

Business Responsibility Report 2019-20

The Infosys Business Responsibility Report 2019-20 follows the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business, as notified by the Ministry of Corporate Affairs (MCA), Government of India. This report substantially complies with the National Guidelines on Responsible Business Conduct (NGRBC) released by MCA in 2019. We also publish a comprehensive Sustainability Report annually, independently assured by DNV GL.

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

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

Business Responsibility Report

As per Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Section A: General information about the Company

1. Corporate Identity Number (CIN) of the Company	L 8 5 1 1 0 K A 1 9 8 1 P L C 0 1 3 1 1 5
2. Name of the Company	Infosys Limited
3. Registered address	Electronics City, Hosur Road, Bengaluru, Karnataka 560 100, India
4. Website	www.infosys.com
5. Email ID	sustainability@infosys.com
6. Financial year reported	April 1, 2019 to March 31, 2020
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Name and description of main products / services : Computer programming, consultancy and related activities NIC code of the product / service : 620
8. List three key products / services that the Company manufactures / provides (as in Balance Sheet)	Software services, consulting, and products
9. Total number of locations where business activity is undertaken by the Company	
i. Number of international locations (Provide details of major five)	https://www.infosys.com/about/Pages/locations.aspx
ii. Number of national locations	https://www.infosys.com/about/Pages/locations.aspx
10. Markets served by the Company – Local / State / National / International	Refer to <i>Segment reporting</i> , page 222 and page 292

Section B: Financial details of the Company⁽¹⁾

1. Paid-up capital (₹)	₹2,129 crore
2. Total turnover (₹)	₹79,047 crore
3. Total profit after taxes (₹)	₹15,543 crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2% of average net profits of the Company made during the three immediately preceding financial years. Refer to <i>Annexure 7</i> to the <i>Board's report</i> in the Annual Report, page 72
5. List of activities in which expenditure in 4 above has been incurred	Refer to <i>Annexure 7</i> to the <i>Board's report</i> in the Annual Report, page 72

⁽¹⁾ As per the standalone Ind AS financials

Section C: Other details

-
- | | |
|---|---|
| 1. Does the Company have any subsidiary company / companies? | : Yes. |
| 2. Do the subsidiary company / companies participate in the BR initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s). | : Yes. Refer to <i>Annexure 1 to the Board's report</i> in the Annual Report, page 46 |
| 3. Do any other entity / entities (e.g. suppliers, distributors, etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities (Less than 30%, 30%, 60%, More than 60%). | : Yes. Less than 30%. |
-

Section D: BR information

1. Details of Director / Directors responsible for BR

- a. Details of the Director responsible for implementation of the BR policy / policies
- | | |
|----------------|---|
| 1. DIN Number | : 0 6 7 8 2 4 5 0 |
| 2. Name | : U.B. Pravin Rao |
| 3. Designation | : Chief Operating Officer and Whole-time Director |
- b. Details of the BR Head
- | | |
|-------------------------------|--|
| 1. DIN Number (if applicable) | : Not applicable |
| 2. Name | : Aruna C. Newton |
| 3. Designation | : Associate Vice President |
| 4. Telephone number | : 91 80 4961 4243 |
| 5. E-mail ID | : arunacnewton@infosys.com |

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

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for...	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2.	Has the policy been formulated in consultation with the relevant stakeholders? ⁽¹⁾	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Does the policy conform to any national / international standards? ⁽¹⁾	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	Has the policy been approved by the Board? If yes, has it been signed by the MD / owner / CEO / appropriate Board Director? ⁽²⁾	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5.	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the policy?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6.	Indicate the link for the policy to be viewed online.	Refer to the Whistleblower Policy, Code of Conduct and Ethics (available on www.infosys.com) and Anti-Bribery Policy (available on our intranet)	Available on our intranet	Available on our intranet	Refer to the CSR Policy (available on www.infosys.com) and Sustainability Policy (available on our intranet).	Refer to the Human Rights Statement	Refer to the HSE policy	Available on our intranet	Refer to the CSR Policy (available on www.infosys.com) and Sustainability Policy (available on our intranet).	Available on our intranet
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8.	Does the Company have an in-house structure to implement the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
9.	Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10.	Has the Company carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

⁽¹⁾ Please refer to our *Sustainability Report* for more information.

