TO ALL STOCK EXCHANGES

BSE LIMITED
NATIONAL STOCK EXCHANGE OF INDIA LIMITED
NEW YORK STOCK EXCHANGE
EURONEXT LONDON
EURONEXT PARIS

June 23, 2018

Dear Sir/Madam,

Sub: 37th Annual General Meeting ('AGM') and voting results.

In continuation to our letter dated May 21, 2018, the 37th AGM of the Company was held today and the business mentioned in the Notice dated April 13, 2018 was transacted.

In this regard, please find enclosed the following-

1. Brief proceedings as required under the Regulation 30, Part A of Schedule - III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations and the Chairman's speech as read out during the AGM as Annexure – I

2. Voting results as required under Regulation 44 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations as Annexure – II.

3. Report of the Scrutinizer dated June 23, 2018, pursuant to Section 108 of the Companies Act, 2013 and Rule 20 (4) (xii) of the Companies (Management and Administration), Rules 2014 as Annexure – III.

4. Annual Report for the financial year 2017-18 as required under the Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations duly approved by the members as per the provisions of the Companies Act, 2013 as Annexure – IV.

This is for your information and records.

The webcast of the 37th Annual General Meeting ('AGM') will be made available on the company's website, www.infosys.com

Thanking You

Yours Sincerely,

For **Infosys Limited**

A.G.S. Manikantha
Company Secretary

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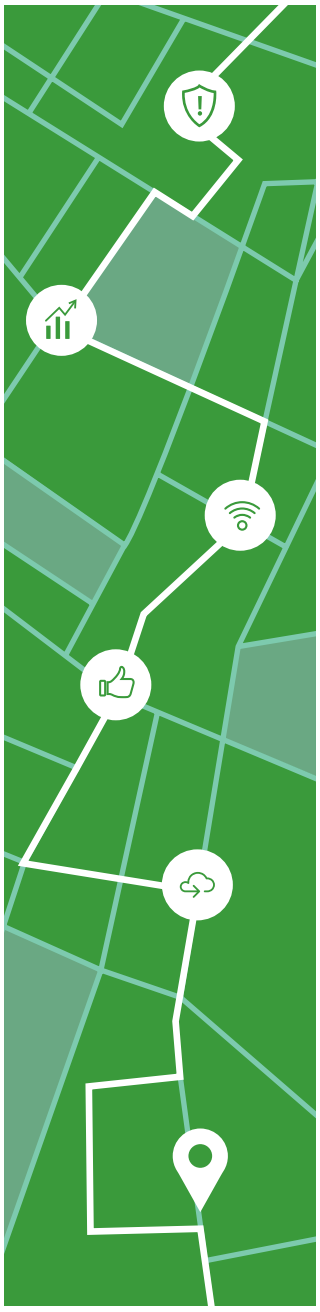

Infosys®
Navigate your next

Sustainability Report 2017-18

NAVIGATE YOUR NEXT. WITH INFOSYS.

Think back just one hundred years from 2017. It would have taken you anywhere between five and ten days to get from London to New York; and well over a month to travel from London to Australia. Today, London is only around eight hours away from New York and about a day from Australia by air. If you'd lived then, it's likely your home wouldn't have had a landline telephone, because only 25% of working-class families in the US did. Today, landlines sit all but forgotten in our living rooms. Nearly 80% of the population, in the US alone, has a smartphone in their pockets, while you can call for free over a WiFi network anywhere in the world. These are just two examples of the hundreds of ways in which someone, somewhere thought to try something no one else had ever dreamed of, chose to walk a path untrodden, that then caught the imagination of several others who joined in, till the idea gathered the strength to move us all forward.

The digital disruption that engulfs us today has significantly increased our collective ability to create the next new normal. At Infosys, we see this as an exciting opportunity to make a difference. To partner with our clients to look for the new things their customers may not yet know that they want, and help them be the first to respond boldly to the calling. To create their next.

We AI-power their core to help them prioritize the execution of change that'll take them closer to emerging opportunities. We continuously enrich them with skills and learning from emerging technology domains and industries outside their own, so they can get the world's best ideas to delight their customers. We craft the way their customers experience digital solutions, help their businesses gain insight from data, innovate with them in the world of vertical platforms and digital-first engineering, accelerate their core digitalization, and assure means for them to establish digital trust.

Our core strengths in the domain of technology also help us be a leader in environmental conservation. We take unreasonable challenges and incubate resource-intensity experiments so that we and other organizations can benefit from the insights.

This sustainability report celebrates the journey of so many nexts. A journey that we are making meaningful by navigating to the next level of responsible business.

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Sustainability at Infosys

Infosys is a global leader in next-generation digital services and consulting. We enable clients in 45 countries to navigate their digital transformation. With over three decades of experience in managing the systems and workings of global enterprises, we expertly steer our clients through their digital journey. We do it by enabling the enterprise with an AI-powered core that helps prioritize the execution of change. We also empower the business with agile digital at scale to deliver unprecedented levels of performance and customer delight. Our always-on learning agenda drives their continuous improvement through building and transferring digital skills, expertise, and ideas from our innovation ecosystem.

We believe we are in a unique position to participate in the strategic journey enterprises are taking to become digital. We have embraced four ideas – scaling agile digital, energizing the core, re-skilling our employees and expanding our localization – in our strategy. Scaling agile digital is about moving away from the conventional point solution-led approach and peripheral digitalization to building a truly digital future for our clients from the very core of their enterprise and at scale. Our digital framework drives business outcomes for our clients across five areas – Experience, Insight, Innovate, Accelerate, and Assure. This also guides our own aspirations and effort to build digital capability in service of our clients' needs. Energizing the core entails embracing Artificial Intelligence (AI)-based automation and software platforms to boost the productivity of our clients' core processes and systems, while delivering it with the efficiencies that our Global Delivery Model brings. Infosys Nia®, our next generation intelligent automation platform, plays a pivotal role here. Re-skilling our employees is what we do to make sure that all our people have the skills that equip them with what it'll take to deliver to our clients' expectations. And expanding our localization is helping us bring to our clients the benefit of proximity to accelerate their agile digital transformation.

As responsible corporate citizens, we have powered initiatives to conserve energy and water and manage our waste scientifically. Beyond business, we've established the Infosys Foundation USA to bridge the digital divide in America. Infosys Foundation in India provides assistance to some of the most economically distressed communities by partnering with NGOs who work among them. In addition, the Infosys Science Foundation awards the Infosys Prize to some of the most important research of our times in the sciences and the humanities. We have been a signatory to the UNGC since 2001 and have consistently adopted the UNGC Principles in our corporate governance framework. All our operations are subjected to human rights reviews. Infosys is also a member of the Dow Jones Sustainability Indices.

Sustainability disclosures

This is our 11th year of reporting on sustainability. This report provides detailed information on our responsible business practices across economic, social and environmental parameters 'in accordance' with the Global Reporting Initiative G4 (Comprehensive) guidelines. The GRI G4 content index is available in the Content Index section of this report. The report forms the basis of our Communication on Progress (CoP) with the UNGC each year. In 2014, we became the first IT company in the world to publish sustainability disclosures in accordance with the Global Reporting Initiative's G4 (Comprehensive) guidelines. 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 2017-18, available on our website, www.infosys.com, and with our sustainability microsite at www.infosys.org.

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 (SEBI) 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, www.infosys.org.

Our sustainability disclosures are reviewed and verified internally by an independent group viz., Corporate Certifications and Assessments (CCAT), in accordance with the requirements of the GRI G4 guidelines. 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.

Reporting cycle

Our sustainability strategy informs responsible business practices. We work with our internal and external stakeholders to define our sustainability strategy and goals. Our sustainability agenda focuses on social, environment and economic dimensions and is guided by our values which motivates our attitudes and actions.

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.

- Restatement

  The goal year for our carbon neutrality goals has changed from 2017-18 to 2019-20 owing to policy level challenges in implementing renewable energy at scale in the country.

- Confidentiality

  Details of individual compensation are subject to confidentiality constraints. However, the 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

In fiscal 2018, we won 11 awards for our environmental sustainability practices, both international and national, taking the total number of awards to 49. A few of the notable awards are as follows:

- International award – Best Climate Change Program at the Green World Awards for our excellence in Climate change management, with special consideration for the unique carbon offset project portfolio.
- The EC53 building in our Bengaluru campus was inducted into the ACREX hall of fame 2017 under the Best Energy Efficient Building category. This is a recognition of the building being among the most efficient in India based on actual operational data.
- Global Green Future Leadership Awards 2017 under the Best Climate Change Program for the overall carbon management and carbon neutral program.
- Award in the Best Environment Friendly Project category at the Global CSR Excellence and Leadership Awards, for overall energy efficiency with specific focus on Radiflux.
- Golden Peacock award 2017 for overall sustainability initiatives related to water, energy, renewables, building management system, and waste.
- Our software development blocks (SDB) 2 and 3, in the Hyderabad Pocharam campus, won the Emerson Cup 2017 in the Indian Green Building Council (IGBC) Green New Buildings (Owner-Occupied) category.
- Special Recognition Award by IGBC for exemplary commitment to green built environment and leadership in adopting IGBC Ratings for projects across the country.
- Greenbuild Leadership Award (occupant category) by the US Green Building Council (USGBC) as recognition of outstanding individuals and organizations at the forefront of the green building movement.
- Smartest Building Award and Safest Building Award at the Network 18 and Honeywell Smart Building Awards for SDB 11 at the Pune campus. The evaluation criteria included 15 technology asset groups that make a building green, safe, and productive, and are based on our building systems' overall capability, coverage of the facility and uptime.

For more information on Awards, read our Annual Report on www.infosys.com.

Publications

We believe in sharing our knowledge with industry peers thus enabling cohesive growth towards sustainability, setting up benchmarks and inspiring others to follow in our footsteps. In fiscal 2018, more than 12 articles were published across media and journals. The details are as follows:

Connected Cities: India's 100 Smart Cities Project

Publisher: Businessworld Online, March 2017

The article talks about how India's 100 smart cities should be self-sustaining, with renewable energy like solar, wind, etc.; effective water and waste management, efficient transport management, so that environmental pollution is minimized and the city provides a healthy place for citizens.

Tackling food wastage, the IT way

Publisher: The Times of India, Pune Times, May 2017

Solid waste management has become one of the most grave and unmanageable problems in wake of rapid urbanization. This news article discusses how IT companies in Pune have put in place initiatives to reduce leftovers and curb food wastage.

Infosys Pune becomes largest campus to receive LEED Platinum certification

Publisher: The Economic Times, April 2017

LEED Platinum is the highest level of green rating for buildings awarded by the United States Green Building Council (USGBC). Till date, 19 of Infosys' buildings are LEED platinum rated and two campuses are LEED EBOM (Leadership in Energy and Environmental Design – Existing Building Operation & Maintenance) Platinum certified. The news article talks about Infosys Pune phase 2 campus becoming the largest in the world to achieve this distinction.

How corporates can move the needle on cutting carbon emissions

Publisher: Business Standard – B2B connect section, June 2017

Global warming and climate change have accelerated in the last decade. When the Paris Agreement committed to keeping the global warming below 2°C, it was in fact a commitment to drastically reduce carbon emissions and move toward a carbon neutral world by the end of this century. The article discusses practical ways for companies to fight climate change and be future-ready.

RE100: Infosys leading on corporate renewable sourcing in India

Publisher: We Mean Business, August 2017

Infosys is one of the first companies in the world to voluntarily set a goal of becoming carbon neutral, reducing per capita electricity consumption by 50% (against 2008 baseline year), and sourcing 100% renewable power. This article explains Infosys' ongoing journey towards achieving the RE 100 goal, their progress and experience so far.

Green buildings and their impact

Publisher: Business World Smart Cities magazine, February 2018

Considering more than half of India of 2030 is yet to be built, it provides us a great opportunity to chart a new, different and sustainable path for our cities that will help in improving energy security and water availability for future generations. Adopting the right measures for new buildings in making them green is always economical than to retrofit an existing building. The article talks about green buildings and how they make a viable option in both environmental and economic sense.

EEB Toolkit

Publisher: World Business Council for Sustainable Development https://www.wbcsd.org/Projects/Energy-Efficiency-in-Buildings

Globally, buildings consume more than one third of total end-use energy and cause a fifth of total greenhouse gas emissions. To reduce energy use in buildings is a climate change imperative, but it is also a sizable business opportunity.

The Energy Efficiency in Buildings (EEB) project was created with the ambition that "Projected energy use in buildings in 2030 can be reduced by 50% using today's best practices and technologies, through actions that offer favorable economic returns" – (WBCSD Low Carbon Technology Partnerships initiative, LCTPi).

Publications – vitalizing innovation

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.

Professional Network Analytics Platform for Enterprise Collaboration

Published in: 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing

This paper introduces a professional network analytics platform that analyzes a large and diverse set of operational records in an enterprise and constructs professional networks between employees. It describes how various challenges in constructing and analyzing networks that link various entities and time-stamped events are addressed by the platform. Further, it illustrates certain collaboration support services built around them in a contextually relevant manner.

TeamGen: An Interactive Team Formation System Based on Professional Social Network

Published in: World Wide Web Conference, Perth, April 2017

This paper introduces TeamGen, an interactive team formation system, to form project teams interactively by leveraging professional social network information of potential members. Unlike earlier approaches that focused on creating flat teams, i.e., teams without communities and central authorities, it models teams as hierarchical structures to reflect the ubiquitous nature of teams in real commercial and open source projects. Correspondingly, our team formation algorithms emphasize local density of sub-teams to assess communication costs of newly formed teams.

Online Formation of Large Tree-Structured Team

Published in: Database Systems for Advanced Applications. DASFAA 2017. Lecture Notes in Computer Science, Springer, Cham

This studies the problem of forming a hierarchically structured team. It uses the structure of a tree to model both teams and task specifications and introduce the notion of the sub-team. Next, we define local density to minimize communication costs in sub-teams. Then, two algorithms are proposed to address this team formation problem in bottom-up and top-down manners. Furthermore, sub-teams are pre-computed and indexed to facilitate online formation of large teams. Results of experiments with a large dataset suggest that the index based algorithm can achieve both good effectiveness and excellent efficiency.

Visual Analytics of Organizational Performance Network

Published in: ACM Intelligent User Interface Conference, Japan, March, 2018

This paper presents an integrated visualization application with an interactive user interface for analyzing organizational performance. The aim of this application is to provide a holistic view of the performance of multiple teams and help initiate focused actions for improvement. The data about team structures, members and their achievements, against goals during different performance periods is visualized through various interactive interfaces. Further, the application analyzes and highlights performance variations across different metrics, teams and, members to provide actionable insights.

Security and Privacy across Connected Environments

Accepted for publication in: Connected Environments for the IoT: Challenges and Solutions; Springer

With the number of IoT devices steadily on the rise and trends like BYOD (Bring Your Own Device) catching up, the challenges faced by these devices are steadily increasing. To understand the significance of issues relating to the connectivity of IoT devices, we must learn about their unique characteristics and requirements. Apart from securing the devices, there is also an urgent need to update the laws that protect data ownership rights and restrict access to personal data. This chapter is an effort to address privacy and security challenges that IoT devices face. The chapter highlights novel solutions that can be usefully employed to make these devices more secure. It discusses device trust, policies and standards, data anonymization, lightweight authentication, encryption, and Datagram Transport Layer Security (DTLS) techniques.

An Automation Tool for Compliance and Responsiveness Testing

Published in : 24th APSEC (Asia-Pacific Software Engineering Conference), December 2017, China

Visual inconsistencies in web pages not being compliant with standards can negatively impact end user's perception about a website and affect its branding. Websites being highly complex and having a dynamic structure may lead to plenty of defects and faults. To ensure the quality of the web pages, it is essential that web pages are compliant with W3C (World Wide Web Consortium) Standards. Also the problem of verifying the consistency of a web page across different devices is one of the many challenges that software development teams face in testing the web page. This paper proposes an automated approach for analyzing and checking web compliance and responsiveness of the web pages.

One Time Trapdoor based Searchable Encryption

Published in : IEEE International Conference on Cloud Engineering, April 2017 (IC2E 2017), Vancouver, Canada.

Data outsourcing raises the concern on data privacy. To overcome the privacy issue, data is stored in an encrypted format. However, encryption makes search over the protected data convoluted. The need of the hour is to provide an efficient method for data storage and search over protected data at remote provider without compromising with security. In keyword-based search, each data item is associated with a set of keywords over which the search is performed. For a search, the user supplies keywords to the owner to get a corresponding trapdoor to be searched over the provider. But the trapdoor is vulnerable to online / offline keyword guessing attack. This paper proposes a one-time trapdoor scheme, where new trapdoors are generated every time for searching keywords, eliminating the risk of an online and offline 'keyword guessing' attack. We have considered healthcare data stored in a hierarchical structure as a case study but the scheme holds good for other pattern of storage as well.

U.B. Pravin Rao

Chief Operating Officer and Whole-time Director

Navigating the next for sustainable business

Our sustainability journey over the past decade has been replete with great learning and opportunity. Exciting new developments in sustainability practices globally have challenged the world to better their efforts to use natural resources judiciously. And yet, there is more for every one of us to do and this only reinforces our commitment to strengthen actions towards building a sustainable world.

The advent of the fourth Industrial Revolution is leading us into a period of great transformation. We believe that the technologies that surround us will alter all aspects of our lives. Education will provide an unassailable opportunity to prepare everyone for such a change. This, coupled with our human instinct to learn and apply creative thought, means we can adapt and overcome any future transition in our everyday lives. Lex, our highly scalable and modular learning platform, makes learning accessible, relevant, fun, and drives outcomes that matter. Lex is specifically tailored to match the interests of an individual and aggregate all the learning content related to their interests, and construct a personal yet dynamic learning path for them. Increasingly, we are taking this learning to our clients as well.

Our Zero Distance initiative continues to power our 'grounds-up' innovation mission. Conducting Design Thinking workshops, finding new ways to deal with sticky old problems, and setting up client-specific academies are integral to the process. The acquisition of Brilliant Basics, a London-based product design and customer experience innovator known for their world-class Design Thinking-led approach and experience in executing global programs, has provided a boost to our efforts by helping us reimagine customer experience across channels.

A thought for the environment

The world over, countries are grappling with infrastructure issues that need addressing urgently. Studies report that about 75% of the buildings expected to exist in India in 2030 have not been built; 97% of buildings in the EU need to be upgraded and old buildings are the biggest sustainability challenge of US cities. These studies throw up

huge challenges for precious natural resources but also offer great opportunities for innovation and new ways of looking at infrastructure development. Our innovations in this space have resulted in a green building footprint of over 11.7 million sq. ft. and an additional 10.8 million sq. ft. in the pipeline.

As part of our advocacy efforts to strengthen awareness and adoption of our 'green-by-design' principles and practices, we partnered with the World Business Council for Sustainable Development (WBCSD) to create two toolkits on energy-efficient buildings complete with Infosys case studies. We also have the world's largest LEED Platinum certified campus, with over 3.03 million sq. ft. of LEED Platinum (USGBC EB) certified buildings. The state-of-the-art Command Centers supporting our progress on our carbon goals are testimony to the role of technology in building a sustainable world. Our renewables strategy through the adoption of solar via deep research and technology implementation provide hope to a nation and a world looking for solutions to the mammoth energy challenges confronting us.

Our water conservation strategy encompasses actions to reduce, recycle and reuse. Our efforts have resulted in an overall reduction of 57% in our per capita consumption of fresh water against the baseline year 2008. Achieving an onsite organic waste treatment capacity of 3.6 million kgs / annum gives us tremendous confidence to offer sustainable, scalable and cost-effective solutions for larger ecosystem impacts in this space.

Connecting with communities

Infosys Foundation continues to expand its reach and make a difference by empowering people and communities, while improving opportunities and standards of living. Infosys Foundation USA supports several leading Science, Technology, Engineering and Mathematics (STEM) programs and community-building initiatives, particularly for under-represented communities. Through the Infosys Prize and the Infosys lectures, the Infosys Science Foundation endeavors to elevate the prestige of research in science and humanities in India and inspire young Indians to choose a vocation in research.

