



# Employee wellness and experience



SOCIAL

## Facilitating employee wellness and experience

Our purpose is to amplify human potential and create the next opportunity for people, business and communities.

Our people are crucial to our purpose. To meet the challenges that our industry, our clients, and society face at large, we need people who will function at their best, creating and developing opportunities to move us all forward. Deeply tied to our purpose are principles that guide our behavior; we express those as C-Life: Client Value, Leadership by Example, Integrity and Transparency, Fairness and Excellence. These principles form the bedrock of all our endeavors and are deeply embedded in all our teams, upheld by leaders across the organization, and readily recognized by every colleague. We call our people "Infoscions" because they are not just employees but the true custodians of the culture, legacy, and purpose of Infosys worldwide.

Employee headcount: **3,17,240**  
Pulse score: **80%**  
Wellbeing rate: **91%**  
Employees recruited locally: **90%**  
Freshers hired: **11,900+**

### Our Employee Value Proposition continues to build on three pillars



Inspiring you to build what's next

Inspiring our people with meaningful work and passionate teams, enabling them to find their purpose and make an impact



Makes sure your career never stands still

Enabling our people with learning and progress in their careers while shaping our collective future



And navigating further, together

Ensuring our people experience Infosys in a creative, dynamic, rewarding, and inclusive environment

Our Employee Value Proposition aims to inspire and enable our employees to find purpose and make an indelible impact through meaningful work and passionate teams, ensure that our employees continuously learn and grow in their careers and shape our collective future, and create opportunities for every employee to navigate further, powered by our culture and partnered by other employees with shared aspirations.

The Manager Code is designed to enable and equip our managers with the capabilities to help their teams build technical, business and people skills along with a digital mindset to accelerate their development journeys. Managers have seven Manager Codes that act as guiding behavioral principles that shape a good manager at Infosys. As part of this initiative, we launched Manager Hub, a one-stop microsite for all information, toolkits and resources for managers to be equipped for their role.

## Career growth and learning avenues

**Learning and career:** Lex, our in-house learning platform continues to be a significant driver of talent development at Infosys and is integrated with internal systems to guide employees on their career journeys. With remote working firmly established, Lex has evolved to engage employees through hybrid learning models. In fiscal 2024, employees recorded 24 mn+ hours of learning.

**Holistic skill building for career growth:** For greater success of our talent in their current and future roles, we have outlined the various skills needed, including core foundational and social skills.

**A Digital Quotient (DQ)** helps employees keep track of their digital skills. Those with a higher DQ have greater access to new opportunities and

interesting projects. Further, with Career Canvas, employees can choose their aspired roles and be skill-ready for the current and next role through skill-based learning paths. Employees also have access to various roles and practical experience with new skills through short-term internal projects. The Accelerate platform that drives this allows job creators to publish independent job modules (with client approvals) that job-seeking colleagues can volunteer to execute. Both job creators and seekers are incentivized for work well done. In fiscal 2023, we launched iAIM, the aspiration management platform to capture employee aspirations. The framework is based on four key actions – Connect, Converse, Converge and Close.

**Bridge programs** help employees develop new skills and shift to new careers that typically require different qualifications.

**An internal marketplace** serves as a vehicle to match employees with opportunities to provide job rotation in work areas of their choice and capability.

**Performance management:** The performance management framework focuses on deep engagement of key talent with regular conversations between managers and teams through check-ins facilitated by a contemporary tool. It also strengthens focus on development through career conversations and Integrated Development Plans (IDPs). 100% of eligible employees have received a performance appraisal in fiscal 2024.

**The platinum club** is a niche experience created for our top performers. The program's structure ensures that there are diverse career experiences and additional rewards for those who are identified as platinum club members.

**Infosys Great Manager Program:** Completing its second year now, the Infosys Great Manager Program continues to guide managers through a structured learning path to build and strengthen four key competencies to build future-readiness – business acumen, digital mindset, leading people, and operational excellence. The program is self-paced and is entirely in the e-learning mode comprising short management courses from eCornell.

## Infosys Leadership Institute

Continuing its award-winning streak, the Infosys Leadership Institute (ILI) won the prestigious Society of Human Resources (SHRM) Excellence award for Developing Leaders of Tomorrow in fiscal 2024. This was accompanied by the highest internal recognition of the Infosys Award for Excellence for its lamtheFuture program focused on leadership diversity and Constellation program focused on strengthening the leadership succession pool. As a part of the Constellation program, the high-potential leaders continued to work on the organizational strategic projects, bolstered by a certificate program on Organizational Change Leadership from MIT.