Principle-wise index:

P1 – Whistleblower Policy, Anti-Bribery Policy and Code of Conduct and Ethics

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

P3 – HR Policies, Human Rights Statement

P4 – CSR Policy, Sustainability Policy

P5 – Human Rights Statement

P6 – HSE Policy

P7 – Sustainability Policy

P8 – CSR Policy, Sustainability Policy

P9 – Information Security Policy, Brand Guidelines, Data Privacy Policy

⁽²⁾ Designated department heads, who report to the Chief Executive Officer (CEO) / Chief Operating Officer (COO) monitor and oversee policy implementation. The CEO / COO monitors policy implementation and progress on initiatives and actions through periodic reviews.

2a. If answer to Sl. No. 1 against any principle is 'No', please explain why (tick up to two options) – Not applicable

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the principles.									
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles.									
3.	The Company does not have financial or manpower resources available for the task.									
4.	It is planned to be done within the next six months.									
5.	It is planned to be done within the next one year.									
6.	Any other reason (please specify).									

Not applicable

3. Governance related to BR

Indicate the frequency with which the Board of Directors, committee of the Board or CEO assesses the BR performance of the Company – Within 3 months, 3-6 months, annually, more than 1 year.	: The Board of Directors, committees of the Board, and the CEO assess the BR performance of the Company every three months. For more information, read the <i>Corporate governance report</i> , which is part of this Annual Report.
Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?	: Yes, annually. https://www.infosys.com/sustainability/resources/Pages/index.aspx

Section E: Principle-wise performance

Principle No.	Description	Response
P1 – Businesses should conduct and govern themselves with ethics, transparency, and accountability.		
1.1	Does the policy relating to ethics, bribery and corruption cover only the Company? Yes / No. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?	Our corporate governance practices apply across the Infosys Group and extend to our suppliers and partners. Our Code of Conduct and Ethics complies with the legal requirements of applicable laws and regulations, including anti-bribery and anti-corruption policies, ethical handling of conflicts of interest, and fair, accurate and timely disclosure of reports and documents that are filed with the required regulatory bodies in the regions we operate. Additionally, we have the Supplier Code of Conduct, which sets out standards of ethical conduct for our third parties. We also have the Anti-Bribery Policy and Anti-Corruption Policy for our employees in the Infosys Group.
1.2	How many stakeholder complaints have been received in the past financial year, and what percentage was satisfactorily resolved by the Management? If so, provide the details thereof, in about 50 words or so.	Infosys' stakeholders include our investors, clients, employees, vendors / partners, government, and local communities. For details on investor complaints and resolution, refer to the 'Investor complaints' in the <i>Shareholder information</i> section under <i>Corporate Governance Report</i> of this Annual Report. For details on employee grievances and resolution, refer to the table in section 3.7. More details will be available in our <i>Sustainability Report</i> at https://www.infosys.com/sustainability/resources/Pages/index.aspx .