Campus Connect, our flagship industry-academia program continues to touch the lives of engineering students improving their employability. Over the last 14 years, a total of 456,324 students and 15,219 faculty have been covered as part of our Campus Connect initiatives. At least 135 engineering colleges have introduced our programs as electives for their students, thereby integrating software engineering concepts and practices into the engineering curriculum.

We forge strategic partnerships with industry bodies and consortiums at the local, national and international levels. Our advocacy efforts are championed across the world by our senior leaders across economic, social and environmental dimensions. At Infosys, we are passionate about supporting all our stakeholders to navigate their next. Our Sustainability Report offers a glimpse into our journey of sustainable and responsible business.

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 stakeholders 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	• 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]	• Newsletters[2][3][6] • Brochures[7] • Social media[7] • Customer satisfaction surveys[1] • Annual customer leadership meets[7]
Employees	• 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	• 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	• Analyst meets[1][2][7] • Analyst briefings[1][2][7] • Quarterly results[2] • Annual General Meeting with our shareholders[1] • Sustainability Report[1]	• Financial reports[1][2] • SEC filings[5] • Press releases[1][2][6][7] • Social media[7] • Investor relations surveys[1]
Suppliers and Alliance partners	• Suppliers meet (Sambandh) • Sustainability Report[1]	• Financial reports[1][2] • Social media[7]

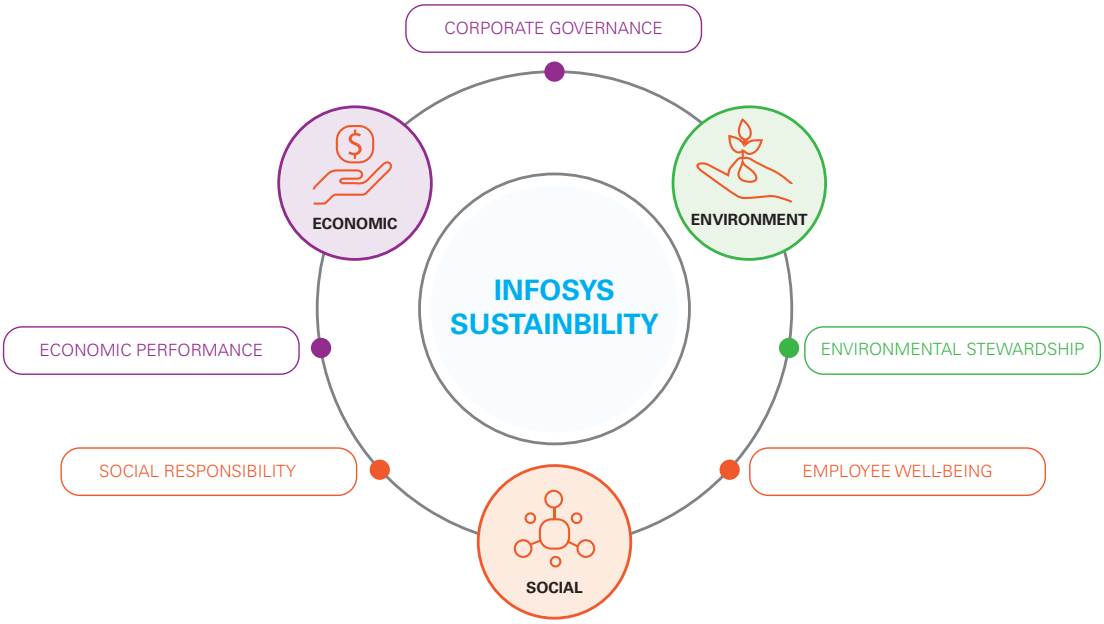
Stakeholders	Mode of communication	
Community	• Site visits[6][7] • Interviews with local NGOs and community representatives[6][7] • Sustainability portal on our website, https://www.infosys.com/sustainability/ • Meetings with associations / NGOs[6][7] • Local community meetings[6][7] • Press releases[2][7] • Social media[6][7] • Joint R&D projects[7]	• 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	• Engaging with government and global forums[7] • Policy advocacy[6] • Partnerships with industry bodies and associations[7]	• 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.

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.



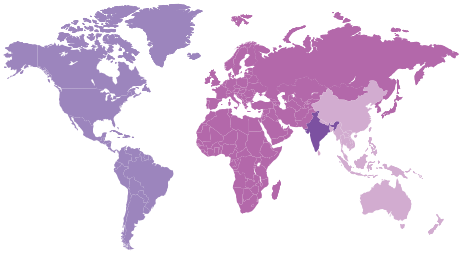
The material topics that are monitored and reported periodically are as follows:

Material aspects / topics	What is the scope?	Why is it material for us?	How do we measure and monitor (KPI)?
Economic performance	• Economic value generated and distributed • Risks and opportunities • Sustainable business and client value	Our sustainability philosophy is about making: • Our business sustainable • Our clients' businesses sustainable • Our ecosystem and our lifestyles sustainable 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.	• Our financial performance • Business value added to our clients • Client satisfaction • Repeat business • Intellectual property • Technology and Innovation • Data Privacy
Corporate governance and compliance	• Compliance with all applicable laws and regulations relating to our business, employees and the supply chain	Our vision is to earn and retain the respect of our stakeholders.	• Code of Conduct coverage • Number of compliance violations / incidents reported • Training and awareness

Material aspects / topics	What is the scope?	Why is it material for us?	How do we measure and monitor (KPI)?
Employee well-being	• Employee benefits • Training and education • Diversity and inclusion • Non-discrimination • Work-life balance • Occupational health and safety	Our employees are our biggest assets. 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.	• Employee attrition • Employee engagement • Number of hours of training • Employee health and safety • Diversity initiatives • Number of grievances reported
Community engagement	• Direct and indirect investments to society • Impacts of community investments	Infosys has been an early adopter of corporate social responsibility (CSR) initiatives. The Company works primarily through the Infosys Foundation and the Infosys Foundation USA, towards supporting projects in the areas of eradication of hunger and malnutrition, promoting education, art and culture, healthcare, destitute care and rehabilitation, environmental sustainability, disaster relief and rural development.	• Community investments • Number of community programs / initiatives rolled out
Resource conservation	• Energy • Emissions • Water • Waste and effluents	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. As a responsible organization, we aim to manage our footprint on emissions, including greenhouse gases. India and the APAC are among the water-stressed zones of the world. Since most of our operations are based in these regions, it is 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.	• Total water consumption • Total energy consumption • GHG emissions • Waste generated by weight / volume

Aspect boundaries

The boundary of reporting for material topics covering our global locations is as follows:



- Material and fully reported
- Reported with assumptions / reported with constraints
- Not Material / Not Significant

MATERIAL ASPECTS AND TOPICS	BOUNDARY[1]			
	INDIA	APAC	AMERICAS	EMEA
Economic Performance	●	●	●	●
Resource Conservation[2]	●	●	●	●
Employee Well-Being	●	●	●	●
Corporate Governance and Compliance	●	●	●	●
Community Engagement	●	●	●	●

[1] Boundary – includes Infosys campuses and offices that are owned and leased. Only leased buildings that are fully occupied by us have been considered.

[2] For power: Only data centers in APAC, EMEA and AMERICAS are considered in line with aspect boundary definition. Water is reported with assumptions for APAC.

Note: Community Engagement includes local volunteering efforts by our employees worldwide

Based on significance of the impact and the potential for reductions that could be undertaken or influenced by the organization, resource consumption outside our boundary is not significant.

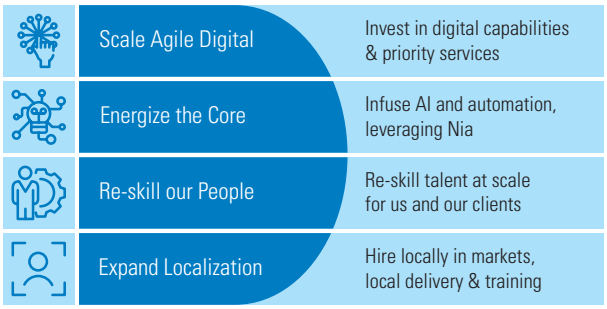
BUSINESS IMPERATIVES AND STRATEGY

Our strategy

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. 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 a deep appreciation of existing technology landscapes, business processes and practices.

Our strategy is to be a navigator for our clients as they ideate, plan and execute their journey to a digital future, to help them 'navigate your next'. 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
- Re-skill our people
- Energize the core
- Expand localization



Scale Agile Digital

We will continue to make targeted investments to rapidly accelerate our Agile Digital business. We define 'digital' as a set of use cases that drive business outcomes for our clients across five areas:

- Experience: Well-designed systems for digital marketing, omnichannel interaction, personalization and content management that can enhance customer experience
- Insight: Artificial intelligence (AI)-based systems for advanced analytics, leveraging Big Data
- Innovate: Engineering new and digital-first products and offerings leveraging Internet of Things and advanced industry Software-as-a-Service platforms
- Accelerate: The digitization of core systems by migrating to cloud technologies, abstracting APIs, modernizing legacy systems and infrastructure, integrating applications and leveraging Robotic Process Automation (RPA)
- Assure: Implementing advanced cyber-security systems and specialized validation of software systems.

In addition to these, we will also invest in sales and consulting capabilities to engage with clients both in their technology divisions and their business organizations.

We will continue to leverage alliances that complement our core competencies. We will continue to partner with leading technology software and hardware providers in creating, deploying, integrating and operating business solutions for our clients. We will continue to invest in research and development (R&D) to stay abreast of new technologies and to incubate new offerings in areas such as blockchain, AR / VR and speech, vision, video and image intelligence. We will expand the scope of our collaborations to encompass universities, research organizations and the start-up innovation ecosystem. We will continue to deploy our capital in making selective business acquisitions that augment our Agile Digital expertise, to complement our presence in certain market segments.

Energize the core

We will continue to embrace automation and AI-based techniques and software automation platforms to boost productivity of our clients' core processes and systems. We will continue to leverage these, along with lean processes, Agile development and our Global Delivery Model (GDM) to deliver solutions and services to our clients in the most cost-effective manner, while at the same time optimizing our cost structure to remain competitive. We will continue to invest in our flagship RPA platform, AssistEdge®, our AI platform, Infosys Nia®, and in core business applications such as Finacle®, McCamish and others to bring differentiated and market-leading features and capabilities to our projects with clients.

Re-skill our people

An exponential adoption of new technologies is leading to a wide digital talent gap. As technology shifts gain rapid acceleration, we will drive talent re-skilling at scale for our own employees and for our clients' organizations in the new areas of digital services. Teaching and learning are central to Infosys culture. Our investments in our Global Education Center and in creating various learning opportunities for our employees help our employees stay abreast of new developments in software technologies, spur innovation and help them build a lifelong career with the Company. We will continue to invest in advanced, anytime-anywhere learning systems such as our Lex platform and in creating and harnessing up-to-date content from internal and external sources. Further, we are expanding our relationships with universities around the world to curate specific curricula for our employees in areas such as creative design skills, machine learning, autonomous technologies, blockchain etc.

Expand localization

We believe that client proximity lends several benefits while delivering Agile Digital transformations, and we will invest in localizing our workforce in various geographies. We have announced the setting up of four delivery and innovation centers in the US. The first of these is already active in Indianapolis, while three others – in Connecticut, Rhode Island and North Carolina – are well on the way to becoming operational. We are recruiting locally from universities in the US. We aim to become an employer of choice at US universities. We will set up dedicated leadership and support teams in the US, Europe and Australia. Our strategy to localize will also reduce our dependence on immigration policies.

Corporate governance and compliance

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. 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 and anti-corruption, ethical handling of conflicts of interest, and fair, accurate and timely disclosure of reports and documents that are filed with the required regulatory bodies in the regions we operate. 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. Additional policies, such as the Whistleblower Policy and Gift Policy, and the presence of a strong grievance redressal body help us maintain an uncompromising stand on value transgressions.

There have been no political contributions and no instances of monetary or non-monetary sanctions for non-compliance with laws and regulations in fiscal 2018.

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

Corporate Social Responsibility

Corporate Social Responsibility (CSR) is a large part of our overall sustainability policy, encompassing social, economic and environmental actions. Along with philanthropy, we help build institutions, and use technology to safeguard natural resources against climate change risks. The Company works primarily through its CSR trust, the Infosys Foundation, towards supporting projects in eradication of hunger and malnutrition, promoting education, art and culture, healthcare, destitute care and rehabilitation, environmental sustainability, disaster relief and rural development projects. The CSR committee of the Board is responsible for overseeing the execution of the Company's CSR policy.

The Foundation publishes a report of its yearly activities, which along with other details of the Foundation's activities, is available on https://www.infosys.com/infosys-foundation/. The CSR report for the year ended March 31, 2018 is attached as *Annexure 7* to the *Board's report* in our Annual Report available on www.infosys.com.

Client focus

Infosys enables clients in 45 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 deliver business value through global scalability, process efficiency and cost optimization for our clients. We actively listen to our clients to understand their changing needs and expectations.

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 client event, is consistently well-attended and rated highly by our clients and partners. This year, the theme of Infosys Confluence was 'Unlimit', representing how intelligent systems and people can work together to amplify our human capabilities, unlock the potential of enterprises, their workforces, and to an extent, society at large.

Infosys Confluence 2017 (May 23 to 25)

1,150+	Delegates	35	Start-ups
297+	Unique organizations	100+	Speakers
34	Analysts and Advisory firms	39	Business sessions
35	Partner organizations		

Client satisfaction

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: Overall experience of working with Infosys, satisfaction, loyalty, advocacy and value for money.
- Client priorities
- Service line feedback

The account teams use this data to review their relationships with clients and to design interventions that create a positive and visible impact on clients. Various members across levels engage with the clients to implement the improvement actions.

All four measures of client expectations and fulfilment, client disposition, client priorities and service line feedback witnessed a healthy increase. The high levels of client satisfaction achieved in 2016 was sustained in the 2017 survey.

Partnerships and alliances

Forging strong partnerships is a strategic imperative to build a sustained future for us and for the world. 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. Infosys and our alliance partners jointly 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, in collaboration with internal departments and external agencies, and active participation of employees, ensure the required readiness to carry out impact analysis and risk assessments to assess the impact of threats and vulnerabilities and 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 2018:

10 patent applications were filed	**43** patents were granted

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 48 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. Additionally, Infosys is now an active member of the Open Invention Network (OIN) and Enterprise Ethereum Alliance (EEA).

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 the 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, data security, law, human rights. Our data privacy team is hired from various streams such as engineering, law and information security. There is continuous emphasis on training and skill development for the professionals, which helps us to benchmark our practices besides building credibility.

Keeping in view of 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 subjects access and request management, data de-identification, data security and layered monitoring in data loss prevention tools.

In fiscal 2018, there were four incidents involving customer data and none of them had any material impact.

Quality

The Quality function at Infosys has been at the forefront of enabling delivery and support functions in differentiation, optimization and de-risking. We continue to comply with international management standards such as ISO 9001:2015, ISO 22301, ISO 20000, ISO 27001, AS EN 9100, ISO 13485, OHSAS 18001:2007 and ISO 14001:2015 in applicable business segments. In fiscal 2018, we transitioned to AS 9100 Rev D and newer versions of the standards ahead of the curve and continue to be early adopters in the industry. We acquired Level 5 rating in CMMi DEV + CMMi SVC at the enterprise level covering all service lines and geographies. Infosys Limited as an enterprise is assessed for ISAE 3402 / SSAE 18 SOC 1 type II and received an independent auditors' assurance compliance report. Infosys BPM received the Certificate of Compliance for PCI-DSS v3.2 and Infosys EdgeVerve has been certified for ISO 22301 : 2012, Business continuity management system.

Our Quality department drove large change initiatives for productivity improvements using Automation and Lean. A focused Automation Group in Quality has worked with service line COEs to create automation solutions which helped improve project productivity across the organization. Improvement projects implemented using Lean and Six Sigma created a significant cost savings impact. This year, the Quality function also created agile-driven, differentiated methodologies for new services launched – which helped deliver superior outcomes in the projects.

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$ 53 million to date in the form of minority holdings in early-stage companies. As of March 31, 2018, the Fund has an additional US$ 12 million in uncalled / pending capital commitments. For more details, visit https://www.infosys.com/about/innovation-fund/.

Emerging Technology Incubation

Infosys Blockchain CoE: Infosys Blockchain CoE, a research initiative between Infosys Center for Emerging Technology Solutions (iCETS) and industry segments, has discovered 70+ blockchain use cases and built 40+ solution accelerators across five industry segments and led to the creation of a dedicated blockchain practice at Infosys. The CoE partners include Microsoft, Oracle and IBM. It is supported by research partnerships with the University of Oxford and University of Cambridge, University of Maryland and Georgetown University. Multiple offerings have been introduced including the Blockchain Platform Agnostic Framework, Blockchain Testing Framework and Blockchain Assessment Framework. The CoE is also member of blockchain consortia including Enterprise Ethereum Alliance and the R3-Corda Partner network.

AR-VR Experience Center at Palo Alto: We have set up an AR-VR Experience Center at Palo Alto to showcase and provide immersive experiences around AR-VR solutions to our customers. The Experience Center hosts around 15+ immersive experience scenarios across industry segments. We are actively engaging with our customers through workshops, Design Thinking sessions and immersive showcases of relevant AR-VR solutions.

Joint client innovation: Exciting innovations jointly with clients across industry include the use of gamification, augmented reality, chatbots and other exciting technologies, which have yielded rich results.

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. In order to strengthen responsible business practices in our supply chain, we conceptualized 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 expect our suppliers to support and respect the protection of internationally proclaimed human rights and to 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 767 new suppliers in fiscal 2018. 100% of the contracts that included human rights clauses underwent human rights and labor practices screening. We engage with local suppliers for our People and Services categories. The proportion of spending on local suppliers (in India) was about 82% in fiscal 2018. We did not have any significant actual and potential negative human rights and labor practice impacts in the supply chain. 100% of our security personnel have been trained in human rights procedures or policies relevant to operations.

Infrastructural development and construction sites

As part of our business expansion goals, we continue to invest in building infrastructure at our existing and new campuses. A robust process and governance framework has been institutionalized by the Corporate Certifications, Audits and Assessments Team (CCAT) for construction-related activities.

Multiple interventions by CCAT include audits (embracing various applicable standards, models, guidelines, codes and industry practices) cutting across various levels of building infrastructure processes at corporate and site levels, vendor audits, site inspection at the time of construction, pre-occupancy clearance of new facilities, vendor meets, periodic monitoring and tracking of incidents, environment, health, safety, legal, contractual and social compliance aspects and reporting to the

Management. CCAT plays a major role in facilitating the Management's decision on EHS aspects for strengthening the overall construction-related processes and ensures effective implementation of controls. Nine minor incidents and one fatality has been recorded in construction sites in fiscal 2018.

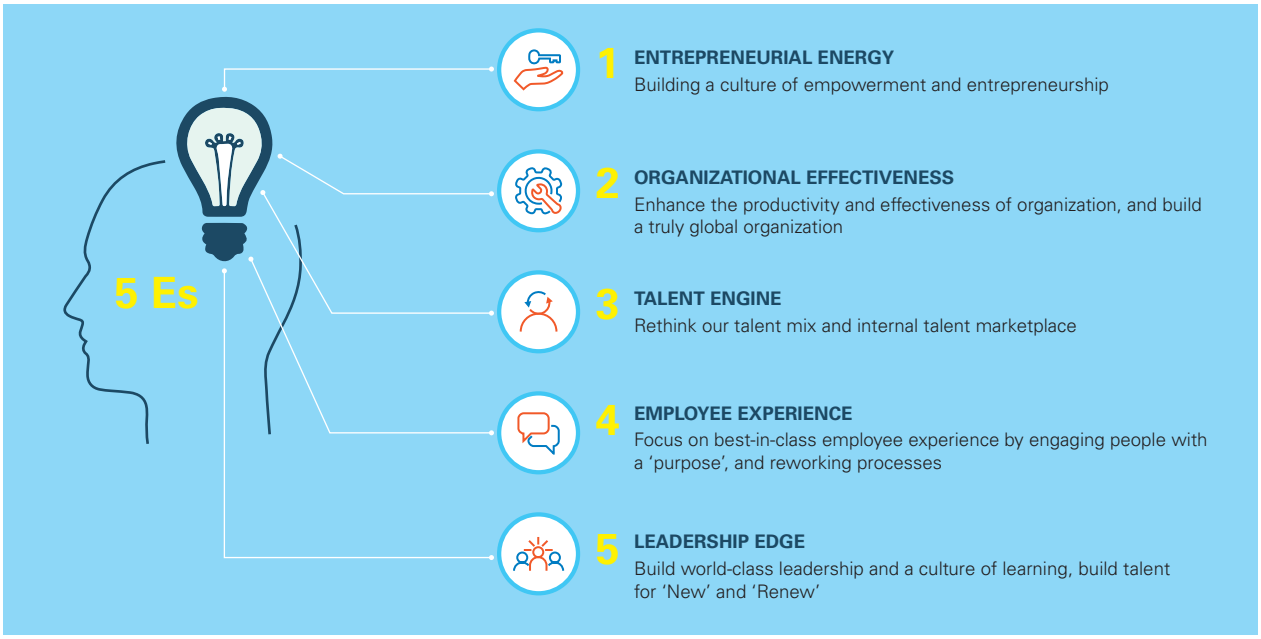
Our employees

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 journey to the digital future requires not just an understanding of new technologies and new ways of working, but a deep appreciation of existing technology landscapes, business processes and practices. As technology shifts gain rapid acceleration, it is hard to miss the importance of 'human potential', and the crucial role it will play in any company.

