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**ESG REPORT 2023-24**

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**ESG REPORT 2023-24**

### How to navigate the report

We bring you the Infosys ESG Report 2023-24 – an interactive PDF that helps you access information easily, to go to another page, section or website. The ESG disclosures consist of the ESG Report 2023-2024 and the ESG Data Book 2023-24.

Click here to access the ESG Data Book

### Document controls

The bold text on the navigation bar indicates the section you are currently in. You can also go to specific chapters from the Contents page. Some of the links embedded in the content will take you to the Infosys Integrated Annual Report, ESG Data Book, the Corporate Responsibility microsite, and the Foundation websites.

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# Next Up.
# The Next Opportunity. To Grow Sustainably.

Infosys ESG Report 2023-2024

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Navigate your next

## Inside this report


| | |
|---|---|
| Introduction | 03 |
| ESG highlights | 04 |
| Approach to reporting | 05 |
| Corporate overview | 06 |
| Message from the Chief Financial Officer | 08 |
| Materiality and stakeholder engagement | 09 |

**ENVIRONMENT**

| | |
|---|---|
| Performance on environmental goals | 11 |
| Climate change | 12 |
| Water | 21 |
| Waste | 24 |

**SOCIAL**

| | |
|---|---|
| Performance on social goals | 29 |
| Enabling digital talent at scale | 30 |
| Tech for good | 33 |
| Diversity, equity, and inclusion | 34 |
| Energizing local communities | 37 |
| Employee wellness and experience | 46 |

**GOVERNANCE**

| | |
|---|---|
| Performance on governance goals | 55 |
| Corporate governance | 56 |
| Data privacy | 64 |
| Information management | 66 |


SUSTAINABLE DEVELOPMENT GOALS

### Mapping with UN SDGs

Our ESG ambitions continue to power our efforts to create value for our stakeholders. Throughout the report, you will find our ESG progress mapped to the UN Sustainable Development Goals (SDGs).



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Next Up.
The Next Opportunity.
To Grow Sustainably.

Introduction
ESG highlights
Approach to reporting
Corporate overview
Message from the Chief Financial Officer
Materiality and stakeholder engagement

ENVIRONMENT

SOCIAL

GOVERNANCE

Next Up.
The Next Opportunity. To Grow Sustainably.

| | |
|---|---|
| Introduction | 03 |
| ESG highlights | 04 |
| Approach to reporting | 05 |
| Corporate overview | 06 |
| Message from the Chief Financial Officer | 08 |
| Materiality and stakeholder engagement | 09 |

## Introduction

# Next Up.
# The Next Opportunity.
# To Grow Sustainably.

We, at Infosys, are strongly inspired by the conviction that ESG, more than a corporate responsibility, is the opportunity to play an active role in making the world we work and live in more sustainable, inclusive, and equitably prosperous. The strength of this conviction, however, is sometimes tested. Especially through times when market conditions cannot be described as salubrious. Resources are finite – they get stretched. Margins can turn meager – fueling anxiety, and it is tempting to relegate sustainability initiatives to the backseat. The fact that these programs have a cost implication in the near-term, with positive impact, for the organization, accruing only in the mid to long term makes it easier to justify 'playing defense' and conserving resources. The opportunity lies in resisting that pause-it-all urge, also because companies, which don't drastically cut their ESG agenda, benefit from an extended market advantage, not to mention sustained stakeholder goodwill. Fiscal 2024 has been another year of walking the talk and living our purpose, at Infosys, as you can review in this ESG Report. For us, next up is the next opportunity to grow sustainably.



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Navigate your next

**ESG REPORT 2023-24**

**Next Up.**
**The Next Opportunity.**
**To Grow Sustainably.**

Introduction
ESG highlights
Approach to reporting
Corporate overview
Message from the Chief Financial Officer
Materiality and stakeholder engagement

ENVIRONMENT
SOCIAL
GOVERNANCE

# Reflecting on our journey so far

## Carbon neutral 5 years in a row

**29.6 mn sq. ft.**
of the highest-level green certified space

**37.5 mn sq. ft.**
of office space monitored through Infosys command center

**60.1%**
reduction in Scope 1 and 2 GHG emissions over the BAU scenario*

**60.2 MW**
of total installed solar capacity

**67.5%**
of electricity for our India operations comes from renewable sources

**13.13 tons of CO2e/MUSD revenue**
emission intensity for fiscal 2024

## CDP climate leadership 8 years in a row

**40 lakes**
across our campuses, holding 430 million liters of rainwater storage capacity

**100%**
recycling of wastewater

**405 deep injection wells**
across our campuses in India, providing a combined recharge capacity of over 20 million liters

