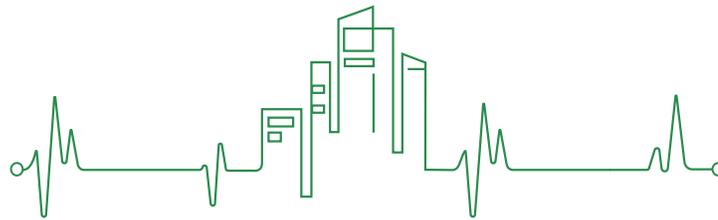


LIVE ENTERPRISE

Infosys®
Navigate your next

Sustainability Report 2018-19



To be a Live Enterprise

The idea of an enterprise likened to a living, breathing organism has been explored for several decades. After all, businesses, like living creatures, are driven by the need to survive, grow and flourish. Not unlike natural selection that fuels the 'adapt to survive' response in species, market changes can either drive organizations to navigate to their next innovation, their next advantage, their next business model or to extinction.

Today, enterprises are advancing on their digital transformation journey to adapt to rapidly changing markets, business needs and consumer preferences. We help our clients transform their organization to become a Live Enterprise by reimagining the enterprise in a way that strengthens its digital capabilities, progresses its operating model for the digital era and transforms its talent holistically. And we do this through our people and the ecosystems we create for them to learn, innovate and thrive.

A 'Live Enterprise' is a responsible enterprise. One that continues to earn the respect of its stakeholders – listening, learning and contributing to the overall well-being of the community, leading to a positive impact on the socio-economic landscape of the larger society. Be it in providing access to healthcare and education or influencing the way communities can become self-sustaining, a live enterprise seizes every means of being sustainable and shows the way to others.

Global warming and the dire threats to the planet and life on the planet call for immediate and effective action. Working towards understanding and mitigating the impact of its business and stakeholders on the larger environment through abstemious use of scarce natural resources, a live organization knows how to respond to the crisis at hand. It responds to the challenge of doing business sustainably through actions that serve as a beacon of hope to industry, governments and all human endeavor.

This Sustainability Report gives you a glimpse into the path to a sustainable enterprise that has the larger interests of the community and planet at heart. A path that Infosys navigates for itself and its clients.

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Creating sustainable value



U.B. Pravin Rao
*Chief Operating Officer
and Whole-time Director*

Sustainability is one of our key corporate values inspiring our employees every single day as they go about their work. We want to create sustainable value through our digital transformation efforts across industries and geographies – for our customers, employees, shareholders and society.

Being productive, we know, is a great means to becoming sustainable. The process simplification efforts we have undertaken over the past year to make our workplace powerfully productive yet simple to maneuver is beginning to pay off. As our people collaborate and cooperate purposefully, with energy and agility, both employee productivity and employee experience have seen an uptick in LITMUS, our employee feedback survey.

We have always appreciated the deep and irrevocable connection between productivity and inclusion. That's why we are keen to increase the participation of women in the Company's leadership. This has helped us significantly strengthen our talent pipeline including creating a strong pool of high-potential women fully equipped to steer our business. We continue to invest in physical and digital infrastructure that allows us to attract and employ persons with disabilities. We also signed the United Nations' LGBTI standards for business, acting on our belief that advocates equality for all.

In fact, we extended our inclusion efforts well beyond work. In fiscal 2019, Infosys Foundation committed ₹ 1.5 crore to help scale social innovation through its Aarohan Social Innovation Awards across six categories – Healthcare, Rural Development, Destitute Care, Education and Sports, Women's Safety and Empowerment, and Sustainability.

Infosys Foundation USA, established with the mission of expanding computer science and maker education to K-12 students and teachers across the US, especially among underrepresented communities, launched the inaugural Pathfinders Summer Institute at Indiana University, Bloomington. It brought together nearly 600 K-12 public school teachers for a week of intensive classroom training from leading organizations in the computer science and maker education spaces. Another initiative of Infosys Foundation USA is the nationwide Infy Maker Awards competition to reward schools, libraries, museums, and non-profits for innovative maker projects. The foundation also brings together leading policy-makers, academics, and practitioners at its signature conference, 'CrossRoads', to promote computer science and maker education as drivers for greater equity and faster economic growth.

Teaching and learning is a big part of our sustainability efforts. We continue to build deeper capabilities across Experience Management, Data, Analytics, Cloud, SaaS, IoT, Cybersecurity, AI and Machine Learning delivered through Lex, our highly scalable and modular learning platform.

We also launched the InfyTQ platform for engineering students across India to encourage the holistic development of their technical and behavioral competencies so they can become industry-ready. Students can leverage the platform to deepen their conceptual and practical knowledge of technology. Extensive hands-on learning spaces on the platform aid the intelligent application of these concepts in the real world.

Another of our continuing initiatives – a two-week program, Catch Them Young – attracted over 300 students this year from government schools in India to train with senior employees at Infosys on topics related to computer science.

The Infosys Prize in 2018 was awarded to six laureates in Engineering and Computer Science; Humanities; Life Sciences; Mathematical Sciences; Physical Sciences; and Social Sciences. The award endeavors to elevate the prestige of science and research in India and inspire young Indians to choose a vocation in research. Since the inception of the awards in 2008, 62 eminent scholars

and researchers have been honored with the Prize. Each award carries a gold medal, a citation and a purse of US\$ 100,000 (or its equivalent in rupees). The prize purse is tax-free for winners in India.

We are particularly proud of our efforts in environmental stewardship to promote responsible and abstemious use of scarce natural resources and to protect our environment. We continue to try to delink business growth from resource consumption, and focus on designing high-efficiency workspaces. This has resulted in a 55.05% reduction in per capita electricity consumption since 2008 and a 33MW reduction in connected load through retrofits. Focused water management efforts have resulted in an almost 60% reduction in per capita water consumption. As many as 350 injection wells across our campuses bring us the potential to recharge 17.5 million litres of water a day. We now have 30 projects at Infosys with the highest level of green building rating, spanning a total of 19 million square feet. An additional 7.5 million square feet of our ongoing projects are currently being evaluated for green building certification. We also had the privilege of partnering with the United Nations and hosting an event for awareness about plastic pollution in Infosys, Hyderabad on the occasion of World Environment Day 2018. We pledged to make our campuses free of single-use and non-recyclable plastics by 2020 while also reducing the per capita generation of plastic waste by 50%.

Creating transformation through selfless action is a way of life at Infosys. Infosyans often take on the mantle of champions of change in their communities by leading meaningful projects that alleviate various social and environmental concerns. Fiscal 2019 saw more than 100 impactful projects executed by Infosys CSR and Eco Clubs the world over.

At Infosys, we are passionate about helping all our stakeholders navigate their next. This Sustainability Report offers you a glimpse into that journey.

About this report

This report is in accordance with the requirements of the GRI Standard.

This, our 12th sustainability publication, provides detailed information on our responsible business practices across economic, social and environmental parameters. The report also forms the basis of our Communication on Progress (CoP) with the UNGC each year. Our sustainability disclosures showcase the maturity of our sustainability management system and reporting practices, and address the growing interest and heightened expectations of our global stakeholders.

The sustainability disclosures contained in this report are to be read in conjunction with our Annual Report 2018-19, available on our website, www.infosys.com, and our sustainability microsite, at <https://www.infosys.com/sustainability>.

The Infosys Annual Report provides information on our business strategy, financial performance and a summary of our business responsibility principles and practices. The report complies with the mandatory listing requirement of the Securities and Exchange Board of India and is in line with the nine principles enunciated in the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business.

To read our sustainability stories, visit our sustainability microsite, <https://www.infosys.com/sustainability>.

Our sustainability disclosures are reviewed and verified internally by an independent group viz., Corporate Certifications and Assessments. The report is also assured by an independent external auditor, DNV GL Business Assurance India Private Limited, and their assurance statement is available in the Independent Assurance Statement section of this report.

Sustainability governance

Our sustainability strategy, crafted in consultation with our internal and external stakeholders is in line with the UN Sustainable Development Goals.

Sustainability goals are part of our corporate scorecard. These goals are further cascaded to the leaders of business units and enabler functions with the requisite authority to execute them. Our COO is head of the Sustainability Council and reviews progress on sustainability actions through periodic reviews with department heads. The *Management's discussion and analysis* section in our Annual Report highlights strategic priorities to achieve our economic, social and environmental goals across short, medium and long-term horizons.

The materiality framework created through sustained engagement with stakeholders is approved by the Sustainability Council. The framework is reviewed annually and approved by the COO. We review progress on material aspects concerning our stakeholders on a regular basis and communicate this through appropriate channels. Periodic discussions and reviews with the Board and its committees, the senior management and other stakeholders across the organization help us work consistently towards fulfilling the expectations of our direct and indirect stakeholders.

Reporting boundary and scope

The reporting boundary for our disclosures, unless otherwise stated, covers the Infosys Group, on the economic, social and environmental parameters. The limitations relating to certain environmental and social parameters in the current reporting cycle are as follows:

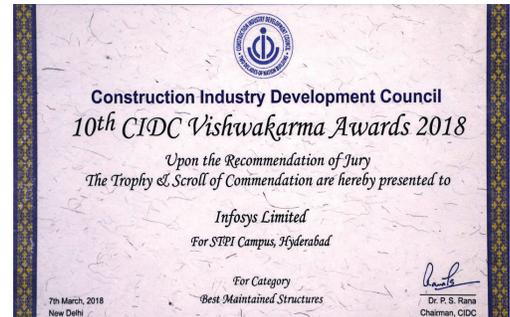
- **Boundary-related**

Being an information technology and consulting company, our solutions and services rely more on intellectual assets than on physical assets. Our supply chain interactions are primarily with our suppliers for the procurement of goods and services to support our operations. We currently engage with suppliers working within our boundary. Social and environmental impacts of suppliers working within our boundary are fully reported.

- **Confidentiality**

Details of individual compensation are subject to confidentiality constraints. However, Board compensation and the compensation of senior executives across the globe are reported in Annexure 3 to the *Board's report* in our Annual Report available on www.infosys.com.

Awards and recognition



Environmental sustainability

- Recognized as a global leader in corporate climate action by environmental impact non-profit, Carbon Disclosure Project (CDP), securing a place on the CDP Climate Change 'A' List. Infosys is the only company from India to achieve this for the second consecutive year
- Won the Golden Globe Tigers award 2017-18 for the Asia-Pacific region under the 'Leadership and excellence in corporate social responsibility – IT industry' category for our 'Himalayan rural electrification project'
- Our carbon offset project, 'Clean cooking initiative', was named the 'Best Initiative for Environmental Responsibility' by the Asset Corporate Awards, the longest running Environmental, Social and Governance (ESG) awards in Asia
- Won the 'Energy Conservation Award' under Buildings category by the Telangana State Renewable Energy Development Corporation for executing the 'Best Practices in Energy Conservation'
- Awarded for our water conservation measures by the International Green Building Council (IGBC) and Confederation of Indian Industry (CII)
- Awarded for the 'Best Maintained Structures' by the Construction Industry Development Council (CIDC) at the 10th CIDC Vishwakarma Awards



LEED certifications

- Our Mysuru, Chennai (Mahindra City), and Chandigarh campuses were awarded the LEED platinum certification under the US Green Building Council (USGBC) LEED 'Existing Building' category
- The Infosys Ascendas building, in Hinjewadi Phase 3, Pune, was certified as a LEED Platinum building under the USGBC 'Commercial Interiors' category
- The new SDB1 building at Infosys' Shanghai campus and the IIPM building in Electronics City Phase 2, Bengaluru were certified as LEED Platinum buildings under the USGBC 'New Construction' category

Business sustainability

- Listed as an index component of the prestigious Dow Jones Sustainability Indices (DJSI) and part of the DJSI World and DJSI Emerging Markets indices
- Received Gold recognition from EcoVadis for CSR practices including environment, labor and human rights, ethics and sustainable procurement
- Confirmed as FTSE4Good Index Series constituent. FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong ESG practices
- Ranked first in the 'Technology / IT Services and Software' category by All Asia Institutional Investors team

Social sustainability

- Recognized among the top five companies for 'Diversity and Most Innovative Practices' under gender diversity at AccelHERate 2019 by JobsForHer
- Recognized among the top 11 companies for 'Women at Workplace' by the UN Global Compact Network, India
- Bhubaneswar DC felicitated by Tomasz Kozlowski, the ambassador of the European Union to India, for its contribution in the field waste management
- Bhubaneswar DC's CSR project, 'Right to Dream', was selected as one of the 'Most Impactful CSR Projects to Emulate by Other Companies' in the Make Odisha conclave organized by the government of Odisha and the Federation of Indian Chambers of Commerce of India (FICCI). The project provides employment opportunities to the youth as 'plastic technicians'.

Publications and presentations

Publications are a great way of vitalizing the spirit of innovation in the organization and provide a platform to share and shape points of view. In fiscal 2019, the following were some of the articles published by our employees in various Infosys platforms and outside :

1. The Changing Role of Technology Service Providers

Published by Infosys Insights

<https://www.infosys.com/insights/disruptions/Pages/changing-role-of-technology.aspx>

2. Answer Disruption through Pop-up Innovation

Published by Infosys Knowledge Institute

<https://www.infosys.com/about/knowledge-institute/insights/Documents/popup-innovation.pdf>

3. Automated tool for resume classification using semantic analysis

Published in 2019 International Journal of Artificial Intelligence & Applications (IJAA)

<http://aircconline.com/ijaa/V10N1/10119ijaa02.pdf>

4. Adaptive Inspection Management

Published by Infosys Insights

<https://www.infosys.com/insights/digital-future/Pages/minimizing-failure.aspx>

5. Blog on AI Trends – Transfer Learning

Published by

<https://myblogs.infosysapps.com/archives/197487>

6. A blog on Testing Imperatives for AI Systems

Published by Infosys Insights

<https://www.infosys.com/insights/ai-automation/pages/testing-imperative-for-ai-systems.aspx>

7. Train your QA Engineers in RPA for Better Business

Published by Infosys Insights

<https://www.infosys.com/insights/digital-future/Pages/train-your-qa-engineers.aspx>

8. Refinement in object-sensitivity points-to analysis via slicing

Published in OOPSLA conference in November 2018

<https://dl.acm.org/citation.cfm?doid=3288538.3276512>

9. Ensemble learning-based voting model for dynamic profile classification and project allotment

Published in: 8th International Conference on Artificial Intelligence, Soft Computing and Applications (AIAA-2018), Melbourne, 2018

A use case of AI being leveraged in allotment of projects to new recruits. An ensemble learning-based voting classifier consisting of five individual machine learning classifiers votes to classify the profile of the candidate into the relevant domain.

10. Internet of Things applications and use cases in the era of industry 4.0

Accepted for publication in: The Internet of Things in the Industrial Sector; Springer

IIoT use cases in areas such as manufacturing, automotive, transportation, preventive maintenance, production lines, etc helping drive the digital transformation.

11. Blockchain mechanisms as security-enabler for industrial IoT applications

Accepted for publication in: The Internet of Things in the Industrial Sector; Springer

Exploring the concept of IIoT and its drawbacks and the need for Blockchain in IIoT paradigm. As conventional systems struggle to handle the scale of data operations that are handled by IIoT, Blockchain has emerged as a viable solution to reinforce and reform existing systems

Presentations

Learning and sharing is key to our sustainability philosophy. In fiscal 2019 we participated in the following conferences.

1. Smart Energy – Innovation, Transformation and Disruption, at UNESCAP, Asia Pacific Business Forum
2. UN Global Compact Network Singapore Summit on Climate risks and opportunities: Corporate leadership putting forth a business case
3. Green Buildings initiatives at USGBC’s annual event in India, Green Build India
4. International Solid Waste Association World Congress, 2018, on Construction and Demolition Waste recycling
5. Facility Management India Expo – Creating Sustainable Facilities
6. Conducted an Education Session with USGBC - Taking Action and Measuring Impact – LEED v4.1 Operations & Maintenance in 2019
7. Stanford DAWN summit, 2019, where we presented a case study on Infosys hackanalytics and Stanford MacroBase
8. Annual Information Security Summit 2018, organized by NASSCOM and DSCI
9. CII Karnataka Annual Chief Technology Officers Conference 2019, Bengaluru
10. 3rd IDRBT-IIT Bombay Workshop on Blockchain
11. Blockchain 2019 conference organized by Virtue Insight

Stakeholder engagement and materiality

Stakeholder engagement

We engage with our stakeholders in a variety of ways in order to build and strengthen trust-based relationships. Our stakeholders include : our clients, employees, investors, suppliers, governments and regulatory bodies and local communities.

A stakeholder’s relationship committee of the Board assists the Company in maintaining healthy relationships with our stakeholders. It oversees the mechanism for addressing grievances and complaints from stakeholders, including shareholders, debenture-holders and other security holders, suppliers, vendors, customers, employees and others.

We regularly review the progress on material aspects concerning our stakeholders and communicate the progress through appropriate channels. Our discussions through this Sustainability Report reflect the results of an active stakeholder engagement process. A robust engagement process ensures our attention to stakeholder requirements and feeds into the materiality exercise. Defined communication channels ensure focused engagement through the year. Periodic discussions and reviews with the Board and its committees, the senior management, and other stakeholders across the organization help us work consistently towards fulfilling the expectations of our direct and indirect stakeholders.

Stakeholders	Mode of communication	
Clients	<ul style="list-style-type: none"> • Requests for proposals⁽⁷⁾ • Client visits and meetings⁽⁷⁾ • Sustainability portal on our website, https://www.infosys.com/sustainability⁽¹⁾ • Mailers⁽³⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾ 	<ul style="list-style-type: none"> • Newsletters⁽²⁾⁽³⁾⁽⁶⁾ • Brochures⁽⁷⁾ • Social media⁽⁷⁾ • Customer satisfaction surveys⁽¹⁾ • Annual customer leadership meets⁽⁷⁾
Employees	<ul style="list-style-type: none"> • Pulse survey⁽¹⁾ • Voice of Youth forum⁽⁴⁾⁽⁶⁾⁽⁷⁾ • Employee affinity networks⁽⁴⁾⁽⁶⁾⁽⁷⁾ • Grievance redressal board⁽⁴⁾ • Communication blogs⁽²⁾ • Development centers’ engagement initiatives⁽⁷⁾ • Bulletin boards⁽⁶⁾⁽⁷⁾ • LITMUS 	<ul style="list-style-type: none"> • Our corporate channel, InfyTV⁽⁴⁾⁽⁶⁾⁽⁷⁾, InfyRadio⁽⁴⁾⁽⁶⁾⁽⁷⁾ • Our intranet, Sparsh⁽⁴⁾⁽⁶⁾⁽⁷⁾ • Sustainability portal https://www.infosys.com/sustainability⁽²⁾ • Mailers⁽⁴⁾⁽⁵⁾⁽⁶⁾⁽⁷⁾ • Eco clubs⁽⁷⁾ • CSR clubs • Employee committees⁽⁶⁾⁽⁷⁾ • Mplus, our internal brand communication portal⁽⁶⁾⁽⁷⁾
Investors	<ul style="list-style-type: none"> • Analyst meets⁽¹⁾⁽²⁾⁽⁷⁾ • Analyst briefings⁽¹⁾⁽²⁾⁽⁷⁾ • Quarterly results⁽²⁾ • Annual General Meeting with our shareholders⁽¹⁾ • Sustainability Report⁽¹⁾ 	<ul style="list-style-type: none"> • Financial reports⁽¹⁾⁽²⁾ • SEC filings⁽⁵⁾ • Press releases⁽¹⁾⁽²⁾⁽⁶⁾⁽⁷⁾ • Social media⁽⁷⁾ • Investor relations surveys⁽¹⁾
Suppliers and Alliance partners	<ul style="list-style-type: none"> • Suppliers meet (Sambandh) • Sustainability Report⁽¹⁾ 	<ul style="list-style-type: none"> • Financial reports⁽¹⁾⁽²⁾ • Social media⁽⁷⁾

Stakeholders	Mode of communication	
Community	<ul style="list-style-type: none"> • Site visits⁽⁶⁾⁽⁷⁾ • Interviews with local NGOs and community representatives⁽⁶⁾⁽⁷⁾ • Sustainability portal on our website, https://www.infosys.com/sustainability/ • Meetings with associations / NGOs⁽⁶⁾⁽⁷⁾ • Local community meetings⁽⁶⁾⁽⁷⁾ • Press releases⁽²⁾⁽⁷⁾ • Social media⁽⁶⁾⁽⁷⁾ • Joint R&D projects⁽⁷⁾ 	<ul style="list-style-type: none"> • Discussions with academic institutions⁽⁷⁾ • Participation in events involving academia⁽⁷⁾ • Curriculum enhancement programs⁽¹⁾⁽⁷⁾ • Case studies⁽⁷⁾ • Global internship program (InStep)⁽¹⁾⁽⁷⁾ • Fellowships⁽⁴⁾⁽⁷⁾ • White papers⁽⁶⁾⁽⁷⁾
Governments and regulatory bodies	<ul style="list-style-type: none"> • Engaging with government and global forums⁽⁷⁾ • Policy advocacy⁽⁶⁾ • Partnerships with industry bodies and associations⁽⁷⁾ 	<ul style="list-style-type: none"> • Interacting with statutory / regulatory bodies such as stock exchanges, tax departments, SEC, SEBI, Central Pollution Control Board (CPCB) and labor authorities⁽⁴⁾⁽⁵⁾⁽⁷⁾

⁽¹⁾ Annual ⁽²⁾ Quarterly ⁽³⁾ Monthly ⁽⁴⁾ Trigger-based ⁽⁵⁾ Regulatory compliance-based ⁽⁶⁾ Targeted ⁽⁷⁾ Need-based communication

The stakeholder consultation process is used as one of the inputs for the identification and management of economic, environmental and social impacts, risks and opportunities.

OUR STAKEHOLDERS



CLIENTS

- BUSINESS VALUE
- INNOVATION



EMPLOYEES

- CAREER OPPORTUNITIES
- ENGAGEMENT
- LEARNING AND DEVELOPMENT



COMMUNITY

- ACCESS TO HEALTH CARE
- ACCESS TO EDUCATION
- IMPROVING LIVELIHOODS



GOVERNMENT / REGULATORY BODIES

- GOOD GOVERNANCE
- COMPLIANCE



SUPPLIERS AND ALLIANCE PARTNERS

- ENGAGEMENT
- LONG-TERM PARTNERSHIP

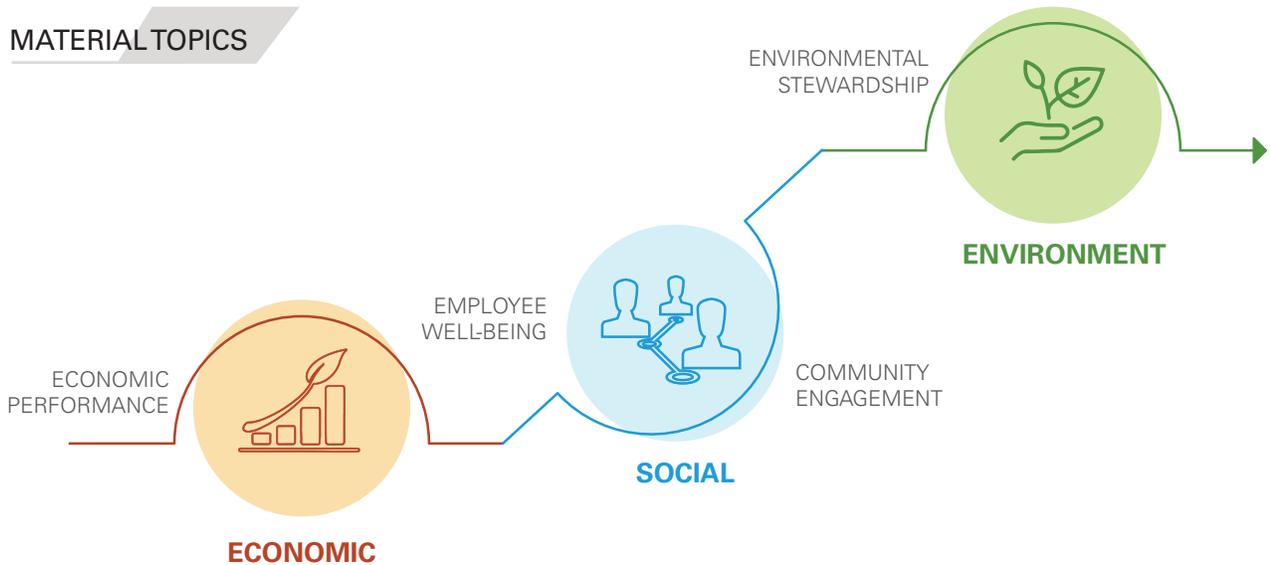


INVESTORS

- SUSTAINABLE PERFORMANCE
- STABILITY
- REPUTATION

Materiality

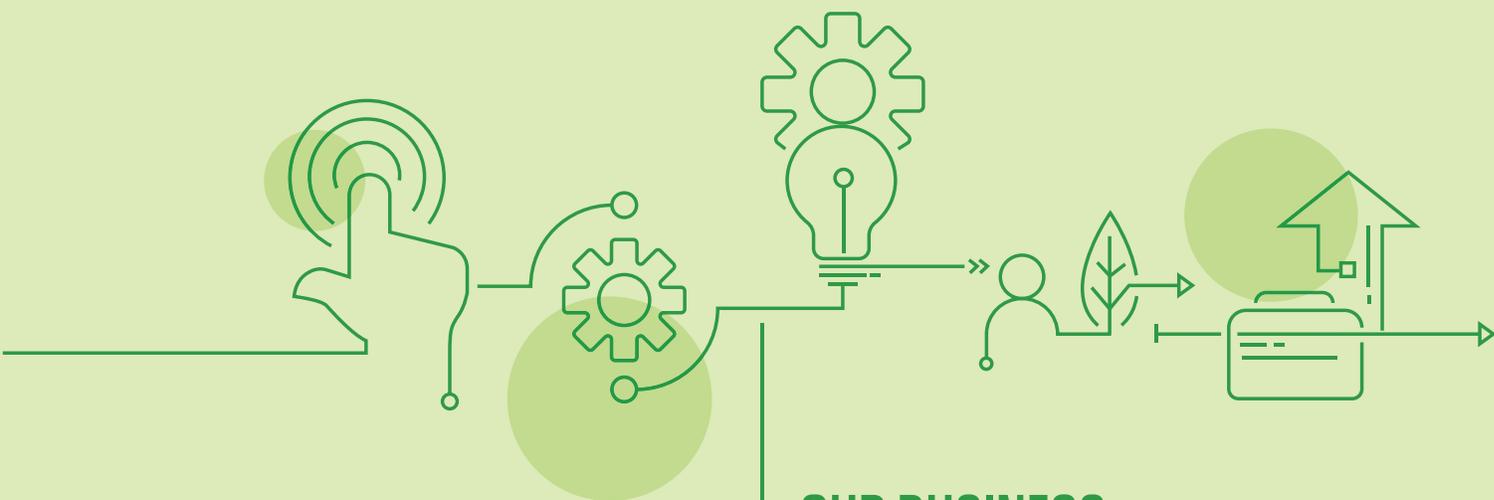
The materiality evaluation at Infosys is based on aspects and topics that impact us and our stakeholders on economic, environmental and social parameters. The material topics are managed through relevant channels and initiatives, and are monitored and reported on a regular basis.