The Human Resources (HR) department at Infosys is driven by the mission:

- To help Infoscions realize their potential – to develop, grow and achieve their purpose
- To build the right culture and capabilities to enable us to delight our customers
- To make Infosys the best place to work for passionate, innovative people who want to make a difference

The HR management at Infosys goes beyond the set boundaries of compensation, performance review and development. Our human capital has and always will be at the center of our HR strategy, around which we have built the 5E framework – Entrepreneurial Energy, Organizational Effectiveness, Talent Engine, Leadership Edge and Employee Experience – to help employees build a long-lasting and fruitful career.



1. Entrepreneurial Energy

As businesses continue to strive for increased competitiveness, it has become an imperative to create an entrepreneurial culture in the organization. In the current business environment, being entrepreneurial is important. Today, it describes competence and outlook driven by innovation, creativity, and empowerment.

At Infosys, we constantly work to inculcate the spirit of entrepreneurship among our employees. Employee Key Performance Indicators (KPIs) continue to focus on innovation and entrepreneurship. Additionally, our sales incentive and recognition programs for new business development are closely aligned with our strategic focus.

Zero Distance

Zero Distance is the process of everyday innovation at Infosys whereby all employees are expected to innovate in their individual capacities and through their individual jobs. Zero Distance has a three-fold emphasis: to reduce the gap between us and the code we write, between us and our clients, and between us and the end-user.

The movement continued into its third year and has provided us the opportunity to build an idea-based culture. As a result of this program, each person in the Company can find a deeper sense of purpose in their job, and is motivated to realize that purpose.

The total number of ZD plans increased to over 16,000, many of which were discussed with clients, as the focus this year was on the monetization of ZD plans. In addition, we rewarded employees throughout the year for their innovative work through various awards at the unit and organization levels.

For more details on our Zero Distance innovations, visit https://www.infosys.com/zero-distance/.

- Quarterly rewards program recognizing teams with the best client testimonials and ZD innovations
- Awards at the organization-level as a category in the Awards for Excellence
- Knowledge dissemination via email, showcasing innovative teams
- Sustained engagement on the enterprise networking platform with over 64,000 registered users

Zero Bench

Zero Bench (ZB) helps each Infoscion provide value to the Company, especially when they are between client projects. Infoscions can take up short, modular work packets of a maximum duration of four weeks, and work between projects. Their progress and rewards are updated on Accelerate, our gamified leaderboard. The ZB movement saw increased traction in its third year, where all of our service lines across India locations focused on sustaining bench engagement. It helps employees provide value through work, and build their skill and experience database, thereby making them ready for future client-related work.

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. It helps bring together career, learning and networking opportunities on a single platform. Through Compass, we provide our employees a world of opportunities – be it internal career movements, mentoring, learning, internships and more. Compass empowers our employees to document their career aspirations and support for development to be ready for the chosen role – through mentors, self-learning modules and trainings. Employees can also create networks, find the shortest path to interact with people in the organization, and discuss industry trends on technology and business. Employees can also make use of experiences like 'Power Programmers' (to build capability in emerging and high-end technologies).

2. Organizational Effectiveness

In response to the technology disruptions that are transforming our business, we have continued to empower employees by letting them take charge of their careers. As trusted partners to our clients, we are an integral part of their transformation stories and need to continuously reinvent ourselves to deliver value to them.

Driving a culture of learning and re-skilling

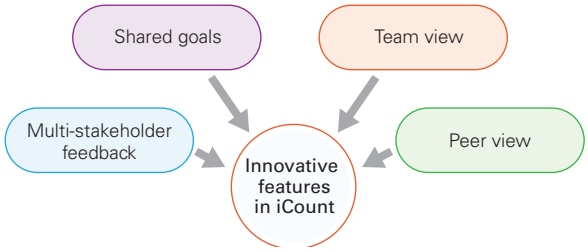
An exponential adoption of new technologies is leading to a wide digital talent gap. As technology shifts gain rapid acceleration, we will drive talent re-skilling at scale for our own employees and for our clients' organizations in the new areas of digital services.

To fulfill this need, a multi-fold initiative was launched to re-skill employees in latest technologies and emerging services:

- Adjacent skill hiring: Making sure that all new hires, including campus and lateral hires, are enabled in new and emerging technologies
- Talent refactoring: Training and deploying employees in new skills adjacent to current skills

Innovations in performance management

Performance management – iCount – at Infosys is designed to chart performance outcomes and ensure that employees, teams and departments are in line with the strategic organizational priorities. It places greater emphasis on continuous feedback exchange and development of employees. Inclusion of innovative features supports the philosophy of aligning individual goals to the organization goals and also helps in enhancing collaboration. All our employees received a formal performance appraisal and reviews during the reporting period.



Renewed employee engagement

The world that we know today thrives on instant gratification, so do our employees, when it comes to workplace expectations. We moved from an annual employee engagement survey model to an integrated, continuous and customizable engagement approach – a quarterly feedback survey 'LITMUS' and a real-time customizable survey 'PULSE'.

This new approach has seen good traction over the year, with insights gathered from various sections of employees throughout the annual period. These insights have led to the creation of tracks for actionizing. To help trickle the information back into the teams, all managers have access to a dashboard containing feedback from their respective teams, by having a real-time view of their sentiments, addressing concerns instantly and building a healthy culture of feedback and action in areas which matter the most.

PULSE

Pulse is our renewed approach to review engagement, with the key change being moving away from an annual format to a more continuous and customized survey format for feedback. The new approach is customized with questions to capture feedback on different aspects starting from day-to-day work, unit / company-level practices to critical asks like the strategic direction that the Company is heading towards.

LITMUS

LITMUS (Let's Interact on Themes that Matter to US) is the organizational survey to collect and consolidate employee perspectives across multiple groups, levels and geographies. It provides insights for managers to effectively engage their teams and provides inputs to enhance organizational practices.

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. In addition to this, capability-based career movements were introduced to bring focus on areas like innovation, client value, skill expertise and diversity of experience along with behavioral competencies to assess readiness for the next role.

To refactor talent and ensure holistic development, employees are rotated across opportunities that are relevant to their chosen career path. This was implemented to develop 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.

Succession planning

Apart from performance, potential is assessed on competency dimensions that are aligned to Infosys 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.

Infosys has a structured mechanism of joint senior leadership discussions for cross-calibration of next-in-line leaders. Development actions, specific to employees are identified both by the employees' managers and the senior leadership to accelerate readiness for enterprise-level roles.

3. Talent Engine

Our employees are our most important assets. We believe that the quality and level of service that our professionals deliver are among the highest in the global technology services industry. We are committed to remaining among the industry's leading employers. We believe it is not only important to create a pipeline of candidates but also a long and fruitful journey of onboarding, motivating and retaining them in the organization.

Talent management

Our glocal employees : Our global full-time, permanent employee count stands at 204,107 as on March 31, 2018. We have around 20,832 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 an employee performs 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. This process is continually assessed and refined based on the performance tracking of past recruits. For more details, refer to the *Talent management* table in the Annexure 1.

93%
local hires across geographies in 2018

77%
senior management personnel hired locally

44,110
new employees hired in 2018

InStep

InStep is our global internship program and an integral part of the Global Academic Relations (GAR) initiative at Infosys. Each year, we recruit over 100 interns from more than 80 leading universities and business schools across the globe for executing high-impact projects for the organization. The program began in 1999 and it has grown from strength to strength to become a comprehensive program over the last 18 years. For more details, visit https://www.infosys.com/instep/default.asp

Talent enablement

Infosys believes in lifelong learning for its employees, and competency development continues to be a key area of strategic focus for us. Our Education, Training and Assessment (ETA) department is at the forefront of creating a culture of learning in the organization. We align our activities to benefit our business by fostering an enterprise-wide environment for knowledge acquisition, dissemination and management. ETA has over 1,500 learning programs and interventions that cover the entire competency spectrum, including technical, managerial, process skills, industry domain knowledge and leadership skills both for our employees and for our strategic clients. ETA focuses on talent development and facilitates the Foundation Program, Continuous Education and Outreach Programs.

Continuous education

Our continuous education programs span domains such as technology, business, process and behavior, and are designed to keep the competencies of our experienced employees current and relevant to business needs, and help them build a lifelong career at Infosys. Re-skilling our existing employees in new and emerging technologies is a key element of our strategy.

To ensure this, we created a recommendation engine to suggest appropriate learning paths based on the adjacency skills they possess currently, and learning stacks to provide an end-to-end view of technology and industry best practices.

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.

1,687,983
Total training days in fiscal 2018

1,500+
courses available on Infosys Learning Platform

Foundation programs

In our constant quest to enhance learning effectiveness, we created 'Flight Simulators' training interventions in our foundation training program. These flight simulators provide real-life scenarios as assignments, so that participants work on near real-life problems in a 'safe' environment and learn better.

We also partnered with a MOOC provider to offer nanodegree programs to our fresh recruits in India. Our fresh college hires can study these courses before joining our organization, and save time spent in regular training programs and get deployed on projects sooner.

Building on our extensive experience in India, we started enabling fresh hires in the US at various places like Raleigh, Indianapolis, Plano etc., and making them project-ready. We have collaborated with local universities and MOOC providers in the US for various educational offerings.

Foundation program

What

19-25 week residential training

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.

In fiscal 2018, 8,934 freshers were trained.

Higher education opportunities for employees

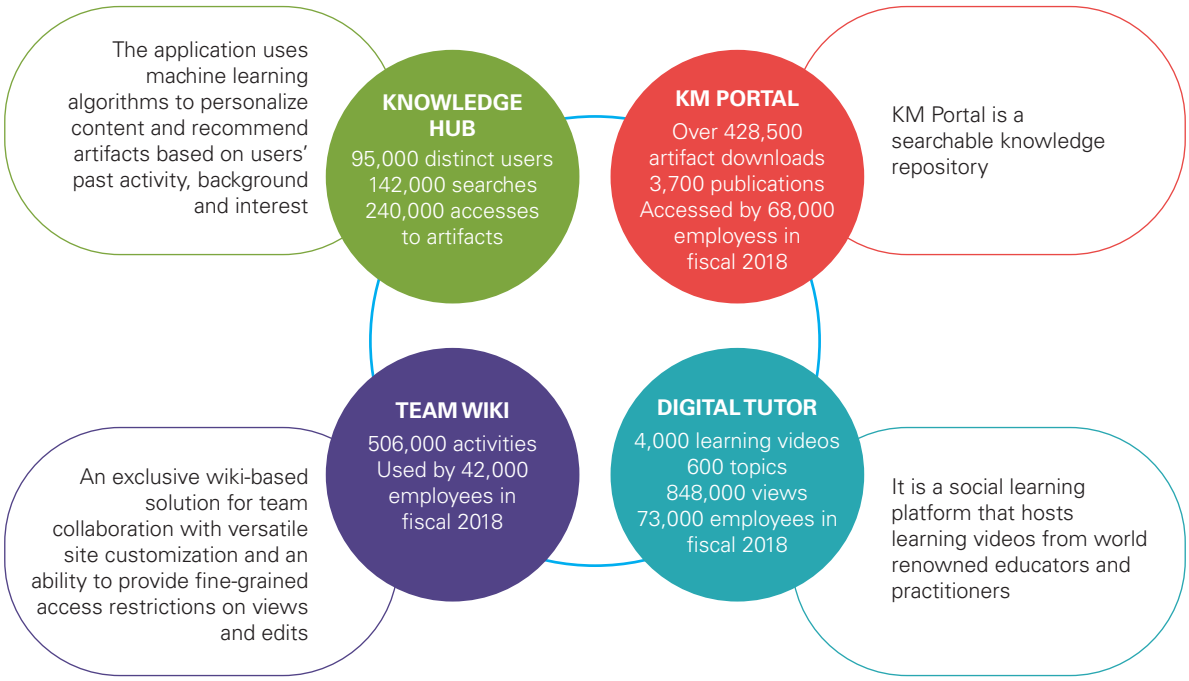
We encourage our employees to pursue higher education programs offered in part-time / distance learning mode by reputed educational institutes. The objective of our Higher Education Support (HES) policy is to enhance the competency and qualifications of our employees and expose them to global standards of education.

As part of this policy, our ETA department identifies high-quality, part-time / distance learning programs at reputed educational institutes and promotes these among employees. Employees can also avail extended leave of up to two years to pursue full-time higher education programs at reputed educational institutions.

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.



Equal opportunity

We are committed to providing a work environment free of discrimination and harassment. The Company is an equal opportunity employer and makes employment decisions based on merit and business needs.

The Company policy prohibits harassment of any kind, including harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender identity, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other basis protected by federal, state, or local law or ordinance or regulation.

The Company's anti-discrimination and anti-harassment policy applies to all persons involved in the operation of the Company and prohibits harassment by any employee of the Company of other employees, including supervisors, vendors, and clients.

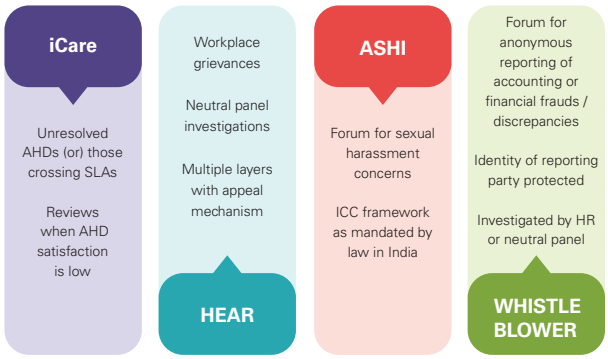
It also prohibits discrimination or harassment based on the perception that anyone has any of the characteristics mentioned above, or is associated with a person who has or is perceived as having any of these characteristics.

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

In conjunction with the Company's philosophy to ensure equal opportunity and positive work environment, 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 nature of issues / queries that they handle. The Company's Code of Conduct and Ethics, Global Policy on Prevention and Redressal of Harassment, Human Rights statement and laws of the land serve as the guiding principle to the formation and working of the resolution hubs. The four main forums that constitute resolution hubs in the Company are iCARE, HEAR, ASHI and Whistleblower.



iCARE is the Company's advanced query management system wherein employees can seek resolution of queries raised via AHD (Advanced Help Desk) that have crossed permissible SLA timelines or have been unsatisfactorily closed. The key objective of this resolution hub is to address issues which require inter-departmental interventions while reducing employee follow-up time.

HEAR (Hearing Employees and Resolving) provides a channel for employees to air their grievances and get these 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.

To foster a positive workplace environment, free from harassment of any nature, we have institutionalized the Anti-Sexual Harassment Initiative (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.

The Company constituted the Whistleblower Policy to enable employees raise concerns regarding any potential violations of Company policies or applicable laws easily and free of 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 2018 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.

Freedom of association

We recognize the right to freedom of association through Collective Bargaining Agreements (CBAs) as per the laws of the land. Where mandated by the law, we have 100% employees covered under CBAs. We provide policies, forums and support groups for hearing and addressing the concerns of our employees, and resolving their issues or conflicts in a fair and transparent manner. A *de minimis* percentage of our employees are covered by CBAs. For details please refer Annexure 1.

Work-life balance

Our diverse approach to addressing corporate and individual needs helps us achieve conclusive results for the organization, while helping the individual maintain a balance between work and life. We have a dedicated team within our HR group to assess the needs of our workforce. The following are our significant HR policies that support work-life balance and inclusion:

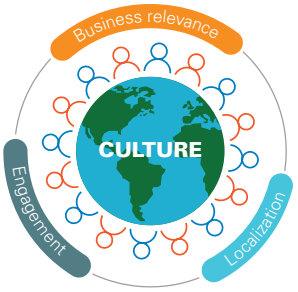
- Paid maternity leave
- Extended maternity leave
- Sabbatical for personal reasons[1]
- Paternity leave
- Adoption leave
- Part-time, flexi-hours and selective telecommuting
- Sabbatical for community service
- Sabbatical for higher education
- Work options from satellite offices
- Work from home

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

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 that ensures the dissemination of updated information at regular intervals. Every employee is mandated to attend a session on values during his or her induction and acknowledge the Code of Conduct and Ethics through a sign-up process. A Whistleblower Policy, a strong grievance redressal body, an uncompromising stand on value transgressions, and supportive ecosystems encourage a culture of disclosure.

4. Employee Experience



At Infosys, we strive to provide a workplace for our employees to have an engaging, purposeful and fulfilling career. Our employees are our key asset. Infosys is a 200,000+ innovation hub with employees from diverse backgrounds and generations. Our talent engagement axis operates on three fronts – organization, location and unit. We have embarked upon a journey to reimagine the way we manage talent through our new age engagement model. With culture at the center, the model has three key pillars, viz., business relevance, engagement and localization.

Talent fulfilment

In an attempt to balance the career aspirations of employees and business needs, we instituted a unique Talent Fulfilment function – a central, organization-wide talent management function to plan our talent needs, enhance utilization of existing talent, improve employee morale through continuous engagement, and re-skill the workforce to the changing business needs. A dedicated team of Delivery and HR professionals, as part of this function, engage with every member moving into the central talent pool after their project expiry. Employees in the talent pool express their aspirations, constraints and expectations and record them in our 'Talent Management System'.

The talent fulfillment teams across the world access this system to identify the right talents based on the skills and availability and map them to their requirements. This function also focuses on forecasting talent needs and planning for the same,

ensures timely allocation of employees to projects, streamlines employee movements across units and locations, and plans for re-skilling and providing inputs for employee retention.

Diversity and Inclusion

Our diverse workforce comes from 45 countries and represents people from diverse nationalities, age groups, cultures, experiences, and levels of physical ability. To support and develop our diverse workforce, we use a multi-pronged approach to promote diversity and inclusion within the Company. 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'.

Last year, we committed to hiring 10,000 American workers and establishing Technology and Innovation Hubs in the United States, to help nurture the next generation of innovators for our increasingly digital future. Today, the first of our technology and innovation hubs is already active in Indianapolis. Three other hubs are well on the way to becoming operational and more than 3,000 American workers have joined our workforce.

For women

Infosys was included in the AVTAAR Best Companies for Women in India, and ranked number two in employee safety in fiscal 2018

Women comprise 36% of our workforce. Improving the participation of women in the executive leadership of the organization is an important goal on our corporate scorecard. Towards this, we have a number of initiatives targeted at leadership development and mentoring, strengthening the pipeline of talent available for leadership positions, increasing the participation of Women in Technology as well as improving the return-to-work-post-maternity rates. A special Diversity Award has been introduced in the Awards for Excellence this year to recognize the leadership of the business units that have strengthened the participation of women in the executive leadership of the Company.

The 2018 UN theme for the International Women's Day (IWD), #PressforProgress, was in many ways a bold articulation of a journey well on its way to a glorious destination, spelling success for the many endeavors that women have undertaken, and are yet to undertake.

