customer complaints and feedback in the delivery of our services. Our latest annual client survey indicates that a large set of clients are delighted with Infosys, sustaining the healthy positive client sentiment attained over the years. Client sentiment around our resilience, agility, client centricity, excellence in execution, quality of deliverables, base delivery, tools, and methodologies, is extremely positive.

2. Turnover of products / services as a percentage of turnover from all products / services that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal.

Not applicable

3. Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices

We do not have any consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.

4. Details of instances of product recalls on account of safety issues

Not applicable

5. Does the entity have a framework / policy on cybersecurity and risks related to data privacy? (Yes / No) If yes, provide web-link of the policy.

Yes. Infosys has a holistic and comprehensive cybersecurity framework – SEED, which is aligned to NIST's CyberSecurity Framework (CSF) and is supported by supplementary policies, processes, procedures and standards aimed at achieving and sustaining the enterprise-level information security objectives.
https://www.infosys.com/about/corporate-responsibility/governance/information-management.html

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cybersecurity and data privacy of customers, re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

None

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1. Channels / platforms where information on products and services of the Company can be accessed

Refer to https://www.infosys.com/services.html

2. Steps taken to inform and educate consumers, especially vulnerable and marginalised consumers, about safe and responsible usage of products and services.

Not applicable

3. Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services.

Refer to principle 6, question 7 of Leadership indicators, in this report.

4. Does the Company display product information on the product over and above what is mandated as per local laws? Not applicable

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of the entity or the entity as a whole? (Yes / No)

Yes. We carry out surveys to gauge consumer satisfaction for our major services.

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 for us 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:
• Client expectations and fulfilment
• Client disposition: Overall experience of working with Infosys – satisfaction, loyalty, advocacy, and value for money.
• Client priorities
• Service-line feedback

The account teams use this data to review their relationships with clients and 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.

Our latest annual client survey indicates that a large set of clients, are delighted with Infosys, sustaining the healthy positive client sentiment attained over the years. Client sentiment around our resilience, agility, client centricity, excellence in execution, quality of deliverables, base delivery, tools, and methodologies, is extremely positive.

Our digital narrative is resonating well and clients' willingness to partner with Infosys has improved considerably over the years. Our clients are happy with their experience on our cloud services, the execution approach, methodologies, and tools.

This reflects in us achieving ~57% digital revenues in fiscal 2022, growing at 41.2% in CC. Our digital revenues for fiscal 2022 is ₹ 69,404 crore. Within digital, cloud is growing faster and with Cobalt, our cloud capabilities have seen significant traction with clients.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

In fiscal 2022, there were no substantiated complaints received concerning breaches of customer privacy from outside parties and regulatory authorities. There was only one breach identified during the reporting period, outside the organization and where users were notified of the breach.

b. Percentage of data breaches involving personally identifiable information of customers

0%

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