**2,64,000+**
rural families continue to benefit from our carbon offset programs

**25+%**
proportion of spending on local suppliers (in India) in fiscal 2024

**119 mn+ lives**
empowered via Tech for Good programs in e-governance, healthcare and education

**World's most ethical company**
recognized by Ethisphere for the fourth year in a row

**92 scientists**
honoured with the Infosys Prize since 2008

**90% local hires**

**39.3%**
women in the workforce in fiscal 2024

**24 mn+ training hours**
in fiscal 2024

**11.75 mn learners**
enabled with digital skilling

**ISO 42001:2023**
**certified for AI management systems**

**ISO 27001:2022**
certified for information security management

**ISO 14001:2015**
certified for environment management

**ISO 45001:2018**
certified for occupational health & safety management

**ISO 27701:2019**
certified for privacy information management

**ISO 22301:2019**
certified for business continuity management

* BAU scenario refers to regular operations without interventions such as renewable power or energy conservation initiatives.



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# Infosys ESG Report 2023-24

Infosys has stayed true to the vision of the founders – to continue to earn the respect of our stakeholders globally. It is no wonder, therefore, that a holistic appreciation of progress – inclusive of the universe of stakeholders from clients to communities, employees, suppliers, investors and the government – has continued to inform our collective efforts and results. This ESG report, together with our other publications, reflect our approach, journey and outcomes.

## About this report

This report provides information on the progress of our ESG Vision 2030 commitments. The report forms the basis of our Communication on Progress (CoP) with the UN Global Compact (UNGC) each year. Our disclosures show the maturity of our sustainability management system and reporting practices. It addresses the growing interests and expectations of our global stakeholders across environmental, social, and governance dimensions.

The reporting boundary for all our environmental, social and governance disclosures covers the operations of Infosys Limited and its subsidiaries, unless otherwise stated.

## Frameworks, guidelines and standards

The disclosures in this Report (including ESG data book) are in accordance with the GRI Standards 2021 and SASB standards and includes our response to the Task Force on Climate-related Financial Disclosures (TCFD).

## Approach to materiality

The universe of our material topics on Environmental, Social and Governance (ESG) is complex and multi-layered, one that is deeply intertwined with the value we seek to create through our business for our stakeholders.

Read more on page 9 of this report.

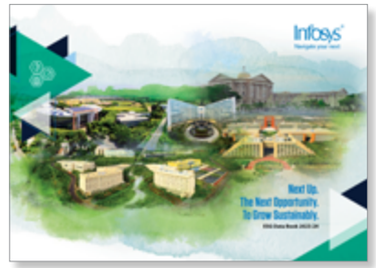
We have also mapped our contribution to the Sustainable Development Goals (SDGs).

## Assurance statement

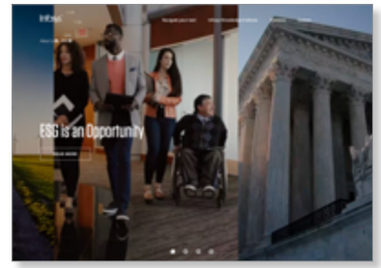
Our ESG disclosures are reviewed and verified internally by an independent group, namely, Corporate Certifications and Assessments Team (CCAT). Select non-financial sustainability disclosures are assured by Deloitte Haskins and Sells LLP. The Independent Assurance Statement is available as part of the ESG Data book.

Infosys Integrated Annual Report 2023-24

Infosys ESG Vision 2030




Infosys ESG Data Book 2023-24




Infosys Sustainability Microsite

Infosys Foundation Report 2023-24

Infosys Corporate Social Responsibility Microsite



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# Global Presence

Infosys began its operations in a small apartment office in Pune, India, in 1981. Today, we have offices across six continents.