Principle No.	Description	Response
P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their lifecycle.		
2.1	List up to three of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.	<p>Infosys is a provider of consulting, technology, outsourcing and next-generation digital services. Our sustainability strategy strives to make :</p> <ul style="list-style-type: none"> • Our business sustainable • Our clients' businesses sustainable • Our ecosystem sustainable <p>Infosys continues to work on large-scale digital transformation projects that significantly impact the socio-economic progress of the country. Here is a brief account of three noteworthy projects in this regard.</p> <p>Enhancing business set-up speed in India : As part of the Government of India's Ease of Doing Business (EODB) initiative, the Ministry of Corporate Affairs (MCA) upgraded to a new web form called SPICe+, replacing the existing SPICe form. The vision behind upgrading the web form was to effectively offer 10 services by three Central Government ministries and departments (Ministry of Corporate Affairs, Ministry of Labor, and Department of Revenue in the Ministry of Finance) and one State Government (Maharashtra). It helps improve procedures and save time and costs of starting a business in India and is applicable for all new company incorporations. Infosys developed and deployed this web form within a short time on February 23, 2020. So far, more than 5,120 companies have been incorporated using the new SPICe+.</p> <p>Improving solar panel efficiency through automated cleaning : Dust and dirt accumulate on solar panels installed across farms, reducing their efficiency. Cleaning these panels with water or brushing off the dust needs additional manpower and is costly. Infosys helped develop a solar panel cleaning technology that offers a hybrid option of both dry and wet cleaning. The cleaning process is initiated when the sensors detect accumulation of dust. Besides improving efficiency of the solar panels by over 20%, it has also reduced dependence on conventional sources of energy.</p> <p>Building autonomous vehicles for deployment in key facilities : Infosys developed a level-four autonomous vehicle for Maini, leveraging the LiDar-based technology for buggies in the first phase. The team is in the process of industrializing it. These electric buggies can be in used at airports, bus stations, railway stations, educational institutions, and hospitals to ferry people. The Bangalore International Airport Terminal 2 will soon have these buggies, and there will be a dedicated lane for them. After the first phase, Infosys is now striving to develop cheaper sensors and algorithms to enhance the comfort of the ride.</p>
2.2	For each such product, provide the following details in respect of resource use (energy, water, raw material, etc.) per unit of product (optional) :	<p>Our business being IT services and consulting, our solutions that have been detailed under 2.1, fuel the digital transformation of our nation.</p> <p>Being a responsible corporation, we track the consumption of resources diligently, and our goals and performance related to these parameters will be provided in our <i>Sustainability Report</i> at https://www.infosys.com/sustainability/resources/Pages/index.aspx.</p>

Principle No.	Description	Response
2.3	Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.	We have a Responsible Supply Chain Policy and a Supplier Code of Conduct. Our suppliers are categorized into three broad categories – People, Services and Products. Our contracts have appropriate clauses and checks to prevent the employment of child labor or forced labor in any form. We also provide forums where suppliers can voice their concerns and issues. We continue to engage with all supplier segments working within our boundary covering People and Services categories by conducting training, assessments and audits on Health and Safety, Compliance and Anti-corruption, Human Rights and Anti-harassment. We engage with local suppliers for our People and Services categories.
2.4	Has the Company taken any steps to procure goods and services from local and small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	Our Responsible Supply Chain Policy guides our actions in the supply chain and interactions with our supply chain partners. We have a comprehensive engagement model to meaningfully engage with our suppliers on material aspects. Regular capacity-building and assessments are conducted for key suppliers. The proportion of spending on domestic suppliers at significant locations was about 75% in fiscal 2020.
2.5	Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%)? Also, provide details thereof, in about 50 words or so.	As an environmentally-responsible Company, we have adopted a focused approach to managing the waste generated by our operations. Our waste management strategy is framed around the three Rs – Reduce, Reuse, and Recycle. We are recycling >10% of our waste. Rigorous waste segregation at source, followed by appropriate treatment or disposal in adherence to applicable legislations, ensure that we send minimum waste to landfills. Organic waste (food waste and garden waste) is treated at in-house biogas / organic waste converters. For more information, visit our <i>Sustainability Report</i> at https://www.infosys.com/sustainability/ .
P3 – Businesses should promote the wellbeing of all employees.		
3.1	Please indicate the total number of employees.	Our global, full-time, permanent employee count stands at 2,42,371 as on March 31, 2020
3.2	Please indicate the total number of employees hired on a temporary / contractual / casual basis.	Most of our employees work as full-time, permanent employees. More details will be available in our <i>Sustainability Report</i> at https://www.infosys.com/sustainability/resources/Pages/index.aspx .
3.3	Please indicate the number of permanent women employees.	The number of our global permanent women employees is 91,679 as on March 31, 2020.
3.4	Please indicate the number of permanent employees with disabilities.	Being an equal opportunity employer, we encourage employees to disclose their disabilities and seek reasonable accommodation to allow them to perform to their full potential. The number of employees who have voluntarily disclosed their disability status and the nature of disability stands at 379 as on March 31, 2020