In addition to strengthening the succession pool through the Constellation program, there were specific programs designed to augment succession strength across the organization. With technology-led disruption becoming all pervasive, particularly driven by Generative AI, ILI curated a business-oriented certification program on AI by Kellogg. More than 400 leaders have enrolled in the program and this focus will continue in fiscal 2025. Leadership engagement and development continue to strengthen with about 95% of our leaders completing at least one significant leadership program this year, with more than 70% completing a certification program from an Ivy League Institution. Our leaders invested about 10,000 learning days equivalent to strengthen their leadership

capabilities. The third phase of the highly-acclaimed lamtheFuture program commenced in fiscal 2024, with a focus on building higher-order organizational and leadership capabilities, culminating in projects designed for business impact. More than 500 women leaders have completed various phases of this program, earning the ILI-Stanford GSB certificate.

## Return to office and hybrid model of work

At Infosys, the future holds endless possibilities for us, and we are working towards creating a new equilibrium for work – in our offices and homes, and the hybrid model is being fine-tuned to fit seamlessly. It will transform under the three key paradigms – Work, Workforce and Workplace, catering to the three employee segments – Fully onsite working from office, fully remote with hybrid-being the large majority. Our approach to return to work has been phased and balanced, with an equal focus on employee flexibility and business requirement.

## Employee experience and engagement

We strive to create a world-class employee experience by designing consistent best-in-class policies, processes, programs, and systems, focusing on creating 'Experience by Design' while keeping employees at the core of whatever we do. We gather employee feedback using robust listening mechanisms, built in through the employee life cycle to help improve our offerings and create positive memorable moments that matter using technology. Some of our interventions across the employee life cycle include:

**InfyMe:** Our mobile-first, self-service platform that brings all services to our employees' fingertips anytime, anywhere. InfyMe is designed to be intuitive and contextual and aids networking and collaboration. We continued to enrich our InfyMe app with more services that enable teams to operate, connect and collaborate easily and it is particularly effective in the hybrid work model. More than 200 touchpoints for activities have been merged into the intuitive interface of InfyMe.

**Moments That Matter (MTM):** Every employee has significant moments that create substantial impact on their overall satisfaction and well-being, during their organizational experience. MTM has been ideated to become a celebration platform which will be integrated into all celebrations, small or big, throughout the employee life cycle.

**Petit Infoscion Day:** A special celebration dedicated to the children of Infoscions serving as a dynamic showcase for a variety of talents, deeply embedding the culture and essence of being an Infoscion. Each year it unfolds around a unique theme, ensuring our Petit Infoscions enjoy a memorable day filled with fun games, activities, delicious treats, rewards, recognition and more. This year, we celebrated the day across 17 DCs on a single day with an impressive attendance of over 60,000+.

## Celebrating and rewarding excellence

Celebrating excellence serves to inspire the entire workforce to continuously raise performance benchmarks and strive to reach greater heights.

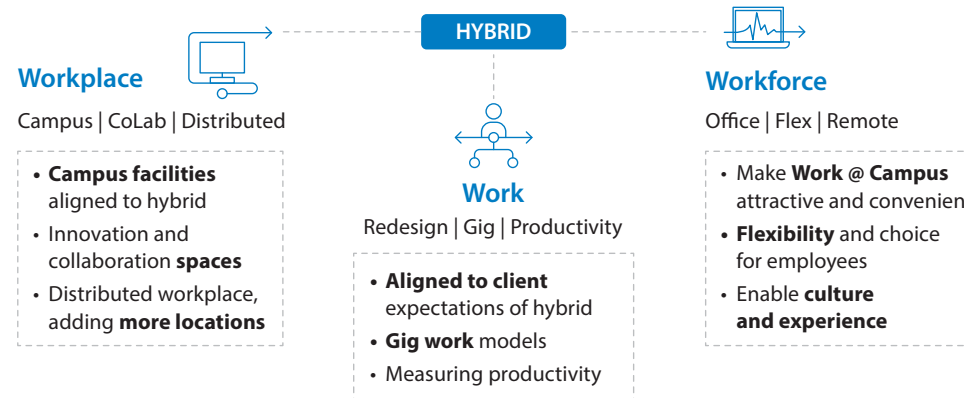
**RISE** our rewards and recognition program celebrates a performance-driven culture through leveraging an integrated digital platform for an elevated experience.