For details of our global locations, visit
https://www.infosys.com/investors/reports-filings/documents/global-presence2024.pdf

## Global footprint

**No. of countries**
56

**No. of offices**
265

## Employees

**Total number of employees**
3,17,240

**Women employees**
39.3%

## Revenues

**Total**
₹ 1,53,670 cr

## Revenue by geography

| Regions | 2023-24 |
|---|---|
| North America | 60.1% |
| Europe | 27.6% |
| Rest of the world | 9.8% |
| India | 2.5% |

Countries where we operate



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# Our solutions are classified as digital and core

## Digital

- Experience
- Insight
- Innovate
- Accelerate
- Assure

## Core

- Application management services
- Proprietary application development services
- Independent validation solutions
- Product engineering and management
- Infrastructure management services
- Traditional enterprise application implementation
- Support and integration services
- Business process management

## Digital accelerators

**Infosys | Metaverse Foundry**

Infosys Metaverse Foundry combines the power of domain and design expertise, platforms and digital accelerators, with strong relationships in a rich creator-partner economy.

**Infosys | Center for Emerging Technology Solutions**

Infosys Center for Emerging Technology Solutions (iCETS) focuses on incubation of NextGen services and offerings by identifying and building technology capabilities to accelerate innovation.

**Infosys cobalt**

Infosys Cobalt is a set of services, solutions, and platforms for enterprises to accelerate their cloud journey.

**Infosys topaz**

Infosys Topaz is an AI-first offering to accelerate business value for global enterprises using generative AI.

## Key products and platforms

Infosys Finacle
Infosys MERIDIAN
edgeverve An Infosys company
Panaya An Infosys company
STATER International Mortgage Services An Infosys company
Infosys Cortex
Infosys Applied AI
Infosys McCamish
Infosys equinox
Infosys Helix
WINGSPAN
Infosys Live Enterprise Application Suite
Infosys Cyber Next



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# Next Up.
# The Next Opportunity.
# To Grow Sustainably.

**Dear stakeholder,**

At Infosys, we are driven by the vision of ESG as a catalyst for positive change in the world. Our purpose – "To amplify human potential and create the next opportunity for people, businesses, and communities" reflects our commitment to building a more sustainable, inclusive, and equitable society. We do not compromise on our social and environmental responsibilities, even when there are short-term temptations to do so. We believe that by embedding ESG practices in our core business, we can enhance our long-term value creation and resilience. For us, the next horizon is the next opportunity to grow sustainably.

In fiscal 2024, we have demonstrated our purpose in action and we have been recognized globally for our ESG efforts. For the fourth year in a row, we were recognized as one of the World's Most Ethical Companies by Ethisphere, and we were named a Global Top Employer across North America, Europe, Middle East and Asia Pacific. The Infosys Crescent building in Bengaluru was selected as one of the 100 Iconic Sustainable Buildings globally and one of the 10 buildings in India by the G20 Indian Presidency.

For the fifth consecutive year, we were carbon neutral across our global operations, by reducing our energy consumption, increasing our renewable energy sourcing, and offsetting our residual emissions through high-quality carbon credits.

We enhanced our efforts to build inclusive workplaces that foster belonging for our diverse employees. We have 1,24,500+ women in the organization, representing 39.3% of our workforce.

Our ESG Advisory Council, ESG Investor Days, ESG Supplier Forum, ESG Employee Champions Network and other such forums further strengthen our stakeholder engagement, collaboration and commitment.

Through our Corporate Social Responsibility (CSR) bodies such as Infosys Foundation, and Infosys Foundation USA, our social impact programs have reached 10 million plus beneficiaries.

Infosys is among the first companies globally to get ISO 42001:2023 certified. This is an international standard that provides a structured benchmark, designed for entities providing or utilizing AI-based products or services, to ensure responsible development and use of AI systems. The certification is a testament to Infosys' long-standing commitment to stay ahead of the curve in areas of governance, responsibility, and transparency.

You will see more details as you join us in reviewing this ESG Report. As always, we welcome and appreciate your feedback.

Sd/-

**Jayesh Sanghrajka**
Chief Financial Officer

Bengaluru
May 31, 2024

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Infosys
Navigate your next
ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

Introduction
ESG highlights
Approach to reporting
Corporate overview
Message from the Chief Financial Officer
Materiality and stakeholder engagement
ENVIRONMENT
SOCIAL
GOVERNANCE

## Every view matters

Infosys has a presence across multiple geographies, industries, services and products. The universe of our material concerns is complex and multi-layered, one that is deeply intertwined with the decisions we implement and the value we seek to create through our business. Within the domains of E, S and G, we are constantly thinking about the most important issues and preparing for them.