Principle No.	Description	Response																						
3.5	Do you have an employee association that is recognized by the Management?	We recognize the right to freedom of association through Collective Bargaining Agreements (CBAs) in accordance with the guidelines and compliance frameworks put forth by governments in countries where we have our operations. A <i>de minimis</i> percentage of our employees are covered by CBA.																						
3.6	What percentage of your permanent employees are members of this recognized employee association?	Details will be available in our <i>Sustainability Report</i> at https://www.infosys.com/sustainability/resources/Pages/index.aspx .																						
3.7	Please indicate the number of complaints relating to child labor, forced labor, involuntary labor and sexual harassment in the last financial year, and those that are pending, as on the end of the financial year.	<p>Our anti-discrimination and anti-harassment policies apply to everyone involved in the operations of the Company, including vendors and clients. The forums to deal with issues and concerns raised by our employees are as follows :</p> <ul style="list-style-type: none">• Hearing Employees and Resolving (HEAR)• Anti-Sexual Harassment Initiative (ASHI)• Whistleblower Policy (WB) <p>The details of concerns and grievances raised in fiscal 2020 are as follows :</p> <table><tr><th>Employee grievances</th><th>Number of grievances</th></tr><tr><td>Workplace harassment⁽¹⁾</td><td>88</td></tr><tr><td>Workplace concerns⁽²⁾</td><td>1,165</td></tr><tr><td>Disciplinary issues – major⁽³⁾</td><td>423</td></tr><tr><td>Disciplinary issues – minor⁽⁴⁾</td><td>486</td></tr><tr><td>Total reported</td><td>2,162</td></tr><tr><td>Closure statistics</td><td></td></tr><tr><td>Internal arbitration</td><td>1,163</td></tr><tr><td>Disciplinary action</td><td>988</td></tr><tr><td>Open cases⁽⁵⁾</td><td>11</td></tr><tr><td>Total closed</td><td>2,151</td></tr></table> <p>Scope : Infosys Group</p> <p>⁽¹⁾ Workplace harassment – Refers to all major and minor sexual harassment issues heard and resolved at the workplace. (We are reporting cases involving employees only)</p> <p>⁽²⁾ Workplace concerns – Refers to grievances employees raise at the workplace.</p> <p>⁽³⁾ Major – These cases involve reputation risk to the Company / employees, fraud or other ethical misconduct. This year, we are reporting the disciplinary action taken on individuals on account of incorrect data provided at the time of joining.</p> <p>⁽⁴⁾ Minor – These cases refer to misdemeanors or mistakes that can be corrected.</p> <p>⁽⁵⁾ Neutral panel investigations are in progress for 11 open cases as on May 29, 2020.</p>	Employee grievances	Number of grievances	Workplace harassment ⁽¹⁾	88	Workplace concerns ⁽²⁾	1,165	Disciplinary issues – major ⁽³⁾	423	Disciplinary issues – minor ⁽⁴⁾	486	Total reported	2,162	Closure statistics		Internal arbitration	1,163	Disciplinary action	988	Open cases ⁽⁵⁾	11	Total closed	2,151
Employee grievances	Number of grievances																							
Workplace harassment ⁽¹⁾	88																							
Workplace concerns ⁽²⁾	1,165																							
Disciplinary issues – major ⁽³⁾	423																							
Disciplinary issues – minor ⁽⁴⁾	486																							
Total reported	2,162																							
Closure statistics																								
Internal arbitration	1,163																							
Disciplinary action	988																							
Open cases ⁽⁵⁾	11																							
Total closed	2,151																							