**Gracias** is an appreciation portal for employees to show their gratitude and appreciation to fellow colleagues.

**Insta Awards** enables managers to recognize their teams "Instantly", in real time.

**Unit - Rise, Kudos & Glory Awards** celebrate a high performance work culture through quarterly / half-yearly awards across units and accounts.

**Wow Awards** are discretionary awards given by leaders to acknowledge outstanding contributions to the account or unit.



**PM Elite+** are quarterly awards with an objective to recognize “Best Managed Projects” from each service line and further to pick the “Top Project Management Talent” among these.

**Leadership by Example Award** is given to leaders leading by example to acknowledge and celebrate their exemplary leadership abilities that have a significant and positive impact on delivering client delight, leading to operational efficiency, and high team engagement.

**Celebrating engagement levels in project teams** through Managers with Great Teams Awards, People Health Champions Awards, and Best Manager Awards .

**Infosys Stripes** is a one-stop, gamified, point-based system that tracks and rewards employee achievements across functions and the organization through Infy Coins, Infy Points, badges, and certificates. It allows employees to see their accomplishments, redeem their rewards and share their achievements with colleagues.

**Awards for Excellence (AFE)** is our largest recognition platform for employees. In its 29th edition, we received about 1,000 nominations across geographies in over 20 categories. The winners were felicitated at a central gala ceremony followed by location-level ceremonies held at every development center.

## Employee care and connect

Our wellness efforts are powered by the award-winning [Infosys' Health Assessment and Lifestyle Enrichment \(HALE\) program](#). HALE is a non-monetary employee benefit and has been recognized as the best internal brand with great recall and participation. Our wellness philosophy stands on the four pillars i.e. Physical, Emotional, Social well-being and Safety. Our interventions are co-created with extended teams, business units, and external partners and cater to the needs and asks of our employees. Our philosophy at HALE

is a proactive approach to health and lifestyle enrichment aimed at increased awareness and overall well-being, resulting in reduced stress levels, a safe work environment, a happier workforce, and improved productivity levels.

## Resolution hubs (formerly the Internal Complaints Committee)

Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages an open-door policy and encourages a culture of “speak up”. Employees also have access to several forums where they can highlight matters or concerns faced at the workplace for effective remediation. 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 objectively while ensuring timely action and closure. In matters that entail a detailed investigation, the process ensures fairness for all. Read more here [Resolution Hubs](#) (infosys.com)

## Employee satisfaction

Infosys has a robust mechanism to gauge employee sentiments and feedback called Pulse. Pulse collects ongoing and real-time feedback from employees anonymously on key organization-wide themes that shape an employee's experience at Infosys such as work, learning and careers. We poll the entire organization through a micro survey every quarter. In addition to this, we also poll our employees on select tenure-based milestones and specific events including onboarding, job rotation, and appraisals. This cumulative understanding of employee perception, and feedback from actual events and milestones have strengthened our sensing architecture to obtain richer insights of

employee experiences. To drive change across the organization, all managers have access to a real-time customized dashboard with feedback from their respective teams, which enable them to engage with their teams better and address any concerns. This dashboard has multiple views and advanced analytics such as heatmaps, trendlines, sentiment analytics to enable the managers to prioritize focus areas according to their teams.

Graph of three year ESAT (in %)



## Performance management

Over the years, Infosys has established a robust performance culture. Our performance management process drives a 'meritocracy culture' yet stays individual employee-focused and development-oriented. We focus on identifying the best performers against standards of performance instead of relative comparison of individuals. This mechanism helps us to identify our best performers through well-defined goals that are always relevant, continuous feedback and a strong focus on employee development.

Aligning with this performance management philosophy, we have a defined performance review and assessment process. Continuous feedback is an essential element of the process with regular reviews, culminating in a ratings-based holistic view of the employee's performance. Performance conversations between employee and manager happens routinely, given the continuous performance process that we have in Infosys. The continuous feedback process helps managers to provide instant feedback for necessary improvements in work.