The material topics that are monitored and reported periodically are as follows:

Material aspects / topics	What is the scope?	Why is it material for us?	How do we measure and monitor (KPI)?
Economic	Economic performance <ul style="list-style-type: none"> Economic value generated and distributed Risks and opportunities Sustainable business and client value 	Our sustainability philosophy is about making <ul style="list-style-type: none"> Our business sustainable Our clients' businesses sustainable Our ecosystem and our lifestyles sustainable <p>Economic performance is therefore of prime importance not only for building a sustainable organization but also for cascading the benefits to our associated stakeholders such as investors, clients, employees, suppliers and the community.</p>	<ul style="list-style-type: none"> Our financial performance Client satisfaction Intellectual property Technology and Innovation Data Privacy
Social	Employee Well-being <ul style="list-style-type: none"> Employee benefits Training and education Diversity and inclusion Non-discrimination Work-life balance Occupational health and safety 	<p>Our employees are our biggest assets.</p> <p>To meet the evolving needs of our clients, our priority is to attract and engage the best talent in the right locations with the right skills. We therefore focus on the overall well-being of our employees, providing them with a fulfilling, lifelong career.</p>	<ul style="list-style-type: none"> Employee distribution role, gender, region. Employee attrition Employee engagement Number of hours of training Employee health and safety incidents Number of grievances reported

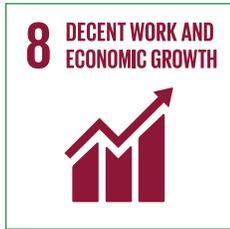
Material aspects / topics	What is the scope?	Why is it material for us?	How do we measure and monitor (KPI)?
Social	<p>Community engagement</p> <ul style="list-style-type: none"> • Direct and indirect investments to society • Impacts of community investments 	<p>Infosys has been an early adopter of corporate social responsibility (CSR) initiatives. As a Responsible Corporate Citizen, Infosys takes great pride in working on projects that add value to the community. The Company works on its CSR programs primarily through the Infosys Foundation and the Infosys Foundation USA.</p> <p>The Infosys Foundation works in India supporting projects in the areas of the eradication of hunger and malnutrition, promoting education, art and culture, healthcare, destitute care and rehabilitation, environmental sustainability, Disaster relief and rural development. The Infosys Foundation USA has a mission of expanding computer science and maker education, with an emphasis on underrepresented communities, impacting teachers, students and schools across US states.</p>	<ul style="list-style-type: none"> • Community investments • Number of community programs / initiatives rolled out • Impacts of community investments
Environmental Stewardship	<ul style="list-style-type: none"> • Energy – Emissions • Water • Waste and effluents 	<p>The environmental footprint of our organization is largely owing to its energy consumption, which also has a direct bearing on our operational costs, and overall exposure to fluctuations in energy supply and prices.</p> <p>As a responsible organization, we aim to manage our footprint on emissions, including greenhouse gases.</p> <p>Based on our aspect boundary definition, our operations in India, US, China & Philippines are among the water- stressed zones of the world. While water at Infosys is solely for the purpose of human sustenance, we deem it critical for us to manage this resource efficiently. We aim to make our campuses water-sustainable. We have a focused approach to manage the waste generated due to our operations.</p>	<ul style="list-style-type: none"> • Total water consumption • Total energy consumption • GHG emissions • Waste generated by weight / volume



OUR BUSINESS

- Economic value generated in fiscal 2019 was US\$ 11,799 million
- 345 new clients added (gross)
- 37 patents granted in fiscal 2019
- 5 delivery and innovation centers set up in the US
- Our digital revenues grew at 33.8% during fiscal 2019 and is now a third of our total revenues
- Finacle® was positioned as leader in Gartner's Magic Quadrant for global retail core banking
- We were listed as an index component of the Dow Jones Sustainability Indices (DJSI) and a part of the DJSI World and DJSI Emerging indices

Our strategy



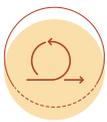
UN SDG impacted

Our strategic objective is to build a sustainable organization that remains relevant to the agenda of our clients, while creating growth opportunities for our employees and generating profitable growth for our investors. Our clients and prospective clients are faced with transformative business

opportunities due to advances in software and computing technology. These organizations are dealing with the challenge of having to reinvent their core offerings, processes and systems rapidly and position themselves as 'digitally enabled'. The journey to the digital future requires not just an understanding of new technologies and new ways of working, but also a deep appreciation of existing technology landscapes, business processes and practices. Our strategy is to be a navigator for our clients as they ideate on, plan and execute their journey to a digital future.

We have embraced a four-pronged strategy to strengthen our relevance to clients and drive accelerated value creation.

Towards implementing the strategy, we will :



Scale Agile Digital



Energize the core



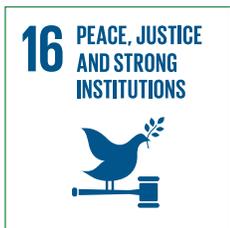
Reskill our people



Expand localization

For more details on our strategy, please check the *Board's report* section of our Annual Report, available on www.infosys.com.

Corporate governance and compliance



UN SDG impacted

Corporate governance is about maximizing shareholder value legally, ethically and sustainably. At Infosys, the goal of corporate governance is to ensure fairness for every stakeholder. We believe sound corporate governance is critical to enhancing and retaining investor trust. We always seek

to ensure that our performance is driven by integrity and transparency. Our Board exercises its fiduciary responsibilities in the widest sense of the term. Read more in the Corporate governance report section in the [Infosys Annual Report 2019](#).

Our disclosures seek to attain the best practices in international corporate governance. We also endeavor to enhance long-term shareholder value and respect minority rights in all our business decisions. Our corporate governance practices apply across the Infosys Group and extend to our suppliers and partners. Our [Code of Conduct and Ethics](#) complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest. Training sessions are held for the Board and senior management on key regulatory developments, including anti-bribery regulations. Depending on their role, employees are provided various levels of training on anti-bribery regulations and the Infosys Anti-Bribery Policy. Every employee is mandated to attend a session on company values during his or her induction, and agrees to follow our Code of Conduct and Ethics. Policies such as the Whistleblower Policy and Anti-Bribery and Anti-Corruption (ABAC), and the presence of a strong grievance redressal body help us maintain an uncompromising stand on value transgressions. Our business partners acknowledge and comply with the Supplier Code of Conduct which covers ABAC policy. As on date, there are no cases of bribery and corruption filed against the Company.

We do not make any political contributions and there are no instances of monetary or non-monetary sanctions for non-compliance with laws and regulations in fiscal 2019.

For more details, refer to the Corporate governance report in our Annual Report available on www.infosys.com.

Client focus

Infosys enables clients in 46 countries to stay ahead of emerging business trends and outperform their competition. Our employees bring excellence and give our clients a distinctive advantage. In addition to transforming their business, we efficiently manage their operations. We actively listen to our clients to understand their changing needs and expectations. Our strategy is to be a navigator for our clients to help them navigate their next. [Read more about our business and our clients on www.infosys.com](#).

New clients added in fiscal 2019 — **345** (Gross)

Client engagement

Customer-focused excellence demands constant sensitivity to changing and emerging market and customer requirements and requires paying close attention to the voice of the customer. We engage closely with our markets and clients across multiple platforms. We host premier CXO-level events in Europe and the Americas and participate in business and industry events around the world. We also organize signature events and round-tables across geographies.

'Confluence' our flagship thought leadership summit brings together thought leaders, heads of business and teachers from organizations all over the world. It creates a world of learning and sharing around the topic of digital revolution impacting every industry and institution

globally, through a series of interactive sessions and peer-networking opportunities. It is the go-to platform to showcase the new in Infosys, especially from a strategic point of view and also from our new products, services and platforms point of view.

'Navigate your Next', the theme for Confluence 2018-19, was all about helping our customers navigate from where they are to where they aspire to be in their digital journeys.

Our renewed focus in our local markets, showcased by opening of tech innovation hubs and new tie ups with educational institutions, led us to organize customized regional events across Americas, EMEA & APAC to appeal to our clients in that region.



Infosys Confluence 2019



Client satisfaction

Customer-focused excellence demands constant sensitivity to changing and emerging customer requirements and close attention to the voice of the customer. We interact with our clients on a regular basis and across multiple platforms. In addition to various client interactions, we have adopted a formal and robust approach in the form of an annual Client Value Survey. The survey enables us to comprehensively understand the client's expectations and needs, and serves as one of the inputs to make investment decisions. The survey

framework includes a structured questionnaire and the feedback is collected through a web survey hosted by an independent organization. The survey is designed to provide the following insights :

- Client expectations and fulfilment
- Client disposition
- Client priorities
- Service line feedback

The account teams use this data to review their relationships with clients and to design interventions that

create a positive and visible impact on our clients. Various members across levels engage with clients to implement improvement actions.

Infosys' customer experience has sustained around the highest levels for the third year in a row. All key measures of expectations and fulfilment, client disposition and service line feedback have remained at the highest levels.

Partnerships and alliances

Forging strong partnerships is a strategic imperative for us. Collaborations with our partners have helped us achieve our goals and venture into new areas of research and experimentation. Our services and business solutions are strengthened by alliances with leading technology partners. Our network of alliances and teaming relationships creates business value, reduces implementation risk and accelerates go-to-market.

We work with our partners to boost their revenue growth, expand markets and geographic reach, facilitate sales processes and enhance product and service offerings. Along with our alliance partners, we deliver business solutions that address our clients' business and technology problems. We address specific client needs and develop tools and methods to accelerate the successful deployment of solutions while reducing risk.

In line with our corporate governance model and strategy of transparency, we do not solicit or accept influence or marketing assistance fees from any of our partners. Instead, our relationship focuses on joint investment in solutions, tools and training.

The partnership focuses on developing solutions that incorporate the intellectual property (IP) of Infosys as well as technology and services from the alliance partners. We jointly deliver and market our solutions to clients across multiple industries and geographies.

For more details on partnerships and alliances, visit <https://www.infosys.com/about/alliances/>.

As part of our sustainability strategy, we are involved in extensive research and development aimed at finding ways to mitigate the impact of our operations on the environment. We have tied up with premier research institutions across the world to conduct research on energy-efficient building material, green engineering solutions, monitoring systems and renewables. For more details, visit <https://www.infosys.com/sustainability/about-us/overview/Pages/partnerships.aspx>.

Business continuity management

Phoenix, our business continuity management program, is headed by U.B. Pravin Rao, our Chief Operating Officer (COO). This organization-wide program enables us to address critical aspects of employee safety and business

continuity in the best interests of our employees, clients and partners. It also involves protecting our critical business systems and processes across locations and maintaining detailed plans for the recovery of the systems in case of an emergency. The Infosys Business Continuity Management System (BCMS) is certified for ISO 22301:2012 standard.

Business continuity plans are rigorously validated by conducting regular tests and exercises at the location, function and account levels. Regular training and workshops are conducted in collaboration with internal departments and external agencies and the active participation of employees. This ensures the required readiness of the organization against threats and vulnerabilities and allows it to come up with appropriate mitigations and arrangements to enhance and sustain the organization's preparedness and resilience.

Intellectual property

We recognize the growing importance of IP in our day-to-day business and we have policies and practices in place to minimize exposure to IP risks and maximize business benefits. With an innovation-centric approach towards enhancing the service efficiency and value addition of our offerings, IP serves as a bridge between innovation and commercialization. It is with this view that the IP team adopted a two-pronged approach:

- Value enhancement
- Risk mitigation

While value enhancement focuses on generating proprietary intellectual property, risk mitigation entails implementing initiatives or programs to ensure compliance to licenses / agreements and respecting third-party intellectual property.

In terms of value enhancement, many of our IP assets have been translated into offerings for our clients. To enrich and strengthen our research efforts, we have drafted a policy that incentivizes and recognizes inventors through rewards at various levels. We believe this approach will, in the long term, enable us to be leaders in the industry and also contribute to scientific progress.

In fiscal 2019:

17 Patent applications were filed

37 Patents were granted



UN SDG impacted

We leverage the processes and methodologies claimed in our patents in our services and products that enable differentiation and value enhancement to our clients. To maximize the value of IP, there is a strong focus on retaining ownership or license rights over reusable intellectual property.

At Infosys, we actively protect the brand 'Infosys' along with other umbrella brands such as Finacle, Infosys Nia, EdgeVerve, etc. We believe in protecting all our major brands in the countries where we conduct business. Also, we actively enforce our brand against unauthorized users across geographies. We currently have 47 trademarks registered on behalf of the Company.

We conduct proactive campaigns and reach out to every employee highlighting the risks related to intellectual property. Besides campaigning, we create digital training materials to educate employees on issues related to IP management.

Additionally, we have an open source compliance process in place. It ensures that Infosys products which adopt Open Source Software (OSS) components are compliant with respective OSS licenses. Also, we provide our clients with the complete disclosure of OSS usage in our products. We encourage employees to contribute to OSS communities to align our strategy with the OSS community. Infosys is now an active member of the Open Invention Network and Enterprise Ethereum Alliance.

Infosys' systemic adoption and implementation of rigorous methods, process and practices for protecting, managing and enforcing IP have resulted in strategic commercializing of our proprietary IPs and earning revenues through licensing. It has helped establish IP rights globally, provide competitive advantage, ensure value addition by differentiation, create partnerships with other companies in cutting-edge technology and increase brand value as an innovation-driven organization.

Privacy protection

Infosys is a global company with presence in jurisdictions with diverse data privacy regimes. Our data privacy compliance framework is not confined to any specific model or standard, and instead is an amalgamation of requirements from data privacy regulations across geographies, best practices culled out of international standards, frameworks and requirements prescribed by clients. However, in order to comply with specific requirements of data privacy regulations of a particular country, the processes may include certain specific controls and measures.

Infosys plays the role of both data controller and data processor. As data controller, Infosys collects and processes personal data of employees, customers, vendors, website visitors, candidates, employees'

relatives for purposes associated with business processes and hence, a wide variety of data related to bodily privacy, communications, territorial and information privacy may be processed. As data processor, the data in scope for Infosys is that which is owned by our clients' organizations and the data subjects would be either clients' end consumers or clients' employees.

Data privacy, being a multi-disciplinary function, is connected with diverse fields such as technology, process, regulations, data security, human rights and hence our data privacy team constitutes professionals from various streams such as engineering, law and information security. The Head of Data Privacy reports to the COO and the Legal, Compliance & Risk Council (LCRC), chaired by a Board member which ensures governance and oversight. Data Privacy being a cross functional domain, a Privacy Sub-Council consisting of senior representatives from various business process functions regularly engage with Data Privacy function in managing risks and to support in institutionalizing the data privacy practices.

There is continuous emphasis on training and skill development for the professionals, which helps us to benchmark our practices besides building credibility. Keeping in mind the large-scale personal data processing involved, Infosys makes use of tools and technologies to institutionalize data privacy practices and controls. Examples of areas where such tools are deployed include personal data inventory management, administration of privacy notices and consents, data subject's access and request management, data de-identification, data security and layered monitoring in data loss prevention tools.

In fiscal 2019, there were nine incidents involving customer data and none of them had any substantial material impact.

Quality

The Quality function at Infosys internalized the organization's vision and strategy of 'Navigate the Next', and formulated three strategic imperatives:

- Differentiate
- Optimize
- De-Risk.

To read more about our Quality practices and achievements, read the Board's report section of our Annual Report, available on www.infosys.com.

Technology and innovation

A fundamental digital transformation of everything is under way. The way we consume energy and produce commodities is changing. Technological advancements – including the adoption of robotics, artificial intelligence (AI), Internet of Things (IoT), and data analytics – is transforming innovation at its core, allowing companies to test new ideas at unimaginable speeds and prices. More than a third of the Fortune 500 companies from just a decade ago no longer make the list today. This challenge of re-invention is no truer for any company than our own.

We have a multi-pronged strategy in identifying, investing in, and evangelizing next-generation technologies. We

believe we will achieve this through organic investments in R&D, as well as by making investments in external innovation ecosystems and in particular, technology start-up companies. We have launched multiple game-changing initiatives like Zero Distance, Design Thinking, employee micro-entrepreneurship, strategic acquisitions, and partnership and funding for start-ups via the Infosys Innovation Fund. The Fund has invested US\$ 59 million to date in the form of minority holdings in early-stage companies. As of March 31, 2019, the Fund has an additional US\$ 12 million in uncalled / pending capital commitments. For more details, visit <https://www.infosys.com/about/innovation-fund/>.

Responsible supply chain

We recognize that suppliers are valuable stakeholders in our business ecosystem. Our Responsible Supply Chain Policy categorizes our suppliers into three broad categories – People, Services and Products. The aspects that are significant in our supply chain are as follows :

		Economic performance	Occupational; health and safety	Training and development	Human rights	Compliance and anti-corruption	Equal opportunity / inclusivity	Resource conservation
PEOPLE	Technical contractors	●	●	●	●	●	●	
	Non - technical contractors	●	●	●	●	●	●	
SERVICES	Construction	●	●		●	●	●	●
	Transportation	●	●		●	●	●	●
	Food and beverages	●	●		●	●	●	●
	Management services	●	●		●	●	●	
	Technical services	●	●		●	●	●	
	Maintenance services	●	●		●	●	●	
	Communication and Internet	●	●		●	●	●	
	Hardware	●				●		
PRODUCTS	Software	●				●		
	Electrical and heavy equipment	●				●		
	Stationery	●				●		
	Construction materials / Interiors	●				●		

In order to strengthen responsible business practices in our supply chain, we have a four-stage integrated framework called VIVA.

The VIVA framework includes:

Visioning: Drafting policies and guidelines and operating code for the supply chain

Inculcating: Focusing on process improvements

Valuing: Creating awareness and providing training and competency-building

Assessing: Assessing supplier performance along environmental, social and governance parameters.

A **Supplier Code of Conduct** is administered to all key suppliers. Our Master Service Agreements (MSAs) with vendors include a mandate to comply with local laws and regulations. We also have in place a third-party screening system through the Dow Jones Tool. There are three components of the due diligence that is conducted through the tool, including adverse media searches, database searches (Watch lists, sanction lists etc.) and risk assessments (internal and external). We have initiated vendor assessments for our critical suppliers.

We also expect our suppliers to support and respect internationally proclaimed human rights guidelines and ensure that they are not complicit in human rights abuses. Our contracts have appropriate clauses and checks to prevent the employment of child labor or forced labor in any form. We also provide forums where suppliers can voice their concerns and issues.

We worked with 1,182 new suppliers in fiscal 2019. We engage with local suppliers for our People and Services categories. The proportion of spending on local suppliers (in India) was about 79% in fiscal 2019. We did not have any significant actual and potential negative human rights and labor practice impacts in the supply chain.



OUR EMPLOYEES

- InStep, our global internship program, was ranked No. 1 in the Best Overall Internship category by Vault.com's survey for 2019
- We were recognized by the Top Employer Institute as a top employer of 2019 for excellence in employment practices
- Infosys was ranked among the top three employers in Europe and the Middle East
- 700 courses on Lex, our new employee learning app
- InfyTQ app launched for engineering students in India to help them become industry-ready
- 37% of Infosys group's employees are women
- Infosys signed the United Nations LGBTi Standards for Business in 2018

Our strategic objective is to build a sustainable organization that remains relevant to the agenda of our clients, while creating growth opportunities for our employees and generating profitable returns for our investors. The focus of human resources management at Infosys is to ensure that we enable each and every employee to navigate their next not just for their clients, but also for themselves. We have reimagined our employee value proposition to make it more meaningful to our employees. The three strategic pillars under this are :



Inspiring them to build what's next



Making sure their career never stand still



Navigating further, together



UN SDGs impacted

Our flagship interventions to realize this include :

Be the Navigator: An empowerment program to encourage purposeful innovation for clients. Impetus is given in the form of hackathons, makeathons, ideathons and knowledge-sharing sessions. The initiative has been taken up in the US, Australia and the UK as well. We already have a repository of over 2,000 stories of incremental innovation.

Zero Bench (ZB): ZB helps Infosys add value to the Company between client projects by taking up short, modular work packets. Their progress and rewards are updated on Accelerate, our gamified leaderboard. It also helps employees build their skill and experience.

Compass: With a focus on preparing employees for tomorrow, we have enabled them to create and charter career and learning paths on Compass, our internal digital career platform. Compass provides a range of opportunities to employees, from internal movements and mentoring, to learning, internships and more.

Manager enablement: Empowering managers through analytics-based, customizable learning tools such as MaQ, and initiatives such as MPACT, MSPEED and Pravesh, that focus on continuous learning, reskilling and refactoring of talent. Significant rewards await the top managers who ace the challenges.

Digital Transformation: A key HR initiative to create an agile, connected and empowered workforce. InfyMe, our new mobile app, helps employees with first-hand information and access to systems and processes anytime, anywhere.

Onboarding experience: Launchpad, our new onboarding app, has simplified the joining process for our new hires in the US and in India, ensuring easy connect, less paperwork, and seamless integration into the organization.

Skill Tags and Bridge programs: To help our employees reskill, we introduced Skill Tags, aligned to our digital and niche service offerings which offer employees a new-age skill identity. The Bridge Program enables employees to steer their career into new areas of work such as domain and techno-functional consulting, specialist programming, technical architect and design roles.

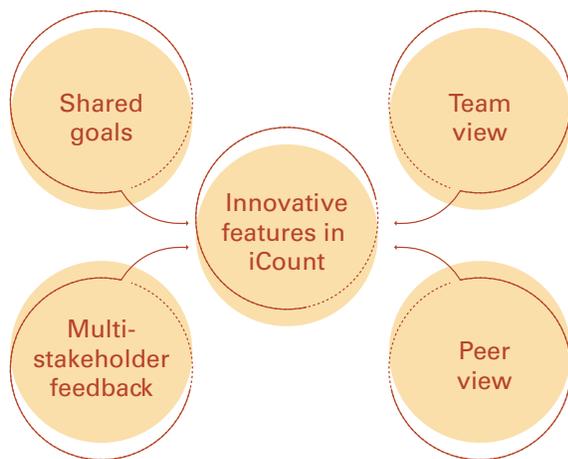
Expanding our overseas workforce: With a constant focus on localization, we have increased our emphasis on rewards and recognition to keep the local talent pool motivated in our key markets, such as the US. In the UK and the rest of Europe, we have partnered with local universities, supported large people transition and integration programs, and for the first time, made it to the list of *Forbes'* Best Employers for New Graduates List. Infosys China celebrated 15 years, and Impressions, the new joinee assimilation program, was reinstated. In Australia, we have been hiring local talent and absorbing them into key accounts.

Renewed employee engagement: We moved from an annual employee engagement survey model to an integrated, continuous, and customizable engagement approach – a quarterly feedback survey, LITMUS (Let's Interact on Themes that Matter to Us), and a real-time customizable survey, Pulse. This new approach of gathering insights from employees throughout the year has seen good traction. These insights have led to action. Managers are now better-equipped to address concerns instantly and build a healthy culture of feedback and action in areas that matter the most.

Internal career growth opportunities: With the intent of providing growth opportunities to the internal workforce first and building more opportunities for employees to re-skill and upskill themselves, we introduced a process of 'refactoring' to convert external hiring slots into slots for internal movements. Capability-based career movements were also introduced to bring focus on areas like innovation, client value, skill expertise, diversity of

experience, and behavioral competencies, to assess readiness for the next role. Employees are rotated across relevant opportunities with the aim of developing a culture of learning and capability-building within the Company and help in creating a diversified experience for the employees in terms of skills and responsibilities.

Innovations in performance management: The performance management system at Infosys, known as iCount, is designed to chart performance outcomes and ensure that employees, teams, and departments are aligned with the organization’s strategic priorities. Greater emphasis is given on continuous feedback exchange and development of employees. All our employees received formal performance appraisal and reviews during the reporting period.



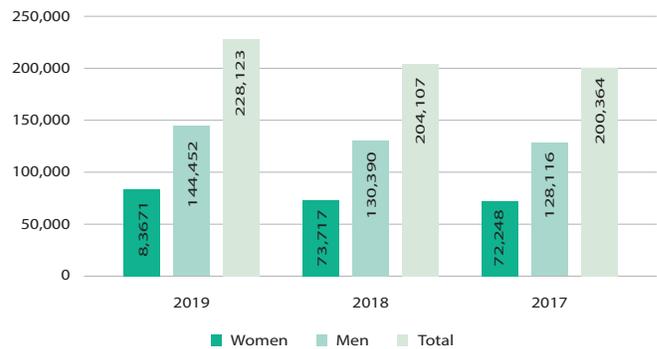
Succession planning: Apart from performance, potential is assessed on competency dimensions that are aligned to the Company’s leadership blueprint for managers and leaders. Customized development plans are laid out exclusively for high-performing individuals. The high-performing, high-potential employees identified are nurtured to climb the leadership ranks. A structured mechanism of joint senior leadership discussions is in place for cross-calibration of the next-in-line leaders. Development actions are identified both by the employees’ managers and the senior leadership to accelerate readiness for enterprise-level roles.