International Women's Day celebrations in our Mangaluru campus

At Infosys, it was a great time to reflect on the progress made, to call for change and celebrate the indomitable spirit of women at Infosys. To acknowledge the contribution of women Infoscions, the Company celebrated IWD with zeal and enthusiasm across all its development centers (DCs) in India and locations around the world. As part of these celebrations, the Infosys IWIN (Infosys Women's Inclusivity Network) team adopted the UN theme for 2018 '#PressforProgress' and thoughtfully planned multiple activities focusing on education, fitness, creative expression, empowerment and entertainment.

Women Wizards Rule Technology initiative : Infosys participated in the launch of the Women Wizards Rule Technology (W2RT), a NASSCOM initiative that focuses on capacity-building for women in technology, in collaboration with the Sector Skills Council and Data Security Council of India.

Lending expertise in mentoring, Infosys will train mentors and mentees across NASSCOM organizations to deliver the goal of this program which is to prepare 3,000 women technologists for the Indian IT industry.

Aruna Newton, Global Head, D&I speaking at the Women Wizards Rule Technology launch in Chennai

Aspiring Architect Program

Aspiring Architect Program

Infosys launched the Aspiring Architect Program with a view to increase the participation of women in technology. The six-month intervention saw over 450 registrations globally. Business units have assigned mentors and coaches to each of these women. Peer learning groups in development centers also provide a supportive ecosystem for development.

Return -to-work-post-maternity initiative

All eligible employees can avail themselves of parental leave as governed by the applicable laws and organizational policies. In fiscal 2018, 4,426 women availed themselves of maternity leave and 5,455 men of paternity leave. The percentage of women returning from maternity leave stands at 79.5%.

The return-to-work-post-maternity efforts were further strengthened with proximity and in-house childcare tie-ups at various India locations to give discerning parents the required flexibility, ease of access and affordability when selecting appropriate childcare options for their little ones.

The return-to-work-post-maternity initiatives include:

Mum's Net: A safe and comfortable integration space for new mothers returning to work at our India development centers.

Mum's Net space at our Bengaluru campus

Sapphire App: A mobile app that helps mothers-to-be and young mothers stay in touch with organizational news and happenings, build buddy networks and get inspired through blogs, articles and information contributed by IWIN members. It also gives them an opportunity to understand their competency development needs when they are return to work.

Learning and enablement modules: Various learning modules and case studies are created and delivered through technology.

Persons with disabilities

With a goal to create comfortable and accessible workplaces for our employees with disabilities, there have been several improvements to campus infrastructure across our campuses in India. Additionally, strong policies to provide reasonable accommodation and integration of employees with disabilities into the workplace through a system of volunteers and employee resource groups have added tremendous value.

Along with all accessible physical infrastructure and reasonable adjustments, creating an accessible digital ecosystem also plays a big role to effectively integrate employees with disabilities. The D&I team has constantly put an effort to make the digital infrastructure accessible and, engages with other stakeholders by creating awareness about digital accessibility and evaluating all major internal tools, applications and communication channels for reasonable remediation. The D&I office also focuses on creating online resources on digital accessibility for self-learning and conducts sessions periodically.

Being an equal opportunity employer, we encourage employees to disclose their disabilities and seek reasonable accommodation to allow them to perform to their full potential. The number of employees who have voluntarily disclosed their disability status and the nature of disability stands at 283, as on March 31, 2018.

The International Day of Persons with Disabilities was celebrated on December 3, 2017 across our India campuses. The program included felicitation of managers who nurtured supportive ecosystems to effectively integrate employees with disabilities in their teams and a felicitation of employees with disabilities for their performance.

Culture training workshop

Infosys has launched a new series of managerial excellence training programs to include culture and inclusion training in partnership with Berlitz Languages, Inc. Four pilot training programs were organized in Bengaluru, India and the US with key senior managers.

Culture training workshop in Plano, Texas

Employee Resource Groups (ERGs)

While our differences shape who we are, our shared Infosys corporate culture and values remain critical to our mutual success. We have created a number of ERGs that address the needs of our diverse workforce, including community participation, networking, cultural enrichment and support based on affinity, ability and gender. Around the world, volunteers have come together to support fellow Infoscions to meet and work with diverse yet like-minded individuals and create an environment where every Infoscion can thrive.

The volunteers conduct programs and initiatives such as peer-to-peer forums, leader-speak series, conferences, special events and celebrations to ensure continuous engagement with our diverse workforce.

The following are the significant employee resource groups set up to address the diverse needs of our employees:

Resource group	Area of influence	Highlights
Creating Common Ground	A cultural assimilation program	This program 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.

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.
Infosys Gay, Lesbian employees and You (IGLU)	Employee resource group for employees from the LGBT community	An affinity group set up in fiscal 2012 with the objective of creating a safe and respectful work environment for employees from the Lesbian, Gay, Bisexual, and Transgender (LGBT) community. Awareness programs and events are held to foster inclusion.
Infyability	Employee resource group for differently-abled employees	A forum that works towards 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.
Infosys Women's Inclusivity Network (IWIN)	Employee resource group for women	IWIN works towards 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 counseling on life challenges	A peer group of volunteers trained in barefoot counseling spend time listening to, empathizing with, supporting and counseling fellow employees, helping them cope with life's challenges, mostly personal in nature. The Samaritans are also engaged in conducting awareness initiatives and internal workshops on listening, basic counseling skills and addressing issues related to depression and suicidal tendencies.

Rewards and recognition programs

To ensure that employees are at their productive best, we continued to work on simplifying internal processes through a collaborative effort with various teams. Rewards and recognition in terms of annual awards for excellence, quarterly promotions, and unit awards continued. We also maintained our focus on performance differentiation, to ensure that our high-performing employees are driven towards higher purpose and goals. We also encouraged each employee's entrepreneurial spirit through various rewards and career development programs.

Celebrating success and excellence : The Awards for Excellence program at Infosys 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.

Employee communication

We have established multiple channels to engage and communicate with our employees across all levels. We have frequent interactive sessions with the top leaders across campus through town halls. In addition, we have employee communication channels such as organization-wide mailers, newsletters within units, our corporate intranet (Sparsh), corporate TV channel (InfyTV), corporate radio channel (InfyRadio), our social networking hub (Yammer), the annual employee satisfaction survey – LITMUS (Let's Interact on Themes that Matter to Us), Leader and Infoscion blogs, 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.

Occupational health and safety

We have integrated climate change actions into our Company strategy. Our Health, Safety and Environmental Management System (HSEMS), called OZONE, seeks to provide a safe and healthy workplace to our employees, visitors and contract workers and achieve high standards of environmental protection. It also strives to keep interested parties well-informed, trained and committed to our HSE process. We are certified to ISO 14001:2015 and OHSAS 18001:2007at most of our campuses in India.

Health and Safety by design: We continued our efforts on smart building automation, highly-efficient designs, deep green retrofits and renewable energy, which have helped us conserve resources. During the year, we initiated a few projects to improve thermal comfort, indoor air quality and enhancing occupant experience. We tested and piloted new particulate matter (PM) 2.5 sensors to further measure and enhance indoor air quality in our campuses. Learnings from this pilot will be implemented in other campuses.

The HSEMS includes well-defined policies and procedures including the following components:

Risk management: Includes the identification of hazards for all activities including new or modified activities, products and services, implementation of measures to minimize or control impacts, and monitoring the same in a structured manner. Ergonomics-related ailments has been identified as one of the health concerns prevalent in our kind of environment. Workstations and furniture are designed and procured after considering their ergonomic advantages. Physiotherapists are available in most campuses in India and they conduct regular sessions on back care, posture maintenance and repetitive strain injuries.

Safety committee: Occupational Health & Safety (OH&S) committees are established at each of our campuses / 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

Training on health, safety and environment: 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 employee induction programs. E-learning modules have also been rolled out for creating awareness. An OHSAS e-learning module is also available to the global workforce.

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 corrections or 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.

In fiscal 2018, we have strengthened our incident reporting mechanisms and awareness. We have noticed a slight increase in the trend of employee-related incidents reported and are taking appropriate corrective measures to address these after root causes are analyzed.

Employee safety

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 detailed as follows:

- **Technological intervention:** 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 through the press of a single 'help' 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 (ODC / Non-ODC).

- **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 even more safe and secure.

  » 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.

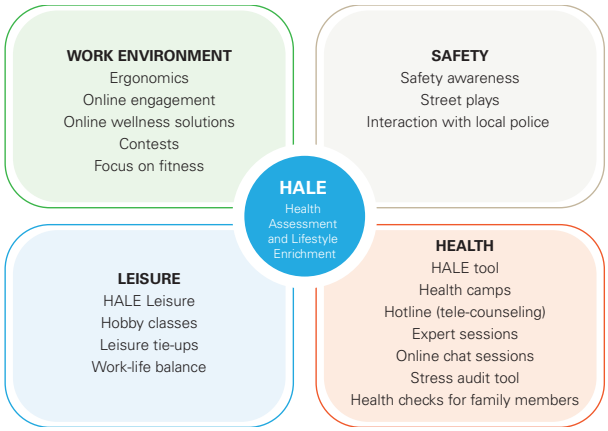
  » Localization: To ensure the culture of safety is maintained across DCs, safety anchors at DCs conducted 'safety weeks', where over 100 activities on safety were conducted covering more than 50,000 employees.

  » Customer 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.

- **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.
- **Automated transport system:** With the introduction of applications, rostering for cabs for employees working during night shifts has been automated. Employees can now just put in their shift timings on the app and receive their cab details.

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 rising concerns of 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.



5. Leadership Edge

Infosys Leadership Institute (ILI) embraces a customized approach to host initiatives aligned to specific needs of the senior leadership team. Our business leaders along with HR business partners identify needs for their respective talent pool through formal talent review discussions. These themes help us to evolve our learning calendar of open programs (Leadership Labs). We had 200 participants nominated across functions, subsidiaries and technologies, resulting in a diverse mix of participants across locations. To provide deep dive into specific skills, we launched four Leadership Tracks for 45 leaders, spanning over a period of 3-6 months.

In partnership with Stanford Graduate School of Business, we had two cohorts comprising 38 and 65 leaders who completed the Infosys Leadership Program.

Infosys Sales Academy (ISA) was formally launched in 2017 to provide learning curricula and interventions for our sales leaders in partnership with renowned sales training and consulting firms on themes including deal coaching, human side of the deal, writing winning proposals, etc. For delivery leaders, we rolled-out a flagship program in association with faculty from Columbia Business School. For select high-caliber leaders, ILI runs 12-month blended learning programs in partnership with world-class institutes and thought leaders for enhancing perspective, skill and real time exposure.

Giving back and nurturing future leaders is key to Infosys' approach to learning and growth. Internal coaching and personal development partnership are being offered to select 55 leaders within Infosys. The 'Give More, Be More' mentoring program has been launched for 15 protégés. Gender diversity is another priority, and ILI supports women leaders' engagement through mentoring and specific women leadership experience workshops.

Through varied interventions and initiatives, we continuously strive towards facilitating an ecosystem that helps leaders invest in their own development and become better at not just what they do but also the kind of leader they become.

Case study 1

Lex - Learn something new today, everyday

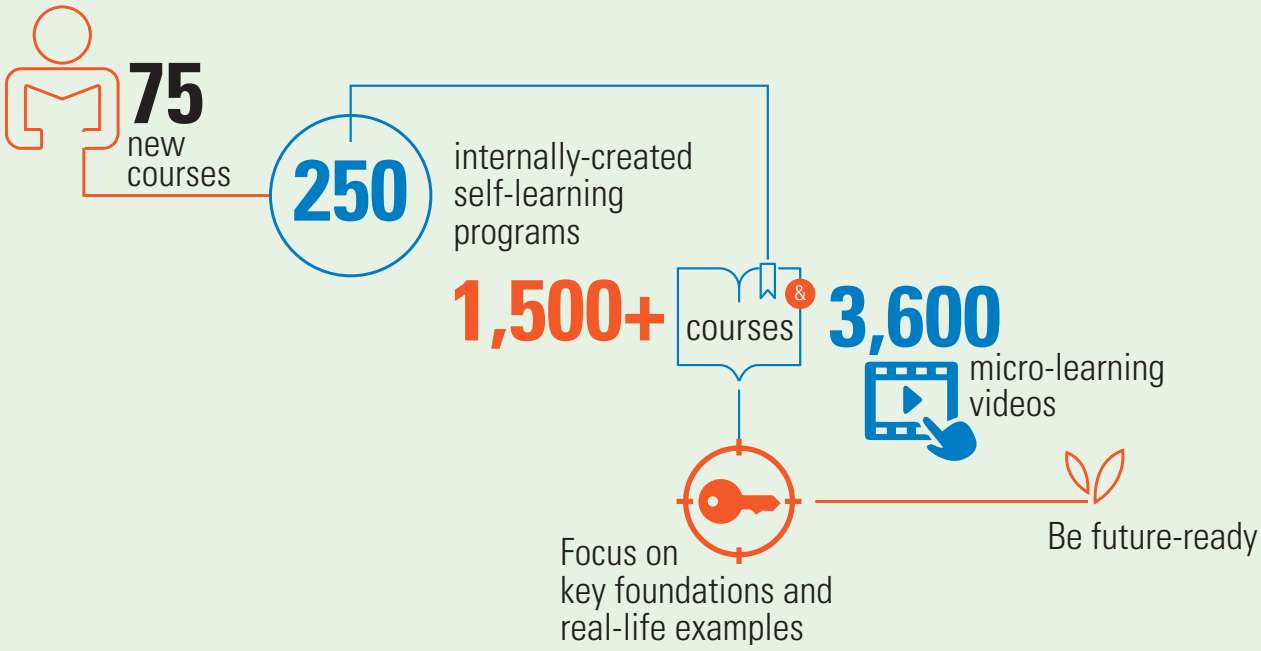
In the age of disruption, whether it is Digital, AI, Machine Learning (ML) or other emerging technologies, it is imperative for every individual to stay relevant. Since technology never stops evolving, we have always continued to empower employees by letting them take charge of their careers and learning journeys.

We have a deep appreciation for the need to re-skill and upskill our own people so they can embrace and share the value of these emerging technologies. Our Education, Training and Assessment (ETA) department, at the forefront of creating a culture of learning in the organization, built a new learning platform called Lex.

Lex is a highly scalable and modular learning platform that allows our employees to access learning content from anywhere, from any device, at any time, and learn at a time convenient for them. Employees can even download the content and access it later when they are offline as well.

To accelerate their continuous and lifelong learning, Lex is designed to make learning accessible, relevant, fun, and drives outcomes that matter. Lex helps employees learn skills for today and be ready for the skills of tomorrow in a hands-on and practical way.

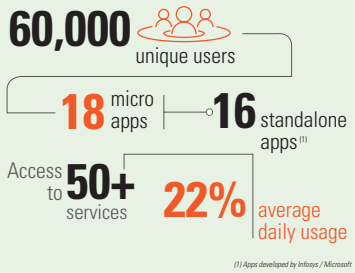
Lex offers employees unlimited access to a vast library of best-in-class content aggregated from multiple internal and external sources, across roles, functions and skills. With Lex cohorts, employees are also presented with an opportunity to co-learn, collaborate and discuss with peers, while also engaging and interacting with the subject experts and tutors. With this, we are able to achieve our goal of enabling 'Learning on the Go' for our employees.



Case study 2

Smart IT at Infosys

Mobility is the new normal in business today. Today's mobile users demand mobile applications that connect them to enterprise resources anytime, anywhere. And the explosion of mobile apps has given rise to security and management challenges for enterprises. InfosysIT undertook a program – 'Windmill of InfosysIT' – encompassing revenue enablement, innovation, and cost optimization as strategic pillars, to empower more than 200,000 employees around the world. Under this program, the team launched 30 significant initiatives across key focus areas: user experience, automation, and ahead-of-the-curve (innovation), to manage the growing demands of a progressive organization.



InfosysIT Enterprise Mobile App was launched for Android and iOS users. Upon registration, the employee can access in-house apps, view his / her dashboard and pending approvals and stay abreast of organizational news and happenings. The app also enables frequently-used transactions on the go and is presently being used by more than 30,000 users, within just three months of rollout. Our services and applications are being enabled to perform periodic health checks leveraging machine learning algorithms to implement preventive and self-healing capabilities.

To enhance employee safety, we have rolled out an Emergency Mobile App for employees. These IT solutions help the organization with a near-real-time view of an employee's location for prompt response to emergency alerts.

COMMUNITY ENGAGEMENT

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 the creation of economic development through direct and indirect investment of time, effort and funds. We also encourage personal volunteering efforts 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 2018, we did not have any grievances with regard to impacts on society. 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

Infosys is committed to the communities in which it operates. Established in 1996, the Infosys Foundation supports programs in the areas of education, rural development, healthcare, art and culture, and destitute care. The Foundation prides itself on working with the poorest of the poor, selecting projects with infinite care and working in areas that are normally overlooked by the larger society. The Foundation partners with various organizations such as non-profit and non-governmental organizations to make a difference among local communities.

Supplying clean water to villagers in Andhra Pradesh

This year, the Foundation's activities extended from Jammu & Kashmir to Tamil Nadu, and from Gujarat to Arunachal Pradesh, with an emphasis on expanding our reach while ensuring focus on key areas of development. For more details on the Foundation's activities, visit https://www.infosys.com/infosys-foundation. For details on projects undertaken in fiscal 2018, refer to the Board's report in our Annual Report, available on www.infosys.com, and the Infosys Foundation Report 2017-18, available on https://www.infosys.com/infosys-foundation/about/reports/.

Infosys Foundation USA

NASA astronaut Don Pettit featured in the #WhyIMake video campaign. He discussed what it's like to be a maker in space

Infosys Foundation USA is focused on bridging the digital divide in America by supporting high-quality computer science (CS) education and coding skills with a particular focus on under-represented communities. Infosys Foundation USA enhances CS and Maker education across the US by:

- Expanding professional development and training, especially for educators at high-poverty and Title 1 schools
- Boosting hands-on learning, with special emphasis on children and young adults from under-represented groups and communities
- Supporting and growing the community of like-minded advocates to increase awareness and drive greater thought leadership.

Helping under-represented groups gain access to Computer Science (CS) education in 50 states have impacted:

13,081 TEACHERS	4,723,086 STUDENTS	21,345 SCHOOLS

For more details, visit http://www.infosys.org/infosys-foundation-usa/.

The Infy Maker Awards

The Infy Maker Awards encourage the concept of Making, acknowledging individuals who have interesting or innovative solutions for real-world problems or a knack for leveraging technology to make tasks easier. The awards were initially launched in the US by the Infosys Foundation USA in June 2015. The first Indian edition of Infy Maker Awards was launched in 2016. For more details, visit www.infymakers.com/india.

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 vocation 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.

The award is given annually to honor outstanding achievements of contemporary researchers and scientists across six categories: Engineering and Computer Sciences, Humanities, Life Sciences, Mathematical Sciences, Physical Sciences and Social Sciences, each carrying a prize of a gold medal, a cash prize. The prize winners are awarded a purse of ₹65 lakh (tax-free in India) and a citation by the jury.

Guest of honor Prof. Kip Thorne addressing the audience at the Infosys Prize ceremony on January 10, 2018

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

Dina Katabi, winner of the 2017 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 computing field. Now known as the ACM Prize in Computing, it carries a prize purse of US$ 250,000.

ACM named Dina Katabi of the Massachusetts Institute of Technology's Computer Science and Artificial Intelligence Laboratory (MIT CSAIL) the recipient of the 2017 ACM Prize in Computing for creative contributions to wireless systems.

Recognized as one of the most innovative researchers in the field of networking, Katabi applies methods from communication theory, signal processing and machine learning to solve problems in wireless networking.

Among her contributions, she is cited for co-authoring several highly influential papers on overcoming interference in wireless networks to improve the flow of data traffic. And in inventing a device that seems to be lifted out of the pages of science fiction, she and her team pioneered the use of wireless signals in applications that can sense humans behind walls, determine their movements and even surmise their emotional states.

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 raising 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. Apart from classroom sessions, the program organizes conclaves, faculty enablement programs, seminars, Industrial visits at the nearest Infosys development centers, technical events, and soft-skills training 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, Internet of Things etc. many of which have already been included in the curricula of these institutions.