Infosys performance management puts equal focus on the future development of the employee and the introduction of Individual Development Plan (IDP) is a testament to the same. IDPs are created by employees under the guidance of the manager and are a perfect blend of theory and application. Managers coach and mentor the employee to set career and professional aspirations and reach them in a structured manner. Employees are also encouraged to take up training to upskill / reskill themselves to meet the needs of the projects. In case of continued lack of expected performance, employees are identified for a structured performance improvement plan where they are given goals and managers support them in achieving these goals. At the end of the performance cycle, employees receive a performance rating. To support the process, we have our web and mobile app called iCount, where employees can add their goals and are encouraged to update progress against the same on a regular basis. Managers can provide feedback to employees on these goals and support them in achieving the objectives. Feedback from client stakeholder (although not mandated by the process) is also a key input that the manager uses during performance and development conversations. Along with this, employees can seek and share feedback with all the colleagues they work with. Thus, iCount goes a long way in providing a holistic view of the employees' performance.

## Human rights

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



comprehensive tool which also includes self-study tutorials, allowing employees to learn and then take up the assessments.

Corporate Certifications and Assessments Team (CCAT) conducts ESG assessments based on an annual calendar. These assessments include human rights. The assessment protocol used leverages the Articles contained in the Universal Declaration of Human Rights (UDHR), ILO, UNGC Principles, the GRI Standards, the Business Responsibility and Sustainability Reporting (BRSR) parameters, as well as Health and Safety criteria and environment management systems.

**Security personnel:** All our security personnel deployed on "owned premises" in India are trained on human rights related topics. The Infosys Supplier Code of Conduct (SCoC) has reference to human rights and it states, 'Infosys expects its suppliers to support and respect the protection of internationally proclaimed human rights and to ensure that they are not complicit in human rights abuses.' As part of the onboarding process, the vendors have to accept the SCoC. The procurement team ensures that SCoC acceptance is done by vendors and maintains a tracker for the same. As on fiscal 2024, 328 supplier ESG assessments have been completed. Security Personnel include employees from 3rd party organization and are trained on human rights related topics.

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

**Transition assistance:** It is provided to superannuating employees and those who have involuntarily left the organization.

## Occupational Health and Safety

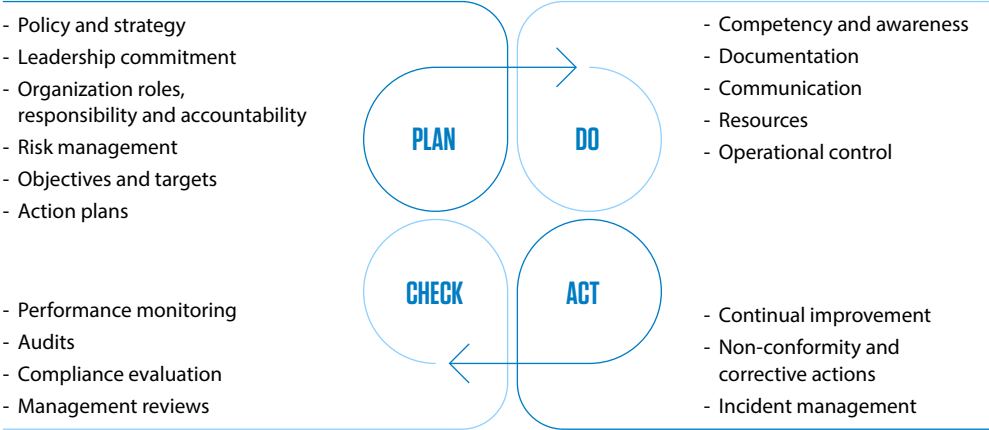
Infosys acknowledges that Occupational Health and Safety (OH&S) is one of the key aspects of sustainable business practices and hence OH&S is integrated into our ESG framework. OH&S policies, processes, and practices at Infosys promote physical, mental, and social well-being of employees in the workplace. We are conscious of the fact that OH&S considerations is a legal and ethical responsibility, and it is an area which directly impacts employee well-being, productivity, and business performance. We also recognize that OH&S is a fundamental human right and thus we strive to provide a safe and healthy work environment to our employees.

The Health, Safety and Environmental (HSE) Management System at Infosys termed 'Ozone' is driven by Management commitment, legal requirements, and expectations of our stakeholders. Ozone has not only enabled us to obtain assurance on the processes instituted through certifications but has also fostered a culture of safety and well-being across the organization. We ensure adherence to all applicable regulations in all the regions we operate across the globe. It is our constant endeavor to enhance safe work practices and enable safe working conditions, and through this, we have been able to reduce the occurrence / recurrence / severity of occupational incidents thus reducing financial implications on direct and indirect costs, improving employee productivity and retention. We prioritize physical and emotional well-being of employees. We provide access to healthcare, mental health resources, and promote work-life balance.