Employee communication: We have multiple channels to engage and communicate with our employees across all levels. We have frequent interactive sessions with the top leaders through town halls. In addition, we communicate through organization-wide mailers, newsletters within units, our corporate intranet (Sparsh), corporate TV channel (InfyTV), corporate radio channel (InfyRadio), our social networking hub (Yammer), the annual employee satisfaction survey, blogs by leaders and employees, an exclusive platform for managers (Managers’ Portal), and our internal branding and marketing portal, MPlus. Through these channels, we deliver captivating content and begin company-wide

dialog on topics critical and relevant to the organization and employees. Each of these communication channels gives a much-needed impetus to the culture of networking in a fast-growing environment.

Our glocal employees

Our global full-time, permanent employee count stands at 2,28,123 as on March 31, 2019. We have around 19,238 contract staff globally.



Most of our employees work as full-time, permanent employees. We have a de minimis number of employees working on part-time / fixed-term contracts. Being an IT services and consulting company, we do not have seasonal variations in employment.

We abide by the local employment / labor laws prevailing in the countries where we operate. All employee benefits are provided to our permanent (full-time) and part-time / fixed-term employees based on the entitlements mandated by the law in the countries where we operate and the locations where we recruit and hire. We do not differentiate our compensation offering to employees (basic salary and remuneration) based on gender in any of the locations where we operate. The remuneration is based on the role of the employee and his / her total years of work experience.

We are embarking on building more local capabilities, especially in America, Europe, and Australia, to ensure we expand our relevance to our clients. We rely on a rigorous selection process involving aptitude tests and interviews to identify the best applicants. The process is continually assessed and refined based on the performance tracking of past recruits.

91% local hires across geographies in 2019	68% senior management personnel hired locally
70,401 new employees hired in 2019	

For more details, refer to the Talent management table in the Annexure 1.

InStep

Since 1999, when it was set up, InStep, Infosys' international internship program, has been bringing together the brightest young minds from across the globe to work on projects and add value to the ecosystem. InStep's partner institutions are some of the most coveted educational institutes of the world, such as Stanford University, Harvard University, Massachusetts Institute of Technology, Australian National University, INSEAD, China Europe International Business School, IESE Business School, MIT Sloan, HEC Paris, National University of Singapore, Imperial College London, Centrale Supélec, Eindhoven Institute of Technology, University of Oxford, Saïd Business School, University of Cambridge, and Cambridge Judge Business School.

In 2019, InStep was recognized as the World's No. 1 Internship Program by Vault.com, one of the most trusted sources for career intelligence.

Celebrating the InStep program in numbers:

- **2,000+** interns from top 200 Universities
- **10,000+** academic InStep influencers
- **7,000+** high-level academic visits
- **60** hackathons in 22 countries
- **63** case studies published in journals
- **20+** research collaborations

Talent enablement



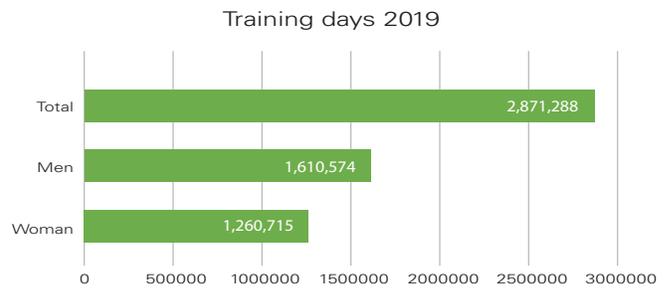
UN SDG impacted

Infosys believes in lifelong learning for its employees, and competency development continues to be a key area of strategic focus for us. Education, Training and Assessment (ETA), our primary talent enablement unit, aligns its activities to benefit our business by creating a culture of learning, fostering an

enterprise-wide environment for knowledge acquisition, dissemination, and management. ETA focuses on talent development and facilitates the Foundation Program, Continuous Education, and Outreach Programs.

ETA took a mobile-first approach to make learning content available to our employees through Lex, a highly scalable and modular learning platform that allows our employees

to access learning content from anywhere, from any device, at any time of their convenience. Employees can download the content and read it offline later, take assessments on the go in a video-proctored environment, and get certified as well using Lex.



Higher education opportunities for employees: We encourage our employees to pursue higher education programs offered in part-time / distance learning mode by reputed educational institutions. Employees can also apply for extended leave of up to two years to pursue higher education programs. The objective of our Higher Education Support (HES) policy is to enhance the competency and qualifications of our employees and expose them to global standards of education.

Continuous education: Our continuous education programs span domains such as technology, business, process, and behavior, and they are designed to keep the competencies of our employees current and relevant to the business needs and help them build a lifelong career at Infosys. We now have about 700 courses on Lex in addition to over 1,500 courses available in instructor-led training mode that cover the entire competency spectrum, including technical, managerial, process skills, industry domain knowledge, and leadership skills.

Re-skilling our existing employees in new and emerging technologies is a key element of our strategy. To ensure this, we created over 100 guided learning paths and made them available to our employees through Lex. Managers can also create their own learning paths and learning goals and share them with their teams. Our recommendation engine also suggests appropriate learning paths based on the adjacency skills possessed by an employee.

The Company is an equal opportunity employer and provides training to all employees and does not differentiate based on gender. Hence, no information is captured specifically on training efforts by gender. We do not have transition programs for the management of career endings resulting from retirement. Refer to Annexure 1 for average training efforts across all employee categories.

Foundation programs: In our constant quest to enhance learning effectiveness, we updated some of our foundation training program courses and also introduced two new specializations, namely IoT and blockchain.

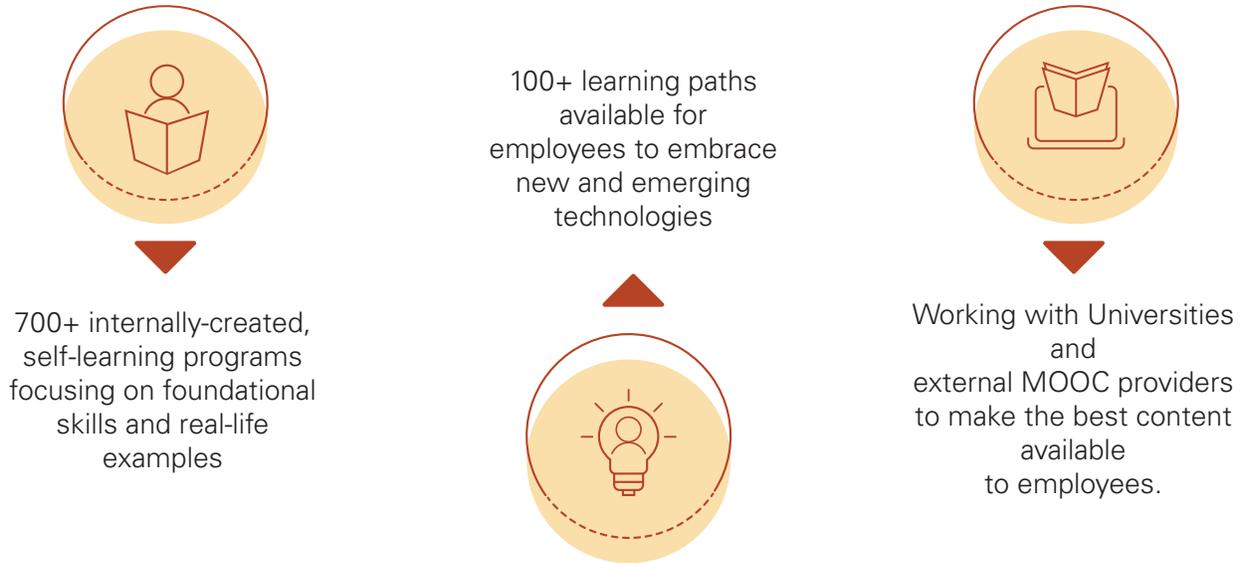
Building on our extensive experience in India, we enabled fresh hires in the US at places like Raleigh, Indianapolis, Plano, and made them project-ready. We have collaborated with local universities and MOOC providers in the US for educational offerings. About 18,435 freshers were trained in fiscal 2019.

Foundation program

What: Residential training over 19 to 25 weeks

Where: Infosys Global Education Center

Why: To impart generic and stream specific training in various technology areas, along with soft skills and leadership training, to engineering graduates who join Infosys every year and make them client-ready.



Collaborative learning: Collaboration through knowledge sharing is an important component of learning and education. The primary goal of our Knowledge Management (KM) strategy has been the creation of an ecosystem for continuous employee education that effectively combines formal, semi-formal, and informal learning to enable the sustenance of organizational productivity, efficiency, and quality in the face of rapid changes in the business needs of our customers. Accordingly, several KM solutions have been deployed over the years.

These solutions are made available through multiple channels and are accessible in different modes to ease collaboration across the organization. We have received many awards for our KM from the Know Network, an external benchmarking agency, including 12 global MAKE (Most Admired Knowledge Enterprise) awards, 15 Asian MAKE awards, and 13 Indian MAKE awards.

Leadership edge: Deepening our focus on enabling leaders on their personalized development journey, Infosys Leadership Institute (ILI) offered a variety of leadership development experiences in fiscal 2019. ILI continued to work closely with business leaders and HR leaders to gain insights into the development focus areas and learning themes across the organization. Based on

these insights, ILI offered executive level skill-building programs such as Executive Presence, Boardroom Excellence, Powerful Communication, and sales enablement programs such as Human Side of the Deal, Consultative Selling, and Deal Coaching. These programs were facilitated in partnership with the best-in-class global leadership development organizations. ILI also continued its partnership with Stanford Graduate School of Business and had one cohort of 64 leaders graduating this year. We also completed Leadership Talent Reviews to identify leadership capability and successor readiness. In support of the Company's Diversity and Inclusion objectives, ILI also enhanced its focus on women leaders by designing and offering exclusive programs for them. Overall, we had 1,352 participants across leadership levels leveraging the various development interventions.

The Infosys Knowledge Institute (IKI), established in 2018, helps industry leaders develop a deeper understanding of business and technology trends through compelling thought leadership. Our researchers and subject matter experts provide a fact base that aids decision-making on critical business and technology issues. Our current research focuses on five strategic themes: employee experience and learning, impact of AI and automation, agile enterprises, design as a multi-

faceted discipline, and the role of physical location in the future of work. IKI also publishes regularly on industry, function, and technology trends.

Rewards and recognition programs: We have in place a robust system of rewards and recognition, in terms of annual awards for excellence, quarterly promotions, and unit awards, to motivate our employees. We encourage each employee's entrepreneurial spirit through various rewards and career development programs. The Awards for Excellence program recognizes teams and individuals who embody excellence, one of the foundational values of our Company. Winners of this prestigious annual rewards and recognition program are those who have delighted clients and also inspired peers and colleagues.



The annual Awards for Excellence celebrates the spirit of innovation and client delight

Equal opportunity

We are committed to providing a work environment free of discrimination and harassment. We do not discriminate or allow harassment on the basis of race, color, religion, disability, gender, national origin, sexual orientation, gender identity, gender expression, age, genetic information, military status, or any other legally protected status.

The Company's anti-discrimination and anti-harassment policy applies to everyone involved in the operations of the Company, including employees, clients and suppliers.

It also prohibits discrimination or harassment based on the perception that anyone has any of the characteristics mentioned above or is associated with a person who has or is perceived of having any of these characteristics.

Equal opportunity and fair treatment are part of our Code of Conduct to which all employees subscribe. The selection, compensation, and career progression of employees are based on considerations of merit. The Company believes in equal work opportunities for all employees and does not condone favoritism or appearance of favoritism at the workplace.

Resolution hubs: We recognize the rights of our employees to be able to highlight their queries and concerns, however trivial or severe they may be. The Company has therefore constituted support groups, forums, and resolution hubs that are designated to hear and address employee concerns and resolve issues or conflicts in a fair and transparent manner. The query / grievance resolution framework of the Company is made accessible to employees through multiple avenues with the first touchpoint being the direct reporting manager.

The resolution hubs at Infosys have been classified on the basis of the nature of issues / queries that they handle. The Company's Code of Conduct and Ethics, Global Policy on Prevention and Redressal of Harassment, and Human Rights Statement and law of the land serve as the guiding principles to the formation and working of the resolution hubs.

The four main forums that constitute resolution hubs in the Company are:

- 
iCare Forum to seek resolution of issues requiring inter-departmental intervention

- 
HEAR Forum for reporting workplace grievances

- 
ASHI Forum for sexual harassment concerns

- 
WHISTLE BLOWER Forum for anonymous reporting of accounting or financial frauds / discrepancies

iCARE: It is our advanced query management system helping employees to seek resolution of queries that are not satisfactorily closed, or closed at all. The key objective is to address issues that require inter-departmental interventions while reducing follow-up time.

Hearing Employees and Resolving (HEAR): This is a channel for employees to air their grievances and get them addressed in a fair and objective manner. The forum is constituted at unit, geo, and corporate levels to ensure there are adequate interventions for resolution.

Anti-Sexual Harassment Initiative (ASHI): To foster a positive workplace environment that is free from harassment of any nature, we have institutionalized the ASHI framework through which we address complaints of sexual harassment at the workplace. Our global policy assures discretion and guarantees non-retaliation

to complainants. We follow a gender-neutral approach in handling complaints of sexual harassment, and we are compliant with the law of the land wherever we operate. We ensure complete anonymity of the reporting individual and confidentiality of his / her information.

Whistleblower Policy : The Company framed the Whistleblower Policy to enable employees to raise concerns regarding any potential violations of Company policies or applicable laws easily and without any fear of retaliation. The complaints received under the ambit of this policy are reviewed independently while ensuring anonymity and confidentiality of the reporting entity.

The details of the issues raised in fiscal 2019 is provided under Principle 3.7 in the Business responsibility report, which is a part of our Annual Report. Read the report on www.infosys.com.

Training on Code of Conduct and Ethics: We believe that converting good governance into action by employees on an everyday basis is critical to building an ethical organization. To achieve this, a strong and well-articulated Code of Conduct and Ethics, which also outlines anti-bribery provisions, has been put in place. This is communicated to employees worldwide through training and awareness programs, both online and instructor-led, using multiple learning media tools. The programs include talks by leaders, contests, blogs, portals, and a popular ‘Do you know?’ series. Every employee is mandated to attend a session on values during induction, and acknowledge the Code of Conduct and Ethics through a sign-up process.

Freedom of association : We recognize the right to freedom of association through Collective Bargaining Agreements (CBAs) as per the laws of the land wherever it is mandatory to cover all the employees under CBAs. A *de minimis* percentage of our employees are covered by CBAs. For details, please refer to Annexure 1.

Diversity and Inclusion



UN SDG impacted

Our Code of Conduct governs our inclusion strategy. Our diversity efforts focus on the inclusion of all genders, people with disabilities and the LGBTIQ+ community. With over 140 nationalities in our workforce, the D&I interventions focus on promoting the diversity of culture

and experiences, and enhancing learning, awareness and collaboration across employees and teams. The changing workforce demographics with respect to age also creates opportunities for us to build inclusion through strategic learning and enablement partnerships.

The principles and goals of the Universal Declaration of Human rights are at the center of our Diversity and Inclusion (D&I) strategy. Our D&I Office works with a vision ‘to create an inclusive workplace and leverage the power of D&I for sustainable competitive advantage, where employees from different backgrounds have the opportunity to participate, develop, and contribute freely and equitably.’

Here are a few highlights of our diverse and inclusive workforce:

- 37%** women in the workforce
- 33%** women in the non-executive Board
- 140** nationalities
- 353** persons with disability



“Think Equal to build a better world” by Dr. Akkai Padmashali on the occasion of International Women’s Day

Women of Infosys



UN SDG impacted

Women comprise 37% of our workforce. Our corporate commitment is to increase the participation of women in the executive leadership of our organization. In an effort to strengthen the pipeline of women talent, we have focused on increasing the return to work ratios post maternity, providing varied experiences to women in technology and sales to promote growth, facilitating women's progression to leadership levels, and providing second career opportunities.

International Women's Day: The UN theme for International Women's Day 2019 was 'Think Equal, Build Smart and Innovate for Change'. Our celebrations were woven around these themes to celebrate the spirit and potential of each of our women employees. Ideathons, hackathons, roadshows, tech fests, self-defense and health-and-fitness workshops, self-branding through storytelling workshops, client interactions and collaborations, and experience-sharing were part of our celebrations worldwide. Luminaries from different fields, as well as guests from client teams visited our campuses to share their experiences and insights.



International Working Women's Day was celebrated across our campuses in March 2019

Return to work: Championing the six-month paid maternity leave in India through industry forums was a feather in our cap.

In fiscal 2019, 4,438 women availed themselves of maternity leave and 6,320 men of paternity leave. The percentage of women returning from maternity leave stands at 64.26%.

Our two-pronged approach to encourage return to work includes childcare support and integration of women returning from maternity and celebrates the Maternity

Amendment Act in both letter and spirit. We have set up childcare/ creche facilities at India locations including, in-house, proximity and network tie-ups to address the diverse needs of working parents. Our childcare support is available to both parents. An empowered Parents Council at the location supported by the Development Centre (DC) leadership team oversees the governance of these arrangements.



Creche facility at our Hyderabad campus

The Maternity Handbook launched this year articulates our promise to provide a considerate and enabling ecosystem to women before and during the maternity phase and on their return to work post maternity. This is available to women employees to download from our intranet when they apply for maternity leave.

A formal integration space for returning mothers in each of our DCs – called Mom’s Net – provides well-appointed work stations, interaction spaces and lactation rooms ensuring a safe and comfortable environment for the integration. Services under Mom’s Net include competency development programs, career counselling sessions, experience-sharing modules and sessions on family concerns. Flexibility is also facilitated through Accelerate, our internal jobs marketplace. Seats for returning mothers in our in-city offices offer the convenience of a shorter commute to work. We also track the deployment of women back to mainstream work in their core areas within four weeks of joining back. All these efforts have resulted in a 10% increase in the number of women returning post maternity in India in fiscal 2019 as compared to the previous year.



Mom’s Net facility at the Bengaluru campus

The Manager’s Guide is a tool with information on enablers and processes as well as the conversations managers would need to have with returning mothers and team members to facilitate the integration of women post maternity.

The InfyMe app, our new digital experience landscape for employees, has a service called iMother, which is designed to help women stay connected, stay relevant and stay inspired during this important phase. Details of the iMother initiative are available in the case study section.

A huge focus for the D&I team has been Family Matters – an intervention that takes into consideration aspects of parenting, relationship, and emotional and psychological well-being of parents and their children. The enhanced Family Matters sessions span a wide range of topics, from autism awareness to understanding food habits to stress management and meditation and emotional wellness.

Women in technology and sales: A new AI-based coaching app launched for 600 high-potential women in technology identified across business was a huge success. A structured developmental intervention, it complements their in-person mentoring conversations and deepens their learning experiences based on their developmental needs. The app is based on a universal leadership competency framework that maps closely with the Infosys Leadership framework.

Infosys partnered NASSCOM in conceptualizing and rolling out the Women Wizards Rule Technology Initiative for skilling 10,000 women in new and emerging technologies. The D&I team has conceptualized the mentoring program to support this initiative and trained hundreds of mentors across companies besides sponsoring women of Infosys to the program.

A Bridge Academy introduced in 2018 facilitates the skilling of women looking to move from the delivery stream to sales to advance their careers. 'Speed Mentoring' and 'Women Inspire' programs enable women in sales to learn and seek guidance from mentors through structured interventions. 'Learning Corridors' is a flagship program offering customized learning interventions based on the latest 'Harvard Manage Mentor' modules. More than 300 women in sales have benefited from these interventions. 'Cohorts' is a face-to-face session for top performers focused on equipping them with new knowledge and skills.

An initiative celebrating second careers called 'Restart with Infosys', launched in 2018, provides a platform to women who have taken a break in their careers for any length of time and are keen to re-enter the workplace. A six to twelve-month internship provides an opportunity to skill-up and work in 'live' projects. At the end of the internship, women have the opportunity to evaluate their readiness to take up a formal work arrangement and are absorbed as full-time employees. Under this initiative, we have hired over 100 women in mid and senior management levels, with about 35% of them holding niche skills. This initiative continues to attract women talent back to the industry.

Persons with disabilities

Infosys championed the Rights of Persons with Disabilities Act 2016 in India. Focused hiring and retention efforts vis-a-vis individuals with disabilities have seen positive results. Accommodations include improvements to physical and virtual infrastructure to ensure accessibility. InfyAbility, our employee resource group (ERG) for employees with disabilities, provides a great opportunity to strengthen communication, awareness and workplace support and inclusion for employees with disabilities. We have also challenged many traditional biases and successfully placed these employees onsite at client locations and projects.

In Australia, in partnership with Australia Network on Disability (a national organization that supports businesses to advance the inclusion of people with disability in their workforce), and Aspect Capable (an employment program run by Autism Spectrum Australia, Australia's largest service provider for people on the autism spectrum) under the flagship program 'Disability Hiring Down Under', Infosys has successfully partnered with marquee clients and welcomed seven employees who have Autism Spectrum Disorder. This has been appreciated and Infosys and Westpac were jointly named finalists in the 2018 Australia and New Zealand Paragon Awards for neuro-diverse hiring initiative.

As on March 31, 2019, we have 353 people with disability working at Infosys who have voluntarily disclosed their disability.

LGBTQI community

As signatories to the UN LGBTI Charter for Business, Infosys has committed an inclusive workplace for members of the LGBTQI+ community. The iPride ERG provides the support framework to institutionalize policies and practices within the organization.

Employee Resource Groups at Infosys



Creating Common Ground: a cultural assimilation program, which highlights and educates employees about the values and cultural ethos of the organization. The program employs innovative approaches and communication campaigns channeled through live events, mailers, posters, our intranet, and our corporate TV channel.



Infosys Women's Inclusivity Network (IWIN): ERG for women, which works toward creating a gender-sensitive and inclusive work environment that supports the development of women for managerial and leadership roles, thereby maintaining gender ratios at all levels in the organization.



Samaritans Network: Group of volunteers trained in barefoot counselling spend time listening to, empathizing with, supporting, and counselling fellow members.



Infyability: Employee resource group for differently-abled employees. It is a forum that works toward creating a sensitive and inclusive workplace for differently-abled employees. Regular accessibility audits are conducted to ensure that our infrastructure is accessible to differently-abled employees. Policies are enhanced / changed keeping in mind the special needs of differently-abled employees.



iPride: Employee resource group for employees from the LGBTQI+ community. An affinity group set up in fiscal 2012 with the objective of creating a safe and respectful work environment for employees from the community. Awareness programs and events are held to foster inclusion.



Family Matters: Employee resource group for parents. This group promotes work-life balance through family enrichment programs and workshops. Family Matters also offers networking opportunities for employees through support groups and information sharing.

Occupational health and safety (OH&S)

One of the prerequisites for conducting business responsibly is a safe, healthy, and environment-friendly workplace. Ozone, the Health, Safety and Environmental Management System (HSEMS) at Infosys, has evolved over the years into a robust management system guided by requirements from multiple stakeholders, including clients, internal customers, vendor partners, law-enforcement and regulatory bodies, and the communities in which we operate.

There is an increased focus globally on the needs and expectations of stakeholders, increased public concern over environmental issues and occupational health and safety, and greater emphasis on compliance with legislations and other requirements. Systems have been established in accordance with internationally recognized standards/ specifications and Infosys is certified to ISO14001:2015 and OHSAS 18001:2007 in India locations. Protecting the environment, providing the right workplace ambience, and safeguarding health and safety of personnel including employees, contract workers and visitors, are strategic priorities for us. The HSEMS includes well-defined policies and procedures and also strives to keep interested parties well-informed, trained and committed to our HSE process.