Principle No.	Description	Response																				
		<p>The details of workplace sexual harassment complaints in India, reported as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, are as follows :</p> <table><tr><th>Particulars</th><th>In fiscal 2020</th></tr><tr><td>Number of complaints received⁽¹⁾</td><td>60</td></tr><tr><td>Disposal by conciliation</td><td>7</td></tr><tr><td>Disposed of due to other reasons (false / mala fide complaints, lack of evidence, anonymous and lack of sufficient material / document / evidence)</td><td>–</td></tr><tr><td>Disciplinary issues – major</td><td>7</td></tr><tr><td>Disposal by disciplinary action(s)</td><td>45</td></tr><tr><td>Reported in March 2020 and the investigation process was underway as on May 29, 2020</td><td>1</td></tr><tr><td>Number of cases pending for more than 90 days</td><td>–</td></tr><tr><td>Number of workshops or awareness programs against sexual harassment conducted</td><td><ul style="list-style-type: none">• Mandatory onboarding sessions for new joiners – approx. 800 sessions for laterals and 32 sessions for freshers through the year• Awareness programs extended to all employees – 12 mailers• Segmented sessions for leaders and managers – approx. 22 sessions• 100% compliance to ASHI awareness quiz (SAQ)</td></tr><tr><td>Nature of action taken by the employer or District Officer</td><td>Warning letters, suspension, transfer of work location, monetary impact, withholding of promotions / onsite opportunities, termination of employment, etc.</td></tr></table> <p>⁽¹⁾ These cases pertain to inquiries done by the Internal Committee of the Company. During fiscal 2020, there were 12 complaints received, involving respondents from third parties, that have been addressed by the Internal Committees of such third parties.</p> <p>For more information, please refer to our <i>Sustainability Report</i> at www.infosys.com/sustainability.</p>	Particulars	In fiscal 2020	Number of complaints received ⁽¹⁾	60	Disposal by conciliation	7	Disposed of due to other reasons (false / mala fide complaints, lack of evidence, anonymous and lack of sufficient material / document / evidence)	–	Disciplinary issues – major	7	Disposal by disciplinary action(s)	45	Reported in March 2020 and the investigation process was underway as on May 29, 2020	1	Number of cases pending for more than 90 days	–	Number of workshops or awareness programs against sexual harassment conducted	<ul style="list-style-type: none">• Mandatory onboarding sessions for new joiners – approx. 800 sessions for laterals and 32 sessions for freshers through the year• Awareness programs extended to all employees – 12 mailers• Segmented sessions for leaders and managers – approx. 22 sessions• 100% compliance to ASHI awareness quiz (SAQ)	Nature of action taken by the employer or District Officer	Warning letters, suspension, transfer of work location, monetary impact, withholding of promotions / onsite opportunities, termination of employment, etc.
Particulars	In fiscal 2020																					
Number of complaints received ⁽¹⁾	60																					
Disposal by conciliation	7																					
Disposed of due to other reasons (false / mala fide complaints, lack of evidence, anonymous and lack of sufficient material / document / evidence)	–																					
Disciplinary issues – major	7																					
Disposal by disciplinary action(s)	45																					
Reported in March 2020 and the investigation process was underway as on May 29, 2020	1																					
Number of cases pending for more than 90 days	–																					
Number of workshops or awareness programs against sexual harassment conducted	<ul style="list-style-type: none">• Mandatory onboarding sessions for new joiners – approx. 800 sessions for laterals and 32 sessions for freshers through the year• Awareness programs extended to all employees – 12 mailers• Segmented sessions for leaders and managers – approx. 22 sessions• 100% compliance to ASHI awareness quiz (SAQ)																					
Nature of action taken by the employer or District Officer	Warning letters, suspension, transfer of work location, monetary impact, withholding of promotions / onsite opportunities, termination of employment, etc.																					
3.8	<p>What percentage of your under mentioned employees were given safety and skill upgradation training in the last year?</p> <ul style="list-style-type: none">• Permanent employees• Permanent women employees• Casual / temporary / contractual employees• Employees with disabilities	<p>Skill upgradation : Our training programs cover all our employees irrespective of race, gender, or physical disability. Our Education, Training and Assessment (ETA) group offers industry-benchmarked learning programs to ensure talent enablement.</p> <p>The total number of training days for the last three years is as follows :</p> <table><tr><th>Particulars</th><th>Fiscal 2020</th><th>Fiscal 2019</th><th>Fiscal 2018</th></tr><tr><td>Employee count</td><td>2,42,371</td><td>2,28,123</td><td>2,04,107</td></tr><tr><td>Total training days</td><td>25,76,913</td><td>28,71,288</td><td>16,87,983</td></tr></table> <p>Safety : Ozone, our Health, Safety and Environmental Management System (HSEMS) seeks to provide a safe and healthy workplace to our employees, visitors and contract workers. The initiative also keeps personnel well-informed, trained and committed to our Health, Safety and Environment (HSE) Policy and procedures.</p> <p>The HSE training needs are identified for different personnel based on the nature of their jobs. Accordingly, training – including awareness sessions, mock drills, classroom sessions and periodic demonstrations related to safety, security and well-being, is provided. HSEMS training is also a part of our employee-induction programs. E-learning modules have also been rolled out for creating awareness. For more information, please refer to our <i>Sustainability Report</i> at https://www.infosys.com/sustainability/resources/Pages/index.aspx.</p>	Particulars	Fiscal 2020	Fiscal 2019	Fiscal 2018	Employee count	2,42,371	2,28,123	2,04,107	Total training days	25,76,913	28,71,288	16,87,983								
Particulars	Fiscal 2020	Fiscal 2019	Fiscal 2018																			
Employee count	2,42,371	2,28,123	2,04,107																			
Total training days	25,76,913	28,71,288	16,87,983																			