Over the last 14 years, a total of 4,56,324 students and 15,219 faculty have been covered as part of the CC initiatives. At least 135 engineering colleges have introduced our programs as electives for their students, thereby integrating software engineering concepts and practices into the engineering curriculum.

The following sections highlight our Campus Connect programs in fiscal 2018:

Inspire: The CC faculty partnership model: Faculty members play a vital role in CC engagement and hence, it is imperative for us 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.

For more details on Campus Connect, visit https://campusconnect.infosys.com.

The competency levels for faculty members certified in fiscal 2018 is as follows:

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.

Employee-led projects

Time and again, our employees have demonstrated through their actions their passion for helping the needy. Be it relief operations or helping the under-privileged students in their education, our employees are at the forefront.

We actively support employee volunteering efforts. We provide platforms for employees to collaborate and form volunteering groups. We also promote and celebrate the volunteering achievements of our employees through our internal publications, blogs, collaboration platforms, InfyTV and InfyRadio. We also have an award for social responsibility in our prestigious annual 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 Infoscions 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 Infoscions 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/

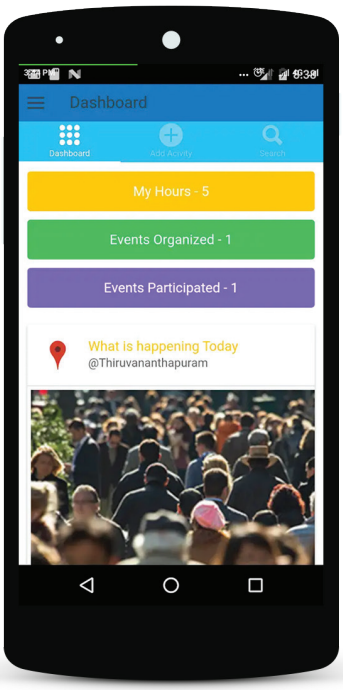
Infosys CSR app

CSR is one of the key pillars at Infosys and we believe in large-scale impact as much as we believe in grassroots-level impact. Our CSR clubs at our development centers focus on key themes such as education, well-being and social welfare. Through these clubs, our employees organize educational workshops and awareness sessions to create a deeper impact.

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.

The world is moving ahead with technology and we are matching that pace, especially in CSR.



Case study 1

Participants and trainers at the UTeach CSP training at the University of Texas, Dallas, US

Bridging the tech divide in US schools

With the rising need to have skilled talent, it has become imperative to align the educational system with the automated workplace of the future.

Infosys Foundation USA has committed to a range of diversity-at-work initiatives, including outreach to under-represented youth. The team created an innovative curriculum that allows technology to be implemented in their classrooms.

UTeach CSP training, Texas

The Infosys Foundation USA supported the UTeach Computer Science Principles (CSP) training at the University of Texas, Dallas, which was attended by 67 high school teachers from 18 states and 56 school districts (with more than 40% of those teaching in rural locations). Eighty percent of these teachers were new to computer science altogether, and more than 60% taught in Title I schools.

From L to R: Ravi Kumar S., President and Deputy COO of Infosys, with Kimberly Hughes, Director, UTeach Institute, and Dr. Poras Balsara, Dean of the Jonsson School of Engineering and Computer Science at UT Dallas

The teachers were divided into three classrooms, each led by two superstar trainers from the UTeach CS 'Teacher Leader Corps' teachers.

The agenda for the five-day UTeach CSP training session was packed with activities. In addition to learning the material from the UTeach CSP course, teachers also got up to speed with the AP CS Principles framework and the associated mission to broaden participation in computing. As part of the training, teachers engaged in a project-based learning assignment – to create a useful and visually pleasing program in Scratch, a block-based programming language used in UTeach CSP.

In a joint effort with UTeach CSP workshops, the National Center for Women and Information Technology's Counselors for Computing hosted 16 secondary school counselors in their own computational learning workshop.

With 98% of the attendees committing to teach at least one section of the UTeach CSP during the 2017-2018 academic year, it is estimated that more than 1,500 students will be impacted by the curriculum.

Case study 2

Sponsored students of the Z.P. Maan Primary School, supported by the Infosys Pune CSR team

Good samaritans from Infosys Pune fuel young dreams

Sparsh – A Healing Touch, the Infosys Pune CSR team has adopted a *zilla parishad* school in Maan village. After sponsoring the construction of the school building, which was inaugurated in 2013, volunteers have been teaching every weekend for the past four years. Over the years, the volunteers have come across some well-deserving students who were on the verge of quitting school due to lack of finances.

Prashant Bansode is an exceptionally talented and hardworking student. The volunteers met Prashant at the Z.P. Maan Primary School. His father is a sole breadwinner and works hard to make both ends meet.

Even with these challenges at home, Prashant actively participates in class. His favorite subjects are Math, General Awareness and reading. During recess, he likes to pick up a new book from the library or learn better ways of storytelling and email writing. His general knowledge and oratorical skills are excellent. But the family's financial constraints could force him to discontinue his education, his father said. "I want my child to study but I am afraid I don't have the means to support it. If I invest in his education, I would have to starve my family to death," Prashant's father confessed.

Komal Sonawane is another brilliant student of the school who aspires to become a leader for a better future. Her special talents include acting and articulation. She scored 84% in her Grade 8 exams. Her father is a diabetic. He is the sole earning member of the family, with three daughters and one son to support. It is impossible for him to invest in Komal's education. When asked, he said, "Forget savings, I wouldn't even have money for food and clothing if I invest in Komal's education. I cannot let the family suffer for the sake of providing a good education to one child."

Prashant and Komal have been selected for sponsorship this year.

Over the last three years, students have been sponsored based on their performance in academics, attendance, and participation in class activities during school hours and in the ones conducted by volunteers. A detailed evaluation is done by the volunteers and feedback is sought from teachers. A home visit by the team assesses financial status and keenness of parents to support the child's education.

ENVIRONMENTAL STEWARDSHIP

Ramadas Kamath U.

Head – Administration, Facilities, Infrastructure and Security & Sustainability

Innovations for a greener planet

Environmental sustainability could become the next major challenge as countries power ahead towards achieving their developmental goals. For an environmentally sustainable future and a sustainable world, responsible corporations need to value natural resources and make abstemious use of them. These were our thoughts exactly when, in 2008, we set ourselves an ambitious goal to fuel our business growth while reducing our environmental footprint.

Over the past decade, we have succeeded in reducing our per capita electricity consumption by 53%. While our employee count has more than doubled, our electricity consumption has increased by just 12%. 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 11.7 million sq. ft. of the highest-rated green buildings, with over 10.8 million sq. ft. in progress for certification. We also have the world's largest LEED Platinum-certified campus at Pune. An aggressive retrofits program has enabled us to reduce our connected load by over 32 MW and our per capita scope 1 and 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. About 43.7% of our electricity is from renewables. Pursuing a science-based approach, we set up a state-of-the-art 6.6 MW solar plant at our Hyderabad campus. The plant showcases two solar technologies – crystalline and thin film while also giving us valuable data on the efficiencies of fixed mounting and single access tracking-the-sun mounting. A solar testing lab in Bengaluru showcases five solar technologies and gives us data-based insights into investments in technologies depending on the climatic condition of a place. Our research in solar is showcased at national and international forums including the EUPVC in Germany giving a fillip to our advocacy efforts in the adoption of renewables.

UN-Water reports that by 2025, 1.8 billion people will be living in countries or regions with absolute water scarcity. The lack of water poses a major threat to several sectors, including food security. As a responsible corporation, conserving this precious resource is a part of our sustainability mandate. Over the past 10 years, our per capita consumption of fresh water has reduced by 57%. Investments in technology, coupled with rainwater harvesting and employee participation, have been key to this success.

India produces 62 million tons per annum of waste. With land prices escalating and health and sanitation risks aplenty, the scientific treatment and disposal of waste will be the only sustainable solution. 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 3.6 million kgs per year of organic waste, to pioneering scientific scrap yards and multi-waste shredders to improve the recyclability of our waste, thereby reducing waste to landfills. We also piloted a multi-stakeholder experiment for the first commercially viable bio-CNG-based employee transport model. On the occasion of World Environment Day 2018, we took a pledge to make our campuses 'non-recyclable plastics-free' by 2020. We also pledged to reduce the per capita generation of plastic waste by 50% by the same year.

This move is a part of our continued effort to protect the environment and encourage sustainable development. Implementing projects to offset our scope1 and scope 3 emissions has helped us avoid over 153,000 tCO_2E while bringing cheer to over 100,000 families in rural India.

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.

While I am proud of what we have collectively achieved, I still believe there is more to do and companies like ours have a larger responsibility to shoulder. It is time to come together as an industry to inform policy at the national and international levels and positively influence the mission towards sustainable growth and a sustainable world for everyone.

Energy

EC 40, Bengaluru is a fully prefabricated building commissioned in 2017

Non-renewable energy

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.

Our new high-efficiency buildings, through their smart building envelope design and innovative cooling systems, ensure employee comfort as well as low energy bills.

We continue to focus on deep green retrofits. Every piece of aging infrastructure in our campuses gives us an opportunity to make them more resource-efficient through re-engineering and refurbishment. We also consolidated building operations in some of our campuses.

In 2011, we committed at the United Nations to reduce per capita electricity consumption by 50% (against the baseline year 2008) by 2018

Reduction in electricity consumption

53%

Year-on-Year (YoY) reduction

4%

Per capita electricity consumption

139 kWh / employee / month

Design strategy for new buildings

- Orientation
- Window-wall ratio
- Wall and roof insulation
- Maximum daylight in the interiors
- Radiant cooling

Deep green retrofits

- Chiller plants
- Artificial lighting
- UPS system
- Data centers

Our 6.6 MW-capacity solar farm in the Hyderabad Pocharam campus

Renewable energy

As part of our commitment towards RE100, we continued our efforts on renewable energy by sourcing green power at a few locations and the installation of onsite solar photo-voltaic (PV) plants. During fiscal 2018, 109.7 million units of our overall energy requirement came from green power, which is about 43.7% of the overall electricity requirement of our campuses across India. Out of this, 22.8 million units of electricity was produced from solar PV systems in our campuses.

The total installed capacity of rooftop and ground-mounted solar plants in India till date is 46.1 MW. We are in the process of adding another 12 MW off-site solar power plant in Karnataka, and around 7 MW of on-site solar plants in our Thiruvananthapuram, Hyderabad, Mangaluru, Bengaluru, Mysuru and Chandigarh campuses. In 2017-18, we have installed 1 MW capacity of rooftop solar in Pune, Chennai and Hyderabad and a 30 MW solar farm in Sira in Karnataka.

With a view to ensuring environmental sustainability through the conservation of natural resources and maintaining the quality of air, we embarked on an ambitious project to achieve carbon neutrality leadership through the adoption of green energy. As part of this effort, we opted to set up solar power generating facilities complimenting the efforts of the Ministry of New and Renewable Energy, Government of India. With this initiative gaining momentum we hope to achieve renewable energy leadership by 2020.

For details of location-wise solar PV installations, please refer to Annexure 1.

We are committed to a strategy to use renewable energy on our campuses. We are also a signatory to the global RE100 initiative. Our efforts included aggressive targets to reduce consumption and switch to renewable energy resources for our business operations.

Electricity sourced from green power

43.7%

Total installed capacity

46.1 MW

Carbon emissions

Clockwise from top left: Women gathering large quantities of firewood for cooking; Traditional chulhas generate significant amount of smoke and pollution; Biogas units under construction in Ramanagara, Karnataka; Smoke-free kitchens using improved biomass cook stoves.

In line with our commitment to become carbon neutral and focus on social development alongside carbon emission reduction, we have implemented six community-level carbon offset projects. As of fiscal 2018, our project portfolio includes a household biogas project, four high-efficiency biomass cook stove projects, and one rural electrification project.

During fiscal 2018, we carried out third-party verification by UN-approved verifying agencies / Designated Operational Entities (DOEs) for the carbon offset generated by these projects since their implementation.

As of fiscal 2018, we covered over 1,600 villages in six districts across Karnataka, Rajasthan, Odisha, Maharashtra and Jammu & Kashmir. In addition to the large environmental benefits in terms of reduction of CO_2, soot, and other air pollutants, these projects have also created significant socio-economic benefits and are well-aligned to the UN Sustainable Development Goals (SDGs).

UN Sustainable Development Goals

Our commitment is to become carbon neutral by 2020. The goal year has been revised from 2017-18 to 2019-20 owing to policy-level challenges in implementing renewable energy at scale in the country.

Emissions offset through community carbon projects

153,309 tCO_2e

(as of March 31, 2018)

Number of families positively impacted so far over

100,000

Green buildings

LEED Platinum-certified SDB1 building at our Jaipur campus

In fiscal 2018, two of our buildings – SDB-1 in Jaipur and SDB A & B in Bhubaneswar were platinum certified for excellence in environmental parameters. SDB-1 Jaipur became the first building of Infosys to receive the LEED (Leadership in Energy and Environmental Design) platinum rating from the US Green building Council. With this, we now have 19 LEED Platinum-rated buildings and four buildings with GRIHA (Green Rating for Integrated Habitat Assessment) 5-star rating, and 2 LEED EB (existing building) campuses with the highest level of green certification.

Our Mysuru, Chennai, Bhubaneswar, Pune Phase 1 and Chandigarh campuses are undergoing LEED EB certification.

Apart from the green certified buildings, in fiscal 2018, we also commissioned a campus in Bengaluru, consisting of an office building and a parking building, with fully prefabricated (precast) technology. This campus in Bengaluru has set a benchmark for not only Infosys buildings but also for the construction industry, which is largely unorganized and dependent on unskilled labor. The Infosys campus with precast buildings took 30% less time to complete, was able to minimize wastage of construction materials and ensure high quality construction.

All our new buildings follow high standards of resource efficiency and aim to achieve the highest level of green building certification.

Green building footprint

11.7 million sq. ft.

Certification in progress

10.8 million sq. ft.

Water

Rainwater harvesting pond at our Hyderabad SEZ campus

Fresh water

Our fresh water consumption is solely for the purpose of human sustenance. Hence, we believe that we do not significantly impact water resources. We have focused on reducing our per capita fresh water consumption through various initiatives.

The smart water metering systems installed in most of our campuses have helped us identify undetected leakages and reduce unaccounted-for water. Rooftop rainwater harvesting systems have been installed in some campuses that allow collection and storage of rainwater in monsoon.

A first-of-its-kind, smart irrigation system has been piloted at our campus in Mysuru. We also completed the implementation of ground water injection systems at our Bengaluru, Chandigarh, Chennai, Hyderabad, Jaipur, Mysuru and Pune campuses.

Our aim is to make our campuses water-sustainable. Fiscal 2018 saw substantial reduction in per capita water consumption as a result of the completion of retrofits from the previous year as well as the consolidation of building operations in some campuses.

Reduction in water consumption

57%

Year-on-Year reduction

20%

Water conservation measures

- Rainwater harvesting
- Smart water meters
- Low-flow fixtures
- Artificial lakes and deep injection wells
- Pressure compensating aerators
- Smart irrigation

Sewage treatment plant with MBR technology

Wastewater

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 insignificant quantity of sewage is released into the municipal sewage systems for further treatment. The treated water quality is monitored regularly to ensure adherence to all applicable environmental norms.

We have a better understanding of the wastewater as well as fresh water treatment technologies. New designs for wastewater treatment plants are better optimized on size, treatment technology and specific energy consumption. Old treatment plants have been retrofitted from conventional systems to membrane bioreactor systems that give better treated water quality, meeting new wastewater treatment norms. Even the reject water from the reverse osmosis (RO) plants is being recycled and reused appropriately. We will focus on improving monitoring and automation of these plants in the coming year. Treated water coming from our sewage treatment plants continues to be used for flushing, landscaping and make up water for air-conditioning.

For the current fiscal, we have recycled 2,395,769 kl of water, which amounts to 83% of the total water withdrawal.

Our strategy on water is Reduce, Reuse and Recycle.

Strategy – New buildings

- 100% of the generated wastewater is recycled
- Efficient treatment technology
- The recycled water is reused for irrigation and flushing, as well as in the cooling towers

Strategy – Existing buildings

- Retrofits to upgrade treated water quality in line with the new Central Pollution Control Board norms
- Retrofits to bring down the cost of wastewater treatment
- Dual piping system retrofits in existing buildings

Waste

Biogas plant at our Hyderabad campus

Our initiatives on waste management are spread across three dimensions, namely, influencing social behavior, process optimization and the implementation of technology.

We have been persistent in our efforts to ensure reuse, recycling, and responsible disposal of waste, and adopted a scientific approach towards waste management. 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 too.

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.

With a first-of-its-kind automated solar dryer for STP sludge, we are now able to treat 1.2 million kgs of sludge per annum at our Bengaluru and Mysuru campuses since 2016. Currently three such plants are under installation in Pune, Thiruvananthapuram and Hyderabad. This will add another 1.4 million kgs / annum to our total capacity.

We have been working towards our objective of minimizing waste to landfills and ensuring recycling or disposal of waste in adherence to applicable legislation.

Biogas and composting plants

17

Organic waste treatment capacity

3.6 million kgs / annum

Case study 1

Biomass cook stoves have transformed the lives of families in Ganjam, Odisha

Lighting fires of hope, but without smoke

Ganjam is one of the 30 districts in the state of Odisha and is about 100 km southwest of Bhubaneswar where Infosys has two campuses. Ganjam is the most populous district in the state and one of the most impoverished districts in the country. Most of the households in the district still cook their food on traditional three-stone, open fire or traditional mud- . This year, Infosys provided improved, high-efficiency biomass cook stoves (PCS-1 model) manufactured by Envirofit India Private Limited to 37,200 families in Ganjam.

According to WHO, nearly a million deaths a year in India are attributable to household air pollution from cooking. Continual, life-long exposure to the toxic fumes and soot from traditional cooking leaves millions, especially women, with serious respiratory problems. Traditional modes of cooking require large quantities of firewood. The drudgery of gathering firewood is a key activity thrust upon rural women and girls, and is one of the reasons for discontinued education and higher rates of school dropouts among girls.

The biomass cook stoves are designed for better fuel-air ratio, leading to better combustion efficiency. They require less than 50% firewood compared to traditional chulhas and burn smoke-free.

Today, cooking on the biomass cook stoves, Ganjam households are relieved of smoky, sooty kitchens and the associated respiratory illnesses and discomfort. The task of gathering firewood is less time-consuming, as are the processes of cooking and cleaning cooking vessels (because of little or no soot). As a result, women are able to contribute to community and livelihood activities. Attendance of girls has improved in schools. Flooding during the monsoons sometimes forces families in the area to abandon their belongings and move to higher ground. The new cook stoves have emerged as life-savers during these times, being easy to carry and set up for cooking.

The Infosys cook stove project in Ganjam carries the mark of our commitment to sustainable development. This project contributes to 11 out of the 17 UN Sustainable Development Goals. Apart from the socio-economic benefits, this project provides sustainable energy to the communities, helps reduce environmental degradation caused by firewood harvesting, and contributes to climate change mitigation by helping prevent emissions of nearly 2 lakh tons of CO_2 over a five-year period.

Case study 2

Union minister for Petroleum and Natural Gas, Dharmendra Pradhan, flagging off green-fuel buses at at Balewadi Stadium, Pune

A green solution to our transport-related emissions

Scope 3 emissions refer to indirect CO2 emissions that are a consequence of the activities of the company, but occur from sources not owned or controlled by the company. Examples of scope 3 activities are extraction and production of purchased materials; transportation of purchased fuels; and use of products and services. At Infosys, 27.5% of the Scope 3 emissions is contributed by employee commute. In fiscal 2018, the Company's transport service covered approximately 16.02 million kms, contributing 9,505 tCO_2e.

Our Pune facility operates over 148 buses through third-party contractors. The diesel-powered buses used to ferry employees emit 2,499 tCO_2e annually.

As an alternate solution, Bio-CNG (Compressed Natural Gas) processed from food waste was explored as a substitute for diesel. Bio-CNG meets the IS 16087 /2016 standards and closely matches with the performance parameters of CNG. Bio-CNG is now recognized as alternate transport fuel by the Government of India's Ministry of Road, Transport and Highways.

This initiative intends to replace diesel-run buses with Bio-CNG-run ones, resulting in an immediate reduction in CO_2 emissions and creating an economically viable model.