The Ozone initiative encompasses the following elements:

- A. **HSE Policy:** The Health, Safety and Environmental (HSE) Policy is a statement by the Management, enunciating the philosophy and commitment of the Company towards environmental protection and management of health and safety of employees, contractors and visitors.
- B. **Risk management:** This includes the identification of hazards for all existing activities / new or modified activities, products and services; changes to laws and regulations ; implementation of measures to minimize or control impacts, and monitoring them in a structured manner. Risk assessment is proactively conducted on a yearly basis or at the beginning of a new process or activity. Reactive risk assessments are also carried out at least once every quarter based on incidents that have occurred during the period. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls are implemented, the document is revisited to assess the residual risks. A ranking is done based on severity and probability of the risk. The 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 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.
- C. **Incident reporting and investigation:** Incidents can be reported by employees through an internal application and also through mails. Incidents which are reported are investigated, analyzed, and appropriate corrective actions are taken to reduce future injuries and losses. Investigations focus on root causes and system failures. The OH&S committee is responsible for conducting these investigations. The reporting process allows for reporting near misses and potential hazards too.
- D. **Compliance management:** 100% adherence to all applicable HSE-related statutory, legislative requirements is ensured in the regions where we operate. The governance process is further strengthened by dashboards involving detailed research and identification of applicable legislations, monitoring / tracking adherence to applicable legislations and periodic reviews globally, also aided by the Compliance Manager tool.
- E. **Health and safety in building design:** At Infosys, concerns related to work environment is incorporated in our building design. The baseline technical, environmental and health data is collected before the launch of new operations and facilities or major modifications to existing ones. Risks are assessed prior to and post development. Experience from previous projects and current operations are also considered and adherence to local regulatory requirements is ensured. Where these are absent or inadequate, standards are set to protect people and the environment. Assessments are conducted and the findings are incorporated into the design of an inclusive workplace.
- F. **Health:** The various health-related initiatives include but are not limited to:
 - a. **Facilities:** Well-equipped first aid centers are present in all our campuses to provide immediate first aid and to treat common illnesses and ailments. Medical staff from approved hospitals provide services on a 24*7 basis. The first-aid centers are equipped with ambulances, wheel chairs, stretchers, first aid boxes to support during emergencies. The trends on illnesses reported are analyzed and appropriate measures are implemented in consultation with experts. Pharmacies have also been established in our larger campuses, and telemedicine facilities piloted to enhance the medical aid service on our campuses.

b. **Occupational illness:** We have identified specific occupational illness based on the nature of jobs employees perform, based on hazard identification and risk assessment. During the year, the number of occupational illnesses recorded in our campuses in India was 215, which comprised dry eye syndrome and myalgia. Treatment is provided in all such instances by the medical officers. We have enabled a 'Blink o wink' app, which alerts employees to take breaks during work and blink eyes to reduce instances of dry eye syndrome. We have also taken care to procure systems which have inbuilt features that help avoid glare and hence reduce such instances. Sessions on ergonomics help address work-related conditions such as Myalgia. There have been no occupational illness-related fatalities in our operations during the year. The risk assessments also enable identification of areas for specialist consultations / interventions which are shared with the HALE team. The team works on tackling rising concerns of employee stress, health and overall wellness through workshops, emails, health checks, online chat sessions and focused communication campaigns. Health-on-demand kiosks have been set up with the objective of conducting health risk assessments. These provide insights into the trends of illness for which focused interventions can be organized. All employees including contractual staff are covered under insurance. Specific programs for contractual staff like mandatory health checks based on legal requirement, other checks based on risks in the work area and specific interventions are planned based on analysis of the reports or hazards.

c. **Ergonomics:** Ergonomics-related ailments are one of the major hazards in the IT/ITES industry. Physiotherapists are deployed at our India campuses who not only treat occupational issues but also enable rehabilitation. Well-equipped physio clinics are set up with over 4,000 footfalls per month across India locations. An analysis of trends on ergonomic injuries are conducted and appropriate actions are taken to mitigate the issues. Workstations and furniture are designed and procured after considering their ergonomic advantages. Physiotherapists conduct regular awareness sessions on back care, posture maintenance and repetitive strain injuries. Work station assessments are additionally conducted by physiotherapists and based on their recommendations, aids like foot rest, laptop docking station etc., are provided to employees. During fiscal 2019, 6,115 instances of ergonomics issues were reported across India locations. Physiotherapists have enabled treatment and exercise regimens for employees to aid recovery.

d. **Special initiatives :** A specialized exercise regime called 'Pregna-Care' which covers both prenatal and postnatal phases has been rolled out and has had great reviews from users. Nursing stations have also been set up to aid women in the postnatal phase.



Pregna-Care session program for women

G. **Safety:** We have always focused on building a culture of safety at Infosys. Individual responsibility for safety is always emphasized. The safety landscape has matured and catapulted several notches from implementation of small initiatives to a position of leadership. This has been ensured through:

- a. **Safety committees:** Occupational Health & Safety (OH&S) committees are established at each of our campuses and offices. The committees comprise employees, management, and cross-functional teams. The development center heads chair safety committee meetings at their respective locations. The representation of employees in safety committees is 100%. The OH&S committee brings employees and the Management together in a non-adversarial, cooperative effort to promote OH&S at the workplace. The committee is responsible for:
- Conducting investigations of reported incidents
 - Assisting in the development and implementation of the best possible OH&S policies, plans and procedures for eliminating or minimizing the occupational risks, and providing an opportunity for raising concerns related to health and safety
 - Discussing, exploring and recommending solutions for various OH&S-related issues

- b. **Safety policies and processes:** We continued to focus on employee safety as an important aspect of providing a great place to work. We revamped many of our processes and tech offerings, revised our workplace guidelines and security infrastructure to make them more robust. To achieve this, we adopted a multi-pronged approach
- i. **Campus security and surveillance:** We take pride in the safety and security of our campuses, and this is a mammoth task given the space that needs to be covered. Lighting across all campuses has been improved. Increased patrolling by security guards across DCs was implemented.
 - ii. **Technological interventions:** Safety through technology became our primary focus and we were able to introduce a plethora of technological interventions to ensure safety and security of our employees.
 - **Infosys Emergency App:** A smartphone app available at the fingertips of employees enables them to trigger an alert to the security helpdesk with the press of single button during any kind of emergency.
 - **Automated weekend monitoring system:** A system for employees to raise requests for working over weekends.
 - **Late stay dashboard:** A dashboard for managers to track the details of their team members leaving the campus post 8:00 pm.
 - **Building occupancy dashboard:** A dashboard to track the number of employees present inside a building in the DC.
 - **Client location employee tracking:** Through this system, managers can now update an employee's location within client sites.
 - iii. **Enablement and communication:** We regularly communicate with employees on available safety measures to increase awareness, benchmark our work in this space against the best that is on offer, and seek regular feedback from employees to ensure their involvement in making Infosys safe and secure.
 - iv. **Strengthening workplace guidelines with policy change:** Workplace and ODC guidelines were introduced making it mandatory to have a minimum of four employees working on a floor at any given point of time.
 - v. **Localization:** To ensure the culture of safety is maintained across DCs, safety anchors at DCs conducted 'safety weeks', where over 100 activities on safety were conducted covering more than 50,000 employees.
 - vi. **Employee feedback:** We conducted a safety survey for a sample set of 6,000 employees to seek feedback on the safety measures on campus. Through the survey, we learnt that 97% of employees feel safe at Infosys and more than 80% of employees witnessed an increase in the number of safety measures.
- c. **Women's safety:** Safety of women is accorded highest priority. The initiatives to ensure this include the formulation and deployment of policies, guidelines and awareness sessions. We have benchmarked our processes regulated in India with the NASSCOM guidelines and find that we are in compliance, and in some aspects, exceed the benchmarks.
- d. **Transport safety:** We continued to provide safe employee commute for over 50,000 stakeholders across locations in India. Our interventions include automation, installation of panic buttons, GPS devices which enable real-time tracking and alerts for over-speeding. A central helpdesk has been established for monitoring various aspects including routes, speed of vehicles, and is supported with centralized 'safe reach' confirmation. Technology also supports rostering apps for night shift cabs.
- e. **Construction safety:** We continued to improve the safety measures and adherence to processes through monitoring in our sites where infrastructure is being established. During the year we have not had any fatalities on construction sites. We have had one major incident and six minor incidents with 15 lost time days.

- f. **Competency development:** Embedding HSE culture in the organization necessitates competency development. Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. Training includes awareness-building, mock drills, classroom sessions and periodic demonstrations. HSEMS training is also a part of our employee induction programs. The OHSAS e-learning module has been created and rolled out globally to enable continuous learning. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher training. Lead Auditor and Lead Implementer trainings for specific HSE roles have been conducted during the year and the number of participants was :

Course	No of employees covered
ISO14001:2015 Lead Auditor Course	20
ISO14001:2015 Lead Implementer Course	80
ISO 45001:2018 Lead Implementer Course	80

Work-life integration

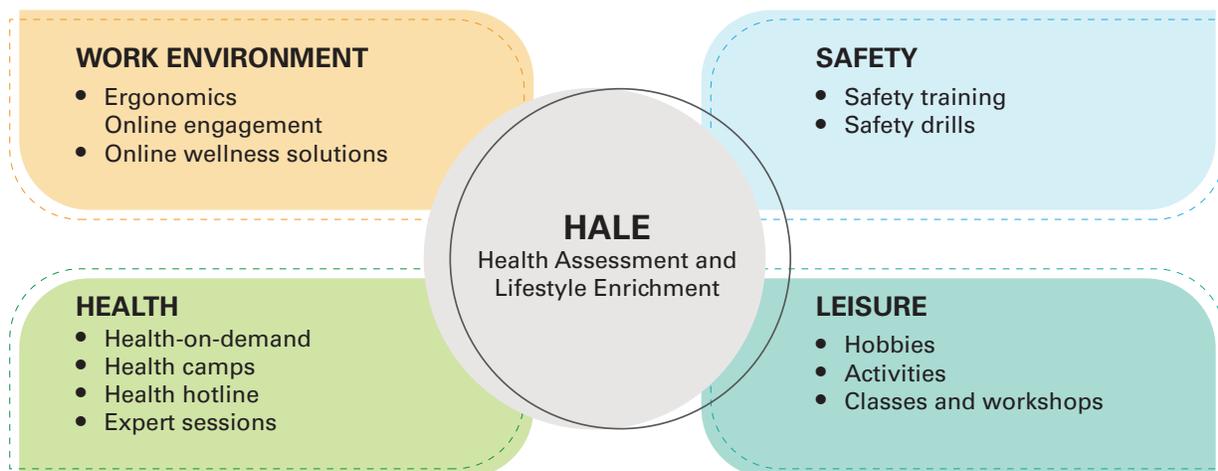
We are committed to helping our employees integrate their work and personal lives in an effective manner. Towards this, we have several policies, including: :

- Paid maternity leave
- Extended maternity leave
- Paternity leave
- Adoption leave
- Part-time, flexi-hours and selective telecommuting
- Sabbatical for personal reasons⁽¹⁾
- Sabbatical for community service
- Sabbatical for higher education
- Work options from satellite offices
- Work from home

⁽¹⁾Sabbatical for personal reasons includes leave taken by new parents, or those on account of sickness, and travel with spouse to onsite location

Health Assessment and Lifestyle Enrichment (HALE)

Health and wellness, safety, leisure, and emotional well-being are four key focus areas of our engagement strategy. Through our award-winning Health Assessment and Lifestyle Enrichment (HALE) program, we tackle concerns about employee stress, health, and overall wellness through workshops, emails, health checks, online chats, fun quizzes, focused communication campaigns, etc. While some of these facilities are available only to employees, we also engage the families of Infoscions through events such as Stellar Saturday, Petit Infoscion, and Bring Your Child to Work Day.



Case study 1 : Where mum's the word



The InfyMe app, Infosys' new digital experience landscape for employees, has come up with a new service called iMother. iMother is designed to help women stay connected, relevant, and inspired during an important stage of their personal and professional lives - motherhood. The app has been downloaded more than 8,500 times in the two months since its launch. Lex playlists for returning mothers launched through iMother have become very popular as well.

iMother is a smart app which is a one-stop shop for employees proceeding to or returning from maternity leave. The objective of the app is to ensure that employees 'Stay Connected, Stay relevant, Stay Inspired'.

iMother services help new mothers among our employees navigate the entire spectrum of applications and various enablers that ensure work-life balance.



Case study 2 : Little steps go a long way



Petit Infoscion Day, our biggest family event across campuses, turned 25 this year

Families are a big factor in creating an engaged workplace. Research finds that family-based efforts are very important for talent-retention. Involving employees' families creates a feeling of belonging and goodwill in the organization, often strengthening emotional bonds, commitment, satisfaction, and higher commitment to discretionary efforts. Petit Infoscion Day stands as proof of this.

It was in 1994 that Petit Infoscion Day was conceived. And in December 2018, Infosys celebrated 25 years of this successful family initiative. What started off as a family day of sorts has now become a platform to showcase talent and a way to inculcate the culture and essence of being an Infoscion. The entire campus reflects the chosen theme, and children are treated to games, activities, and food. The themes range from fun and learning to those linked to Company and DC strategy and from science to magic. The spirit of participation over competition is celebrated through the offerings.

Another aspect of the day is the recognition of students who excel in academics, sports, other extra-curricular activities, or social work, through the Petit Infoscion Recognition Scheme.

Going beyond just having fun, the event today showcases the talent of children in the fields of academics, art, innovation, and culture. Offerings such as maker events have found their way into the event, keeping in mind the trends in the Company and the world around us. Each location celebrates its own Petit Infoscion Day. This year alone, we had over 12,000 children attending this event across our campuses in India. Additionally, we have parents and grandparents coming along!

Although Petit means small in French, Petit Infoscion Day is by no means small in spirit or attitude. In fact, it is an event that aims to sow the first seeds of aspiration in young minds.

Case study 3 : Secrets to a HALE and hearty life

Over the last few years, there has been an increased focus on the health and wellness of employees across the IT industry, with companies increasing their investment in enabling a healthy workforce. At Infosys, we recognized this need and began the journey early on. The Infosys Employee Relations team anchors activities which involve constant employee engagement and understanding of people issues. Through their experience, the team found strong evidence of an early onset of physical, mental, and psycho-somatic illness in a young workforce. A sedentary lifestyle coupled with high work pressure and stress was resulting in heart ailments, blood pressure, depression and mental disorders, suicide, attempts at bodily harm, and many cases of marital discord. Medical research corroborated the findings and showed that proactive early interventions that lead to early detection, coupled with treatment options and lifestyle changes can contribute significantly toward enhancing the active working age of an individual as well as directly impact workplace productivity. A twin focus - on the Infosys commitment to provide employees an emotional value proposition as well as on the company's adherence to its core values, led to this innovation labeled HALE, the Health Assessment and Lifestyle Enrichment plan at Infosys.

HALE is a non-monetary benefit extended to all Infosys employees and has been recognized as the best internal brand with great recall and participation. It has consistently helped in meeting business objectives and has emerged as a highly acclaimed engagement tool, winning many industry awards as well.

Since its inception, HALE has done pioneering work in the area of employee health (physical and mental), employee safety, encouraging leisure, and creating and sustaining a workforce that is healthy, can balance work and life, and is productive.

Objective of HALE	Pillars of HALE
<p>A proactive approach to health and life enrichment aimed at increased awareness, overall wellbeing resulting in good health, reduced stress levels, safe work environment, and improved productivity levels.</p>	<p>With clear focus areas driven toward employee well-being, all the initiatives, campaigns, and events under HALE are categorized under FOUR main pillars.</p> <ul style="list-style-type: none"> • Health – Happiness Inside Out • Safety – Safety First, Let's Second • Leisure – One Life Do More • Emotional Wellbeing – Because You Are Our Biggest Strength



HEALTH

- Health Assessments
- Focused Interventions
- Work Environment
- Health Education



SAFETY

- Awareness Building
- Skill Building
- Community Development
- Other Initiatives



LEISURE

- Club Connect and Hobby Week
- Primers and Workshops
- Online Channels



EMOTIONAL WELLBEING

- HALE Tool
- HALE Hotline
- Topical Workshops
- Samaritans

**Policies - WFH, Community Leave, Flexible options
Managers Module**

1. Health interventions



Health camps

An opportunity for employees to avail attractive discounts on health checks right in the comfort of their campus. These camps are sometimes extended to families too. Over 20,000 employees availed health checks in the last year.



Engaging with family

Many health checks and camps, expert sessions, workshops and leisure facilities are offered to family members as well.



Health checks / camps

Regular health checks and camps are conducted at all our locations at frequent intervals. Most of these are employee paid while the rest are free. An annual health week features master health checks and other large offerings on a co-payment basis.



Health discounts and benefits

Various offers on health and wellness are collated through the employee benefits program and communication on this is shared with employees.



Online wellness solutions

To provide employees a variety of information through articles and health and wellness trackers through a third party website that is designed for Infosys.



Meditation /Yoga classes

All our locations have regular meditation and yoga classes after office hours to help employees manage stress. Apart from this, there are also special interest groups for yoga and meditation that are very active.



Pre-natal classes

Mothers-to-be at Infosys can avail the pre-natal classes that are conducted during the day to help them interact with professionals over pregnancy-related yoga and other fitness classes.

2. Communication – Striving for a healthy mind and heart



Blink O Wink

A desktop widget providing regular health tips to users. We have received feedback that simple things like – Take a sip of water or blink your eyes – have made a difference to the desk habits of employees.



Radio shows

We were the one of the first Indian companies to have an internal radio channel. InfyRadio has turned out to be one of the most sought after channels of communication. Health tips and advice from doctors are popular among the 20,000+ tune-ins we receive every quarter.



InfyTV shows

Our in-house internet TV features health and wellness related videos featuring experts, to spread awareness. Employees can view the shows at their convenience and also refer to the repository of older videos.



HALE safety campaigns

Awareness on road safety, fire safety, cyber safety, financial safety, holiday, personal safety, food safety, travel safety and festival safety. The campaigns included blogs by leaders, employee experiences and entertaining performances.

3. Tech interventions – HALE On-the-Go

- Infosys Emergency App: An in-house app for employees where a press of a panic button will trigger an alert to the security helpdesk, which also has the emergency contacts of all the employees.
- Stress audit tool: A tool that assists employees identify their stress levels and thereby seek help or take appropriate measures to improve their health

4. Enablement – EnABLEr for a better tomorrow

<p>HALE awareness mailers Bringing updated information on health to the employee's desktop on a regular basis.</p>	<p>Interactive sessions on health related topics: Experts are called to speak on specific health and wellness topics to promote employee health and well-being.</p>	<p>Self-defense and safety sessions: Free and paid programs are available for men and women on a regular basis.</p>
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COMMUNITY ENGAGEMENT

- Infosys Foundation commits ₹ 1.5 crore for social innovation, launches the Aarohan Social Innovation Awards
- Infosys prize awarded to 62 eminent scholars and scientists since its inception in 2008
- Close to 600 K-12 public school teachers trained at Infosys Foundation USA's inaugural Pathfinders Summer Institute at Indiana University
- 15,783 faculty members and 5,08,375 students covered by Campus Connect initiatives over the last 15 years
- Over 100 high-impact projects completed by our campus-based CSR teams and Eco clubs

As a socially responsible organization, we are committed to serving the communities around us and improving the lives of the underserved sections of society. Our work is predominantly focused on education and economic development through direct and indirect investment of time, effort and funds. We also encourage personal volunteering efforts of our employees and promote a culture of responsible citizenship. Together with our employees, grants and trusts, we are transforming how our communities learn, live and work. In fiscal 2019, we did not receive any grievances with regard to the impact of our operations on the community around us.

Our community engagement work can be broadly classified into three streams :

- Foundation-led projects
- Organization-led projects
- Employee-led projects

Foundation-led projects

Infosys conducts its CSR activities primarily through three trusts – the Infosys Foundation, the Infosys Foundation USA, and the Infosys Science Foundation.

Infosys Foundation

The Infosys Foundation was established in 1996 for carrying out social welfare activities. Since its inception, the Foundation, through its grant-making and partnerships with individuals, government bodies, and competent non-governmental bodies, has fostered a sustainable culture of development in the areas of healthcare, promotion of education, eradication of hunger, rural development, art and culture, and destitute care across India.

The Foundation’s activities have extended to most states of India with an emphasis on expanding our reach to create deeper impact while ensuring focus on key areas of development. The highlights of the Foundation’s work this fiscal included the introduction of the Aarohan Social Innovation Awards, restoration of water bodies in Karnataka, supporting the construction of a metro station in partnership with Bangalore Metro Rail Corporation Limited, enabling access to, and the pursuit of excellence in, sports through the GoSports Foundation, and disaster relief efforts in Tamil Nadu, Karnataka, and Kerala. For more details on the Foundation’s activities, visit <https://www.infosys.com/infosys-foundation>



Infosys Foundation extended monetary help to the families of the Pulwama martyrs



The Sri Ramakrishna Sevashrama, Pavagada, a grantee of the Infosys Foundation, conducts free eye check-up camps

<p>2 ZERO HUNGER</p>	<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>4 QUALITY EDUCATION</p>	<p>5 GENDER EQUALITY</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>
<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>10 REDUCED INEQUALITIES</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>	UN SDGs impacted	

Infosys Foundation USA

Infosys Foundation USA was established in 2015 with the mission of expanding computer science and maker education to K-12 students and teachers across the US, especially among underrepresented communities. The Foundation conducts professional development programs for teachers, partners with leading non-profits, and runs innovative campaigns to raise awareness about bridging the digital divide. To date, the Foundation has reached nearly 14,000 teachers, 4 million students, and 22,000 schools across all 50 states in the United States.

In 2018, the Foundation launched the Pathfinders Summer Institute at Indiana University, Bloomington, which brought together nearly 600 K-12 public school teachers for a week of intensive classroom training from leading organizations in the computer science and maker education space. The Infy Maker Awards is an initiative of the Foundation that rewards schools, libraries, museums, and non-profits for innovative maker projects. The Foundation also convenes leading policy-makers, academics, and practitioners at its signature conference, 'CrossRoads', to promote computer science and maker education as a driver for greater equity and faster economic growth. Through its #WhyIMake campaign and in partnership with pioneering non-profits, such as Code.org, Teach For America, Girl Scouts of America, and the Hispanic Heritage Foundation, Infosys Foundation USA has deepened its commitment to preparing communities across the US for a technology-enabled future. For more information about the Foundation, visit <http://www.infosys.org/usa>



The WhyIMake series of videos is available on YouTube



UN SDGs impacted

Infosys Science Foundation

The Infosys Science Foundation, a not-for-profit trust, was set up in February 2009 by Infosys and some members of its Board. The Infosys Prize, given by the Infosys Science Foundation, endeavors to elevate the prestige of science and research in India and inspire young Indians to choose a career in research. A jury comprising eminent leaders in each of these fields comes together to evaluate the achievements of the nominees against the standards of international research, placing the winners on par with the finest researchers in the world.



Infosys Prize-ISF Trustees with the Infosys Prize 2018 laureates and the Chief Guest, Prof. Manjul Bhargava

The award is given annually to honor outstanding achievements of contemporary researchers and scientists across six categories : Engineering and Computer Science, Humanities, Life Sciences, Mathematical Sciences, Physical Sciences, and Social Sciences, each carrying a prize of a gold medal, a citation, and a purse of US\$ 100,000 (or its equivalent in Rupees). The prize purse is tax free for winners in India.

In keeping with its mission of spreading the culture of science and research, the Foundation has instituted the Infosys Science Foundation Lectures – a series of public talks by jurors and laureates of the Infosys Prize on their work that will help inspire young researchers and students. For more details, visit www.infosys-science-foundation.com

ACM-Infosys Foundation Award



Shwetak Patel,
Winner of the 2018 ACM
Prize in Computing

In 2007, the Association for Computing Machinery (ACM) received an endowment from the Infosys Foundation to set up an award to recognize the finest recent innovations by young scientists and system developers in the field of computing. Now known as the ACM Prize in Computing, it carries a prize purse of US\$ 250,000.

ACM named Shwetak Patel of the University of Washington and Google the recipient of the 2018 ACM Prize in Computing for contributions to creative and practical sensing systems for sustainability and health. Before Patel's work, most systems for monitoring energy and health required expensive and cumbersome specialized devices, precluding practical widespread adoption. Patel and his students found highly creative ways to leverage existing infrastructure to make affordable and accurate monitoring a practical reality. Patel quickly turned his team's research contributions into real-world deployments, founding companies to commercialize their work. Patel's research closed the gap between science fiction and reality in many applications in ubiquitous computing for sustainability and health.

The ACM Prize in Computing recognizes early-to-mid-career computer scientists whose research contributions have fundamental impact and broad implications. The award carries a prize of \$250,000, from an endowment provided by Infosys Ltd.

Organization-led projects

We believe that education provides the best foundation for leading a purposeful life. Through our organization-led projects, we have successfully harnessed our reach and resources to encourage students in rural India to pursue higher education, provide infrastructure for government schools, and train faculty across schools and colleges. We work closely with educational institutions across the country to improve access to and quality of education offered in schools and universities

Campus Connect

Campus Connect (CC), launched in May 2004, is a first-of-its-kind industry-academia partnership program that aims at enhancing the employability of India's engineering students. Through CC, we seek to share some of our best practices with engineering colleges, thus aligning the needs of institutions, faculty and students with those of the IT industry.

We launched a platform called InfyTQ, a learning platform to impart technical and behavioral skills to engineering students. The learning modules are centered around conceptual and practical aspects of technology to ensure a thorough understanding of the fundamental building blocks. The platform includes an extensive hands-on learning space to aid the intelligent application of concepts in the real world. It is open to all engineering students across India, and encourages holistic development to help them become industry-ready.



Campus Connect program at the Anurag Group of Institutions, Hyderabad

CC also organizes conclaves, faculty enablement programs, and seminars for students and faculty members. We also work with autonomous engineering institutions across the country to co-create industry electives in foundational computer science, soft skills and advanced topics, such as big data, machine learning, and Internet of Things. Many of these have already been included in the curricula of the institutions. Over the last 15 years, 15,783 faculty members and 5,08,375 students have been covered as part of the CC initiatives.

The following sections highlight our CC programs in fiscal 2019:

Inspire, the CC faculty partnership model: Faculty members play a vital role in CC engagement and hence, it is important to strengthen the partnership with them. Inspire is a platform to boost the partnership between Infosys and faculty members of CC partnering institutions.

It is also a celebration of excellence where the faculty members get recognized and rewarded for their outstanding contribution to the program. It provides an opportunity for the faculty to visualize and accomplish a growth path with Infosys in terms of contributions to CC, thereby strengthening the mutual relationship, and in the process avail more competency development offerings from Infosys.

Catch Them Young (CTY)

The 10-day CTY program ignites students' creativity and curiosity by introducing them to the current trends in technology.

This 10-day summer vacation program held at our campuses, opens up the world of IT to promising students from city schools. Meritorious students from the eighth grade are selected through a test and trained by members of our Education, Training and Assessment (ETA) department.



The 10-day CTY program ignites students' creativity and curiosity by introducing them to the current trends in technology

Employee-led projects

Time and again, our employees have demonstrated through their actions their passion for helping the needy. Be it relief operations following natural disasters or facilitating education for underprivileged students, our employees are at the forefront.

We actively support and encourage the volunteering efforts of our employees. Every Infosys development centre offers a platform for employees to collaborate and engage in social development and environment conservation interventions. We promote and celebrate the volunteering achievements of our employees through our internal publications, blogs, collaboration platforms, intranet, and corporate television and radio. We also have an award for social responsibility in our prestigious Awards for Excellence. We appreciate the spirit of volunteering in our employees and help them take on bigger and larger issues that are impacting communities at the regional and national levels.

I, Citizen of Earth (iCOE)

iCOE is the Infosys program to build a culture of responsible citizenship among Infoscons around the world. Through iCOE, we aim to do the following:

- Envision a common purpose for the larger ecosystem
- Enable voluntary efforts to integrate with the vision and sustainability goals of the Company
- Engage with Infoscons to help them become change agents and ambassadors for a better tomorrow
- Embed a culture of global citizenship and innovation for sustainable development

For more information, please visit <http://www.infosys.org/volunteering/>.