Principle No.	Description	Response
P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable, and marginalized.		
4.1	Has the Company mapped its internal and external stakeholders?	Yes. The details are provided on our website, at https://www.infosys.com/sustainability/about-us/overview/pages/index.aspx .
4.2	Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?	Yes. The details are provided under the 'Foundations' tab on our website, at https://www.infosys.com/sustainability/social .
4.3	Are there any special initiatives undertaken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide the details thereof, in about 50 words or so.	<p>Yes. Our community engagement interventions include :</p> <ul style="list-style-type: none"> • Grant-making • Organization-led projects • Employee-driven initiatives • Community sabbaticals <p>For more details on our work with communities, refer to <i>Annexure 7 to Board's report</i> in the Annual Report and our websites, www.infosys.org and https://www.infosys.com/sustainability/.</p>
P5 – Businesses should respect and promote human rights.		
5.1	Does the policy of the Company on human rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?	Yes, all companies in the Infosys Group, including employees and contractors, are covered by the policy.
5.2	How many stakeholder complaints have been received in the past financial year, and what percentage was satisfactorily resolved by the Management?	<p>Our stakeholder engagement processes are robust and have strong listening mechanisms.</p> <p>Additionally, all stakeholders have access to the Whistleblower Policy of Infosys at https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf.</p> <p>Refer to the table under 1.2 for more information.</p>
P6 – Business should respect, protect, and make efforts to restore the environment.		
6.1	Does the policy related to Principle 6 cover only the Company, or does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?	As a responsible corporate citizen, we have established a global HSE policy, which defines our commitment to ensuring environmental protection. The policy is made available to all our employees worldwide on our intranet, through posters and instructions on digital and physical display areas across our campuses. It is also published in our sustainability microsite. We are certified to ISO 14001:2015 and OHSAS 18001:2007 at 100% of identified locations in India. All personnel working for or on behalf of the organization are expected to mandatorily adhere to the established HSE policy and procedures. Vendor partners are also encouraged to follow our stated HSE requirements and ensure compliance as detailed in our agreements. Audits of our suppliers are also conducted to evaluate their adherence to our requirements.