In 2020, we undertook a review of the progress we made over the past decade on our sustainability goals and developed the lens further in a more practical and comprehensive manner, to broaden our ESG focus and rank our priorities in order of their importance to our business and our stakeholders.

### Our approach

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

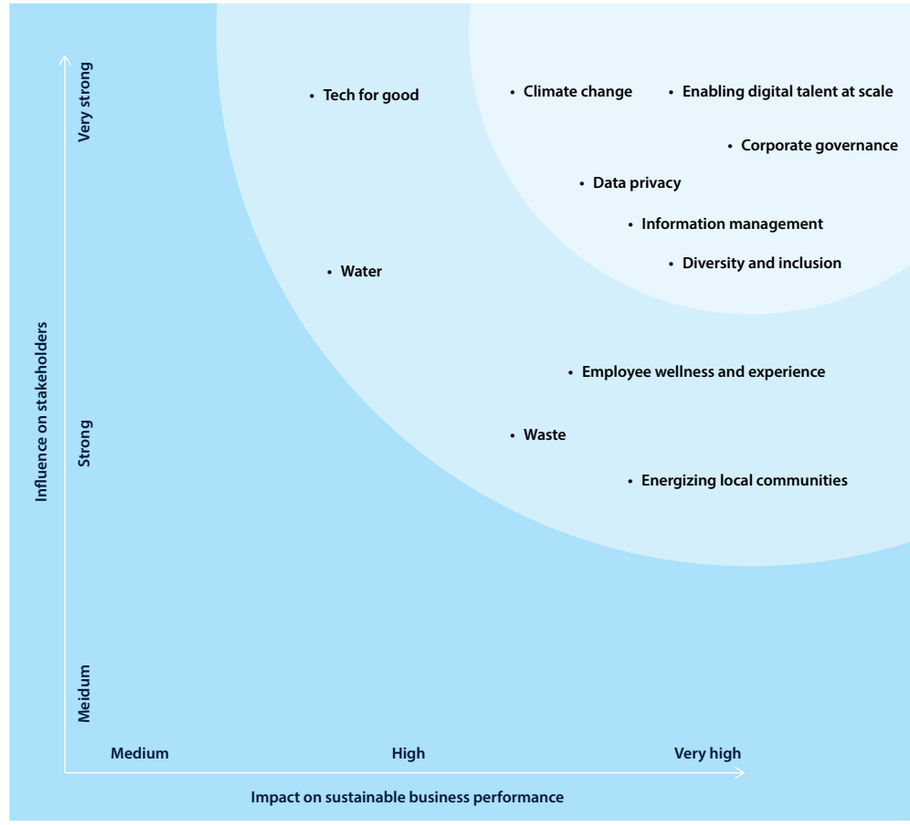
| | | | |
|---|---|---|---|
| **External stakeholder consultations, global frameworks, mega trends, and peer benchmarking** | Investor priorities through investor surveys<br>**Global indices reporting and assessment frameworks, thought papers[1], and partnerships with global organization[2]**<br>**Peer benchmarking** in the IT industry<br>**Media and public opinion**, using AI tools for insights | **Regulatory landscape** in jurisdictions relevant for Infosys<br>**Broader stakeholder consultations**<br>**Specific ESG impact areas in geographical and service line** contexts in relation to mega trends | Benchmarking against best practices among peers in IT and other industries |
| **Internal stakeholder alignment** | 'Belief audits' with the Management to understand priorities | Employee engagement surveys, focus group discussions and Interactions | |

1 Word Economic Forum (www.weforum.org/whitepapers/toward-common-metrics-and-consistent-reporting-of-sustainable-value-creation)

2 Ellen McArthur Foundation (https://www.ellenmacarthurfoundation.org/)

## Materiality matrix

The ESG committee of the Board also approves the continued relevance of material matters encompassing the views of our stakeholders on an annual basis.




## Stakeholder engagement

We identify and prioritize our stakeholders based on the impact of the Company on the stakeholders and the ability of the stakeholder groups to influence the functioning of the Company. As part of the materiality assessment, we have identified six key stakeholder group: Inverstors / shareholders, clients, employees and sub-contractors, suppliers / partners, government / regulators, and the community.