The concept has received attention under the "City waste to city bus" program. Currently a pilot with five buses is being developed at our Pune campus, in partnership with NobleExchange, a company based in Talegaon, Pune that processes Bio-CNG from food waste. The concept was also presented at the Bio-Energy Utsav organized by the Ministry of Petroleum and Natural Gas. Infosys' efforts were appreciated by the Ministry and was shown as an example to promote clean transport in the country.

ANNEXURES

Annexure 1

Financial performance

A snapshot of our financial performance in fiscal 2018, compared to three preceding fiscals, is as follows:

in US$ million

Particulars	2018	2017	2016	2015
Direct economic value generated	11,434	10,667	9,977	9,271
Revenues	10,939	10,208	9,501	8,711
Other income	495	459	476	560
Economic value distributed	13,615	10,393	9,897	9,041
Operating costs	2,224	2,042	1,890	1,591
Employee wages and benefits	6,034	5,612	5,236	4,862
Payments to providers of capital	3,032	856	880	689
Payments to governments (total taxes paid)	2.285	1,849	1,858	1,857
Community investments[1]	49	34	33	42
Economic value retained[2][3]	(2,181)	274	80	230

[1] Contribution to the Infosys Foundation and 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 Annual report and Form-20F for further details.

Talent management

The region-wise employee distribution for fiscals 2018, 2017 and 2016 is as follows:

Region	As on March 31, 2018			As on March 31, 2017			As on March 31, 2016		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
India	115,828	65,137	180,965	113,763	63,809	177,572	111,468	61,173	172,641
APAC	3,750	3,035	6,785	4,754	3,362	8,116	4,228	3,143	7,371
Americas	7,119	3,040	10,159	6,002	2,558	8,560	5,900	2,412	8,312
EMEA	3,693	2,505	6,198	3,597	2,519	6,116	3,332	2,388	5,720
Total	130,390	73,717	204,107	128,116	72,248	200,364	124,928	69,116	194,044

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

The role-wise employee distribution for fiscals 2018, 2017 and 2016 is as follows:

Role	As on March 31, 2018			As on March 31, 2017			As on March 31, 2016		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Associate	47,274	40,825	88,099	49,460	42,241	91,701	50,484	42,068	92,552
Middle	59,386	28,670	88,056	55,039	25,776	80,815	51,228	22,997	74,225
Senior	22,917	4,130	27,047	22,945	4,157	27,102	22,633	4,001	26,634
Top	813	92	905	672	74	746	583	50	633
Total	130,390	73,717	204,107	128,116	72,248	200,364	124,928	69,116	194,044

The age-wise employee distribution for fiscals 2018, 2017, 2016 is as follows:

Age	As on March 31, 2018			As on March 31, 2017			As on March 31, 2016		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Less than or equal to 30 years	69,928	53,363	123,291	72,603	54,174	126,777	70,460	51,629	122,089
31-50 years	58,478	19,834	78,312	53,862	17,624	71,486	52,917	17,035	69,952
Greater than 50 years	1,984	520	2,504	1,651	450	2,101	1,551	452	2,003
Total	130,390	73,717	204,107	128,116	72,248	200,364	124,928	69,116	194,044

Our glocal employees

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

The proportion of senior management staff hired locally was around 77% in fiscal 2018.

We added 44,110 new employees this year, taking our total employee strength to 204,107.

New employee hiring

The total count and rate of new employee hires by age, gender and region in fiscal 2018 are as follows:

Geography	Men	Rate of hiring (%)	Women	Rate of hiring (%)
Less than 30 years				
Americas	1,170	4.29	521	3.10
APAC	548	2.01	730	4.34
EMEA	516	1.89	501	2.98
India	18,465	67.65	12,684	75.44
31-50 years				
Americas	1,525	5.59	836	4.97
APAC	483	1.77	263	1.56
EMEA	625	2.29	281	1.67
India	3,344	12.25	880	5.23
More than 50 years				
Americas	522	1.91	97	0.58
APAC	19	0.07	8	0.05
EMEA	66	0.24	11	0.07
India	13	0.05	2	0.01
Total	27,296	100	16,814	100

Employee turnover

The total count and rate of employee turnover by age, gender and region in fiscal 2018 are as follows:

Geography	Men	Turnover rate (%)	Women	Turnover rate (%)
Less than 30 years				
Americas	523	2.09	347	2.26
APAC	1,088	4.35	877	5.71
EMEA	401	1.60	452	2.94
India	14,528	58.09	10,364	67.49
31-50 years				
Americas	1,157	4.63	536	3.49
APAC	965	3.86	442	2.88
EMEA	672	2.69	332	2.16
India	5,165	20.65	1,895	12.34
More than 50 years				
Americas	359	1.44	61	0.40
APAC	28	0.11	12	0.08
EMEA	96	0.38	34	0.22
India	29	0.12	4	0.03
Total	25,011	100	15,356	100

Freedom of association

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

Operating location	Total no. of employees as on March 2018	No. of employees covered under CBA
Spain	26	26
Italy	8	8
Brazil	773	773
Japan	299	299
Sweden[1]	326	67
Croatia[1]	90	89
The Netherlands[1]	1,171	294
Poland	2,574	2,412
Finland	50	50
France	362	362
Germany[1]	1,667	353
Belgium[1]	695	37

[1] Only employees hired in these locations are covered

Talent enablement

The average training effort across all employee categories for fiscals 2018, 2017 and 2016 is as follows:

Role-wise distribution	Fiscal 2018			Fiscal 2017			Fiscal 2016		
	Employee count	Training days	Avg. training days	Employee count	Training days	Avg. training days	Employee count	Training days	Avg. training days
Associate (JL3 and below)	88,099	1,412,293	16.03	91,701	1,806,452	19.70	92,552	1,889,423	20.41
Middle (JL4 and JL5)	88,056	224,161	2.55	80,815	184,638	2.28	74,225	189,643	2.55
Senior (JL6, JL7 and JL8)	27,047	50,758	1.88	27,102	49,242	1.82	26,634	42,586	1.60
Top (Title holders and UMR)	905	771	0.85	746	630	0.84	633	666	1.05
Total	204,107			200,364			194,044		

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 incident, frequency and severity rates based on the BLS (Bureau of Labor Statistics – OSHA) standards for our operations which was earlier provided as a consolidation of total employees and contract workmen is being segregated from this year. The revised rates on these lines for fiscals 2018, 2017 and 2016 are as follows:

Incident, frequency and severity rates	2018 (Employee)	2018 (Subcons)	2017 (Employee)	2017 (Subcons)	2016 (Employee)	2016 (Subcons)
Near misses	54		52		35	
Incidents leading to injuries	128	277	74	384	71	301
Total no. of incidents including near misses	180	279	125	385	106	301
No. of lost time injuries	13	29	11	40	9	29
No. of lost days (man days lost due to work-related event(s) injuries)	75	565	54	838	91	331
Frequency rate = No. of lost time injuries x 200,000 / Hours worked (OSHA)	0.009	0.097	0.022	0.171	0.006	0.12
Severity rate = No. of days lost due to work injury x 200,000 / Hours worked (OSHA)	0.05	1.89	0.03	2.35	0.06	1.36
Incident rate / 1000 employees = (No. of lost time injury x 1000) / Average number of persons employed	0.099	1.422	0.083	2.135	0.07	1.373

Notes: Data applicable for India locations only. There were six lost time cases during commute last fiscal of a total of 213 incidents, with 46 lost time days and seven employees who were injured. Also, 28 minor vendor incidents were reported in fiscal 2018.

Environment

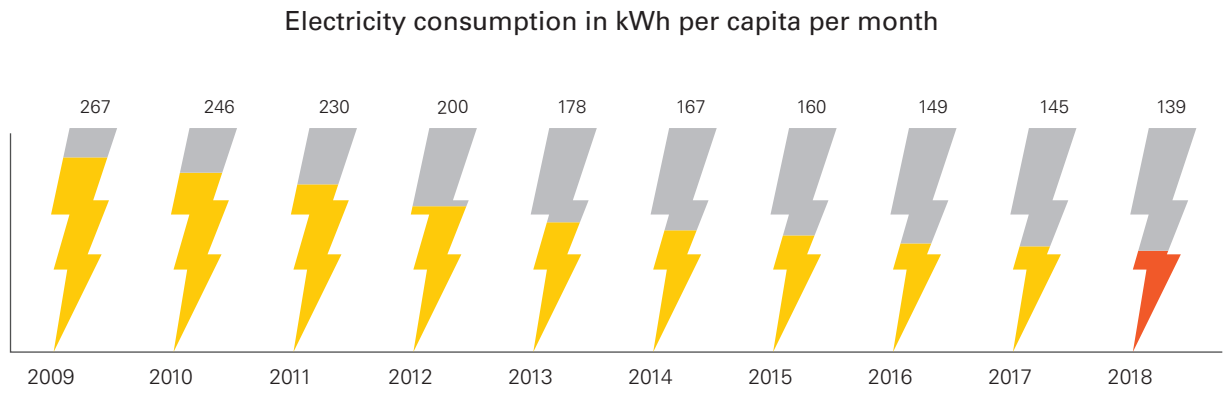
Energy – Electricity (India)

The electricity consumption for fiscal 2018, 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	137,729,729
Captive	3,362,684
Renewable[1]	109,710,373
Total	250,802,786

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

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 2018 is 150,411 and covers all India locations

The direct energy consumed in our operations in various areas for fiscals 2018, 2017 and 2016 across our India locations is as follows:

Energy (within the organization, in GJ)	2018	2017	2016
Grid electricity (Non-renewable source)	495,827	516,474	673,027
Electricity from renewable source	394,957	428,051	251,292
Fuel (High speed diesel for DG + Boilers)	51,509	58,500	93,938
Total	942,293	1,003,060	1,017,453

Note: Includes grid and green power. The energy within the organization from the category grid energy has been modified for fiscal 2015 and fiscal 2016, given that the previous values incorrectly included the electricity supplied to third party for construction. This is now covered under energy outside the organization. Data under fiscal 2016 has also been modified to include energy through in-house solar power generated.

Energy – Electricity (overseas)

We define our aspect boundaries based on the impact. Since the data centers consume high electricity, we have also included all our locations with data centers. Based on the number of employees stationed in APAC region, we consider that electricity consumption in this region is important. The electricity consumption data for the APAC region and other overseas locations with data centers is as follows:

Electricity through grid	in kWh	in GJ
APAC	8,403,884	30,253.98
Americas	2,941,651	10,589.94
EMEA[1]	1,333,669	4,801.21
Total	12,679,204	45,645.13

[1] Only data centers included in these regions are considered in line with aspect boundary definition.

[1] For UK under EMEA data is extrapolated for the months of January, February and March 2018 due to non-receipt of bills. Total energy consumption reported includes steam consumption or cooling consumption in countries, as applicable.

Renewable energy – Solar

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

	Installed capacity (KW)
Pune	1,593.02
Chennai	2,450.30
Hyderabad	7,955.34
Bengaluru	1,560.06
Sira (Karnataka) offsite solar plant	30,000.00
Bhubaneswar	465.88
Chandigarh	202.80
Jaipur	1,016.00
Mangaluru	212.00
Mysuru	565.76
Thiruvananthapuram	127.00
Total	46,148.16

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 2018 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 2018, 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.

Project name	Verified Emission reductions (ERs) in tCO_2e	Verification status	Estimated ERs up to 31 March 2018 tCO_2e
SKG Biogas Project – Karnataka	14,420 (up to 30 Nov 17)	Verification in progress	21,345
Udaipur Urja Improved cookstove project – Rajasthan	27,487 (up to 30 Sept 17)	Awaiting issuance from GS	45,579
Envirofit Improved cookstove – Maharashtra	25,883 (up to 31 Aug 17)	DOE verification complete	44,219
Envirofit Improved cookstove – Odisha	To start in June 2018	Verification in progress	30,688
SAMUHA Improved cookstove – Karnataka	To be done in fiscal 2020	Verification to be carried out in fiscal 2020	10,978
Leh-Ladakh Solar Rural electrification – J&K	To be done in fiscal 2020	Verification to be carried out in fiscal 2020	500
Total	67,790		153,309

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.

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 2008-2017 for our business operations are as follows:

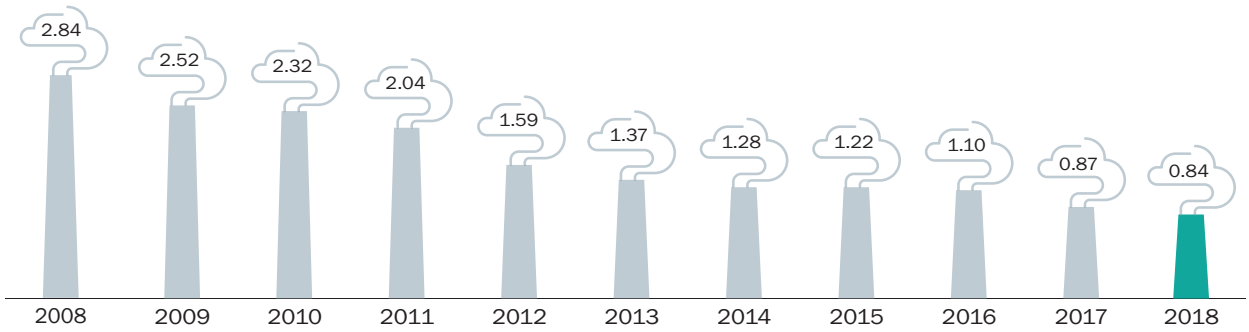
GHG emissions (tCO_2e)	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008
Scope 1[1]	13,114	16,165	18,725	22,126	23,910	33,623	22,788	18,985	24,189	20,275	12,142
Scope 2 [1]	112,938	117,641	153,117	141,195	137,744	134,232	158,311	182,135	171,373	183,292	167,268
Total – scope 1 + 2	126,052	133,806	171,843	163,894	161,654	167,855	181,099	201,120	195,562	203,567	179,410
Per capita[2] – scope 1 + 2	0.84	0.872	1.16	1.22	1.28	1.37	1.59	2.04	2.32	2.52	2.84
Year-on-year reduction of per capita – scope 1 + 2	3.89%	25.05%	4.43%	4.32%	6.65%	13.85%	22.29%	11.97%	7.82%	11.35%	–
Scope 3											
Business travel	75,809	88,168	86,866	76,557	66,416	91,113	87,038	86,255	56,607	5,900	3,665
Employee commute[3]	49,179	48,522	62,135	60,024	63,446	53,087	41,653	34,172	31,727	30,960	24,764
Transmission and distribution losses	22,020	21,827	28,503	30,227	29,387	28,189	33,245	38,248	35,988	38,491	35,126
Total – scope 3	147,008	158,536	177,504	166,808	159,248	172,389	161,937	158,676	124,322	75,351	63,555
Total GHG emissions – scope 1 + 2 + 3	273,060	292,342	349,311	330,702	320,902	340,244	343,036	359,796	319,884	278,918	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 Y-o-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 2018 is 150,411 which is calculated by totaling 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 (scope 1 and scope 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 2018 is 150,411 and covers all India locations.

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

Area	tCO_2e
APAC	6,667
Americas	1,466
EMEA	568
Total	8,702

The emissions from office equipment and computers (for scope 3) is as follows:

Area	2018 tCO_2e	2017 tCO_2e	2016 tCO_2e	2015 tCO_2e
Office equipment and computers[1]	31,797	22,233.5	49,426.71	22,281.61

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

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 (MWh)	Emissions avoided
Energy efficiency retrofits in our buildings and operational excellence	891	731
Renewable energy generation and procurement	109,710	89,963

These have contributed to reducing our carbon intensity (scope 1 and scope 2) by 3.03% in fiscal 2018 as compared to fiscal 2017 of our India operations.

In addition to the increase in green power consumption, Infosys has invested in various retrofit energy efficiency measures have contributed to the overall reduction in our scope 1 and 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 material to us from a compliance perspective and are monitored on a periodic basis. The emissions for fiscal 2018 are as follows:

Particulars	SOx (kg)	NOx (kg)	SPM (kg)
Total emissions (t)	4,449	28,385	4,828

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	2018		2017		2016		2015	
	Total ODS consumption in kg	CFC11 equivalent	Total ODS consumption in kg	CFC11 equivalent	Total ODS consumption in kg	CFC11 equivalent	Total ODS consumption in kg	CFC11 equivalent
R22	2,139.51	117.67	2,826.22	155.4	3,041.22	167.27	4,007.67	220.42.
R12	0	0	0	0	0	0	0	0
R123	0	0	0	0	0	0	0	0
R407C	653.80	0	341.20	0	972.00	0	695	0
R410A	1,283.28	0	1,146.20	0	657.30	0	378.46	0
R134A	545.74	0	1,653.15	0	1,154.00	0	3,305.70	0
R404A	0	0	0	0	1.00	0	-	-
R417A	4	0	0.80	0				

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

Water

The following table provides details of the sources of fresh water used at our campuses in India in fiscal 2018:

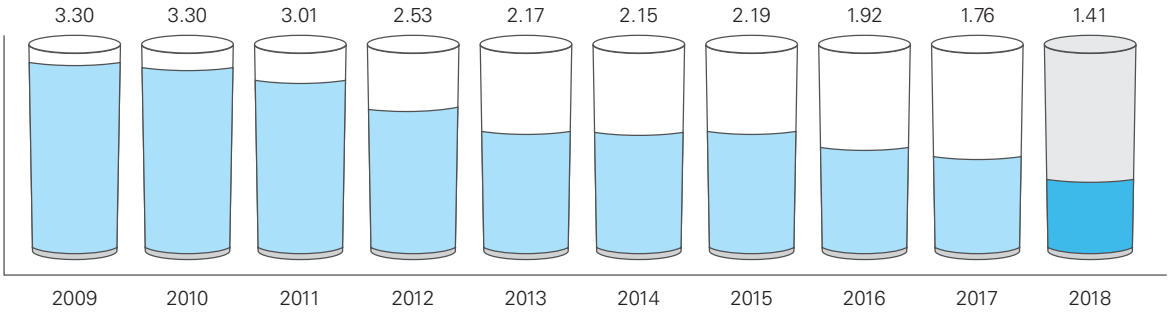
Water sources	2018 (kl)	2017 (kl)	2016 (kl)	2015 (kl)	2014(kl)
Municipal	1,708,007	2,022,197	2,118,351	215,456	1,794,484
Private providers	562,270	881,528	870,806	834,212	781,788
Ground water	463,216	575,416	710,577	785,905	620,796
Rain water	148,258	95,652	12,470	5,020	4,290
Total fresh water	2,881,751	3,574,793	3,712,204	3,779,702	3,201,358

Note: The above values includes consumption for plantation at Mangaluru SEZ, Hubballi SEZ, Hyderabad STPI and SEZ locations.

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 2018.

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

Fresh water consumption in KL



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 2018 is 147,376 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, Hyderabad STPI and SEZ (totaling to annual consumption of 386,832 kl).

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

Water consumption for the APAC region has been estimated based on the seating capacity at these locations and per capita per month water consumption in India locations. Since these offices are based out of leased facilities, water consumption is restricted to human touch requirements only. The annual fresh water consumption for the APAC region is estimated at about 165,378 kl.

Waste

The details of hazardous and non-hazardous waste disposed in India are as follows:

Particulars	Unit	2018	2017	2016	2015
Hazardous waste					
E-waste	T	248.43	203.68	263.28	138.54
Oil soaked cotton waste	T	0.29	0.30	0.2	0.25
Biomedical waste (including sanitary waste)	T	26.58	30.19	26.6	30.09
Used oil	Kl	34.37	47.16	36.06	25.44
Batteries	T	101.97	144.78	140.81	140.93
DG batteries	T	5.93	1.22	7.65	10.48
DG filters	T	1.58	1.41	1.45	2.00
Paint can and residues	T	5.57	6.96	10.51	10.51
Chemical cans / containers	T	9.71	14.53	11	14.28
Non-hazardous waste					
Food	T	3211.9	3,612.31	3,449	3,219.80
Paper	T	676.53	991.68	825.76	691.64
Metal	T	355.45	728.38	614.86	635.33
Wood	T	167.64	307.95	385.64	270.60
Plastic	T	135.27	216.23	174.57	162.94
Glass	T	53.8	54.35	158.2	82.71
Thermocol / Styrofoam	T	0.72	1.41	2.92	1.04
Rubber	T	0.23	0.58	3.84	2.51
Textile	T	0.71	4.40	1.3	4.12
Kitchen oil	Kl	13.23	16.26	0.001	1.24
Garden waste	T	2,219.74	2,319.24	1,982.31	2,336.75
Mixed garbage and others	T	1,202.03	1,414.95	1,224.6	1,081.54
STP sludge	T	972.18	906.02	949.20	547.56

Note: The quantity of waste generated is same as the disposed quantity. We did not have any significant spills in fiscal 2018.