## Management System

The robust Health and Safety Management system at Infosys has enabled us achieve certification to ISO 45001:2018 standards across all India locations, including Infosys Limited and its subsidiaries, in line with our HSE strategy. The management system is implemented across locations globally based on applicable legal requirements and internal benchmarks and are a part of our internal audit coverage. At the helm of our Health, Safety, Environment Management System (HSEMS) is our

Chief Risk Officer. The effectiveness and adequacy of the HSE framework, its execution and HSE performance are evaluated through periodic management reviews. The internal-external issues and opportunities for the organizational context are identified. Interested parties (including all our stakeholders), their needs and expectations, our expectations, legal requirements, owners, and mode of communication are also documented.



Some of the elements of the management system are listed below:

### a. HSE policy

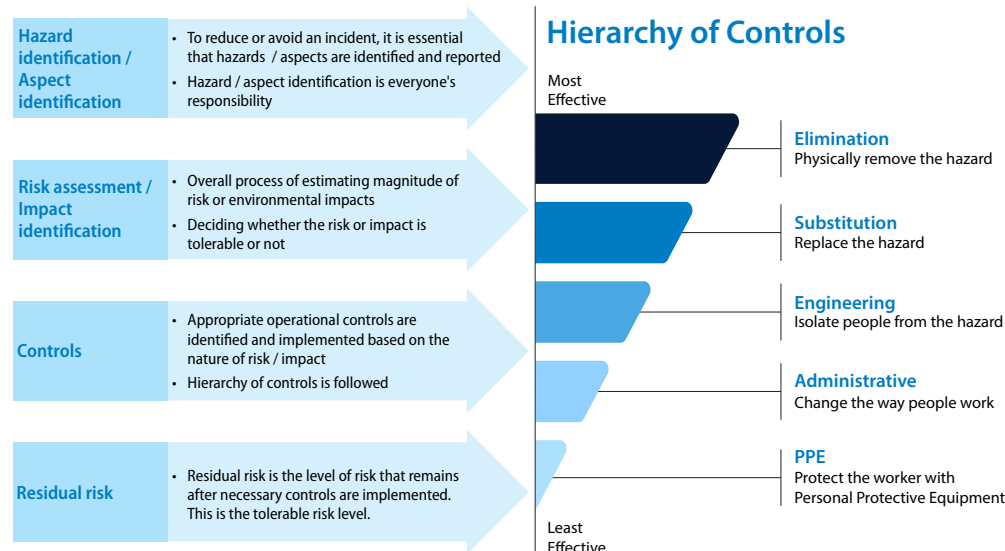
Our Health, Safety and Environmental policy enunciates our philosophy and commitment towards management of key HSE aspect and has played a pivotal role in advancing our initiatives and realizing the intended outcomes on OH&S.

[Link to HSE Policy](#)

### b. Risk management

Ozone is based on the Demings cycle and has a focused risk-based approach in identification and implementation of operational controls in line with hierarchy and effective mitigation of hazards. Risk assessment is proactively conducted to identify hazards for all existing / new / modified activities, processes, products or services and the implementation of measures to minimize or control impacts and monitor them in a structured manner. Risk assessment is proactively conducted

on a yearly basis or at the beginning of a new process or activity. Reactive risk assessments are also carried out at least once every quarter. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls are implemented, the document is revisited to assess the residual risks. A ranking is done based on the severity and probability of the risk. The Occupational Health and Safety (OH&S) hazards in the workplace are communicated to all concerned stakeholders who are also consulted when there are changes in operations. Relevant OH&S hazards are identified, and appropriate operational controls are implemented. During training, the hazards are shared along with directions on ways to reduce the risk. Employees are also consulted during development and review of policies and procedures to manage risks. Emergency response procedures for different scenarios are established and mock drills are conducted to evaluate our preparedness, response, and learnings.



### b. Incident management

Incidents which include near misses / potential hazards / accidents are reported through internal applications, supervisors, or mails. Root causes of incidents are identified, analyzed and appropriate corrective actions are taken to avoid recurrence or occurrence of incidents leading to injuries / losses. Refer [ESG data book](#) for Incident-related information.