Refer to BRSR for more information on stakeholder engagement.



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Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

Performance on environmental goals
Climate change
Water
Waste

SOCIAL

GOVERNANCE

# ENVIRONMENT

| | |
|---|---|
| Performance on environmental goals | 11 |
| Climate change | 12 |
| Water | 21 |
| Waste | 24 |

**UN SDGs aligned**

## Environmental vision

# Serve the preservation of our planet by shaping and sharing technology solutions

Adopt, invent and spread smarter ways to mitigate greenhouse gases (GHG) emissions, reduce energy consumption, manage water and waste. To make our planet stronger by consistently embracing clean tech in our operations and client solutions, thereby minimizing the impact on nature.

# Performance on environmental goals



## Environment vision 2030

Serve the preservation of our planet by shaping and sharing technology solutions

| Material topics | Ambitions | Progress in fiscal 2024 |
|---|---|---|
| **Climate change** | • Maintaining carbon neutrality across Scope 1, 2 and 3 emissions every year<br>• Reducing absolute Scope 1 and 2 greenhouse gas (GHG) emissions by 75%[1]<br>• Reducing absolute Scope 3 GHG emissions by 30%[2]<br>• Engaging clients on climate actions through our solutions | • Carbon neutral across Scope 1, 2 and 3 emissions<br>• Reduced Scope 1 and 2 GHG emissions by 60.1% over the BAU scenario<br>• Reduced absolute Scope 3 emissions by 38.3% over the 2020 baseline<br>• >50% of our large deal engagements include climate change solutions |
| **Water** | • Maintaining 100% wastewater recycling every year | • 100% of the wastewater in our campuses is recycled |
| **Waste** | • Ensuring zero waste to landfill | • This year, we achieved TRUE Zero Waste certification for our owned campuses in Bengaluru, Chennai MCity, and Pune Phase-2 through Green Business Certification Inc. (GBCI) |

**Note**

[1] Corresponds to 75% renewable energy usage globally. This will be measured annually against the business-as-usual (BAU) scenario, which refers to regular operations without interventions such as renewable power or energy conservation initiatives.

[2] Measured against the 2020 baseline. Includes business travel, employee commute, and transmission and distribution losses as per ESG Vision 2030.



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Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

Performance on environmental goals
Climate change
Water
Waste

SOCIAL

GOVERNANCE

# Climate change

*The Infosys Crescent building in Bengaluru*

## CARBON NEUTRAL

in 2024, making it the fifth year in a row

### Infosys' climate commitments

- As a part of our ESG Vision 2030, we have committed to maintaining carbon neutrality across Scope 1, 2 and 3 emissions, each year.
- Our Climate Pledge, (in partnership with Amazon and Global Optimism), is to become net zero by 2040.
- Infosys is the first Indian company to participate in the RE 100 initiative.
- Our emission reduction targets are validated by the Science Based Target initiative (SBTi).

## Infosys building among G20 Iconic Buildings

When India assumed the G20 presidency in 2023, it adopted the theme of *Vasudhaiva Kutumbakam* (The World is One Family). Through India's presidency, the Bureau of Energy Efficiency (BEE) of the Government of India, together with international and country partners, aimed to showcase exemplary buildings and establishments to promote climate-sensitive design and behavior. The Infosys Crescent building in Bengaluru was selected as one of the 100 Iconic Sustainable Buildings globally and one of the 10 buildings in India by the G20 Indian Presidency.

The Infosys Crescent building stands as a testament to the transformative power of sustainable practices. Through passive design strategies such as natural daylighting, efficient insulation, and climate-based shading, we have minimized our dependency on artificial lighting and created a space that is not only visually appealing but also energy-efficient. Our in-house-developed innovative radiant cooling systems, equipped with state-of-the-art sensors and controls, ensure optimal indoor air quality and thermal comfort while minimizing energy consumption.

Our commitment to sustainability extends beyond energy efficiency. Our building materials have been carefully selected for their low environmental impact, with a focus on recycled content and locally-sourced materials. Water-saving features, such as rainwater harvesting and greywater recycling systems, further underscore our dedication to resource conservation and environmental stewardship.