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 2018 is 1,50,411 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:

SOx = (SOx X Emission rate / 1,000) X (Running hours of DG and boilers)

NOx = (NOx X Emission rate / 1,000) 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

The GHG emissions are computed for the three scopes based on the *de minimis* / threshold values defined for Infosys. All categories of emissions which are over the 5% of the overall emissions (*de minimis* defined) is considered material and thereby reported. 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.

Mobile combustion

The total monthly quantity of diesel and petrol used by the company-owned vehicles and lawn mowers is considered. The emission factor for diesel / petrol is sourced from the IPCC 4th Assessment Report.

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-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 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 the Company policies, business processes, rules and validations and it captures the total distance travelled.

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 still are valid for the current fiscal. The survey was launched across all campuses and geographies. The survey covered various aspects such as distance between home to 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 carpooled to work, etc. The results of the survey were used for calculating the GHG emissions due to employee commute.

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 car pool 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, have 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 has 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, sourced from third-party non-renewable sources, if any. Renewable energy consumption is excluded.

Capital goods

Lifecycle emissions due procurement of capital goods have been included in this section. This data was available starting 2015 only and 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 office equipment and computers 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_2e / TJ	IPCC 4th Assessment report
Refrigerant – R22	1810	kg CO_2e / kg	Latest applicable DEFRA values
Refrigerant – R123	77	kg CO_2e / kg	Latest applicable DEFRA values
Refrigerant – R407C	1,774	kg CO_2e / kg	Latest applicable DEFRA values
Refrigerant – R134A	1,430	kg CO_2e / kg	Latest applicable DEFRA values
Refrigerant – R410A	2,088	kg CO_2e / kg	Latest applicable DEFRA values
Refrigerant – R404A	3,922	kg CO_2e / kg	Latest applicable DEFRA values
Refrigerant and others – SF6	22800	kg CO_2e / kg	Latest applicable DEFRA values
Diesel – company-owned vehicles	74.1	tCO_2e / TJ	IPCC 4th Assessment report
Petrol – company-owned vehicles	69.3	tCO_2e / TJ	IPCC 4th Assessment report
Scope 2			
Electricity – Southern Grid (India)	0.82	tCO_2 / MWh	CEA CO_2 Baseline Database for the Indian Power Sector – 2017
Electricity – Northern and Eastern Grid (India)	0.82	tCO_2 / MWh	CEA CO_2 Baseline Database for the Indian Power Sector – 2017
China	Confidential	kg CO_2 / kWh	Not revealed since its confidential
Australia			
New Zealand			
Singapore			
Malaysia			
Japan			
US			
UK	0.3515	kg CO_2 / kWh	Latest applicable DEFRA values
Mauritius	Confidential	kg CO_2 / kWh	Not revealed since its confidential

Emission source	Emission factor	Unit	Reference
Scope 3			
Employee commute / business travel – Diesel vehicles	74.1	tCO_2e / TJ	IPCC 4th Assessment report
Employee commute – petrol cabs	69.3	tCO_2e / TJ	IPCC 4th Assessment report
Business travel – Rail – India	75	g CO_2e / pkm	Twelfth five year plan (2012 / 2017) / Planning Commission, Government of India. Volumes II – Table 15.1
Business travel – Rail – International	0.01225	kg CO_2e	Latest applicable DEFRA values
Employee commute / business travel – Diesel bus	74.1	tCO_2e / TJ	IPCC 4th Assessment report
Business travel – Air Domestic – Average passenger	0.14141	kg CO_2e / pkm	Latest applicable DEFRA values
Business travel – Air Domestic – Average passenger (Short haul)	0.08513	kg CO_2e / pkm	Latest applicable DEFRA values
Business travel – Air Domestic – Economy class (Short haul)	0.08378	kg CO_2e / pkm	Latest applicable DEFRA values
Business travel – Air Domestic – Business class (Short haul)	0.12565	kg CO_2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – Economy class	0.07993	kg CO_2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – Premium economy class	0.12789	kg CO_2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – Business class	0.23179	kg CO_2e / pkm	Latest applicable DEFRA values
Business travel – Long haul international – First class	0.31971	kg CO_2e / pkm	Latest applicable DEFRA values
T&D losses – India	19%	% T&D Loss	T&D Loss % and India EF from CEA used to calculate the emissions related to T&D losses.
T&D losses – China	0.0486	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – Australia	0.04529	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – New Zealand	0.00901	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – Singapore	0.0106	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – Malaysia	0.04431	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – Japan	0.0237	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – US	0.0326	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – UK	0.0329	kg CO_2e / kWh	Latest applicable DEFRA values
T&D losses – Mauritius	0.1048	kg CO_2e / kWh	Latest applicable DEFRA values

Goals and targets

Sustainability goals

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 2017-18	Status for 2017-18	Goals for 2018-19
Environment			
Carbon emissions	Scope 2: We will reduce our emissions by 50% over the business-as-usual scenario. Scope 1 and Scope 3: We will deliver 50% of the estimated carbon offset requirement for fiscal 2018.	Scope 2: We were able to reduce our emissions by 44% over business-as-usual. Scope 1 and scope 3: We have accrued in excess of 153,000 tCO_2e, which is slightly over 50% of the offset requirement(1).	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 the fiscal 2020.
Electricity	We shall maintain performance in terms of per capita electricity consumption same as fiscal 2017.	Per capita consumption reduced by 4% compared to fiscal 2017.	We shall reduce the per capita electricity consumption by 2% in fiscal 2019.
Renewable energy	• We will install new solar PV plants that will take our total installed capacity to 40 MW. • We will meet 50% of our electricity requirements from renewable energy sources.	• Total installed capacity of rooftop and ground mount solar plants across our campuses in India till date is 46.1 MW. • 43.7% of our electricity requirement was met from renewable energy sources.	We will meet 55% of our electricity requirements from renewable energy sources for all our owned campuses across India, in fiscal 2019.
Water	We shall maintain performance in terms of per capita water consumption same as fiscal 2017.	20% reduction in per capita water consumption as compared to fiscal 2017.	We shall reduce the per capita water consumption by 2% in fiscal 2019.
Waste	We plan to treat 100% of our food waste through composting or biogas plants.	• 67% of the food waste is treated through onsite composting or biogas plants. • We have achieved 100% in-situ treatment capacities for organic waste.	• 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.

(1) The revised carbon neutral commitment year is fiscal 2020. Refer to the *Sustainability at Infosys* section for the full statement.

Focus area	Goals for 2017-18	Status for 2017-18	Goals for 2018-19
Business			
Employee well-being	• Facilitate all-round development of our employees through our HALE program. • Create opportunities for professional growth by bringing new and relevant training programs. • Work towards achieving 25% women in the executive leadership of the Company by 2020.	We have been able to facilitate all-round development of our employees through well-planned and implemented HALE programs. HALE programs were implemented under the Health, Safety, Leisure and Emotional well-being categories. Apart from numerous interventions on a monthly basis under health / safety / leisure / emotional well-being, 24,000+ health checks were completed by using an advanced method at the workplace. To support employees emotionally, 2,252 counselling sessions were completed. We also have a well-oiled peer counselling framework in place. 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.	Structured interventions under HALE in the areas of health, safety, leisure and emotional well-being. We will continue to focus on improving the participation of Women in Technology and the executive leadership of the Company.
Business sustainability	Concentrate on grassroots innovation and be at Zero Distance from our clients. Define problems for our clients and co-create solutions through Design Thinking.	We have continued to strengthen our innovation efforts. For more details, visit https://www.infosys.com/investors/reports-filings/annual-report/annual/Documents/inf	We will continue to focus on innovation to deliver client value.
Education	We will train 800 faculty and 27,000+ students from partner CC engineering colleges. We will work with 40+ institutes / universities to adopt and rollout industry electives.	• We have trained 1,052 faculty members and 40,139 students under the Campus Connect (CC) course this year. • 55 unique institutions rolled out industry electives.	We will train 600+ faculty and 27,000+ students from partner CC engineering colleges. We will work with 40+ institutes / universities to adopt and rollout industry electives.

Focus area	Goals for 2017-18	Status for 2017-18	Goals for 2018-19
Social			
Encouraging scientific research	Through the Infosys Prize, we will reward researchers and scientists in six categories.	We recognized six researchers through the Infosys prize this year.	Through the Infosys Prize, we will reward researchers and scientists in six categories.
Employee volunteerism	We will continue to work with employees and their families to build awareness and inspire informed action on social and environmental issues.	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	We will continue to work with employees and their families to build awareness and inspire informed action on social and environmental issues.
Corporate social responsibility	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.	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. For more details,visit http://www.infosys.org/ infosys-foundation-usa/	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.

DNV·GL

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') to undertake independent assurance of the Company Sustainability Report 2017-18, in its printed and web format (the Reports) for the financial year ending 31st March 2018.

The sustainability disclosures in this Report have been prepared in line with the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines ('GRI G4') and in accordance – 'Comprehensive' option of reporting and covers the economic, environmental and social performance for the activities undertaken by the Company for the financial year 1st April 2017 - 31st March 2018.

We performed a limited level of verification based on our assurance methodology VeriSustain™[1], which is based on our professional experience, international assurance best practices including International Standard on Assurance Engagements 3000 (ISAE 3000) Revised* and GRI G4 Guidelines. Our assurance engagement was planned and carried out during May-June 2018. The intended user of this assurance statement is the management of Infosys.

The reporting boundary of the sustainability report encompasses Infosys operations in India, Asia Pacific (APAC), Americas, and Europe, Middle East and Africa (EMEA). The sustainability performance is presented based on an internal materiality determination exercise carried out by the Company covering Infosys's operations, and the performance against the material aspects are represented using Global Reporting Initiative (GRI) G4 reporting guidelines.

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. The review of accuracy of the financial data taken from the Annual Report and Accounts is not within the scope of this work.

Responsibilities of the Management of Infosys Limited and the Assurance Providers

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 web-based 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

[1] The VeriSustain protocol is available on www.dnvgl.com
* Assurance Engagements other than Audits or Reviews of Historical Financial Information.

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.

Basis of our Opinion

As part of the assurance process, a multi-disciplinary team of sustainability and assurance specialists performed work at Infosys's Corporate Office and sample operations in India. We undertook the following activities:

- Review of Infosys's approach to stakeholder engagement and materiality determination process and the outcome as brought out in this Report. We did not have any direct engagement with external stakeholders;
- Interviews with selected senior managers responsible for management of sustainability issues and review of selected evidence to support issues disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility to deliver the Infosys's sustainability objectives;
- Site visits to sample locations of Infosys: (i) Bengaluru DC (ii) Bhubaneswar STPI (iii) Trivandrum DC and (iv) Corporate office at Bengaluru, to review processes and systems for preparing site level sustainability data and implementation of sustainability strategy. We were free to choose sites for conducting assessments; For the assessment, no offshore sites were visited.
- Review of supporting evidence for key claims and data in the Report;
- Review of the processes for gathering and consolidating the specified 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.
- An independent assessment of Infosys's reporting against Global Reporting Initiative (GRI) G4 Guidelines in accordance 'Comprehensive' option of reporting.

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 other financial data are based on audited financial statements issued by the Company's statutory auditors.

Opinion

On the basis of the work undertaken, nothing came to our attention to suggest that the Report does not properly describe Infosys's adherence to the GRI G4 Principles for Defining Report Content Principles, General Standard Disclosures, and Specific Standard Disclosures including Disclosures on Management Approach and following identified Performance Indicators:

Economic

- Economic Performance- G4-EC1, EC2, EC3, EC4

Environmental

- Energy- G4-EN3 to EN7;
- Water – G4-EN8 to EN10;
- Emissions – G4-EN15 to 21;
- Effluents and wastes – G4 EN22 to EN25;
- Compliance – G4 –EN29;
- Environmental Grievance Mechanism – G4-EN34;

Social

Labor Practices and Decent Work

- Employment- G4-LA1, LA2, LA3;
- Occupational Health and Safety – G4-LA5 to LA8;
- Training and Education – G4 LA9 to LA11;
- Diversity and equal opportunity – G4 LA12;
- Equal opportunity for men and women: G4-LA13;
- Labour practices Grievance Mechanism – G4-LA16;

Human Rights

- Non-discrimination – G4-HR3;
- Freedom of Association and collective bargaining – G4-HR4;
- Human Rights Grievance Mechanism – G4-HR16;

Society

- Local Communities – G4-SO1;
- Anti-Corruption – G4-SO3 to SO5;
- Compliance – G4-SO8;

Product Responsibility

- Customer privacy –G4-PR8;
- Compliance – G4-PR9;

Observations

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

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

Infosys has identified material topics to present in its Report on the basis of an internal materiality determination exercise, including 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 and 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.

The Report brings out formal and informal processes by which the Company identifies and prioritizes stakeholders, and responds to key stakeholder concerns. The outcomes are fairly brought out in the Report, and key concerns are taken into account while arriving at the Company's material issues.

Responsiveness
The extent to which an organization responds to stakeholder issues.

The Report adequately brings out policies, strategies, management systems and governance mechanisms that the Company has in place to respond to issues it has identified as material. The report brings out the year on year achievements on sustainability indicators of the material aspects. However, Report may further bring out medium and long term plans linked to its material Aspects in future reporting periods and disclose its key sustainability performance more frequently for the benefit of its stakeholders.

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

The majority of data and information verified by us were found to be fairly accurate and reliable; a robust internal audit process with three step validation for the data collection and aggregation from the various entities is institutionalized. Some of the data inaccuracies identified during the verification process of the sample sites audited were found to be attributable to transcription, interpretation and aggregation errors. The errors 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?

The Report generally meets the Principle of Completeness with respect to scope, boundary and time. The Report has adequately captured disclosures on Infosys's economic, environmental and social performance through General and Specific Standard disclosures including disclosures on management approach and applicable performance indicators for identified material aspects for GRI G4's in accordance– 'Comprehensive' option of reporting.

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

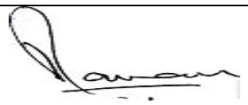
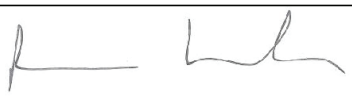
The disclosures related to sustainability performance and issues are presented in a neutral tone, in terms of content and presentation, along with key concerns and challenges faced during the period.

Opportunities for Improvement

The following is an excerpt from the observation and opportunities for improvement reported to the management of the company and are not considered for drawing our conclusions on the Report: however, they are generally consistent with the management objectives.

- It is recommended that the Aspect Boundary may be extended further to bring out the impacts of material aspects in the value chain, i.e. re-evaluate materiality in the value chain for the reporting boundary related to social and environmental impacts of its suppliers and services.

For DNV GL Business Assurance India Pvt. Ltd.

	
Kakaraparthi Venkata Raman Lead verifier DNV GL Business Assurance India Private Limited, India.	Prasun Kundu Assurance Reviewer DNV GL Business Assurance India Private Limited, India.

14th June 2018, 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 REPORTING FRAMEWORK
G4 - CONTENT INDEX

GRI reporting framework G4 (Comprehensive) – Content index

Our Annual Report 2017-18, 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 G4 (Comprehensive) 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 2018 against the G4 (Comprehensive) framework requirements:

General standard disclosures

General standard disclosures	Disclosure requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
		Information related to Standard Disclosures required by the 'in accordance' options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found.	In exceptional cases, if it is not possible to disclose certain required information, identify the information that has been omitted.	In exceptional cases, if it is not possible to disclose certain required information, provide the reason for omission.	In exceptional cases, if it is not possible to disclose certain required information, explain the reasons why the information has been omitted.	Indicate if the Standard Disclosure has been externally assured. If yes, include the Page reference for the External assurance Statement in the report.

Strategy and analysis

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	AR: Letter to the shareholder, Page 18 SR: Navigating the next for sustainable business, Page 10	–	–	–	SR: Pages 80-84

G4-2	Provide a description of key impacts, risks, and opportunities.	SR: Navigating the next for sustainable business, Page 10 SR: Stakeholder engagement and materiality, Page 12 AR: Management's discussion and analysis: Outlook, risks and concerns, Page 98 AR: Risk management report, Pages 134-137	–	–	–	SR: Pages 80-84

Organizational profile

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-3	Report the name of the organization.	AR: BRR: Section A: General information about the Company, Page 251	–	–	–	SR: Pages 80-84
G4-4	Report the primary brands, products, and services.	AR: BRR: Section A: General information about the Company, Page 251	–	–	–	SR: Pages 80-84
G4-5	Report the location of the organization's headquarters.	AR: BRR: Section A: General information about the Company, Page 251	–	–	–	SR: Pages 80-84
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	AR: BRR: Section A: General information about the Company, Page 251 AR: Annexure 1 to the Board's report, Pages 52-54 https://www.infosys.com/about/Pages/ locations.aspx				SR: Pages 80-84
G4-7	Report the nature of ownership and legal form.	AR: Annexure 1 to the Board's report, Pages 52-54 https://www.infosys.com/about/Pages/locations.aspx				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	AR: BRR: Section A: General information about the Company, Page 251 https://www.infosys.com/about/Pages/ locations.aspx				SR: Pages 80-84
G4-9	Report the scale of the organization, including: • Total number of employees • Total number of operations • Net sales (for private sector organizations) or net revenues (for public sector organizations) • Total capitalization broken down in terms of debt and equity (for private sector organizations) • Quantity of products or services provided	AR: Key trends, Page 31 AR: Consolidated financial statements, Pages 194-250 SR: Talent management, Page 27				SR: Pages 80-84
G4-10	a) Report the total number of employees by employment contract and gender. b) Report the total number of permanent employees by employment type and gender. c) Report the total workforce by employees and supervised workers and by gender. d) Report the total workforce by region and gender. e) Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f) Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	SR: Talent management, Page 27 SR: Annexure 1: Talent management, Page 61				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	SR: Freedom of association, Page 31 SR: Annexure 1 : Freedom of association, Page 63	–	–	–	SR: Pages 80-84
G4-12	Describe the organization's supply chain.	SR: Responsible supply chain, Page 23	–	–	–	SR: Pages 80-84
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination	AR: Letter to the shareholder, Page 18 AR: Management's discussion and analysis, Page 83				SR: Pages 80-84
G4-14	Report whether and how the pre-cautionary approach or principle is addressed by the organization.	AR: Risk management report, Page 134				SR: Pages 80-84
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	AR: BRR: Principle 6, Page 260 Refer to http: //www.infosys.org/				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic	AR: BRR: Principle 7, Page 261				SR: Pages 80-84

Identified material aspects and boundaries

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-17	a) List all entities included in the organization's consolidated financial statements or equivalent documents. b) Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	AR: Consolidated financial statements, Pages 194-250 AR: Annexure 1 to Board's report, Page 52	–	–	–	SR: Pages 80-84
G4-18	a) Explain the process for defining the report content and the Aspect Boundaries. b) Explain how the organization has implemented the Reporting Principles for Defining Report Content.	SR: Sustainability at Infosys, Page 4 SR: Aspect boundaries, Page 16	–	–	–	SR: Pages 80-84
G4-19	List all the material aspects identified in the process for defining report content	SR: Materiality, Page 14				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: • Report whether the Aspect is material within the organization • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: – The list of entities or groups of entities included in G4-17 for which the Aspect is not material or – The list of entities or groups of entities included in G4-17 for which the Aspects is material • Report any specific limitation regarding the Aspect Boundary within the organization	SR: Materiality, Page 14				SR: Pages 80-84
G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: • Report whether the Aspect is material outside of the organization • If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified • Report any specific limitation regarding the Aspect Boundary outside the organization	SR: Materiality, Page 14				SR: Pages 80-84
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	SR: Sustainability at Infosys, Restatement, Page 5				SR: Pages 80-84
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	None				SR: Pages 80-84