Infosys CSR app

The CSR clubs at our development centers focus on education, healthcare, environment conservation and a host of other areas pertinent to the communities that we are a part of. The clubs provide an opportunity for Infoscons to collaborate with others, share experiences, and learn from others

To enable these endeavors and aid in better collaboration, we built the Infosys CSR app. The app, based on the user's location, lists all upcoming CSR events. The users can share the invite with their friends and family.

The simple interface and usability of the app have encouraged many employees in the organization to download it. We currently have over 1,200 frequent users of the app. The Infosys CSR app is also helping the Company track the number of hours employees invest in various social causes.

Case study 1 : Aarohan – Solving problems with the heart



Winners of the Infosys Foundation Aarohan social innovation awards with the jury members

A little goes a long way, we often say. Having traversed the length and breadth of India with several projects over two decades, the Infosys Foundation has seen how a small thought, innovation or effort can have a large impact on communities. It has also seen how some of the revolutionary ideas were born not in cities but in villages, not in sophisticated labs but in ramshackle workshops, and not in the heads of postgraduates and doctoral researchers but in the minds of those who wanted to make a difference. These convictions led the Foundation to launch a special award intended to make a large impact – the Aarohan Social Innovation Awards.

Aarohan is a platform provided by the Foundation where scalable products with working prototypes addressing social challenges can be incubated and pushed towards implementation. The objective of Aarohan is to accelerate innovation, and scale the impact of relevant ideas.

Nominations were invited from October 15 to December 31, 2018, across six categories:

- Healthcare
- Rural Development
- Destitute Care
- Women's Safety & Empowerment
- Education & Sports
- Sustainability

More than 1,800 registrations and close to 1,000 submissions were received. After rigorous screening by a panel of internal judges, 30 finalists were shortlisted and invited to showcase their prototypes before an exclusive jury in Bengaluru in January. The jury consisted of Prof. Trilochan Sastry, former Dean, IIM Bangalore; Padma Shri awardee Arvind Gupta, toy inventor and science expert; Prof. G.V.V. Sharma, faculty in the Department of Electrical Engineering and Coordinator, Teaching Learning Centre, IIT Hyderabad; Prof. Anil Gupta, visiting faculty, IIM Ahmedabad, and globally renowned scholar of grassroots innovations and founder of the Honey Bee Network; Sudha Murty, author and Chairperson of Infosys Foundation; Sumit Virmani, Senior Vice President and Global Head – Marketing, Infosys.

The jury evaluated each prototype on the following criteria: did it resolve a social problem or need; did it use innovative technology; was it original and easy to use; and was the product of a good quality.

A total of 12 winners were chosen and awarded in the different categories – Platinum (2), Gold (2), Silver (2), Bronze (2), Jury's Special Awards (4). The awards consisted of prize money and a plaque each. The platinum and gold winners were also offered the opportunity to attend an eight-week residential technical mentorship program in IIT-Hyderabad.

The first edition of the awards saw a number of innovations that have the potential to bring about deep and impactful change. It can only get bigger and better in the years to come.

Platinum winners

Product and category: *Inali Arm (Healthcare)*

The Inali prosthetic arm was conceived when its creator was moved by the plight of people who cannot afford expensive prosthetics and realized that advances in modern robotics has made it possible to develop a less expensive one. The Inali arm is, in fact, available for as little as ₹7,000

Product and category: *Braille printer (Education)*

At a time when a Braille printer costs around ₹1.5 lakh, a couple of young innovators have developed an affordable Braille printer that would cost ₹25,000 only and comes with a multilingual text to Braille conversion software called BabelSoft.

Gold winners

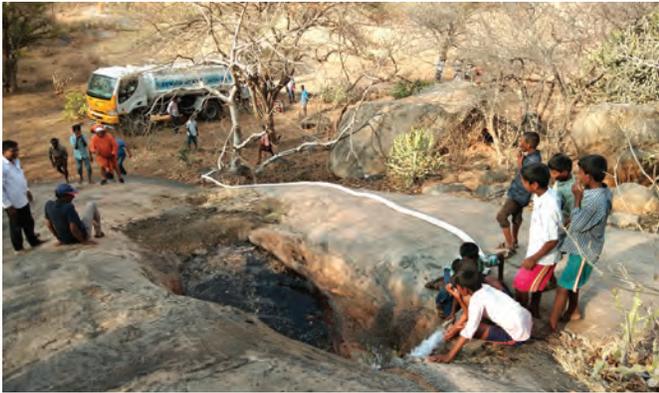
Product and category: *A water-disinfecting hand pump (Sustainability)*

For the many rural households struggling to get clean drinking water even when water may be available, this affordable hand pump, based on hydrodynamic cavitation, could work wonders.

Product and category: *SmartLOO Platform (Women's Safety & empowerment)*

A hundred million urban poor rely on public toilets in India, most of which are in a dire state. SmartLOO uses technology, AI, and IoT to create a governance platform that helps local bodies to improve the maintenance of these toilets through constant monitoring and data update.

Case study 2 : Samarpan – Our community champions



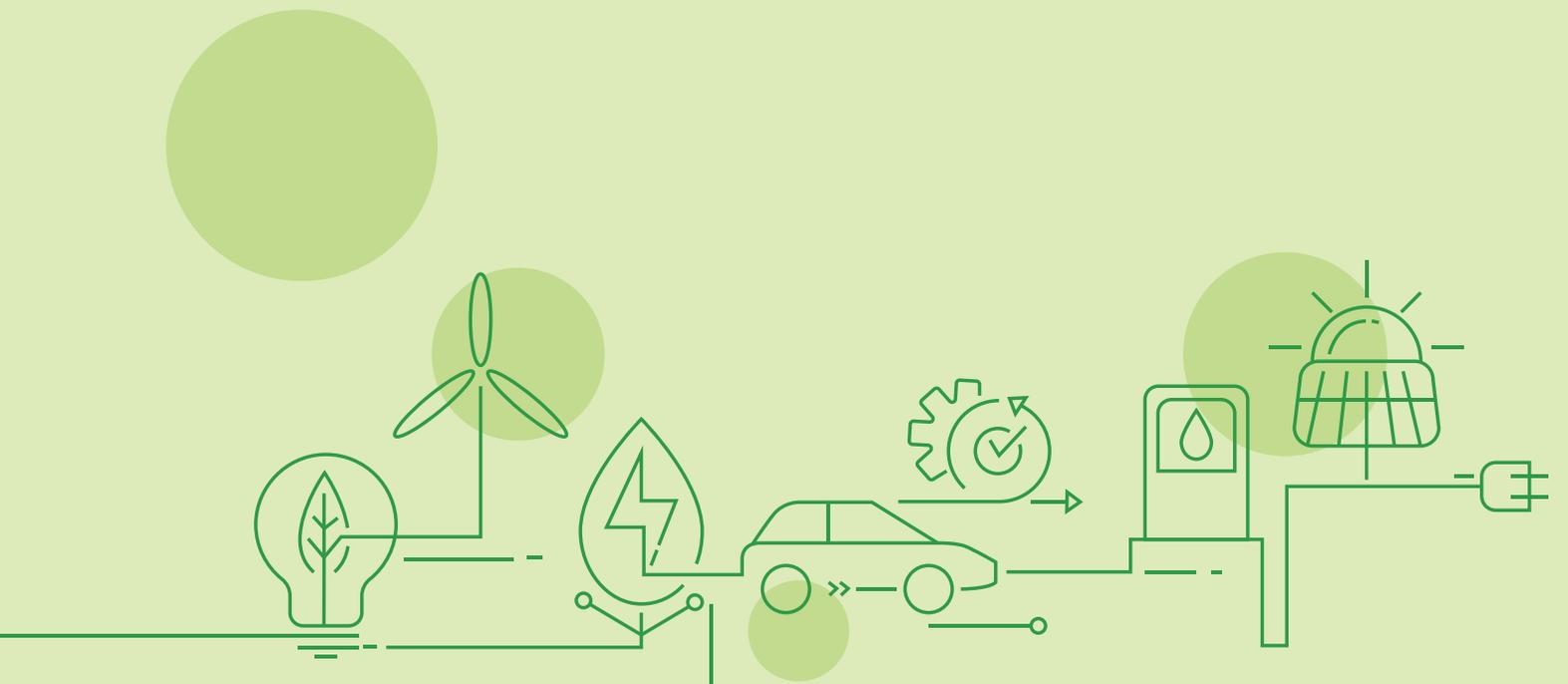
A glimpse of the diverse initiatives undertaken by Samarpan volunteers in and around Bengaluru

Samarpan, our employee volunteering group at Infosys' Bengaluru Development Centre, is made up of thousands of volunteers who work with the community through the year. Innovative interventions in areas such as women's empowerment, skill development, health and safety, technology awareness and rural development, engaging 1,595 volunteers contributing over 6,000 volunteer hours this year, have impacted close to 1,25,000 beneficiaries.

With the aim of nurturing awareness and creativity in STEM, Samarpan devised a unique science kit distribution program. The science kits come with close to 180 experiments aligned to the syllabus prescribed for middle and high school. Along with distributing kits to beneficiary schools, Samarpan volunteers focus on training teachers to enable them to use the kits and deliver an impactful learning experience to students. Till date, the program has covered 710 government schools across 22 districts, benefiting 2,00,000 students and 750 teachers.

Unnati is a social transformation program that offers lifelong employment and empowers families below the poverty line. Working with Unnati to augment training interventions through a 50-day training program, Samarpan volunteers have been able to help secure employment opportunities for over 170 youth. Through Samarpan Inspire, the CSR volunteers of Bengaluru provide career counselling to underprivileged children, while Samarpan Shikshana is a scholarship program for the children of our security, housekeeping and facilities staff.

Partnering with the Infosys Foundation, Samarpan volunteers worked with the Swami Vivekananda Integrated Rural Health Centre at Pavagada Taluk of Tumakuru district. Pavagada is one of the state's most backward taluks. Water scarcity and contaminated ground water are constant threats to everyday survival for man and animal. Samarpan volunteers travelled through the peak summer months to distribute fodder for over 2,000 livestock, rejuvenate ponds for wild animals to drink from, and distribute drinking water to over 5,700 people.



ENVIRONMENTAL STEWARDSHIP

- 55.05% reduction in per capita electricity consumption since 2008
- 33 MW reduction in connected load through retrofits
- 59.96% reduction in per capita water consumption since 2008
- 19 million sq.ft of highest level of Green Building rating
- 350 injection wells across campuses with the potential to recharge 17.5 million liters of water a day
- We pledged to make our campuses free of single-use and non-recyclable plastic-free by 2020
- We have in-house biogas plants with a total treatment capacity of 3.7 million kg per annum
- As on March 31, 2019, 100,000 families benefited socially and economically through our carbon offset projects, while generating offsets to the tune of just over 300,000 tCO₂e

Climate change and responsible business action



Ramadas Kamath

Head – Administration, Facilities, Infrastructure and Security & Sustainability

Climate change is already impacting public health, food and water security, livelihoods, and peace around the world. Left unchecked, it will roll back the development gains we have made over decades. Research suggests that climate change is making urban pollution more dangerous. The World Health Organization has found that air pollution causes 4.2 million deaths a year. The world is reeling under the devastation caused by destructive thunderstorms, which are increasing in their intensity every year. It is no wonder then that climate change occupies a significant mindshare of governments and corporations alike.

Responsible businesses are those that endorse sustainable development by making investments that help address climate change.

Our commitment to our carbon neutrality goals has been unwavering. Over the past decade, while our employee base has increased 160%, our absolute electricity consumption has only gone up by 17%, helping us avoid 1.7 million tons of CO₂ emissions. Innovations in building design and collaborations with occupants have helped us create some of the most efficient buildings with an Energy Performance Index of 75 kWh/ sq. m. or lower. Today, our campuses across the country boast 19 million sq. ft. of the highest-rated green buildings, with over 7.5 million sq. ft. in progress for certification. In fiscal 2019, we were awarded the LEED (Leadership in Energy & Environmental Design) Platinum rating from US Green Building Council for our building in Shanghai, China – the first Infosys building outside India to receive this recognition. An aggressive retrofits program has enabled us to reduce our connected load by over 33 MW. Our per capita Scope 1 and Scope 2 emissions for India reduced by over 70%.

Conservation goals

A vision to implement a low-emission, resource-efficient 'greening' strategy for the enterprise enabled us to invest in solar energy. We will meet 50% of our electricity requirements from renewable energy for our campuses across India, in fiscal 2020. Infosys is the only Indian company on the prestigious RE 100 list of companies.

Water is at the core of sustainable development and is critical for socio-economic development, healthy ecosystems and for human survival itself. Water is also at the heart of adaptation to climate change. As a responsible corporation, conserving this precious resource is a part of our sustainability mandate. Over the past eleven years, our per capita consumption of fresh water has reduced by 60 %. Investments in technology, coupled with rainwater harvesting and employee participation, have been key to this success.

India produces 62 million tons of waste per annum. With land prices escalating and health and sanitation risks aplenty, scientific treatment and disposal of waste are the only sustainable solutions. Leading the charge, we have implemented various sustainable waste management technologies across our campuses. From the country's first solar-assisted automated sludge dryer to a large number of automated biogas plants and composting units to treat organic waste, to pioneering scientific scrap yards and multi-waste shredders to improve the recyclability of our waste, we have taken a slew of measures that has reduced waste to landfills. A member of our Green Initiatives team was elected Global Chair of the International Solid Waste Association's Young Professionals Group. On World Environment Day 2018, we took a pledge to make our campuses free of 'single use plastics' by 2020. We also pledged to reduce the per capita generation of plastic waste by 50% by 2020.

As stated in our Annual Report 2018-19, we are well on our way to becoming carbon neutral in the next few years. We have completed implementation of a portfolio of community-based offset projects focusing on sustainable development in line with the UN sustainability development goals. These projects include the construction of household biogas units, distribution of efficient cook stoves to replace traditional cooking

methods in rural India, and solar lighting projects in remote locations with little or no access to the grid. As of March 31, 2019, over 1,00,000 families benefited socially and economically through our projects, while generating offsets of over 3,00,000 tCO₂e.

Compliance matters

We comply with all applicable environmental regulations in the countries where we operate. Our resource-intensity efforts are driven by aggressive targets beyond compliance benchmarks. There have been no instances of monetary or non-monetary sanctions for non-compliance and no environmental grievances reported to us in our operations during this year.

All our existing campuses are built on government-approved land (industrial zones). None of our campuses fall within or are adjacent to protected areas or high-biodiversity areas, as notified in the siting guidelines issued by the Ministry of Environment and Forests, Government of India.

We also conduct environmental impact assessment studies for all new projects, wherever applicable, covering impacts related to air, water, social aspects, biodiversity, etc., within a 10-km radius of the proposed project site.

We also identify environmental impacts of our operations and implement controls to mitigate or reduce the impacts of these aspects.

While I am proud of what we have collectively achieved, I believe there is still more to do and companies like Infosys have a large role to play. It is time to come together as an industry to inform national and international policies and take forward the movement towards sustainable growth and a sustainable world for everyone.

Energy



Retrofit to improve indoor environmental quality



UN SDG impacted

Energy consumption within our organization is mainly through the use of grid electricity and diesel generators (DGs) in case of power failures. We have made persistent and focused efforts towards improving the design of new buildings and implementing innovative technologies that would help us conserve resources.

All our new buildings are designed as per highest efficiency standards starting from the building envelope to lighting to air-conditioning and UPS systems. In existing buildings, data-backed retrofit projects focus on replacement of equipment and minimization of inefficiencies in systems and equipment. One of the primary drivers for implementing our initiatives year on year has been the wealth of data we have collected by installing energy meters. The meters installed across buildings and systems over the years bring in continuous accurate data on electricity consumption, which is then analyzed by a team of experts to identify opportunities for savings. The data provides feedback on the effectiveness of initiatives implemented and also provides valuable inputs to the design of new buildings.

We continue to focus on deep retrofits in our buildings to improve energy performance. Critical retrofit projects have been taken up across our campuses in India. The retrofit projects in our buildings address the following scenarios :

- Resource conservation
- End-of-life of equipment
- Indoor Environment quality improvement
- Technology upgrade

Projects have been implemented in the following areas : air-conditioning systems, heating, lighting, plumbing and water management, smart buildings, data centers, electrical systems, fire-fighting systems, waste management and indoor environment quality improvement.

While addressing end-of-life / technology upgrade scenarios, we are able to utilize our experience and data from new projects and bring in the right solutions to keep the relatively old infrastructure up to speed with current technologies. Along with conserving resources, these end-of-life / technology upgrade projects help improve quality of operations, build higher reliability and improve overall user experience. This year we reduced our connected load across campuses by an additional 1 MW, leading to a total reduction of 33 MW in connected load through retrofits.

55.05% reduction in per capita electricity consumption from fiscal 2008 to fiscal 2019

Average consumption for fiscal 2019 – **133 kWh/** employee per month

3.98% Year-on-Year reduction

Renewable energy



30 MW solar park in Sira, Karnataka



UN SDGs impacted

As one of the early members of the global RE100 campaign, we are moving closer towards our commitment of sourcing 100% of our electricity from renewables. We have installed solar PV plants in our campuses in addition to purchasing green power from third party power producers, while at the same time we are working with state governments in India to enable the right policies for large scale adoption of green power.

In fiscal 2019, 121.18 million units (kWh) of our electricity requirement was met by renewable sources, which is about 46.17% of the overall electricity requirement across Infosys in India⁽¹⁾. Of this, 39.78 million units were generated by solar PV plants installed in our campuses.

⁽¹⁾Including owned and leased facilities in India

The total installed capacity of solar PV plants (rooftop and ground mounted) at Infosys campuses is about 49 MW. For details of installations please refer to annexure 1

46.17% of the total electricity needs of our India locations met by renewable sources

2.7 MW installed across campuses in fiscal 2019

Close to **49 MW** total installed capacity

Emissions



Infosys team with the tribes in Udaipur – cookstoves project feedback session

We have completed the implementation of a portfolio of community-based offset projects focusing on sustainable development in line with the UN SDGs.

These projects include interventions such as construction of household biogas units or distribution of efficient cookstoves to replace traditional cooking methods in rural

India. The portfolio also includes solar lighting projects in remote locations in India with limited or no access to the grid. As of 31 March 2019, over 100,000 families continue to benefit socially and economically through our projects, while generating offsets to the tune of just over 300,000 tCO₂e.

Emission offsets generated through our own implemented projects to the tune of over **300,000** tco₂e.

> **2000** jobs created for women and youngsters

Saving cooking time by about **50%**

Providing clean & healthy kitchens for over **500,000** individuals

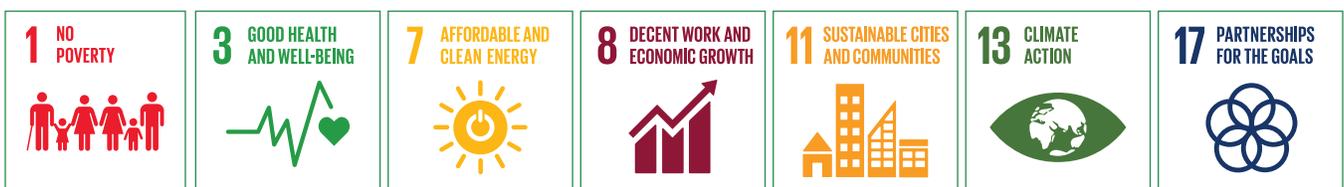
Over **100,000** families continued to be positively impacted

Avoided deforestation through saving over **100,000** tonnes of firewood annually

Significant increase in the attendance of girl child

Positively impacting over **11** of the **17** UN SDGs

← **Benefits of the carbon offset projects** (as of March 30, 2019) →



UN SDGs impacted

Green buildings



LEED Platinum certified building, Infosys Shanghai

In fiscal 2019, the new SDB1 building at Infosys Shanghai campus was certified as LEED platinum Building under the USGBC “New Construction” category.

Infosys IIPM building Electronic city phase 2 Bengaluru was certified as LEED platinum Building under the USGBC ‘New Construction’ category

<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> 	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> 
<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> 	<p>13 CLIMATE ACTION</p> 

UN SDGs impacted

We now have 30 projects at Infosys with highest level of Green Building rating, spanning a total of 19 million square feet. About 7.5 million square feet of our ongoing projects are currently undergoing green building certification.

All our new buildings follow the highest standards of resource efficiency and set new benchmarks with every new building for reduced environmental footprint. In the process, we also aim to achieve the highest level of green building certification.

Green Building footprint: **19 million sq.ft.**
 Certification in progress: **7.5 million sq.ft.**

Infosys Mysuru Campus, Mahindra City Chennai campus and Chandigarh campus were awarded LEED platinum certification under the USGBC LEED ‘Existing Building’ category. The Infosys Ascendas Building, Hinjewadi Ph-3, Pune was certified as LEED platinum Building under the USGBC ‘Commercial Interiors’ category, and the

Water



Lake at Infosys Huballi campus for harvesting rainwater



UN SDG impacted

While water usage is mainly for the purpose of human sustenance, we consider it critical for us to manage this resource efficiently and make our campuses water-sustainable.

Our approach to water management has been to reduce usage, recycle 100%

of the wastewater, reuse the treated wastewater and capture rainwater effectively. We have continued our efforts in these areas and augmented the capacity to recharge rainwater, deployed smart water metering and implemented automation in sewage treatment plants.

Water metering and rainwater harvesting have been key focus areas in the last few years. Smart water meters have helped us in plugging leaks, identify opportunities for savings and given valuable insights for new designs. Rooftop rainwater harvesting has been highly beneficial in offsetting fresh water consumption from external sources. We have a total of 350 injection wells across campuses with a potential to recharge more than 17.5 million liters of water in a day. We have created several lakes in our campuses to harvest rainwater.

Owing to stringent wastewater recycling and reuse systems, we have ensured that all treated water is reused in our campuses and only in some leased buildings an insignificant quantity of sewage is released into the municipal sewerage systems for further treatment. The treated water quality is monitored regularly to ensure adherence to all applicable environmental norms. For the current fiscal, we have recycled 26,66,279 kl of water, which amounts to 85% of the total fresh water consumption and thereby reduced requirement of fresh water to that extent for our operational requirements.

59.96% reduction in per capita water consumption from fiscal 2008 to fiscal 2019

Average consumption for fiscal 2019 – 1.31 kL/employee per month

6.92% Year-on-Year reduction

Waste



Panel at our Hyderabad SEZ campus on the occasion of World Environment Day

Our efforts on waste management have been driven with an objective of minimizing waste to landfills and ensuring proper recycling and disposal of different types of waste generated. Our operations do not necessitate the use of any natural or recycled raw materials for packaging goods and services. Our suppliers are encouraged to reuse packaging material.



UN SDGs impacted

Waste is segregated at source, stored and disposed to authorized recyclers, in adherence to applicable legislations. Hazardous waste and e-waste are disposed to recyclers who possess the required clearances from the Pollution Control Boards.

Organic waste

Organic waste consists of food waste and garden waste. Most of our food waste is treated in biogas plants installed within our campus and the gas generated is used for cooking in the food court kitchens. Garden waste and a portion of food waste is treated in organic waste converters (OWC) and the resulting compost is used for landscaping within the campus.



Biogas plant at Infosys Hyderabad campus

As on date, we have installed biogas plants with a total treatment capacity of 3.7 million kg/annum, Organic Waste Converters with a total treatment capacity of 2.6 million kg/annum. Automation has been implemented in biogas plants to reduce manual operations and to ensure optimum conditions to maintain plant efficiency.

Sludge from STPs is dried in the greenhouse and the dry sludge is blended with compost and used for landscaping purposes. We have installed sludge dryers with a total capacity of 3.5 million kg/annum in Bengaluru, Mysuru, Thiruvananthapuram, Hyderabad SEZ, Pune.



Pravin Rao, COO, Infosys Ltd, pledging to reduce plastic pollution



The pledge

Inorganic waste

Inorganic waste consists of all other types of waste like paper, plastic, glass, metal, wood, etc. These are segregated and disposed through authorized recyclers.

India was the host country for the World Environment Day celebration of the United Nations Environment for 2018, held in the month of June. The theme for 2018 was "Beat Plastic Pollution". Infosys had the privilege of partnering with the United Nations and hosting an event for awareness on plastic pollution, in the Hyderabad SEZ campus. The event was graced by Erik Solheim, former Executive Director, UNEP (United Nations Environment), K.T. Rama Rao, (IT minister, Telangana state), Almitra Patel (Member, Supreme Court committee on solid waste management) and Infosys Ltd senior management including the Chief Operating Officer, U.B. Pravin Rao.

Infosys declared its commitment through a pledge to curb plastic usage.

The Pledge

"Infosys Ltd intends to make its campuses free of single use & non-recyclable plastics by 2020 and reduce the per capita generation of plastic waste by 50% by 2020. Additionally, replace daily use plastic items with alternates. While achieving 100% recycling of all the plastic waste generated via operation and maintenance activities. Also promote bio-plastics."

Case study 1 : Plastic-free campus

Plastic is a great material used for several purposes and one cannot imagine a life without plastics. But at the same time, plastics, by their inherent nature, are known to stay in the environment for a very long time, causing great environmental damage. Single-use plastics, such as bags, wrappers, etc., not only cause littering problems and clogging of drains, but also enter water bodies and affect marine life. According to a UN report, by 2050, an estimated 99% of all seabirds will have ingested plastic. The most effective way to address the issue of plastic pollution is to avoid / reduce the usage of plastic.

Infosys has taken up initiatives towards reducing the per capita generation of plastics in the campuses by 50% by 2020. While the primary focus has been on reducing single-use plastics (the most harmful one), the long-term goal is to switch to sustainable packaging and recycling as well.