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Infosys
Navigate your next

ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

Performance on environmental goals

Climate change

Water

Waste

SOCIAL

GOVERNANCE

# Pioneering Net Zero Buildings | The Infosys Journey

## Energy efficiency is key

Action towards climate change requires equal focus on reducing demand as well as shifting to clean energy sources. With rapid urbanization and increasing contribution of buildings to global emissions, there is an opportunity to transform our cities into hubs of efficiency and adopt a low-carbon path. Energy-efficient buildings are no longer an option but a necessity as this sector is seeing unprecedented demand in energy.

From passive solar design to cutting-edge materials, from intelligent HVAC systems to energy-efficient lighting, the solutions are as diverse as the buildings themselves. The need to transition to cleaner, more sustainable energy systems has never been more urgent. Energy efficiency emerges as the lynchpin of this transition, a powerful tool to reduce energy consumption while maintaining or even enhancing the quality of our lives. Striking the right balance between energy efficiency and comfort would bring in benefits on health and environment, cost savings, comfort, and durability.

*Infosys Chairman Nandan Nilekani and Prof. Amory Lovins at the book launch in September 2023.*

## Climate change advocacy

In this context, Infosys published a book "Pioneering Net Zero Buildings – The Infosys Journey", chronicling Infosys' efforts towards creating super-efficient buildings, thereby minimizing environmental impact.

The book launch was held in the Infosys Bangalore campus on September 11, 2023. The occasion was graced by Prof. Amory Lovins, American writer, energy advisor, physicist, and Chairman Emeritus of the Rocky Mountain Institute. He is also renowned for his work as an integrated designer of super-efficient buildings. He was joined by Nandan Nilekani, Chairman, Infosys. They engaged in a fireside chat to discuss technologies of the future that can help decarbonization at scale and speed for a Net Zero planet.

### Pioneering change

The book provides a detailed account of energy conservation being one of the main pillars in achieving carbon neutrality at Infosys. The unique methodology, disruptive technologies and new benchmarks in buildings, captured in the book, are expected to guide and inspire companies, policymakers, academia, and other stakeholders in the industry.

At Infosys, we believe that meeting global climate goals requires shared learning and collective efforts by all stakeholders.

The case studies illuminate the achievements that can be realized when architects, engineers, researchers, builders, and policymakers join forces in the spirit of innovation and sustainability.

While it provides performance benchmarks, it acknowledges that, in the complex puzzle of sustainability, there are no silver bullets. There is a need to learn from both triumphs and setbacks, to build a collective understanding among various stakeholders of what it means to create infrastructure with minimum environmental impact. The right approach to Net Zero emissions and meeting global climate goals is only possible through collective efforts of all stakeholders.

The online version of the book is available at https://www.infosys.com/about/corporate-responsibility/documents/pioneering-net-zero-buildings.pdf



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Infosys
Navigate your next
ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

Performance on environmental goals
Climate change
Water
Waste

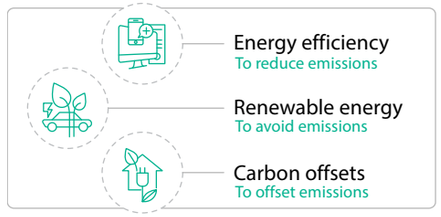
SOCIAL

GOVERNANCE

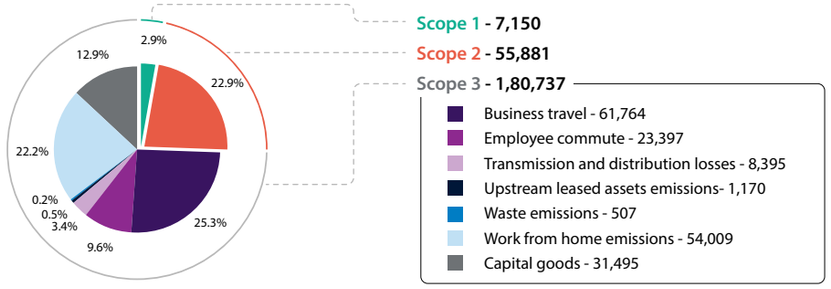
# Climate action at Infosys

At Infosys, we are mindful of enforcing climate actions across our business and operations. We continue to be carbon neutral, for the fifth year in a row. We have made a mark in the global industry as a stalwart in green buildings, earning the highest level of green buildings certification for 29.6 million sq. ft. of our buildings. We continue to reduce our Scope 1, 2 and 3 emissions and are involved in several carbon offset projects across the country. These projects are not just instrumental in offsetting our carbon footprint but also create opportunities for communities to improve their health and education. We also engage meaningfully with clients to build products and services that will help them in their ESG performance.