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

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

### d. Training and awareness

At Infosys, the embedding of HSE culture in the organization is ensured through competency development. Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. Training includes awareness building, mock drills, classroom sessions and periodic demonstrations. HSEMS training is also a part of our employee induction program. To enable continuous learning, a HSE

awareness module is available on Lex, our internal learning platform. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher training. ESG frameworks also highlight the importance of employee engagement and stakeholder communication. Companies should actively engage with employees, involve them in decision-making processes, and provide channels for them to voice their concerns and feedback. This includes regular communication on OHS policies, procedures, and performance, as well as providing avenues for workers to report incidents, near-misses, and suggestions for improvement. Trainings are conducted either in physical or virtual modes.

### e. Participation and consultation

The engagement of employees in ensuring safe and healthy workplace is essential and this is enabled through the process of participation and consultation which includes employee / contract staff involvement in:

- Development and review of policies and procedures for risk management.
- Change management where this might affect workplace health and safety through management of change procedure.
- Representation in health and safety matters through the Safety Committee.
- Understanding the OH&S hazards in the workplace which are communicated to all concerned including contractors and visitors.
- Health promotion programs including a Safety Week and Health Week are conducted annually.
- Incident reporting including potential hazards and participation in the process of identification and implementation of controls based on root cause analysis, avoiding the recurrence of incidents, and aiding in elimination of unsafe behavior and conditions.
- Emergency mock drills and reporting or identifying learnings which need to be addressed.

Safety interventions

We have always focused on building a culture of safety at Infosys. Individual responsibility for safety is always emphasized and safety in the workplace is accorded the highest priority. The safety systems that are in place includes work permits, trainings, Lock Out Tag Out (LOTO), safety inspections, audits, operational controls, and monitoring. Processes, guidelines, and work instructions are established at various levels addressing various aspects of safety involved in routine / non-routine activities of our operations. Policies have been established focusing on specific areas like women's safety, lone working, transport, travel, construction, among others. Inspections, audits, observations from mock drills, risk assessments etc., enable identification of gaps, learnings, deviations, which depict hazards and risks and to address the same effectively appropriate operational controls are identified, implemented, and tracked.

Safety promotions

In an endeavor to continually enhance safety awareness and sensitize manpower, we organize various promotional activities across the year. Through this initiative, we focus on –

- 1. **Knowledge enhancement**  
Recognizing the limited effectiveness of theoretical safety learning, we have transitioned to experiential learning. These models facilitate practical, example-based instruction for our contract workmen.
- 2. **Active participation**  
This will improve safety and health outcomes, a more engaged and productive workforce, and a safer and healthier workplace for everyone.

Employees are educated on the adoption of safe and healthy work practices through regular communication, trainings and interventions on

key issues related to occupational health and safety hazards. In compliance with the regulatory requirements, robust reporting processes including reporting on occupational health issues have been adopted so that corrective actions can be taken, and preventive measures are implemented.

We conduct interventions at locations based on National and International days. During the year the following days were observed:

a. World Day for Safety and Health at Work (Global)

- 1. Awareness sessions were arranged across locations.
- 2. Employee engagements programs such as Spot the Hazard Contest, Poster with Slogan Contest, OSH Quiz Contest were conducted.
- 3. Creation and display of posters within the work premises.
- 4. Communication through mailers to spread awareness.

b. “National Safety Week” (India)

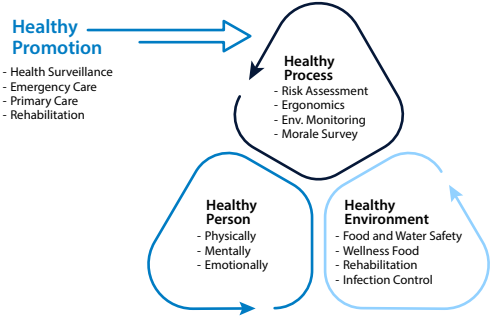
In fiscal 2024, the theme of the Safety Month held in March was “Focus on Safety Leadership for ESG Excellence”. Various employee engagement activities were conducted to enhance awareness on HSE such as:

- 1. Communication and endorsement of the safety pledge by employees.
- 2. Quiz competitions designed to test the knowledge of employees about safety measures and to create awareness on safety practices.
- 3. Poster competitions aimed at encouraging people to express their creativity while promoting safety.
- 4. Safety slogan competition where participants came up with creative and impactful slogans.