Infosys has actively pursued the replacement of single-use plastics across all its campuses. The following are the efforts in this regard :

Sl. No	Presently used item	Action
1	PET water bottles	PET water bottles are no longer issued to employees. Employees are encouraged to bring their own bottle (non-plastic), Aluminum bottles are promoted across all Infosys Stores for employees to purchase.
2	Plastic mineral water bottles	Every meeting room has refilled glass bottles instead of plastic mineral water bottles.
3	Stirrers (Pantry and food courts)	100% of the stirrers replaced with wooden stirrers across all campuses. Some locations have supplied steel spoons instead of plastic/wooden stirrers. Hence, completely eliminating the plastic stirrers.
4	Plastic carry bags (FC vendors)	A ban on plastic carry bags for take aways has been implemented. Paper and cloth bags are being used.
5	PET bottled cool-drinks	Most of the food court kiosks vendors have started replacing the PET bottled cool drink with aluminium containers. A complete replacement will happen in phased manner.
6	Food sachets (herbs, sauce etc.)	Vendors at our food courts have been provided with large dispensers at their vending kiosks
7	ECC shower and shampoo tube & other toiletries	We are working on alternatives to reduce waste
8	Garbage bin liners	Bioplastic bin liners are being implemented on a trial basis to study the effectiveness of this solution.
9	Plastic business card boxes	100% replaced with card board carton boxes.

Plastics being replaced by sustainable and recyclable materials.



Wooden stirrers



Glass bottles in meeting rooms



Aluminum bottles for employees

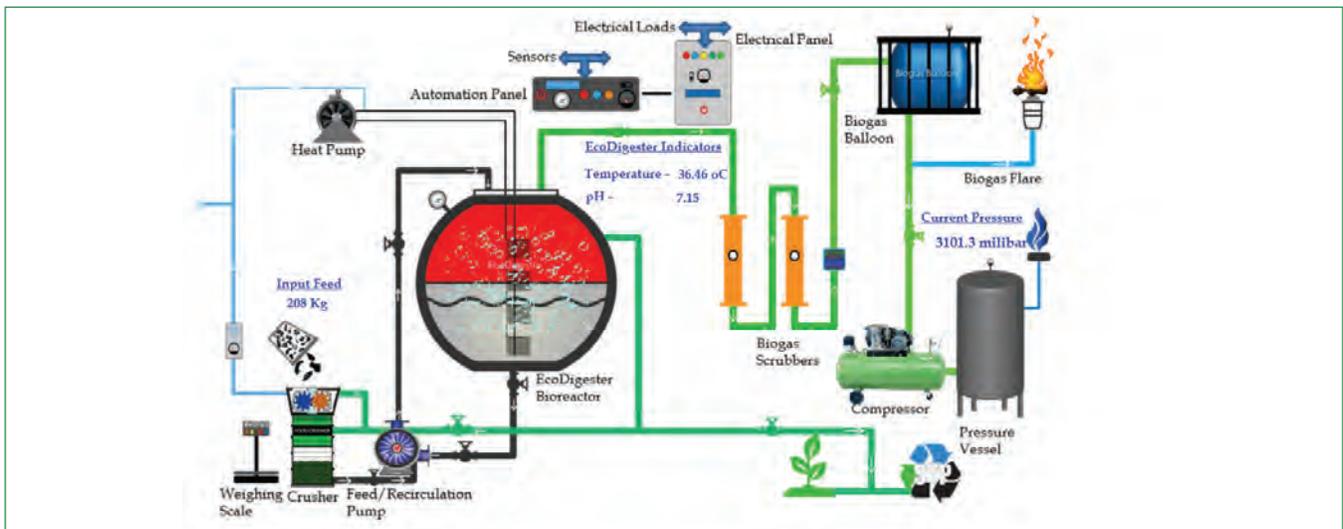


Refillable ketchup dispensers



Cardboard boxes for visiting cards

Case study 2 : Biogas plant automation



Biogas plant management system dashboard

Since 2013, Infosys has deployed biogas plants as the primary system for food waste treatment. With nine automated plants all over the country, we are capable of treating 3,700 tons of food waste annually, producing gas equivalent to over 10,000 commercial LPG cylinders every year.

We started with the traditional plug-flow models and have grown to the latest automated CSTR plants. Improper or irregular feeding of the plant or failing to maintain biochemical stability in the digester is known to be one of the most common reasons for the failure of biogas plants. The new biogas plants at Infosys not only have automated operations but are also integrated with smart feeding and gas management systems which decreases the downtime. With the biogas plant management system, the biochemical stability of the plant has been optimized to perform at full capacity all the time. This effort has enabled us to operate and monitor the plant 24x7.

Automated operations

The entire plant is automated using smart electronic controls to manage feeding of digestate, re-circulation of slurry, gas management and safety flare systems.

Traditionally, the plants have to be fed and operated manually. They are also labor-dependent. Our new plants have been programmed to automatically feed the bio-reactor every two hours and over the weekends as well in the absence of an operator. Along with feeding, the recirculation of the digestate within the plant is scheduled and performed by the pumps automatically. This has made the reactor biochemically robust, with the highest treatment efficiency, reducing the overall operational effort by 50% and ensuring steady gas production and supply to our food courts.

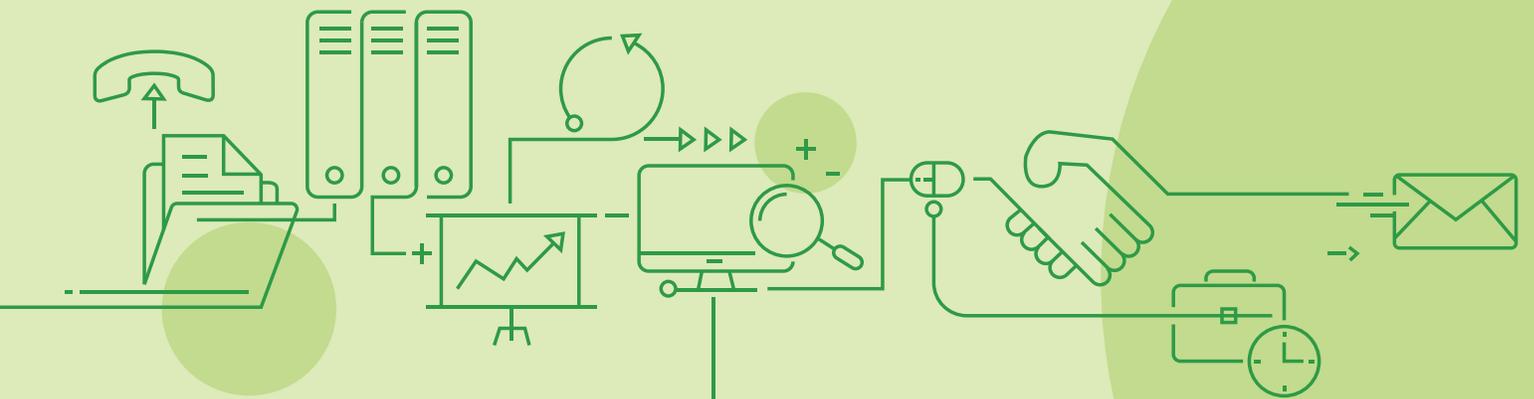
Once the gas is generated, the smart gas management system automatically stores it in pressure vessels based on pressure sensor feedback and compression units. This system has reduced the space requirement by 60-70% and due to pressurization, we are able to transport the gas to as far as half a kilometer away without significant pressure loss. The system also enables the auto-flare feature to safely combust the unused gas, making it risk-free even when left unattended.

Connected plants

While the plant is automated, it's extremely important to observe the plant's operation, health and periodic maintenance to extract maximum efficiency throughout the year. This is enabled by integrating the plant into our Building Management System and regularly monitoring it from the Central Command Centre. This effort has multi-fold advantages, namely, availability of daily data on plant health, and recording of waste treated, gas used and flared to see any deviation from the designed parameters. An in-built feature enables us to investigate and conduct proactive maintenance with early fault detection. As a result, we are prepared to handle plant maintenance and incur lower cost for the activity.

In addition to all the recorded physical parameters, each plant has a bio-reactor health testing kit that records the health of the plant daily and bio-stabilizes the plant. The information will also help us design future plants to perform with superior efficiency.

We have achieved our goal of treating 100% of our food waste thanks to our biogas and composting plants. We have also been able to meet more than 10% of our LPG needs from biogas generated from food waste.



ANNEXURES

Annexure 1

Financial performance

A snapshot of our financial performance in fiscals 2017, 2018 and 2019 is as follows :

in US\$ million

Particulars	2019	2018	2017
Direct economic value generated	12,106	11,434	10,667
Revenues	11,799	10,939	10,208
Other income	307	495	459
Economic value distributed	13,389	13,615	10,393
Operating costs	2,600	2,224	2,042
Employee wages and benefits	6,468	6,034	5,612
Payments to providers of capital	1,746	3,032	856
Payments to governments (total taxes paid)	2,526	2,285	1,849
Community investments ⁽¹⁾	49	49	34
Economic value retained ⁽²⁾⁽³⁾	(1,283)	(2,181)	274

⁽¹⁾ Contribution to the Infosys Foundation and community investments by Infosys

⁽²⁾ Calculated as 'Economic value generated less economic value distributed'

⁽³⁾ Includes amount paid on buyback of equity shares of US\$ 2,042 million, funded through accumulated reserves. Refer to our financial statements in the Annual report and Form-20F for further details.

Talent management

The region-wise employee distribution for fiscals 2017, 2018 and 2019 is as follows :

Region	As on March 31, 2019			As on March 31, 2018			As on March 31, 2017		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
India	124,676	72,508	197,184	115,828	65,137	180,965	113,763	63,809	177,572
APAC	4,429	3,332	7,761	3,750	3,035	6,785	4,754	3,362	8,116
Americas	10,663	5,039	15,702	7,119	3,040	10,159	6,002	2,558	8,560
EMEA	4,684	2,792	7,476	3,693	2,505	6,198	3,597	2,519	6,116
Total	144,452	83,671	228,123	130,390	73,717	204,107	128,116	72,248	200,364

Scope : Permanent and fixed-term employees hired locally across Infosys Group

The role-wise employee distribution for fiscals 2017, 2018 and 2019 is as follows :

Role	As on March 31, 2019			As on March 31, 2018			As on March 31, 2017		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Associate	46,625	39,933	86,558	47,274	40,825	88,099	49,460	42,241	91,701
Middle	71,602	38,900	110,502	59,386	28,670	88,056	55,039	25,776	80,815
Senior	25,343	4,749	30,092	22,917	4,130	27,047	22,945	4,157	27,102
Top	882	89	971	813	92	905	672	74	746
Total	144,452	83,671	228,123	130,390	73,717	204,107	128,116	72,248	200,364

The age-wise employee distribution for fiscals 2017, 2018 and 2019 is as follows :

Age	As on March 31, 2019			As on March 31, 2018			As on March 31, 2017		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Less than or equal to 30 years	74,779	58,727	133,506	69,928	53,363	123,291	72,603	54,174	126,777
31-50 years	66,600	24,098	90,698	58,478	19,834	78,312	53,862	17,624	71,486
Greater than 50 years	3,073	846	3,919	1,984	520	2,504	1,651	450	2,101
Total	144,452	83,671	228,123	130,390	73,717	204,107	128,116	72,248	200,364

Our glocal employees

We are committed to strengthening local hiring practices and continuously increase the proportion of senior management hires from the local regions of our operations.

The proportion of senior management staff hired locally was around 68% in fiscal 2019. We added 70,401 new employees this year, taking our total employee strength to 228,123.

New employee hiring

The total count and rate of new employee hires by age, gender and region in fiscal 2019 are as follows :

Geography	Men	Rate of hiring (%)	Women	Rate of hiring (%)
Less than 30 years				
America	1,907	4.45%	1,008	3.66%
APAC	1,094	2.55%	1,001	3.64%
EMEA	736	1.72%	536	1.95%
India	27,681	64.56%	20,324	73.84%
31-50 years				
America	2,932	6.84%	1,784	6.48%
APAC	1,096	2.56%	586	2.13%
EMEA	1,107	2.58%	499	1.81%
India	4,946	11.54%	1,434	5.21%
More than 50 years				
America	1,117	2.61%	274	1.00%
APAC	63	0.15%	19	0.07%
EMEA	173	0.40%	57	0.21%
India	25	0.06%	2	0.01%

Employee turnover

The total count and rate of employee turnover by age, gender and region in fiscal 2019 are as follows :

Geography	Men	Turnover rate (%)	Women	Turnover rate (%)
Less than 30 years				
America	780	2.71%	361	2.05%
APAC	764	2.66%	794	4.51%
EMEA	367	1.28%	393	2.23%
India	17,498	60.83%	12,288	69.74%
31-50 years				
America	1,476	5.13%	731	4.15%
APAC	798	2.77%	512	2.91%
EMEA	605	2.10%	376	2.13%
India	5,849	20.33%	2,040	11.58%
More than 50 years				
America	441	1.53%	88	0.50%
APAC	38	0.13%	10	0.06%
EMEA	119	0.41%	25	0.14%
India	31	0.11%	2	0.01%

Freedom of association

The details of employees covered under CBAs worldwide are as follows :

Operating location	Total no. of employees as on March 31, 2019	No. of employees covered under CBA
Spain	23	23
Italy	8	8
Brazil	735	735
Japan	316	316
Sweden*	386	48
Croatia*	115	114
The Netherlands*	1332	356
Poland	2238	2044
Finland	233	233
France	524	524
Germany*	1936	524
Belgium*	741	44

(*) Only employees hired in these locations are covered

Talent enablement

The average training effort across all employee categories for fiscals 2017, 2018 and 2019 is as follows :

Role-wise distribution	Fiscal 2019			Fiscal 2018			Fiscal 2017		
	Employee count	Training days	Average training days	Employee count	Training days	Average training days	Employee count	Training days	Average training days
Associate (JL3 and below)	86,558	2,268,382	26.21	88,099	1,412,293	16.03	91,701	1,806,452	19.70
Middle (JL4 and JL5)	110,502	500,797	4.53	88,056	224,161	2.55	80,815	184,638	2.28
Senior (JL6, JL7 and JL8)	30,092	100,627	3.34	27,047	50,758	1.88	27,102	49,242	1.82
Top (Title holders and UMR)	971	1,482	1.53	905	771	0.85	746	630	0.84
Total	228,123			204,107			200,364		

Note : There are specialized enabling programs for the top leadership, such as coaching, mentoring and one-on-one development, which are not included in the table.

Occupational health and safety

The information and rates as per the GRI standards for fiscal 2019 is as follows. Going forward, trends will be reported on similar lines.

Details ⁽²⁾	Number (Employees)	Rate (Employees)	Number (Subcons)	Rate (Subcons)
Fatalities	0	0	0	0
High-consequence, work-related incidents ⁽¹⁾	0	0	1	0.0032
Reportable incidents	34	0.021	54	0.1744

Details	Employees	Subcons
Number of hours worked	324,538,459	57,754,560

⁽¹⁾The rates have been calculated based on 2,00,000 hours worked. The types of incidents for employees are slips / trips and transport-related. For subcons, the types are fall from height, cuts, burns and slips / trips.

⁽²⁾These are for incidents in India locations.

Note: a) We had 65 vendor incidents which includes 5 near-misses.

b) There were 264 incidents during commute in fiscal 2019 of which 12 lost-time incidents resulted in 167 lost-time days. In fiscal 2019, 65 minor vendor-related incidents were reported.

Environment

Boundary for environment data disclosure

For the environmental disclosures, Infosys has defined aspect boundary based on the significance of the impacts and the potential for reductions that could be undertaken / influenced by the organization.

Starting this year, Infosys has revisited its aspect boundary to move away from region-specific to country-specific aspect boundary, taking into account the impacts and reduction potential.

All offices with a seating capacity of over 500 have been considered as significant locations. For the current year, our significant locations for Energy, Emissions, Water and Waste are as follows :

Offices	Water	Energy	Emissions	Waste
India (all offices)	Yes	Yes	Yes	Yes
China (Hangzhou, Dalian, Shanghai, Shenzhen)	Yes	Yes	Yes	Yes
Poland (Lodz)	No	Yes	Yes	Yes
Philippines (Quezon City, Alabang, BGCC)	Yes	Yes	Yes	Yes
US (Richardson, Raleigh)	Yes	Yes	Yes	Yes

In addition, given that it is an IT company, Infosys has chosen to monitor and report all locations using data centers. This includes additional offices in Quincy, Plano, Canary Wharf, and Melbourne.

Energy – Electricity (India)

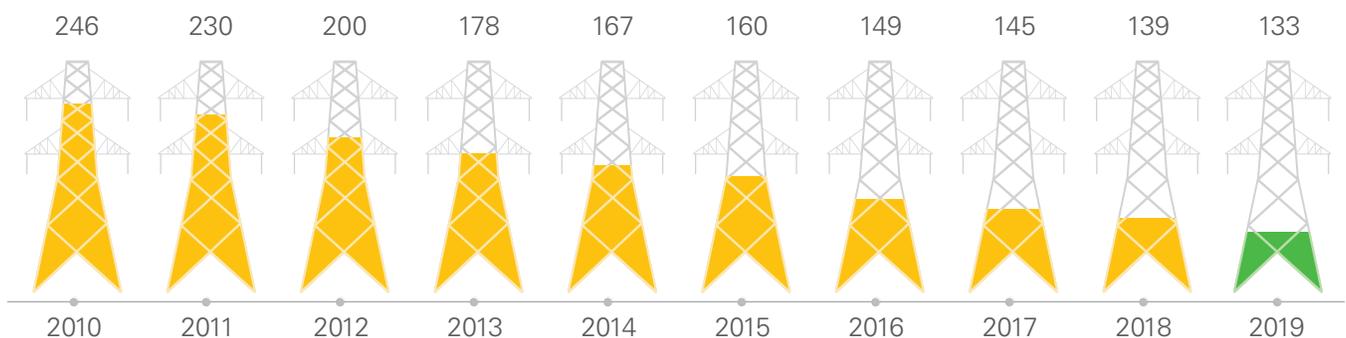
The electricity consumption for fiscal 2019, broken up into grid power, captive power, and green power, including an increased scope resulting from the addition of new campuses and new buildings in some of our existing campuses in India, is as follows:

Electricity	in kWh
Grid	136,875,535
Captive	4,426,962
Renewable ⁽¹⁾	121,181,941
Total	262,484,438

⁽¹⁾This includes green power wheeled through grid, and the units generated through in-house solar plants

Consumption for construction is excluded from the grid power – 1080337 kWh.

Electricity consumption in kWh per capita per month



Note: Per-capita consumption is computed by dividing the average monthly electricity consumption in our locations by the average employee count for the month. Employee count is the sum of the swipe count of employees and number of support staff in our offices. The average monthly employee count considered for fiscal 2019 is 164,115 and covers all our India locations.

The direct energy consumed in our operations for fiscals 2017, 2018 and 2019 across our India locations is as follows :

Energy (within the organization, in GJ)	2019	2018	2017
Grid electricity (non-renewable source)	492,752	495,827	516,474
Electricity from renewable source	436,255	394,957	428,051
Fuel (high-speed diesel for DG + boilers)	53,211	51,509	58,500
Total	982,218	942,293	1,003,060

Electricity (overseas)

We define our aspect boundaries based on the significant impact. The overseas locations considered for electricity are China, Poland, Philippines and the US based on the number of employee stationed and all data centers which consume high electricity for its operation.

The overseas electricity consumption across all the locations and data centers is as follows :

Electricity through grid	in kWh	in GJ
China (Hangzhou, Dalian, Shanghai, Shenzhen)	6,841,215	24,628
Poland (Lodz)	1,635,303	5,887
Philippines (Quezon City, Alabang, BGCC)	1,551,097	5,584
US (Richardson, Raleigh) ⁽¹⁾	2,210,308	7,957
Data centers ⁽²⁾ (Quincy, Plano, Canary wharf, Melbourne)	3,981,592	14,334
Total	16,219,515	58,390

⁽¹⁾ Extrapolated for fiscal 2019 based on energy intensity data (kWh / sq.ft) provided by US EPA

⁽²⁾ Only data centers included in these regions are considered in line with the aspect boundary definition.

Renewable energy – Solar

The details of location-wise solar PV installations are as follows :

Solar PV installation location	Installed capacity (KW)
Pune	1,593.02
Chennai	2,451.44
Hyderabad	8,448.48
Bengaluru	1,956.60
Sira (Karnataka) offsite solar plant	30,000.00
Bhubaneswar	465.88
Chandigarh	202.80
Jaipur	1,014.96
Mangaluru	1012.14
Mysuru	865.87
Thiruvananthapuram	826.84
Total	48,838.03

Carbon emissions

At Infosys, we have been accounting and reporting our carbon footprint since 2008. Over the years, we have endeavored to reduce our carbon emissions through specific initiatives. While our Scope 2 emissions were intended to be addressed through the use of 100% renewable energy, we have not been able to achieve this in fiscal 2019 because of the challenges related to government policies. We have, therefore, restated to move our carbon neutral commitment year to fiscal 2020. Our Scope 1 and Scope 3 emissions are intended to be addressed through carbon offsets. We are following a three-pronged strategy to achieve our carbon neutral commitment :

- Reduce energy consumption through energy efficiency measures(1)
- Use of renewable energy (captive and purchased) to meet our electricity requirements(1)
- Investment in carbon offsets for the footprint beyond Infosys' control

⁽¹⁾ Refer to the *Energy* section in this report.

During fiscal 2019, we carried out third-party verification of the carbon offset generated by these projects since the beginning of their implementation. The third-party verifications were carried out by UN-approved verifying agencies / Designated Operational Entities (DOEs). The carbon credits accrued will be used to meet our carbon neutral commitment in fiscal 2020. The verification status and the verified offset volumes are presented in the table below.

Our performance

Our main emissions from our support activities include greenhouse gases (GHG), SOx NOx and other ozone-depleting substances. Emissions from the stacks connected to generators, boilers and diesel-operated fire hydrant pumps are monitored on a monthly basis.

Project name	Verified emission reductions (ERs) in tCO2e	Project type	Verification status	Estimated ERs up to March 31, 2019 tCO2e
SKG Biogas Project – Karnataka	14,471 (up to Nov 30, 2017)	GS VER	Verified	72,859
Udaipur Urja Improved Cookstove Project – Rajasthan	67,426 (up to Dec 31, 2018)	GS VER	Verified	88,643
Envirofit Improved Cookstove – Maharashtra	25,883 (up to Aug 29, 2017)	GS VER	Verified	81,419
Envirofit Improved Cookstove – Odisha	22,258 (up to Feb 7, 2018)	GS VER	Verified	65,656
SAMUHA Improved Cookstove – Karnataka	To be done in fiscal 2020	GS CDM	Verification to be carried out in fiscal 2020	17,074
Leh-Ladakh Solar Rural Electrification – J&K	To be done in fiscal 2020	Voluntary	Verification to be carried out in fiscal 2020	500

GHG emissions

In line with the GHG Protocol, we have categorized our GHG emissions as direct and indirect-based on the following criteria :

- Direct GHG emissions are emissions from sources that are owned or controlled by the reporting entity.
- Indirect GHG emissions are emissions that are a consequence of the activities of the reporting entity, but occur at sources owned or controlled by another entity.
- The GHG protocol further categorizes these direct and indirect emissions into three broad scopes — Scope 1, Scope 2 and Scope 3.
- We use 'Operation Control' as the consolidation approach for emission calculation and reporting.

Source : <http://www.ghgprotocol.org/standards/corporate-standard>

Our main sources of indirect GHG emissions include electricity consumption, fuel consumption in food courts, business travel and employee commute. The emission data for Scope 1, Scope 2, and Scope 3 for the fiscals 2017, 2018 and 2019 for our business operations are as follows :

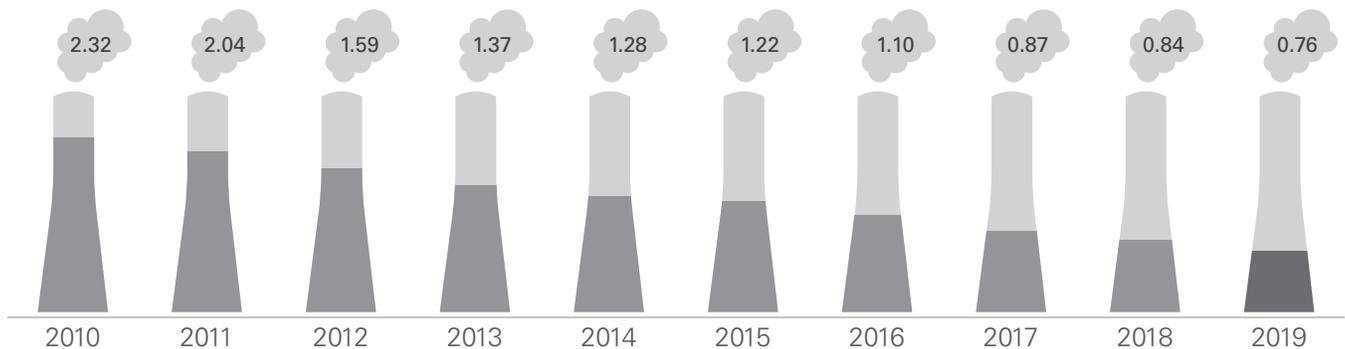
GHG emissions (tCO2e)	2019	2018	2017	2008 (base year)
Scope 1 ⁽¹⁾	12,532	13,114	16,165	12,142
Scope 2 ⁽¹⁾	112,238	112,938	117,641	167,268
Total – Scope 1 + 2	124,770	126,052	133,806	179,410
Per capita ⁽²⁾ – Scope 1 + 2	0.76	0.84	0.872	2.84
Year-on-year reduction of per capita – Scope 1 + 2	9.28%	3.89%	25.05%	–
Scope 3				
Business travel	75,869	75,809	88,168	3,665
Employee commute ⁽³⁾	57,762	49,179	48,522	24,764
Transmission and distribution losses	21,928	22,020	21,827	35,126
Total – Scope 3	155,559	147,008	158,536	63,555
Total GHG emissions – Scope 1 + 2 + 3	280,329	273,060	292,342	242,965

⁽¹⁾ Scope 1 and Scope 2 emissions covers India locations only. The other significant locations were added starting fiscal 2014, and would skew the Yo-Y comparison. Hence, reported separately in table below.