Our approach to reducing emissions is three-fold:



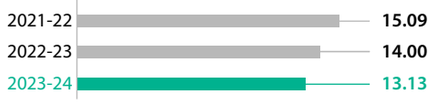

**Where our emissions come from** (in tCO2e)




## Holistic approach to emission reduction

Most of the work around green buildings revolves around reducing operational costs by designing buildings efficiently, resulting in energy and water savings. It is important to consider a holistic approach that includes the life cycle carbon assessment of the building. Emissions related to extraction of raw materials, transportation of materials to site, and construction – termed as embodied emissions – contribute to the overall emissions of buildings. Though significant in a building life cycle, the embodied emissions calculations are not commonplace currently due to the efforts involved in sourcing material-related carbon data and tracking each material from its origin to site. To strengthen this evolving area of study and our commitment to decarbonization and environmental stewardship, life cycle assessment has been taken up for every new building at Infosys to understand the embodied carbon up to the construction stage and explore opportunities for reduction.

**Emissions intensity**
(tons of CO2e/MUSD revenue)




We have conducted an embodied carbon analysis for our upcoming buildings, adhering to the ISO 14040-44 standard. We have focused our analysis specifically on the product stage (A1-A3), which includes raw material supply (A1), transportation (A2) and manufacturing (A3).

Our analysis has revealed a range of embodied carbon emissions, from 650 $kgCO_2e$/sqm to 750 $kgCO_2e$/sqm, attributable to A1-A3 stage only. It's important to note that our analysis has concentrated solely on core and shell structure and facade elements, recognizing their significant contribution (over 75%) to the building's embodied carbon footprint. By conducting this comprehensive analysis, we are better equipped to make informed decisions regarding material selection, design choices, and construction methods, with the ultimate aim of minimizing our environmental impact and advancing sustainability within the built environment.

## Our progress on green buildings

**29.6 million sq. ft.** of green buildings with the highest level of certification

The benefits of green buildings extend far beyond certifications, offering a multitude of advantages to both occupants and the environment. Through innovative design, construction, and operation practices, green buildings significantly reduce carbon emissions, mitigate climate change, and enhance energy efficiency. By incorporating energy-efficient features, such as advanced insulation, efficient HVAC systems, and accurate monitoring and control, these buildings minimize operational costs while maximizing occupant comfort and well-being.

Through our continued investment in green building initiatives, we strive to lead by example, driving positive environmental and social impact while advancing the principles of sustainability in the built environment.

## Workplace transformation

Workplace transformation is currently being implemented at scale at Infosys. The reimagined workplace supports people to work in the hybrid mode and encourages people to work collaboratively. Transformed workplace aligning to the new normal increases productivity, health and wellness and provides a refreshing experience to the employees, while ensuring efficient usage of resources.

*Infosys Vizag campus*

- **Offices in tier-2 cities**
  With many employees preferring to work out of their base locations in tier-2 and 3 cities following the COVID-19 pandemic, Infosys made a strategic decision to open offices in tier-2 cities to help them work locally. This strategy is expected to have a two-fold impact: It can boost the local ecosystem and reduce construction in the big cities, thereby reducing pollution and water stress. In line with this strategy, in fiscal 2024, we opened two offices in Visakhapatnam (Andhra Pradesh) and Coimbatore (Tamil Nadu) respectively.



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- **More distribution in tier-1 cities**
  To reduce the travel stress on employees and make tier-1 cities more distributed, Infosys has set up smaller offices within these cities. The Infosys North Gate office in Bengaluru is one such example. Along with reducing travel stress for employees, these have also created opportunities for local talent.

## Visit by CEO of US Green Building Council

Having one of the largest certified green building footprints globally, Infosys was honored to host Peter Templeton, President and CEO, U.S. Green Building Council and Green Business Certification Inc., in March 2024.