Principle No.	Description	Response
6.2	Does the Company have strategies / initiatives to address global environmental issues such as climate change, global warming, etc.? Yes / No. If yes, please give the hyperlink for the web page, etc.	Global environmental issues are addressed as a part of our business context. Our efforts included aggressive targets to reduce consumption and switch to renewable energy resources for our business operations. We have undertaken aggressive goals of carbon neutrality, and we propose to achieve them by fiscal 2021. For more details, visit our website, www.infosys.com , and our sustainability microsite, https://www.infosys.com/sustainability/ .
6.3	Does the Company identify and assess potential environmental risks?	The activities and services of the campus lead to aspects, which may have an impact on the surrounding environment. Significant aspects of all the activities and services of each site of Infosys are identified, monitored, measured and managed in a structured manner to minimize or control their impacts and achieve continual improvement. Significant aspects are those, which have or can have significant impact on the environment, which can be controlled and over which Infosys can be expected to have an influence. This also takes into account planned or new developments, new or modified activities, products and services. Environmental risks also form a part of our operational risks in the 'Integrated Enterprise Risk Management' framework. Read our <i>Sustainability Reports</i> at https://www.infosys.com/sustainability/about-us/overview/pages/index.aspx for information on the progress of our environmental sustainability efforts.
6.4	Does the Company have any project related to the Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, has any environmental compliance report been filed?	Not applicable
6.5	Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable energy, etc.? Yes / No. If yes, please give the hyperlink for the web page, etc.	In continuation of our efforts to invest more in cleaner and greener technologies, we augmented the 30 MW solar photo-voltaic (PV) plant in Sira, Karnataka with an additional capacity of 10 MW taking the overall capacity to 40 MW. In fiscal 2020, we also added around 1 MW of solar PV capacity in our campuses. With this, we now have a total 60 MW of solar power plant capacity, including rooftop and ground-mounted systems. For more details, visit our website, www.infosys.com , and our sustainability microsite, https://www.infosys.com/sustainability/environment .
6.6	Are the emissions / waste generated by the Company within the permissible limits given by CPCB / SPCB for the financial year being reported?	Yes, we comply with all applicable environmental legislations in the locations we operate in. We monitor and track all parameters as defined by CPCB or SPCBs and ensure they are maintained within norms. For more details, visit our sustainability microsite, https://www.infosys.com/sustainability/ .
6.7	Number of show cause / legal notices received from CPCB / SPCB which are pending (i.e., not resolved to satisfaction) as on the end of the financial year.	We did not have any monetary or non-monetary sanctions imposed on us for non-compliance with environmental laws and regulations during fiscal 2020.

Principle No.	Description	Response
P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.		
7.1	Is your Company a member of any trade and chamber or association? If yes, name only those major ones that your business deals with.	<p>Yes, as an industry influencer, we are part of global and local associations. We forge strategic partnerships with industry bodies and consortiums at the local, national and international levels. U. B. Pravin Rao, COO, took over as Chairperson of NASSCOM in April 2020. Ravi Kumar S., President and Deputy COO, is a part of the advisory panels in the US for responding to COVID-19. The following are the significant associations during fiscal 2020:</p> <p>India :</p> <ul style="list-style-type: none"> • National Association of Software and Services Companies (NASSCOM) • Confederation of Indian Industry (CII) • Federation of Indian Chambers of Commerce and Industry (FICCI) • Indo-Australian Chamber of Commerce • Bureau of Indian Standards • IIT Bombay • Alliance for an Energy Efficient Economy (AEEE), India • Indian Green Building Council (IGBC) <p>Overseas :</p> <ul style="list-style-type: none"> • U.S. Chamber of Commerce • National Renewable Energy Laboratory (NREL), US • Advisory group on “Energy Efficiency in India Data Center” by CII-IGBC and Lawrence Berkeley National Laboratory, US • United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) • United States Green Building Council (USGBC) • Center for the Built Environment, Berkeley (CBE) • RE 100 • World Economic Forum (WEF) • Business Council of Australia (BCA) • Trans-Tasman Business Circle (TTBC) • NASSCOM Australia (Forum of Indian IT Companies in Australia) • Australian HR Institute (AHRI) • Australian Network on Disability (AND) • Australian Information Industry Association (AIIA) • New Zealand and India Trade Associations • US-India Business Council • US-Strategic Partnership Forum • Confederation of British Industry • techUK • Bitkom (Germany) • Confederation of British Industry • National Foundation for American Policy • TechPoint (Indiana) • Greater Raleigh Chamber of Commerce • North Carolina Technology Association • Greater Providence Chamber of Commerce • ReadyCT (Connecticut) • Arizona Chamber of Commerce • Bay Area Council • Silicon Valley Leadership Group • Indiaspora
7.2	Have you advocated / lobbied through the above associations for the advancement or improvement of public good? Yes / No. If yes, specify the broad areas (Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others).	<p>We believe that it is our responsibility to help build a better business environment and thus a better world with opportunities for everyone. Our advocacy efforts are championed across the world by our senior leaders. In an effort to drive advocacy globally and locally, we have been part of governance bodies of national and international organizations across economic, social and environmental dimensions.</p> <p>For more details, visit https://www.infosys.com/sustainability/about-us/overview/Pages/partnerships.aspx.</p>