- 5. Medical camps covering general health check-up, eye checks, blood sugar monitoring etc., to promote physical well-being of employees.
- 6. Safety mailers to employees and In-house training sessions by the HSE teams on topics such as first aid, fire safety, ergonomics, construction safety, road safety and electrical safety.
- 7. Exhibitions on Personal Protective Equipment’s (PPE) and safety equipment, including unique exhibits like seat belt convincer, alcohol impairment vision goggles and driving simulations.

Occupational health

We focus on the holistic well-being of our employees which is ensured through safe and healthy work environment.



a. Medical services

We have established first aid centers on our campuses in India. Some of the first aid facilities operate on a 24\*7-hour basis. The intent is to provide immediate attention to employees during emergencies and guide them to hospitals as may be required. Our telemedicine portal continues to operate enabling employees to consult our occupational health center

c. Road Safety Week (India)

Celebrated in January, the programs included:

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

doctors online, in India. The consultation records were automated during the year. We also have tied up with various hospitals to attend to emergencies. Large campuses have fully equipped ambulances ready for use and where required we may call upon the generic ambulance services. We provided wheelchairs and stretchers across campuses for emergency use. In overseas locations, we work with local service providers for enabling health services and with the local authorities as regulated by the law of the land. Trained first aid representatives are available across campuses as well.

b. Health Risk Assessment (HRA)

HRA is carried out annually based on inputs from the Occupational Health Centre (OHC). The hazard identification and risk assessment is also reviewed to identify hazards and work on elimination of any such factor that may affect employees’ overall health. Being an IT / ITES company, there are no product risks at Infosys, but the risks which are prevalent include ergonomics related conditions, musculo skeletal disorders (MSDs), emotional well-being, etc., associated with workplace, operation of utilities, commute. Numerous initiatives, interventions,



engagements, virtual sessions, and process controls are in place to address these risks. Identified employees who are eligible as per the local regulations will undergo medical check-up before joining. Annual periodic check-ups ensure good health and wellbeing of our employees. An annual health check-up covering lifestyle risks and hazards due to occupation is mandatorily conducted for all identified employees.

c. **Programs on ergonomics**

We make continuous ergonomic improvements to our work environment to ensure the wellness and comfort of our employees.

**Onsite physiotherapy centers:** We have physiotherapy centers in our large campuses in India to consult, treat, provide rehabilitation services, establish exercise regimens to our employees through physiotherapists covering ergonomics / MSDs. Occupational ergonomics cases are reported, and appropriate treatment is provided.

1. **Interventions by ergonomic experts:**

The physiotherapists conduct virtual awareness sessions focusing on issues like back care, Repetitive Strain Injuries (RSI), postures at work etc. In India, physiotherapists have scheduled huddles with employees on the floor to give them tips on adjustments they can make in their workstations to match ergonomically right requirements. During the year, there were 133 sessions conducted on ergonomics and back care, covering 7,807 participants globally.

2. **Ergonomic infrastructure:** Workstations and furniture are designed and procured after considering their ergonomic advantages. We have also taken care to procure systems which have inbuilt features that help avoid

glare and hence reduce such instances. Workstation assessments are conducted to identify and provide aid to employees to improve the ergonomics of their workspace.

d. **Physical and emotional wellbeing**

Various interventions on physical and emotional well-being were enabled under the aegis of our Health Assessment and Lifestyle Enrichment (HALE) / Secure Affirmative Fun Environment (SAFE) initiatives during the year.

e. **Healthy Eating and Active Living (HEAL)**

Considering the low average age of employees at Infosys and to ensure they are healthy and devoid of lifestyle illnesses, there are focused interventions. In our campuses in India, we have deployed dieticians who provide the following services:

- Consultation
- Counselling
- Menu engineering for food being supplied in food courts covering options and portions.

We urge employees to develop healthy eating habits through enhanced communication. We have enabled vendors to supply healthy food options in our food courts.

We have created state-of-the-art gymnasiums to enable workouts. Yoga, aerobics, and swimming are available too. Recreation facilities in our campus includes badminton, tennis, snooker, cricket, basketball, bowling etc., to enable employees to engage in physical activities and keep themselves fit.

f. **Programs for mothers**

Infosys provides an inclusive environment and expectant mothers are also taken care of. As most campuses are huge, we enable transportation of such personnel to their buildings from the bus bay. During evacuations,

care is taken that expectant mothers are separately evacuated to identified safe assembly points and are always escorted to ensure their safety. "Pregna Care", a professional healthcare program is designed especially for expectant mothers and aims to provide maximum comfort to the mother. To ensure the health and wellbeing of the mothers and to avoid discomfort during this time, it is essential that proper exercises are part of their everyday routine. This program is implemented across a few locations in India and comprises:

- Lifestyle suggestions during pregnancy
- Nutrition
- Discussion on common discomfort
- Problems during pregnancy
- Exercises designed for pregnant women
- Post-natal advice

Behavior-Based Safety (BBS) programs include BBS observation for contract staff, periodic inspections, trainings, observations from mock drills, and employee engagement programs.