⁽²⁾ Per capita emissions is calculated by dividing the gross GHG emissions by the total employee count across operations in India. The employee count considered for fiscal 2019 is 164,115 which is calculated by adding the swipe count of employees and number of support staff in our offices

⁽³⁾ Employee commute emissions reported include data for India locations, which forms a significant portion of our employee base.

The trend of monthly per capita GHG emissions (Scopes 1 and 2) for all locations in India over the years is as follows :



Note : Per capita emissions is computed by dividing the gross GHG emissions (Scope 1 + 2) in our locations by the average employee count for the month. Employee count is the sum of the swipe count of employees and number of support staff in our offices. The average monthly employee count considered for

fiscal 2019 is 164,115 and covers all India locations.

The GHG emissions data for other significant regions is as follows :

Area	tCO2e
China (Hangzhou, Dalian, Shanghai, Shenzhen)	5965.5
Poland (Lodz)	1947.6
Philippines (Quezon City, Alabang, BGCC)	854.7
US (Richardson, Raleigh)	1000.8
Data centers (Quincy, Plano, Canary Wharf, Melbourne)	1274.7
Total	11,788

The emissions (in tCO2e) from office equipment and computers (for Scope 3) are as follows :

Area	2019	2018	2017
Capital goods ⁽¹⁾	187,469	116,579	167,348

⁽¹⁾Scope 3 emissions under category 2 (capital goods) have been estimated since 2015 only.

Restatement: Data on capital goods spend have been revisited to align with the financial reporting practices (Annual Report). All categories identified under capital assets in the Annual Report is now accounted for, while assessing the emissions due to capital goods. The data for the previous years have therefore been recalculated and restated.

Emission-reduction initiatives

As part of our carbon neutral goal and annual carbon intensity reduction target, we have implemented the following emission-reduction initiatives :

Carbon-reduction initiative	Energy procured / saved (kWh)	Emissions avoided
Process redesign	508,088	417
Energy efficiency retrofits in our buildings	3,297,195	2,704
Change in behaviour / operational changes	6,535,943	5,359.5
Renewable energy generation and procurement	121,181,941	99,369.19

These have contributed to reducing our carbon intensity (Scope 2) by 8.92% in fiscal 2019 as compared to fiscal 2018 of our India operations. In addition to the increase in green power consumption, Infosys has invested in various retrofit energy efficiency measures which have contributed to the overall reduction in our Scope 2 emissions.

NOx and SOx emissions

The operation of diesel generator sets and boilers are the main sources of Nitrogen Oxide (NOx) and Sulphur Oxide (SOx) emissions at our campuses. The sulphur content in the fuel we use is 50 ppm (BS-IV at Bengaluru, Hyderabad and Chennai) and 350 ppm (BS-III for all other locations). The stacks are monitored on a monthly basis to ensure that the emissions are within permissible limits prescribed by the regional Pollution Control Boards. Ambient air quality checks are also conducted on a monthly basis. The SOx and NOx emissions are not material to us and hence not reported.

Ozone-depleting substances (ODS)

Our operations warrant the use of refrigerants in our Heating, Ventilation, and Air Conditioning (HVAC) systems. These include substances such as R22, R12, R123A, R410A, R407C and R134A, each of which has a varied Ozone Depleting Potential (ODP). We have made a conscious effort to switch over to refrigerants which have minimum ODP and Global

Warming Potential (GWP). The following table provides details of our usage of ODS :

ODS	2019		2018		2017	
	Total ODS consumption in kg	CFC11 equivalent	Total ODS consumption in kg	CFC11 equivalent	Total ODS consumption in kg	CFC11 equivalent
R22	2233.22	122.83	2,139.51	117.67	2,826.22	155.4
R12	0	0	0	0	0	0
R123	0	0	0	0	0	0
R407C	217	0	653.80	0	341.20	0
R410A	1298.10	0	1,283.28	0	1,146.20	0
R134A	954.56	0	545.74	0	1,653.15	0
R404A	3.2	0	0	0	0	0
R417A	0	0	4	0	0.80	0

Note : The ODP of R407C, R404A, R410A, R134A is zero.

Water

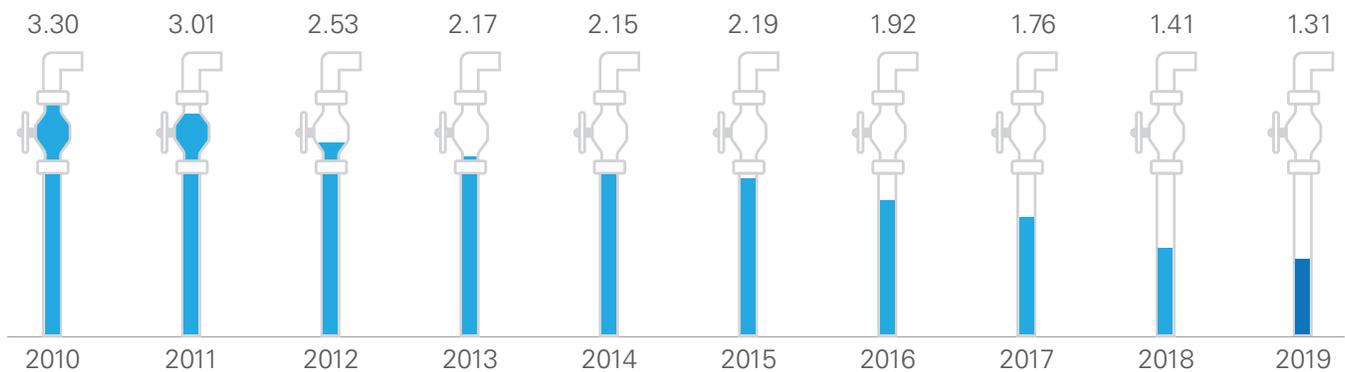
The details of the sources of fresh water (in kl) used at our campuses in India in fiscals 2017, 2018 and 2019 are as follows :

Water sources	2019	2018	2017
Third-party water			
• Municipal	2,024,056	1,708,007	2,022,197
• Private providers	716,353	562,270	881,528
Groundwater	403,323	463,216	575,416
Rainwater	93,559	148,258	95,652
Total fresh water	3,237,292	2,881,751	3,574,793

Note : The above values include consumption for plantation at Mangaluru SEZ, Hubballi SEZ, Chennai Mcity, Bhubaneshwar STPI and SEZ, Nagpur, Indore, Hyderabad STPI and SEZ locations.

The TDS of water received from sources are below 1000 mg/L and hence they are considered fresh water.

None of the above water sources have been designated as protected or as having high biodiversity value. We have not received any grievances from local communities in fiscal 2019.



The trend of our monthly per capita fresh water consumption over the years for all our India locations is as follows :

Notes : Per capita consumption is computed by dividing the average monthly water consumption in our locations by the average employee count for the month.

Employee count is the sum of the swipe count of employees and number of support staff in our offices. The average monthly employee count considered for fiscal 2019 is 160,697 and covers all India locations. The average monthly water consumption considered for the per capita calculations does not include the plantation-related consumptions at Mangaluru SEZ, Hubballi SEZ, Chennai Mcity, Bhubaneshwar STPI and SEZ, Nagpur, Indore, Hyderabad STPI and SEZ locations (totaling to annual consumption of 704,728 kl).

The above data does not include water consumption at some leased facilities at Gold Hill (Bengaluru), CPC (Bengaluru) and BCIT (Bengaluru). The water in these facilities is managed by the lessors.

Water consumption for other significant locations outside India (China, Philippines and US) has been estimated given that the operations are out of leased facilities. It is estimated based on the location-wise seating capacity and the average per capita per month water consumption in India. The water consumption in these locations is restricted to human touch requirements only, unlike India, where landscaping and other requirements are considered as well. The annual fresh water consumption for these locations is estimated to be 215580 kl.

Waste

Of the total waste generated and disposed of at Infosys, the following are significant due to legislative requirements, where goals are established and where quantities exceed 1,000 kg are being reported. The details of significant waste disposed of in India locations are as follows:

Significant waste	Unit	2019	2018	2017	Disposal method
Hazardous waste					
E-waste	T	346.28	248.43	203.68	Recycling
Oil soaked cotton waste	T	0.23	0.29	0.30	Incineration by authorized agency
Biomedical waste (including sanitary waste)	T	30.15	26.58	30.19	Incineration by authorized agency
Used oil	Kl	36.42	34.37	47.16	Recycling
Batteries	T	65.57	101.97	144.78	Recycling
DG batteries	T	0.22	5.93	1.22	Recycling
DG filters	T	2.00	1.58	1.41	Incineration
Paint can and residues	T	11.11	5.57	6.96	Recycling
Chemical cans / containers	T	9.14	9.71	14.53	Recycling
Non-hazardous waste					
Food	T	2932.36	3211.9	3,612.31	Recycling and reuse
Plastic	T	133.87	135.27	216.23	Recycling
Garden waste	T	2450.94	2,219.74	2,319.24	Recycling (treated in-house in organic waste converter and manure reused)
Mixed garbage and others	T	1930.18	1,202.03	1,414.95	Municipal solid waste
STP sludge ⁽¹⁾	T	2385.85	972.18	906.02	Reuse – Dried section sludge is used as manure (solar sludge drying beds in five locations)

Note: The quantity of waste generated is the same as the quantity disposed of. We did not have any significant spills in fiscal 2019.

⁽¹⁾Note: Increase in number of employees resulting in generation of sewage and sludge across locations

Annexure 2

Data computational methods

The following parameters and conventions have been used for calculating data for emissions, fresh water and electricity consumption in the report :

Intensity calculations

The information on employee numbers based on swipe count is captured on a monthly basis for Infosys Limited and Infosys BPM Limited, campus-wise. The average count is arrived at after excluding weekends, holidays, and working days where the employee count is less than 10% of the maximum count in a particular month. The count of the contractual staff is added to this total and this count remains more or less constant with a variation of +/- 5%. The count of visitors is not included.

Total employee count = Average employee count

Average employee count is the sum of the swipe count of employees and number of support staff in our offices. The average monthly employee count considered for fiscal 2019 is 164,115 and covers all India locations.

(Infosys Limited and Infosys BPM Limited) + count of contractual staff

SOx and NOx calculations

To arrive at the SOx and NOx emissions, the average emission rate, running hours of diesel generators and boilers per month, and the oxides of sulphur and nitrogen are first computed.

The exhaust stacks are monitored for the net emission calculation for the following :

- Concentration of SOx and NOx emissions
- Flow rate of exhaust gases
- Running hours of diesel generators (DG) and boilers

The following formulae are used for the final computation: $SO_x = (SO_x \text{ X Emission rate} / 1,000) \text{ X (Running hours of DG and boilers)}$

$NO_x = (NO_x \text{ X Emission rate} / 1,000) \text{ X (Running hours of DG and boilers)}$

Energy

Our energy consumption within our operations includes electricity from grid, fuel used in diesel generators and company-owned vehicles and equipment. The energy consumption outside the organization consists of fuel used in personal and commercial vehicles used by our employees for daily commute to our offices and business travel and fuel used in our food courts. The energy data is calculated by using suitable conversion factors for electricity and various fuel sources as defined in the IPCC 4th Assessment Report.

GHG emissions

Infosys has revisited its *de-minimis* / threshold for computation of GHG emissions definition from 5% to 2% during the current financial year. Therefore, starting this year, only emissions that fall above this threshold have been reported. While Infosys has established processes and systems to continue capturing GHG emissions for the most relevant sources, we have only reported our GHG emissions for each sub-category for sources that fall above the defined 2% *de minimis* / threshold. The gases considered for the carbon footprinting include carbon dioxide(CO₂), methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs) and sulphur hexafluoride (SF₆) emissions. The following list provides details of significant emission categories for Infosys :

Scope 1

Stationary combustion

The total monthly quantity of high-speed diesel (fuel) combusted by diesel generators and boilers is captured and used for the emission computation. The emission factor for high-speed diesel is sourced from the IPCC 4th Assessment Report. Emissions due to onsite power generation from renewable sources such as solar and wind is considered to be zero.

Fugitive emissions — Refrigerants used in AC equipment

HVAC systems are a basic requirement of our industry. Various refrigerants are used for the air conditioners, each of which has a different global warming potential. The refrigerants used include R-410A, R-407C, R-404A, R-134A, R-22 and R417A. The total weight (in kg) of the refrigerant refilled during the service of air conditioning systems is captured from the service reports. This consolidated quantity based on the different refrigerants is used for the GHG computation using emission factors sourced from DEFRA.

Fugitive emissions – SF₆ in electrical circuit breaks

Some of the electrical breakers installed in our campuses contain SF₆, which might be refilled during the course of maintenance. The information on the quantity of SF₆ used for refilling the electrical breakers, if any, from the service report is collated and the total GHG emissions computed using emission factors sourced from DEFRA.

Scope 2

This includes the emissions from the generation of purchased electricity.

Purchased electricity consumption

A major portion of our electricity is sourced from government agencies or other utility providers who provide invoices on a monthly basis. This is used to capture information on the units consumed during the month in a location, and this information is recorded on the dashboard.

To calculate the total Scope 2 emissions, we have used the latest emission factors for grid electricity provided by the Central Electricity Authority for India and UK emission factors provided by DEFRA. For the current reporting year, the emission factors considered for other overseas locations are sourced from the respective countries' websites.

Scope 3

Other indirect emissions include:

Business travel

Business travel comprises long and short distance air travel globally, and commute through surface transportation including trains, buses, cabs, etc., for business requirements. iTravel, an internal application, provides an integrated, end-to-end web-based solution for the travel needs of our employees. This solution is integrated with all Company policies, business processes, rules and validations and it captures the total distance travelled. In addition, the data from employee claim systems are also considered, for any taxis booked for their business travels.

The emissions due to business travel is estimated based on the fuel efficiency, the total distance travelled and the fuel characteristics like Net Calorific Value (NCV), density and emission factor for the fuel used.

The emissions from business travel are based on the DEFRA emission factors.

We have also included the business travel emissions from the use of chartered flights, if any. In this case, the emissions from the entire flight is attributed to Infosys, unlike in the case of standard scheduled flights.

Employee commute

During fiscal 2017, we launched a fresh survey on employee commute, to revalidate the past assumptions used for the employee commute-based emission calculation. There was no material change in locations and hence, the applied values are still valid for the current fiscal. The survey was launched across all campuses and

geographies. The survey covered various aspects, such as distance between home and work, modes of transport, fuel efficiencies of personal vehicles used, the use of shift cabs if any, average number of work from home, number of times the employee carpoled to work, etc. The results of the survey were used for calculating the GHG emissions due to employee commute. Given that there are no significant changes in the mode of transport or other similar data, the results from the 2017 survey is considered valid for fiscal 2019.

Employees commute to office and back by various means including Company-provided transportation, personal vehicles and public transport. The total number of two-wheeler parking slots occupied on a monthly basis across campuses is considered for arriving at emissions from employee commute. The carpool percentage of the total employee swipe count at the campus is identified through surveys and this information is considered for arriving at emissions from employees using personal transport.

The information on the total number of bus users is provided by the transport team, which covers the number of people traveling by Company-provided transportation. The difference between the total number of employees and the sum of personal transport users and Company-provided transport users less percentage of carpool users gives the total number of users using public transport. In fiscal 2017, Infosys introduced an improved work from home policy. The average work-from-home days, based on the employee survey, has been deducted from the total working days at the campuses during employee commute emission computation. This information is used to compute GHG emissions.

During this year, the emissions due to employee commute have been estimated based on the fuel efficiency, the total distance travelled and the fuel characteristics like NCV, density and emission factor for the fuel used.

Transmission and Distribution (T&D) losses

Emissions due to T&D losses for every unit of grid electricity procured have been calculated under this section. This only applies for the electricity procured from the grid, and sourced from third-party non-renewable sources, if any. Renewable energy consumption is excluded.

Capital goods

Lifecycle emissions (Cradle to Gate) due to the procurement of capital goods have been included in this section. This data was available starting 2015 only and is hence reported separately. The emissions due to capital goods have been calculated on the basis of annual spend on capital good. The capital goods include buildings, plant

and equipment, land acquired, furnitures and fixtures, miscellaneous, office equipment and computers and vehicles procured during the current reporting period. This includes the emissions from the complete lifecycle of goods from extraction, production to transportation and distribution.

Emission factors used for GHG calculations

The emission factors used for GHG calculations are as follows :

Emission source	Emission factor	Unit	Reference
Scope 1			
High Speed Diesel (HSD)	74.1	tCO ₂ e / TJ	IPCC 4th Assessment report
Refrigerant – R22	1810	kg CO ₂ e / kg	Latest applicable DEFRA values
Refrigerant – R123	77	kg CO ₂ e / kg	Latest applicable DEFRA values
Refrigerant – R407C	1,774	kg CO ₂ e / kg	Latest applicable DEFRA values
Refrigerant – R134A	1,430	kg CO ₂ e / kg	Latest applicable DEFRA values
Refrigerant – R410A	2,088	kg CO ₂ e / kg	Latest applicable DEFRA values
Refrigerant – R404A	3,922	kg CO ₂ e / kg	Latest applicable DEFRA values
Refrigerant and others – SF6	22800	kg CO ₂ e / kg	Latest applicable DEFRA values
Diesel – company-owned vehicles	74.1	tCO ₂ e / TJ	IPCC 4th Assessment report
Petrol – company-owned vehicles	69.3	tCO ₂ e / TJ	IPCC 4th Assessment report
Scope 2			
USA Energy Intensity	15.1	kWh / Sq.ft	US EPA 2019, Energy intensity for commercial space
Electricity – Southern Grid (India)	0.82	tCO ₂ / MWh	CEA CO ₂ Baseline Database for the Indian Power Sector – 2018
Electricity – Northern and Eastern Grid (India)	0.82	tCO ₂ / MWh	CEA CO ₂ Baseline Database for the Indian Power Sector – 2018
China	Confidential	kg CO ₂ / kWh	Not revealed since its confidential
Poland			
Philippines			
Australia			
US			
UK	0.28307	kg CO ₂ / kWh	Latest applicable DEFRA values
Scope 3			
Employee commute / business travel – Diesel vehicles	74.1	tCO ₂ e / TJ	IPCC 4th Assessment report
Employee commute – petrol cabs	69.3	tCO ₂ e / TJ	IPCC 4th Assessment report
Business travel – Rail – India	0.00794	kg CO ₂ e / pkm	Pg 8, https://indiaghgp.org/sites/default/files/Rail%20Transport%20Emission.pdf
Business travel – Rail – International	0.01226	kg CO ₂ e	Latest applicable DEFRA values
Employee commute / business travel – Diesel bus	74.1	tCO ₂ e / TJ	IPCC 4th Assessment report
Business travel – Air Domestic – Average passenger	0.15777	kg CO ₂ e / pkm	Latest applicable DEFRA values
Business travel – Air Domestic – Average passenger (Short haul)	0.08584	kg CO ₂ e / pkm	Latest applicable DEFRA values
Business travel – Air Domestic – Economy class (Short haul)	0.08443	kg CO ₂ e / pkm	Latest applicable DEFRA values

Emission source	Emission factor	Unit	Reference
Business travel – Air Domestic – Business class (Short haul)	0.12665	kg CO2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – Economy class	0.073995	kg CO2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – Premium economy class	0.1184	kg CO2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – Business class	0.21459	kg CO2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – First class	0.29599	kg CO2e / pkm	Latest applicable DEFRA values
T&D losses – India	19.05%	% T&D loss	Ministry of Power, India
T&D losses – China	0.0486	kg CO2e / kWh	Latest available DEFRA values
T&D losses – Australia	0.04529	kg CO2e / kWh	Latest available DEFRA values
T&D losses – Poland	0.06246	kg CO2e / kWh	Latest available DEFRA values
T&D losses – Philippines	0.05647	kg CO2e / kWh	Latest available DEFRA values
T&D losses – US	0.0326	kg CO2e / kWh	Latest available DEFRA values
T&D losses – UK	0.0329	kg CO2e / kWh	Latest available DEFRA values

Goals and targets

The effective introduction of IT systems to manage and monitor our sustainability performance and the launch of the new sustainability microsite were the highlights of our efforts to institutionalize processes, systems and communication on sustainability. We monitor progress on our stated goals at regular intervals. The implementation status of our strategic sustainability goals and our immediate future plans are as follows :

Focus area	Goals for 2018-19	Status for 2018-19	Goals for 2019-20
Environment			
Carbon Emissions	<ul style="list-style-type: none"> Scope 2 : We will reduce our emissions by 55% over business-as-usual scenario. Scope 1 and Scope 3 : We will deliver a cumulative 75% of the estimated carbon offset requirement for fiscal 2020. 	<ul style="list-style-type: none"> Scope 2: We have reduced our emissions by 46.96% over business-as-usual scenario. Scope 1 and Scope 3 : We met the goal and delivered a cumulative 75% of the estimated carbon offset requirement for fiscal 2020 	<ul style="list-style-type: none"> Scope 2: We will reduce our emissions by 46% over business-as-usual scenario. We will deliver offsets to meet the remaining Scope 2 emissions. Scope 1 and Scope 3 : We will deliver a cumulative 100% of the estimated carbon offset requirement for fiscal 2020.
Electricity	<ul style="list-style-type: none"> We will reduce the per capita electricity consumption by 2% in fiscal 2019. 	<ul style="list-style-type: none"> We have reduced the per capita electricity consumption by 3.98% 	<ul style="list-style-type: none"> We will reduce the per capita electricity consumption by 2% in fiscal 2020.
Renewable Energy	<ul style="list-style-type: none"> We will meet 55% of our electricity requirements from renewable energy sources for all our owned campuses across India in fiscal 2019. 	<ul style="list-style-type: none"> We have met 50.17% of our electricity requirements from renewable energy sources for all our owned campuses across India 	<ul style="list-style-type: none"> We will meet 50% of our electricity requirements from renewable energy sources for all our campuses across India in fiscal 2020.
Water	<ul style="list-style-type: none"> We will reduce our per capita water consumption by 2% in fiscal 2019. 	<ul style="list-style-type: none"> We have reduced our per capita water consumption by 6.92% 	<ul style="list-style-type: none"> We will reduce our per capita water consumption by 2% in fiscal 2020.
Waste	<p>We plan to :</p> <ul style="list-style-type: none"> Treat 100% of our food waste through composting or biogas plants. Make our campuses free of single-use and non-recyclable plastics by fiscal 2020. Reduce the per capita generation of plastic waste by 50% by fiscal 2020. 	<ul style="list-style-type: none"> We have the capacity to treat 100% of our food waste through composting or biogas plants. We are working towards making our campuses free of single-use and non-recyclable plastics. We are working towards reducing the per capita generation of plastic waste by implementing several initiatives across campuses. 	<p>We plan to :</p> <ul style="list-style-type: none"> Treat 100% of our food waste through composting or biogas plants. Make our campuses free of single-use and non-recyclable plastics by fiscal 2020. Reduce the per capita generation of plastic waste by 50% by fiscal 2020.

Focus area	Goals for 2018-19	Status for 2018-19	Goals for 2019-20
Business			
Employee well-being	<ul style="list-style-type: none"> Structured interventions under HALE in the areas of health, safety, leisure and emotional wellbeing. We will continue to focus on improving the participation of women in technology and the executive leadership of the Company. 	<ul style="list-style-type: none"> HALE had primarily focused on the following areas in the past year Health – Focus on ensuring health checks for all with a target of 20,000 health checks through the year. We covered 21,000 health checks, which was a 20% increase. This was supported with gamified interventions on health and fitness across large DCs Safety – Focus on driving a culture of safety and ensuring continued awareness around late stay and working on weekends. Women working alone on weekends was reduced to 0 with focused interventions across all DC's. Also, systems have been put in place for better tracking and controls Emotional wellbeing – Focus on driving a data-based approach to ensure better awareness and create a culture of acceptance of mental health issues. Both HALE and Samaritan analytics have become better with a location level wellness scorecard also introduced to provide each DC with information on its health parameters 	<ul style="list-style-type: none"> Health – Drive a culture of fitness and physical wellness. Target health checks via tech and engagement and increase by 20% (25,000 health checks across campuses)
	<ul style="list-style-type: none"> Work towards achieving 25% women in the executive leadership of the Company by 2020. 	<ul style="list-style-type: none"> Women make up 33% of our Board strength. We have continued to strengthen our efforts towards our diversity goal to improve the participation of women in the executive leadership of the Company. 	

Focus area	Goals for 2018-19	Status for 2018-19	Goals for 2019-20
Business sustainability	<ul style="list-style-type: none"> We will continue to focus on innovation to deliver client value.. 	<ul style="list-style-type: none"> We have continued to strengthen our innovation efforts. For more details,visit https://www.infosys.com/investors/reports-filings/annual-report/annual/Documents/inf 	<ul style="list-style-type: none"> We will continue to focus on innovation to deliver client value.
Education	<ul style="list-style-type: none"> We will train 600+ faculty and 27,000+ students from partner CC engineering colleges. 	<ul style="list-style-type: none"> 960 faculty and 37,938 students from partner Campus Connect engineering colleges were trained. 	<ul style="list-style-type: none"> We will train 500+ faculty members.
	<ul style="list-style-type: none"> We will work with 40+ institutes / universities to adopt and roll out industry electives. 	<ul style="list-style-type: none"> We have worked with 45 batches and 14,113 students. 	<ul style="list-style-type: none"> We will work with 40+ institutes / universities to adopt and roll out industrial electives.
Social			
Encouraging scientific research	<ul style="list-style-type: none"> Through the Infosys Prize, we will reward researchers and scientists in six categories. 	<ul style="list-style-type: none"> We recognized six researchers through the Infosys prize this year. 	<ul style="list-style-type: none"> Through the Infosys Prize, we will reward researchers and scientists in six categories.
Employee volunteerism	<ul style="list-style-type: none"> We will continue to work with employees and their families to build awareness and inspire informed action on social and environmental issues. 	<ul style="list-style-type: none"> We have engaged with employees and their families through the year to build awareness and inspire informed action on social and environmental issues. For more details, visit https://www.infosys.org 	<ul style="list-style-type: none"> We will continue to work with employees and their families to build awareness and inspire informed action on social and nvironmental issues.
Corporate social responsibility	<ul style="list-style-type: none"> We will continue to spearhead social transformation programs for the most needy and remote communities across India through the Infosys Foundation. We will continue to expand professional development in computer science, coding and making for teachers, and boost hands-on experience for children in under-represented schools and communities through the Infosys Foundation USA 	<ul style="list-style-type: none"> We have worked on various programs for the most needy and remote communities. For more details, visit https://www.infosys.com/infosys-foundation/ We have made great strides in computer science training in schools in the US. For more details, visit http://www.infosys.org/infosys-foundation-usa/ 	<ul style="list-style-type: none"> We will continue to spearhead social transformation programs for the most needy and remote communities across India through the Infosys Foundation. We will continue to expand professional development in computer science, coding and making for teachers, and boost hands-on experience for children in underrepresented schools and communities through the Infosys Foundation USA.