Stakeholder engagement

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-24	Provide a list of stakeholder groups engaged by the organization	SR: Stakeholder engagement, Page 12				SR: Pages 80-84
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	SR: Stakeholder engagement, Page 12				SR: Pages 80-84
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was under-taken specifically as part of the report preparation process	SR: Stakeholder engagement, Page 12				SR: Pages 80-84
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	SR: Stakeholder engagement, Page 12				SR: Pages 80-84

Report profile

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	Fiscal 2017-18				SR: Pages 80-84
G4-29	Date of most recent previous report (if any).	Fiscal 2016-17				SR: Pages 80-84
G4-30	Reporting cycle (such as annual, biennial).	Annual				SR: Pages 80-84
G4-31	Provide the contact point for questions regarding the report or its contents.	SR: Contacts, Page 118 AR: BRR: BR information, Page 252				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-32	a) Report the 'in accordance' option the organization has chosen. b) Report the GRI Content Index for the chosen option. c) Report the reference to the External assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance'	SR: Sustainability at Infosys, Page 4				SR: Pages 80-84
G4-33	a) Report the organization's policy and current practice with regard to seeking external assurance for the report. b) If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c) Report the relationship between the organization and the assurance providers. d) Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	SR: Sustainability at Infosys, Page 4				SR: Pages 80-84

Governance

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts	SR: Sustainability at Infosys, Page 4				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	SR: Sustainability at Infosys, Page 4 SR: Navigating the next for sustainable business, Page 10 AR: Corporate governance report, Page 102				SR: Pages 80-84
G4-36	Report whether the organization has appointed an executive level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	SR: Sustainability at Infosys, Page 4 AR: Corporate governance report, Page 102				SR: Pages 80-84
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	SR: Sustainability at Infosys, Page 4 AR: Corporate governance report, Page 102 AR: Stakeholders relationship committee, Page 118				SR: Pages 80-84
G4-38	Report the composition of the highest governance body and its committees by: • Executive or non-executive • Independence • Tenure on the governance body • Number of each individual's other significant positions and commitments, and the nature of the commitments • Gender • Membership of under-represented social groups • Competencies relating to economic, environmental and social impacts • Stakeholder representation	AR: Corporate governance report, Page 102				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	AR: Board and committes, Page 26 AR: Corporate governance report, Page 102				SR: Pages 80-84
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: • Whether and how diversity is considered • Whether and how independence is considered • Whether and how expertise and experience relating to economic, environmental and social topics are considered • Whether and how stakeholders (including shareholders) are involved	AR: Board's report, Page 46 AR: Corporate governance report: Selection of new directors, Page 102				SR: Pages 80-84
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: • Cross-board membership • Cross-shareholding with suppliers and other stakeholders • Existence of controlling shareholder • Related party disclosures	AR: Board's report, Page 46 AR: Corporate governance report: Selection of new directors, Page102				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	AR: Board's report, Page 46 AR: Corporate governance report, Page 102 SR: Sustainability at Infosys, Page 4 SR: Goals and targets, Page 77				SR: Pages 80-84
G4-43	Report the measures taken to develop and enhance the high-est governance body's collective knowledge of economic, environmental and social topics.	AR: Training of Board members, Page 106				SR: Pages 80-84
G4-44	a) Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b) Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a mini-mum, changes in member-ship and organizational practice.	AR: Board evaluation, Page 46 AR: Board member evaluation, Page 107				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-45	a) Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b) Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities	AR: Corporate governance report, Page 102 AR: Risk management report, Page 134 SR: Sustainability at Infosys, Page 4				SR: Pages 80-84
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	AR: Management's discussion and analysis: Outlook, risks and concerns, Page 83 AR: Risk governance structure, Page 136				SR: Pages 80-84
G4-47	Report the frequency of the highest governance body's re-view of economic, environmental and social impacts, risks, and opportunities.	AR: Risk and strategy committee meeting, Page 117				SR: Pages 80-84
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	AR: Corporate governance report, Page 102 SR: Sustainability at Infosys, Page 4				SR: Pages 80-84
G4-49	Report the process for communicating critical concerns to the highest governance body.	AR: Stakeholders relationship committee, Page 118 SR: Sustainability at Infosys, Page 4				SR: Pages 80-84
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	AR: Stakeholders relationship committee, Page 119 SR: Stakeholder engagement, Page 12				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-51	a) Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration : • Fixed pay and variable pay – Performance-based pay – Equity-based pay – Bonuses – Deferred or vested shares • Sign-on bonuses or recruitment incentive payments • Termination payments • Clawbacks • Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees b) Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	AR : Nomination and remuneration committee, Page 115 AR : Corporate governance, Page 46				SR : Pages 80-84
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	AR : Nomination and remuneration committee, Page 115 AR : Corporate governance report, Page 46				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	AR: Nomination and remuneration committee, Page 115 AR: Corporate governance report, Page 46		The information is subject to specific confidentiality constraints		SR: Pages 80-84
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the high-est-paid individual) in the same country.	AR: Annexure 3 to the Board's report: Particulars of employees, Page 57 SR: Sustainability at Infosys, Confidentiality, Page 5		The information is subject to specific confidentiality constraints	Individual compensation is a confidential information as per the policy of the Company	No
G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage in-crease in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	AR: Corporate governance report, Page 102 AR: Annexure 3 to the Board's report: Particulars of employees, Page 57		The information is subject to specific confidentiality constraints	Individual compensation is a confidential information as per the policy of the Company	No

Ethics and integrity

General standard disclosure	Disclosures requirements	Page Number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	SR: Corporate governance, Page 19 AR: Corporate governance report, Page 102 AR: Annexure 9 to the Board's report: Corporate policies, Page 81				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page Number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	SR: Corporate governance, Page 19 AR: Corporate governance report, Page 102 AR: Annexure 9 to the Board's report: Corporate policies, Page 81				SR: Pages 80-84
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	SR: Corporate governance, Page 19 AR: Corporate governance report, Page 102 AR: Annexure 9 to the Board's report: Corporate policies, Page 81				SR: Pages 80-84

Specific standard disclosures

Economic

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10				SR: Pages 80-84
G4-EC1	Direct economic value generated and distributed	SR: Annexure 1: Financial performance, Page 61				SR: Pages 80-84
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	AR: Risk management report, Page 134, Infosys CDP report, available on the CDP website				SR: Pages 80-84
G4-EC3	Coverage of the organization's defined benefit plan obligations	SR: Talent management, Page 27 AR: Consolidated financial statements, Page 194				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-EC4	Financial assistance received from government	AR : Management's discussion and analysis, Page 83 AR : Standalone financial statements : Income taxes, Page 139				SR : Pages 80-84
Market presence						
G4-DMA	Generic Disclosures on Management Approach	AR : Letter to the shareholder, Page 18				SR : Pages 80-84
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	SR : Talent management, Page 27				SR : Pages 80-84
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	SR : Talent management, Page 27				SR : Pages 80-84
Procurement practices						
G4-DMA	Generic Disclosures on Management Approach	AR : Letter to the shareholder, Page 18 AR : Corporate governance report, Page 102				SR : Pages 80-84
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	SR : Responsible supply chain, Page 23				SR : Pages 80-84

Environmental

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
Energy						
G4-DMA	Generic Disclosures on Management Approach	SR : Sustainability at Infosys, Page 4 SR : Navigating the next for sustainable business, Page 10 SR : Innovations for a greener planet, Page 49				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-EN3	Energy consumption within the organization	SR : Energy section, Page 51 SR : Annexure 1 : Energy section, Page 65 SR : Annexure 2 : Data computational methods, Page 73				SR : Pages 80-84
G4-EN4	Energy consumption outside of the organization	SR : Energy section, Page 51 SR : Annexure 1 : Energy Section, Page 66 SR : Annexure 2 : Data computational methods, Page 73				SR : Pages 80-84
G4-EN5	Energy intensity	SR : Annexure 1 : Energy section, Page 65				
G4-EN6	Reduction of energy consumption	SR : Energy section, Page 51 SR : Annexure 1 : Energy Section, Page 66 SR : Annexure 2 : Data computational methods, Page 73				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-EN7	Reductions in energy requirements of products and services	Not applicable	Reductions in energy requirements of products and services	The Standard Disclosure or part of the Standard Disclosure is not applicable.	We are an IT services and consulting company. Our energy reduction for the services provided is already covered under EN6 above.	No
Water						
G4-DMA	Generic Disclosures on Management Approach	SR : Sustainability at Infosys, Page 4 SR : Navigating the next for sustainable business, Page 10 SR : Innovations for a greener planet, Page 49				SR : Pages 80-84
G4-EN8	Total water withdrawal by source	SR : Water section, Page 55 SR : Annexure 1 : Water section, Page 71				SR : Pages 80-84
G4-EN9	Water sources significantly affected by withdrawal of water	SR : Water section, Page 55 SR : Annexure 1 : Water section, Page 71				SR : Pages 80-84
G4-EN10	Percentage and total volume of water recycled and reused	SR : Water section, Page 55 SR : Annexure 1 : Water Section, Page 71				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
Emission						
G4-DMA	Generic Disclosures on Management Approach	SR : Sustainability at Infosys, Page 4 SR : Navigating the next for sustainable business, Page 10 SR : Innovations for a greener planet, Page 49				SR : Pages 80-84
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	SR : Carbon emission section, Page 53 SR : Annexure 1 : GHG emission, Page 68 SR : Annexure 2 : Data computational methods, Page 73				SR : Pages 80-84
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	SR : Carbon emission section, Page 53 SR : Annexure 1 : GHG emission, Page 68 SR : Annexure 2 : Data computational methods, Page 73				SR : Pages 80-84
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	SR : Carbon emission section, Page 53 SR : Annexure 1 : GHG emission, Page 68 SR : Annexure 2 : Data computational methods, Page 73				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-EN18	Greenhouse gas (GHG) emissions intensity	SR : Carbon emission section, Page 53 SR : Annexure 1 : GHG emission, Page 68 SR : Annexure 2 : Data computational methods, Page 73				SR : Pages 80-84
G4-EN19	Reduction of greenhouse gas (GHG) emissions	SR : Carbon emission section, Page 53 SR : Annexure 1 : Emission reduction initiatives, Page 69				SR : Pages 80-84
G4-EN20	Emissions of ozone-depleting substances (ODS)	SR : Annexure 1 : Ozone depleting substances (ODS), Page 70				SR : Pages 80-84
G4-EN21	NOx, SOx, and other significant air emissions	SR : Annexure 1 : NOx and SOx emissions, Page 70				SR : Pages 80-84
Waste and effluents						
G4-DMA	Generic Disclosures on Management Approach	SR : Sustainability at Infosys, Page 4 SR : Navigating the next for sustainable business, Page 10 SR : Innovations for a greener planet, Page 49				SR : Pages 80-84
G4-EN22	Total water discharge by quality and destination	SR : Wastewater section, Page 56				SR : Pages 80-84
G4-EN23	Total weight of waste by type and disposal method	SR : Waste section, Page 57 SR : Annexure 1 : Waste section, Page 72				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-EN24	Total number and volume of significant spills	SR : Wastewater section, Page 56 SR : Annexure 1 : Waste section, Page 72				SR : Pages 80-84
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Not applicable		The Standard Disclosure or part of the Standard Disclosure is not applicable		SR : Pages 80-84
Compliance						
G4-DMA	Generic Disclosures on Management Approach	SR : Innovations for a greener planet, Page 49				SR : Pages 80-84
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	SR : Innovations for a greener planet, Page 49				SR : Pages 80-84
Transport						
G4-DMA	Generic Disclosures on Management Approach	SR : Sustainability at Infosys, Page 4 SR : Navigating the next for sustainable business, Page 10 SR : Innovations for a greener planet, Page 49				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	SR : Annexure 1 : GHG emission, Page 68 The emissions due to products are reported as part of capital goods-related emissions which includes 'cradle to gate' emissions				SR : Pages 80-84
Overall						
G4-DMA	Generic Disclosures on Management Approach	SR : Sustainability at Infosys, Page 4 SR : Navigating the next for sustainable business, Page 10 SR : Innovations for a greener planet, Page 49				SR : Pages 80-84
G4-EN31	Total environmental protection expenditures and investments by type	We have restrictions in terms of data capture for all environment protection expenses as many of these are difficult to separate.				SR : Pages 80-84
Environmental grievance mechanisms						
G4-DMA	Generic Disclosures on Management Approach	SR : Sustainability at Infosys, Page 4 SR : Navigating the next for sustainable business, Page 10 SR : Innovations for a greener planet, Page 49				SR : Pages 80-84
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	SR : Innovations for a greener planet, Page 49				SR : Pages 80-84

Social: Labor practices and decent work

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
Employment						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10				SR: Pages 80-84
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	SR: Annexure 1: Our glocal employees, Page 62				SR: Pages 80-84
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	SR: Talent management section, Page 27				SR: Pages 80-84
G4-LA3	Return to work and retention rates after parental leave, by gender	SR: Return-to-work-post-maternity initiative, Page 33				SR: Pages 80-84
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	SR:Talent management section, Page 33 SR: Freedom of association, Page 31				SR: Pages 80-84
G4-LA5	Percentage of total work-force represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	SR: Occupational health and safety, Page 36				SR: Pages 80-84
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	SR: Occupational health and safety, Page 36 SR: Annexure 1: Occupational health and safety, Page 64				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-LA7	Workers with high incidence or high risk of dis-eases related to their occupation	SR : Occupational health and safety, Page 36 SR : Annexure 1 : Occupational health and safety, Page 64				SR : Pages 80-84
G4-LA8	Health and safety topics covered in formal agreements with trade unions	SR :Freedom of association, Page 31 SR : Occupational health and safety, Page 36 SR : Annexure 1 : Occupational health and safety, Page 64				SR : Pages 80-84
Training and education						
G4-DMA	Generic Disclosures on Management Approach	SR : Navigating the next for sustainable business, Page 10				SR : Pages 80-84
G4-LA9	Average hours of training per year per employee by gender, and by employee category	SR : Talent enablement – Continuous education, Page 27 SR : Annexure 1 : Talent enablement, Page 64				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	SR : Talent enablement – Continuous education, Page 27	Trainings related to the management of career endings resulting from retirement or termination of employment.	The information is currently unavailable.	We have a very young workforce with an average age of about 27 years. Hence, we have not planned programs for career ending at the moment.	SR : Pages 80-84
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	SR : Innovations in performance management, Page 26				SR : Pages 80-84
Diversity and equal opportunity						
G4-DMA	Generic Disclosures on Management Approach	SR : Navigating the next for sustainable business, Page 10				SR : Pages 80-84
G4-LA12	Composition of governance bodies and break-down of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	AR : Corporate governance Report, Page 102 AR : BRR : Principles 3.3 and 3.4, Page 257	Breakdown of employees per employee category minority group membership, and other indicators of diversity.	The information is currently unavailable.	We are strengthening our systems and processes to capture diversity indicators at the management level across the organization.	SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
Equal remuneration for women and men						
G4-DMA	Generic Disclosures on Management Approach	SR : Talent management, Page 27				SR : Pages 80-84
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	SR : Talent management, Page 27				SR : Pages 80-84
Supplier assessment for labor practices						
G4-DMA	Generic Disclosures on Management Approach	SR : Responsible supply chain, Page 23				SR : Pages 80-84
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	SR : Responsible supply chain, Page 23				SR : Pages 80-84
G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	SR : Responsible supply chain, Page 23				SR : Pages 80-84
Labor practices grievance mechanisms						
G4-DMA	Generic Disclosures on Management Approach	SR : Navigating the next for sustainable business, Page 10				SR : Pages 80-84
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	SR : Resolution hubs, Page 30 AR : BRR : Principle 3.7, Page 258				SR : Pages 80-84

Social : Human rights

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-DMA	Generic Disclosures on Management Approach	SR : Navigating the next for sustainable business, Page 10				SR : Pages 80-84
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	SR : Responsible supply chain, Page 23				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	SR: Corporate governance and compliance, Page 19				SR: Pages 80-84
Non-Discrimination						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10				SR: Pages 80-84
G4-HR3	Total number of incidents of discrimination and corrective actions taken	SR: Resolution hubs, Page 30 AR: BRR: Principle 3.7, Page 258				SR: Pages 80-84
Freedom of association and collective bargaining						
G4-DMA	Generic Disclosures on Management Approach	SR: Freedom of association, Page 31				SR: Pages 80-84
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	SR: Freedom of association, Page 31				SR: Pages 80-84
Child labor						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10				SR: Pages 80-84
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	AR: BRR: Principle 2.4, Page 256				SR: Pages 80-84
Forced labor						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	AR : BRR : Principle 2.4, Page 256				SR : Pages 80-84
Security practices						
G4-DMA	Generic Disclosures on Management Approach	SR : Navigating the next for sustainable business, Page 10				SR : Pages 80-84
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	SR : Responsible supply chain, Page 23				SR : Pages 80-84
Assessment						
G4-DMA	Generic Disclosures on Management Approach	SR : Our employees, Page 24				SR : Pages 80-84
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	SR : Responsible supply chain, Page 19				SR : Pages 80-84
Supplier human rights assessment						
G4-DMA	Generic Disclosures on Management Approach	SR : Responsible supply chain, Page 23				SR : Pages 80-84
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	SR : Responsible supply chain, Page 23				SR : Pages 80-84
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	SR : Responsible supply chain, Page 23				SR : Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
Human rights grievance mechanisms						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10				SR: Pages 80-84
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	SR: Resolution hubs, Page 30 AR: BRR: Principle 3.7, Page 258	Number of grievances for external stakeholders (suppliers and local community)	The information is currently unavailable	The process of recording the number of grievances for external stakeholders – suppliers and local community, needs to be streamlined	SR: Pages 80-84

Social: Society

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
Anti-corruption						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10 SR: Corporate governance and compliance, Page 19				SR: Pages 80-84
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	AR: Risk management report, Page 134 AR: Outlook risks and concerns, Page 93				SR: Pages 80-84
G4-SO4	Communication and training on anti-corruption policies and procedures	SR: Corporate governance and compliance, Page 19				SR: Pages 80-84
G4-SO5	Confirmed incidents of corruption and actions taken	AR:BRR: Principle 9.3, Page 263				SR: Pages 80-84

General standard disclosure	Disclosures requirements	Page number (or Link)	Identified omission(s)	Reason(s) for omission(s)	Explanation for omission(s)	External assurance
Anti-competitive behavior						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10 AR: BRR: Principle 9.3, Page 263				SR: Pages 80-84
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	AR: BRR:Principle 9.3, Page 263				SR: Pages 80-84
Compliance						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10				SR: Pages 80-84
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	AR: BRR: Principle 9.3, Page 263 SR: Corporate governance and compliance, Page 19				SR: Pages 80-84

Product and service labeling						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10 SR: Client focus, Page 20	DMA for product and service labeling	The Standard Disclosure or part of the Standard Disclosure is not applicable.	The DMA specifically with respect to product and service labeling is not applicable given that we are an IT services company and do not deal with products. We have, however, included our DMA on client satisfaction in the 'Client value' section of our report.	SR: Pages 80-84

G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	Not applicable	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	The Standard Disclosure or part of the Standard Disclosure is not applicable.	We are an IT services company and do not deal with products or services which require labeling.	SR: Pages 80-84
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Not applicable	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements.	The Standard Disclosure or part of the Standard Disclosure is not applicable.	We are an IT services company and do not deal with products or services which require labeling.	SR: Pages 80-84
G4-PR5	Results of surveys measuring customer satisfaction	SR: Client engagement, Page 20				SR: Pages 80-84

Customer privacy						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10 SR: Privacy and data protection, Page 22				SR: Pages 80-84
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	SR: Privacy and data protection, Page 22				SR: Pages 80-84
Compliance						
G4-DMA	Generic Disclosures on Management Approach	SR: Navigating the next for sustainable business, Page 10 SR: Privacy and data protection, Page 22 Note: Being an IT services company, we are regulated by data privacy.				SR: Pages 80-84
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	SR: Privacy and data protection, Page 22				SR: Pages 80-84

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