## Work environment improvement

a. **Indoor air quality**

At Infosys, we pride ourselves on going above and beyond Health and Safety Standards and Industry guidelines in maintaining Indoor Air Quality (IAQ). We have undertaken comprehensive evaluations of our HVAC infrastructure and have implemented modifications accordingly, all aimed at providing our employees with the best level of air quality possible. We are committed to providing our employees with the best IAQ,

and we are confident that our efforts will ensure a safe, healthy, and comfortable working environment for everyone.

Indoor air quality is monitored at all working locations to ensure clean and hygienic air is supplied, which improves cognition and productivity, reduces the spread of other airborne diseases, protects against outdoor air pollutants. Monitoring is done in two ways:

1. **Real-time monitoring** – Key parameters such as carbon dioxide (CO<sub>2</sub>), PM2.5, PM10 are continuously monitored and connected to the building management system (BMS) in most buildings.
2. **Third-party monitoring** – Around 12 parameters are monitored at defined frequencies annually as per ASHRAE / OSHA requirements.

b. **Lux levels and noise levels**

These levels are maintained as per the standards for every work location and monitored annually to ensure that workplaces are made comfortable for employees, reducing eyestrain, headaches, hearing loss, and drowsiness. These lead to employee satisfaction and wellbeing.

c. **Promoting green seal chemicals**

We are mindful of ensuring safety in the use of chemicals in our housekeeping and utilities processes. We conduct assessments of the impact of legal regulations and pre-inspections of chemical substances prior to procurement of chemicals. All tasks are assessed in advance for any potential risks and attempts to explore safer alternatives with applied hierarchy of onsite safety management levels.

## Awards and recognition

- Infosys has secured a spot on the prestigious **Company with Great Managers 2023** list in India by People Business and Economic Times for the fourth time in row. Three Infosys managers won the Great Manager Awards 2023.
- Recognized as **India's Best Workplaces™ for Women 2023** by the Great Place to Work™ Institute. Infosys also received the Great Place to Work® certification across India, USA, Canada and Mexico. Infosys BPM received the Great Place to Work® certification in the Philippines.
- Recognized as one of **India's Best Employers Among Nation Builders**.
- Infosys Limited has been recognized as one among the **"10 Best Companies for Women in India 2023,"** by Avtar & Seramount for the fourth time in a row. Also secured a spot in the "100 Best – Hall of Fame" category for having featured in the 100 Best listing in five editions of the study.
- Emerged as the **"Champion of Inclusion"** in the fifth edition of the Most Inclusive Companies Index (MICI) by Avtar & Seramount. This is in recognition of our commitment towards building an equitable and inclusive workplace across the strands of gender, People with Disabilities (PwD), LGBTQ+, generation, region and more.
- Won the Economic Times **Best Organizations for Women Award 2023**.
- Infosys recognized as a **Global Top Employer 2024** for the 4th year in a row with certification across North America, Europe, Middle East and Asia Pacific.
- Recognized as **one of the World's Most Ethical Companies in 2023 by Ethisphere** for values and ethics across people and business for the fourth consecutive year.
- Received the **People First HR Excellence Award in the category of 'HR Business Partnership'**. Also recognized for its 'Leading Practices in HR Risk Management' for the third consecutive year.
- Infosys received the **Best Health and Wellness Program Award, at the Happiness at Workplace Summit & Awards 2023** powered by India Today and RPG Group.
- Great Place to Work Award for the **Best Wellness Program 2023**.
- **Infosys scored 100% on the Corporate Equality Index (CEI) Survey for 2023 / 24**.
- Infosys Bangalore, Mysore & Mangalore DC's were recognised and awarded **Utthama Suraksha Puraskara Award – 2023** by National Safety Council, Karnataka Chapter. This demonstrates and rewards our organisation's commitment to health, safety, and wellbeing throughout 2023.
- Infosys India locations were recognized and awarded an **International Safety Award – 2024** by British Safety Council.