Independent Assurance Statement

Scope and Approach

DNV GL Business Assurance India Private Limited (DNV GL), has been commissioned by Infosys Limited ('Infosys' or 'the Company', Corporate Identity Number (CIN) L85110KA1981PLC013115) to undertake independent assurance of the Company's Sustainability Report 2018-19, in its printed format ('the Report') and digital format appearing in the Company's website, including references to the Annual Report 2018-19 and other documents for the financial year ending 31st March 2019.

The sustainability disclosures in this Report have been prepared based on the identified material topics and performance disclosures have been reported based on the Global Reporting Initiative (GRI) Sustainability Reporting Standards ('GRI Standards') covering the economic, environmental and social performance for the activities undertaken by the Company for the financial year 1st April 2018 - 31st March 2019.

We performed a moderate level of verification based on our assurance methodology VeriSustain^{TM1}, which is based on our professional experience, international assurance best practices including International Standard on Assurance Engagements 3000 (ISAE 3000) Revised* and GRI Principles for Defining Report Content and Quality. Our assurance engagement was planned and carried out during May 2019 – June 2019. The intended user of this assurance statement is the management of Infosys.

The reporting scope and boundary encompasses Infosys operations in India, Asia Pacific (APAC), Americas, and Europe, Middle East and Africa (EMEA), as brought out in the Report across its sections, including criteria for exclusion of entities from the reporting boundary.

We planned and performed our work to obtain the evidence we considered necessary to provide a basis for our assurance opinion and the process did not involve engagement with external stakeholders. We are providing a 'moderate level' of assurance. A 'high level' of assurance would have required additional work at Group and site level to gain further evidence to support the basis of our assurance opinion.

Responsibilities of the Management of Infosys and the Assurance Provider

The Management of Infosys has the sole responsibility for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analysing and reporting the information presented in the printed and online versions of the Report. Infosys is also responsible for the maintenance and integrity of the website. In performing this assurance work, DNV GL's responsibility is to the Management of Infosys; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

We provide a range of other services to Infosys, none of which in our opinion, constitute a conflict of interest with this assurance work. Our assurance engagements are based on the assumption that the data and information provided by Infosys to us as part of our review have been provided in good faith and free from mis-statements. We were not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV GL expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

¹ The VeriSustain protocol is available on www.dnvgl.com

* Assurance Engagements other than Audits or Reviews of Historical Financial Information.

Basis of our Opinion

As part of the assurance process, a multi-disciplinary team of sustainability and assurance specialists performed work at Infosys Corporate Office and sampled the disclosures related to operations in India made available for review through the customised sustainability disclosure management system, Enablon. We undertook the following activities:

- Reviewed Infosys' approach to stakeholder engagement and materiality determination process and the outcome as brought out in this Report;
- Interviewed selected senior managers responsible for management of sustainability issues and reviewed selected evidences to support issues disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Infosys' sustainability objectives;
- Reviewed processes and systems for aggregating site level sustainability information i.e. reviewed sustainability disclosures in Enablon for selected sites ie. Bengaluru, Mysuru, Pune and Hyderabad, and overall data aggregation and consolidations, including locations outside India. For the assessment, no onsite sites were visited as sustainability performance and appropriate evidences were made available through Enablon;
- Reviewed the processes for gathering and consolidating the performance data related to identified material topics and, for a sample, checking the data consolidation in context to the Principle of Completeness as per VeriSustain.

During the assurance process, we did not come across limitations to the scope of the agreed assurance engagement. The reported data on economic performance, expenditure towards Corporate Social Responsibility (CSR) activities by Infosys Foundation and Infosys Limited, and other financial data are based on audited financial statements issued by the Company's statutory auditors.

Opinion

On the basis of the verification undertaken, nothing came to our attention to suggest that the Report does not properly describe Infosys' sustainability performance including adherence to the Principles for Defining Report Content and following material topics:

- GRI 201: Economic Performance 2016 – 201-1, 201-2, 201-3, 201-4;
- GRI 205: Anti-corruption 2016 – 205-1;
- GRI 302: Energy 2016 – 302-1, 302-2, 302-3, 302-4;
- GRI 303: Water 2016 – 303-1, 303-2, 303-3;
- GRI 305: Emissions 2016 – 305-1, 305-2, 305-5, 305-7;
- GRI 306: Effluents and Waste 2016 – 306-1, 306-2, 306-3, 306-4, 306-5;
- GRI 307: Environmental Compliance 2016 – 307-1;
- GRI 401: Employment 2016 – 401-1, 401-2, 401-3;
- GRI 403: Occupational Health and Safety 2016 – 403-1, 403-3, 403-4;
- GRI 404: Training and Education 2016 – 404-1, 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1;
- GRI 406: Non-discrimination 2016 – 406-1;
- GRI 412: Human Rights Assessment 2016 - 412-1, 412-2, 412-3;
- GRI 413: Local Communities 2016 – 413-1, 413-2;
- GRI 418: Customer Privacy 2016 – 418-1;
- GRI 419: Socioeconomic Compliance 2016 – 419-1.

Observations

Without affecting our assurance opinion, we provide the following observations against the principles of VeriSustain and GRI:

Materiality

The process of determining the issues that is most relevant to an organization and its stakeholders.

Infosys has identified material topics based on the materiality principle of GRI 101: Foundation 2016 (GRI 101). The materiality determination is based on the basis of an internal materiality determination exercise, including consultation with the relevant stakeholders like employees and senior management of Infosys, clients, investors, vendors/partners, regulatory bodies, academia, local communities and also through benchmarking with peers, sustainability rating agencies and applicable sustainability reporting frameworks. Nothing has come to our attention to believe that the materiality process is not consistent or robust, and has not missed out any known material topics.

Stakeholder Inclusiveness

The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.

Infosys has applied the stakeholder inclusiveness principle of GRI 101 to identify key stakeholders and set the process of stakeholder engagement. The Report brings out both formal and informal processes by which Infosys identifies and prioritizes stakeholders, and responds to key stakeholder concerns. The outcomes of stakeholder engagement are brought out in the Report, and nothing has come to our attention to believe that the Report misses out any key requirements of the principle of stakeholder inclusiveness.

Responsiveness

The extent to which an organization responds to stakeholder issues.

Nothing has come to our attention to suggest that the Report does not adequately bring out details linked to organizational policies, strategies and management systems that the Company has in place to respond to identified material topics. The Report brings out trends related to key material topics and year-on-year achievements on sustainability indicators for material topics; however, Report may further bring out medium- and long-term strategies and plans for sustainable development linked to its material topics in future reporting periods.

Reliability

The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.

Infosys has institutionalized its sustainability management system Enablon to capture sustainability disclosures. The majority of data and information verified by us were found to be fairly accurate and reliable; further to enhance reliability of disclosures Infosys has a robust internal audit process with three-step validation for data collection and aggregation across the selected reporting boundary. Some of the data inaccuracies identified during the verification process of the sample data sets audited were found to be attributable to transcription, interpretation and aggregation errors. The data inaccuracies have been communicated for correction and the related disclosures were reviewed for correctness.

Completeness

How much of all the information that has been identified as material to the organisation and its stakeholders is reported?

In our opinion, the Report has applied Principle of Completeness of GRI 101, in relation to coverage of material topics and its boundaries, and nothing has come to our attention to

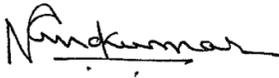
suggest that the Report does not meet the Principle of Completeness with respect to the identified scope (economic, environmental and social performance) and boundary for the reporting period.

Neutrality

The extent to which a report provides a balanced account of an organization’s performance, delivered in a neutral tone.

Nothing has come to our attention to suggest that the disclosures related to sustainability performance and issues, including key concerns and challenges faced during the period, are not presented in a neutral tone in terms of content and presentation.

For DNV GL Business Assurance India Private Limited

 Vadakepatth Nandkumar Lead Verifier Head – Regional Sustainability Operations DNV GL Business Assurance India Private Limited, India.	 Prasun Kundu Assurance Reviewer DNV GL Business Assurance India Private Limited, India.
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6th June 2019, Bengaluru, India.

DNV GL Business Assurance India Private Limited is part of DNV GL – Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnvgl.com

GRI Standard reporting framework – Content index

Our Annual Report 2018-19, which includes our financial disclosures, the Business Responsibility Report (BRR), and our Sustainability Report are available on our website, <http://www.infosys.com>. Our Sustainability Report is aligned with the Global Reporting Initiative's Standard sustainability reporting guidelines. The report also conforms to the United Nations Global Compact (UNGC) principles and forms the basis of our communication on progress (CoP) with the UNGC.

GRI materiality check

The following table provides the mapping of our disclosures for fiscal 2019 against the GRI standard (Comprehensive) framework requirements :

GRI Standard Disclosure	Description	Reference Page number or Link
GRI 102: General Disclosures		
1. Organizational profile		
102-1	Name of the organization	AR : BRR : Section A : General information about the Company, Page 268
102-2	Activities, brands, products, and services	AR : BRR : Section A : General information about the Company, Page 268
102-3	Location of the organization's headquarters.	AR : BRR : Section A : General information about the Company, Page 268
102-4	Location of operations	AR : Annexure 1 to the Board's report, Pages 50-53 https://www.infosys.com/about/Pages/locations.aspx
102-5	Ownership and legal form	AR : BRR : Section A : General information about the Company, Page 268
102-6	Markets served	AR : Annexure 1 to the Board's report, Pages 50-53 https://www.infosys.com/about/Pages/locations.aspx
102-7	Scale of the organization	AR Key Trends, Page 29
102-8	Information on employees and other workers	SR Annexure 1, Talent Management , Page 62
102-9	Supply chain	SR : Responsible supply chain, Page 20
102-10	Significant changes to the organization and its supply chain	SR : Responsible supply chain, Page 20
102-11	Precautionary Principle or approach	SR : Climate change and responsible business action, Page 51
102-12	External initiatives	AR : BRR Principle 7, Page 278
102-13	Membership of associations	AR : BRR Principle 7, Page 278
2. Strategy		

GRI Standard Disclosure	Description	Reference Page number or Link
102-14	Statement from senior decision-maker	AR: Changing to lead the change, Page 14 AR: Letter to the shareholder, Page 16 AR: How we are getting better at being better, Page 18 SR: Creating Sustainable Value. Page 4 SR, Climate change and responsible business action, Page 51
102-15	Key impacts, risks, and opportunities	AR : Management’s discussion and analysis : Outlook, risks and concerns, Page 98
3. Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	Infosys Code of Conduct https://www.infosys.com/investors/corporate-governance/Documents/CodeofConduct.pdf
102-17	Mechanisms for advice and concerns about ethics	SR: Corporate governance and compliance, Page 16
4. Governance		
102-18	Governance structure	AR : Corporate governance report, Page 101 SR: Sustainability Governance, Page 6
102-19	Delegating authority	SR: Sustainability Governance, Page 6
102-20	Executive-level responsibility for economic, environmental, and social topics	SR: Sustainability Governance, Page 6
102-21	Consulting stakeholders on economic, environmental, and social topics	SR: Stakeholder Engagement and materiality, page 11
102-22	Composition of the highest governance body and its committees	AR : Corporate governance report, Page 101-123
102-23	Chair of the highest governance body	AR : Corporate governance report, Page 101-123
102-24	Nominating and selecting the highest governance body	AR: Nomination and remuneration committee, Page 114. Nomination and Remuneration Policy, https://www.infosys.com/investors/corporate-governance/Documents/nomination-remuneration-policy.pdf

GRI Standard Disclosure	Description	Reference Page number or Link
102-25	Conflicts of interest	AR: Memberships in other boards, Page 108-109
102-26	Role of highest governance body in setting purpose, values,	SR: Sustainability Governance, Page 6
102-27	Collective knowledge of highest governance body	AR: Key Board qualifications, expertise and attributes, Page 104
102-28	Evaluating the highest governance body's performance	AR: Board member evaluation, Page 106
102-29	Identifying and managing economic, environmental, and social impacts	SR: Sustainability Governance, Page 6 SR: Stakeholder Engagement and Materiality, Page 11
102-30	Effectiveness of risk management processes	AR: Risk Management Report, Page 132
102-31	Review of economic, environmental, and social topics	SR: Sustainability Governance, Page 6
102-32	Highest governance body's role in sustainability reporting	SR: Sustainability Governance, Page 6
102-33	Communicating critical concerns	AR: Infosys Integrated Enterprise Risk Management Framework, Page 133
102-34	Nature and total number of critical concerns	AR: BRR Principle 3.7, Page 275
102-35	Remuneration policies	AR: Board and executive leadership compensation policy, Page 106. Nomination and Remuneration Policy, https://www.infosys.com/investors/corporate-governance/Documents/nomination-remuneration-policy.pdf
102-36	Process for determining remuneration	AR: Board and executive leadership compensation policy, Page 106. Nomination and Remuneration Policy, https://www.infosys.com/investors/corporate-governance/Documents/nomination-remuneration-policy.pdf
102-37	Stakeholders' involvement in remuneration	AR: Board and executive leadership compensation policy, Page 106. Nomination and Remuneration Policy, https://www.infosys.com/investors/corporate-governance/Documents/nomination-remuneration-policy.pdf
102-38	Annual total compensation ratio	AR: Remuneration details of directors and KMP, Page 56

GRI Standard Disclosure	Description	Reference Page number or Link
102-39	Percentage increase in annual total compensation ratio	AR: Remuneration details of directors and KMP, Page 56
5. Stakeholder engagement		
102-40	List of stakeholder groups	SR: Stakeholder Engagement, Page 11
102-41	Collective bargaining agreements	SR: Freedom of Association, Page 28
102-42	Identifying and selecting stakeholders	SR: Stakeholder Engagement, Page 11
102-43	Approach to stakeholder engagement	SR: Stakeholder Engagement, Page 11
102-44	Key topics and concerns raised	SR: Stakeholder Engagement, Page 12
6. Reporting practice		
102-45	Entities included in the consolidated financial statements	AR: Related party transactions, Page 260
102-46	Defining report content and topic Boundaries	SR: About the report, Boundary Related, Page 6
102-47	List of material topics	SR: Materiality, Page 13
102-48	Restatements of information	SR: Annexure 1, Page 70
102-49	Changes in reporting	SR: About the report, Page 6
102-50	Reporting period	April 2018 – March 2019
102-51	Date of most recent report	June 2018
102-52	Reporting cycle	Yearly
102-53	Contact point for questions regarding the report	SR: Contacts Page 96
102-54	Claims of reporting in accordance with the GRI Standards	SR: About the Report, Page 6
102-55	GRI content index	SR: GRI content Index, Page 84
102-56	External assurance	SR: Independent Assurance statement, Page 80

Economic

GRI 201: Economic performance 2016		
1. Management approach disclosures		
103	Management Approach	AR: Changing to lead the change, Page 14 AR: Letter to the shareholder, Page 16 AR: How we are getting better at being better, Page 18 AR: The growth year in close-up, Page 20
2. Topic-specific disclosures		
201-1	Direct economic value generated and distributed	SR: Annexure 1 Economic performance, Page 62

201-2	Financial implications and other risks and opportunities due to climate change	AR : Risk management report, Page 132, Infosys CDP Climate change report, available on the CDP website www.cdp.net
201-3	Defined benefit plan obligations and other retirement plans	AR: Employee benefits, Page 189
201-4	Financial assistance received from government	AR: Accounting policy, Page 183
GRI 202: MARKET PRESENCE 2016		
1. Management approach disclosures		
103	Management Approach	AR: Changing to lead the change, Page 14 AR: Letter to the shareholder, Page 16 AR: How we are getting better at being better, Page 18 AR: The growth year in close-up, Page 20
2. Topic-specific disclosures		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	SR: Our Glocal Employees, Page 24
202-2	Proportion of senior management hired from the local community	SR: Our Glocal Employees, Page 24
GRI 204: PROCUREMENT PRACTICES 2016		
1. Management approach disclosures		
103	Management Approach	AR: Changing to lead the change, Page 14 AR: Letter to the shareholder, Page 16 AR: How we are getting better at being better, Page 18 AR: The growth year in close-up, Page 20 SR: Creating Sustainable Value. Page 4
2. Topic-specific disclosures		
204-1	Proportion of spending on local suppliers	SR: Responsible supply chain, Page 20
GRI 205: ANTI-CORRUPTION 2016		
1. Management approach disclosures		
103	Management Approach	AR: Changing to lead the change, Page 14 AR: Letter to the shareholder, Page 16 AR: How we are getting better at being better, Page 18 AR: The growth year in close-up, Page 20 SR: Creating Sustainable Value. Page 4
2. Topic-specific disclosures		

205-1	Operations assessed for risks related to corruption	SR: Corporate governance and compliance, Page 16
205-2	Communication and training about anti-corruption policies and procedures	SR: Corporate governance and compliance, Page 16
205-3	Confirmed incidents of corruption and actions taken	SR: Corporate governance and compliance, Page 16
GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016		
1. Management approach disclosures		
103	Management Approach	AR: Changing to lead the change, Page 14 AR: Letter to the shareholder, Page 16 AR: How we are getting better at being better, Page 18 AR: The growth year in close-up, Page 20 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Infosys Code of Conduct https://www.infosys.com/investors/corporate-governance/Documents/Codeof-Conduct.pdf

GRI 300: ENVIRONMENT**GRI 302: ENERGY 2016**

1. Management approach disclosures		
103	Management Approach	SR: Climate change and responsible business action, Page 50
2. Topic-specific disclosures		
302-1	Energy consumption within the organization	SR : Energy section, Page 52 SR : Annexure 1 : Energy section, Page 66 SR : Annexure 2 : Data computational methods, Page 73
302-2	Energy consumption outside of the organization	SR : Energy section, Page 52 SR : Annexure 1 : Energy section, Page 66 SR : Annexure 2 : Data computational methods, Page 73

302-3	Energy intensity	SR : Energy section, Page 52 SR : Annexure 1 : Energy section, Page 66 SR : Annexure 2 : Data computational methods, Page 73
302-4	Reduction of energy consumption	SR : Energy section, Page 52 SR : Annexure 1 : Energy section, Page 66 SR : Annexure 2 : Data computational methods, Page 73
302-5	Reductions in energy requirements of products and services	SR : Energy section, Page 52 SR : Annexure 1 : Energy section, Page 66 SR : Annexure 2 : Data computational methods, Page 73

GRI 303: WATER AND EFFLUENTS 2018

1. Management approach disclosures		
103	Management Approach	SR: Climate change and responsible business action, Page 50
2. Topic-specific disclosures		
303-1	Interactions with water as a shared resource	SR: Water Section, Page 56
303-2	Management of water discharge-related impacts	SR: Water Section, Page 56
303-3	Water withdrawal	SR: Annexure 1, Water Page 71
303-4	Water discharge	SR: Water Section, Page 56
303-5	Water consumption	SR: Water Section, Page 56

GRI 305: EMISSIONS 2016

1. Management approach disclosures		
103	Management Approach	SR: Climate change and responsible business action, Page 50
2. Topic-specific disclosures		
305-1	Direct (Scope 1) GHG emissions	SR : Annexure 1 : GHG Emission, Page 69 SR : Annexure 2 : Data computational methods, Page 73
305-2	Energy indirect (Scope 2) GHG emissions	SR : Annexure 1 : GHG Emission, Page 69 SR : Annexure 2 : Data computational methods, Page 73
305-3	Other indirect (Scope 3) GHG emissions	SR : Annexure 1 : GHG Emission, Page 69 SR : Annexure 2 : Data computational methods, Page 73

305-4	GHG emissions intensity	SR : Annexure 1 : GHG Emission, Page 69 SR : Annexure 2 : Data computational methods, Page 73
305-5	Reduction of GHG emissions	SR : Annexure 1 : GHG Emission, Page 69 SR : Annexure 2 : Data computational methods, Page 73
305-6	Emissions of ozone-depleting substances (ODS)	SR : Annexure 1 : Ozone depleting substances, Page 70
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	SR : Annexure 1 : NOx and SOx emissions , Page 70

GRI 306: EFFLUENTS AND WASTE 2016

1. Management approach disclosures		
103	Management Approach	SR: Climate change and responsible business action, Page 50
2. Topic-specific disclosures		
306-2	Waste by type and disposal method	SR : Annexure 1 : Waste Disposal table, Page 72
306-3	Significant spills	SR : Annexure 1 : Waste Disposal table, Page 72
306-4	Transport of hazardous waste	Not Applicable

GRI 307: ENVIRONMENTAL COMPLIANCE 2016

1. Management approach disclosures		
103	Management Approach	SR: Climate change and responsible business action, Page 50
2. Topic-specific disclosures		
307-1	Non-compliance with environmental laws and regulations	SR: Climate change and responsible business action, Page 50

GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016

1. Management approach disclosures		
103	Management Approach	SR: Climate change and responsible business action, Page 50
2. Topic-specific disclosures		
308-1	New suppliers that were screened using environmental criteria	SR: Responsible Supply Chain, Page 20
308-2	Negative environmental impacts in the supply chain and actions taken	SR: Responsible Supply Chain, Page 20

SOCIAL

GRI 401: EMPLOYMENT 2016

1. Management approach disclosures		
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103	Management Approach	AR: The talent transformation imperative, Page 10 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
401-1	New employee hires and employee turnover	SR: Annexure 1 talent management, Page 62
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	SR: Our Glocal Employees, Page 24
401-3	Parental leave	SR: Return to work, Page 29
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
403-1	Occupational health and safety management system	SR: Occupational Health and Safety, Page 32-35
403-2	Hazard identification, risk assessment, and incident investigation	SR: Occupational Health and Safety, Page 32-35
403-3	Occupational health services	SR: Occupational Health and Safety, Page 32-35
403-4	Worker participation, consultation, and communication on occupational health and safety	SR: Occupational Health and Safety, Page 32-35
403-5	Worker training on occupational health and safety	SR: Occupational Health and Safety, Page 32-35
403-6	Promotion of worker health	SR: Occupational Health and Safety, Page 32-35
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SR: Occupational Health and Safety, Page 32-35
403-8	Workers covered by an occupational health and safety management system	SR: Occupational Health and Safety, Page 32-35
403-9	Work-related injuries	SR: Occupational Health and Safety, Page 32-35
403-10	Work-related ill health	SR: Occupational Health and Safety, Page 32-35
GRI 404: TRAINING AND EDUCATION 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		

404-1	Average hours of training per year per employee	SR: Annexure 1 Talent Enablement, Page 65
404-2	Programs for upgrading employee skills and transition assistance programs	SR: Our Employees, Page 22
404-3	Percentage of employees receiving regular performance and career development reviews	SR: Innovations in performance management, Page 24
GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
405-1	Diversity of governance bodies and employees	AR: Corporate governance Report, Page 101 SR: Diversity and Inclusion, Page 39
405-2	Ratio of basic salary and remuneration of women to men	SR: Equal opportunity, Page 27
GRI 406: NON-DISCRIMINATION 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
406-1	Incidents of discrimination and corrective actions taken	AR : BRR Principle 3.7, Page 275
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	SR: Freedom of Association, Page 28 SR: Annexure 1 Freedom of Association, Page 64
GRI 408: CHILD LABOR 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4

2. Topic-specific disclosures		
408-1	Operations and suppliers at significant risk for incidents of child labor	AR: BRR Principle Page 2.3 AR: Sustainability compliances, Page 273
GRI 409: FORCED OR COMPULSORY LABOR 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	AR: BRR Principle 2.3 AR: Sustainability compliances, Page 123
GRI 412: HUMAN RIGHTS ASSESSMENT 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
412-1	Operations that have been subject to human rights reviews or impact assessments	AR: Sustainability compliances, Page 123 SR: Corporate Governance and compliance, Page 16
SR : Responsible Supply chain, Page 25		
412-2	Employee training on human rights policies or procedures	SR: Training on code of Conduct and Ethics, Page 28
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	SR : Responsible Supply chain, Page 20
GRI 413: LOCAL COMMUNITIES 2016		
1. Management approach disclosures		
103	Management Approach	SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
413-1	Operations with local community engagement, impact assessments, and development programs	SR: Community Engagement Page 41 Infosys Foundation Annual Report www.infosys.org
413-2	Operations with significant actual and potential negative impacts on local communities	SR: Community Engagement Page 41 Infosys Foundation Annual Report www.infosys.org
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016		
1. Management approach disclosures		

103	Management Approach	SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
414-1	New suppliers that were screened using social criteria	SR: Responsible Supply Chain, Page 20
414-2	Negative social impacts in the supply chain and actions taken	SR: Responsible Supply Chain, Page 20
GRI 418: CUSTOMER PRIVACY 2016		
1. Management approach disclosures		
103	Management Approach	SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SR: Privacy Protection, Page 19
GRI 419: SOCIOECONOMIC COMPLIANCE 2016		
1. Management approach disclosures		
103	Management Approach	AR: To be a Live Enterprise, Page 3-23 SR: Creating Sustainable Value, Page 4
2. Topic-specific disclosures		
419-1	Non-compliance with laws and regulations in the social and economic area	SR: Corporate Governance and compliance, Page 16

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