Principle No.	Description	Response
P8 – Businesses should support inclusive growth and equitable development.		
8.1	Does the Company have specified programs / initiatives / projects in pursuit of the policy related to Principle 8? If yes, provide the details thereof.	Our corporate social responsibility supports inclusive growth not only of communities in the locations where we operate, but also encompasses the overall development of societies and human capabilities. From ensuring the well-being of the poorest sections of the society through Infosys Foundation , promoting computer science and Maker education in the US through Infosys Foundation USA , encouraging science and research through Infosys Science Foundation , increasing the employability of engineering students through Campus Connect, to empowering our employees to become responsible citizens through volunteering, we will continue to strive towards inclusive growth and community development. For more details, refer to www.infosys.org .
8.2	Are the programs / projects undertaken through an in-house team / own foundation / external NGO / government structures / any other organization?	Infosys has established foundations in India and the US. For more details on our work with the community, visit www.infosys.org .
8.3	Have you done any impact assessment of your initiative?	Yes, the impact due to the Foundations' programs are provided on the respective websites, at www.infosys.org .
8.4	What is your Company's direct contribution to community development projects – amount in ₹ and the details of the projects undertaken.	Refer to <i>Annexure 7</i> of the Annual Report. For more details on our work with the community, visit www.infosys.org and https://www.infosys.com/infosys-foundation/about/reports.html .
8.5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.	Yes, a majority of our community development projects go beyond the philanthropic one-time engagement and are designed for self-sustenance through a 'teach fishing' model, with increased involvement from the local community and administration. For more details on our work with the community, visit www.infosys.org and https://www.infosys.com/infosys-foundation/about/reports.html .
P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.		
9.1	What percentage of client complaints / consumer cases are pending as on the end of the financial year?	None
9.2	Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes / No / NA / Remarks (additional information).	Not applicable

Principle No.	Description	Response
9.3	Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising, and / or anti-competitive behavior during the last five years and pending as on the end of the financial year? If so, provide the details thereof, in about 50 words or so.	We have various mechanisms to receive and address complaints from stakeholders related to compliance, corruption or bribery. As of March 31, 2020, there are no pending cases against the Company regarding unfair trade practices, irresponsible advertising and / or anti-competitive behavior.
9.4	Did your Company carry out any consumer survey / measure consumer satisfaction trends?	Yes. Our customer satisfaction survey enables us to understand the client's expectations, needs, satisfaction levels and overall experience of working with Infosys. It serves as one of the inputs to make investment decisions. The feedback is collected through a web survey, which includes a structured questionnaire hosted by an independent organization. The account teams use this data to review their engagement with clients and design interventions that create a positive and visible impact. Various members across levels engage with clients to implement the improvement actions.

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

Message from the Chief Operating Officer



It is our strengths as a Live Enterprise that is serving us in mitigating disruption and restoring business continuity in the tumultuous time we are trying to navigate. Among the many challenges exacerbated by this crisis, the digital divide is perhaps the most telling. We are redoubling our focus on making massive-scaled digital reskilling and upskilling of our talent pools. This experience of managing an exponentially growing crisis is also helping us understand and respond better to the similar but slower-moving danger that the climate crises poses.

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