*USGBC team at the Infosys Crescent campus visit in March 2024.*

During the visit, the CEO engaged with our leadership team, toured the campus, and participated in discussions highlighting our sustainability initiatives. The visit emphasized our alliance and collaboration with the USGBC, reinforcing our shared commitment to advancing green building standards and practices.

I had the privilege to visit the Infosys CRESCENT building in Bengaluru. It is a model for sustainable operations, reducing energy use by more than 40% compared to ASHRAE standards and water consumption by more than 60% against LEED baseline requirements. These kinds of real-world features and impacts at the CRESCENT and many other LEED-certified buildings in the Infosys portfolio prove that transforming our built environment is both achievable and scalable.

- Peter Templeton, President and CEO,
U.S. Green Building Council and Green Business Certification Inc.

## Advocacy to drive societal change

Infosys campuses have set benchmarks in various sustainable practices such as energy efficiency, water conservation, waste management, and operational efficiency through continuous performance monitoring. They also act as platforms of learning and this has been emphasized by the visits to the campus by various government organizations, private entities, and academia. The campus visits create awareness on the best practices and demonstrate the benefits of efficient designs and innovative approach to buildings. Some of the important visits are listed below:

- A delegation from Pimpri Chinchwad Municipal Corporation's engineering department, along with representatives from the Alliance for an Energy Efficient Economy (AEEE), visited the Pune campus. The visit provided them insights on our cutting-edge energy efficiency measures and sustainable building practices.

*Officials from the Pimpri Chinchwad Municipal Corporation's engineering department along with representatives from AEEE at Pune DC*

- A delegation of the Indian Railways visited the Infosys Hyderabad SEZ campus. The officials witnessed the innovative methods adopted by the campus for conserving energy, and visited the 6.6 MW solar plant at the campus.

*Delegation of the Indian Railways at Infosys Hyderabad SEZ campus*

- A delegation from the National Power Training Institute visited the Infosys Bangalore campus as a part of their training program. The visit was to create awareness on best practices in electrical installations, energy efficiency in design, and operation of large buildings.

*The National Power Training Institute's team at the Infosys Crescent building in Bengaluru*

- Students from several academic institutes, from diverse backgrounds such as architecture, engineering and management, visited Infosys campuses to understand the various aspects of incorporating sustainability in practical applications.

## Solar Decathlon India

Solar Decathlon India (SDI) is the world's largest net-zero building challenge and addresses the urgent need for climate action in India.

SDI is an annual competition that challenges undergraduate and postgraduate students to create innovative, net-zero, and climate-resilient solutions for India's building sector. Student teams partner with the industry to work on live projects with the larger goal of influencing industry practice and workforce development. The nine-month challenge concludes with a three-day final event where students from finalist teams present their work, and interact with leaders from the building industry.

*Students and representatives at the SDI Finals 2023 in the Infosys Mysore campus*



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SDI Finals 2023 was hosted at Infosys Mysuru and the entire event was carbon neutral. A total of 650 students, faculty and industry mentors stayed on the Infosys Mysuru campus and participated in an intensive four day engagement comprising presentations, exhibitions, an internship fair and a tour of the Infosys Mysuru campus showcasing sustainable practices. A jury of Infosys leaders selected the winner of the Climate-Smart Innovation Award.

**Highlights:**

- The 2022-23 SDI Challenge was the largest net-zero building challenge in the world with participation from 1,780 students representing 126 colleges from 50 cities across India.
- 36 net-zero energy and water building solutions were presented at the event.
- 12 industry innovations addressing climate change were exhibited to 650 attendees.
- 400 students received employment opportunities from more than 30 organizations working in the area of building decarbonization.
- 650 people experienced the functioning of one of the most sustainable campuses in the world.
- 120 industry representatives interacted with 400 students.

# Decarbonizing our value chain

Infosys has been a leader in climate action for many years due to its affirmative action in mitigating climate change impacts. This has led to the framing of Infosys' ambitious ESG Vision 2030 and signing of The Climate Pledge to be net zero by 2040. Infosys has been reporting environmental information through the Carbon Disclosure Project (CDP) for close to two decades and has actively undertaken efforts to reduce environmental impact of its operations, promote environmental stewardship in its supply chain and mitigate risk. To meet these ambitious targets, Infosys expects its supply chain partners also to align and move in the same direction. Infosys embarked on a supply chain decarbonization journey during this financial year.

## Purpose of the initiative

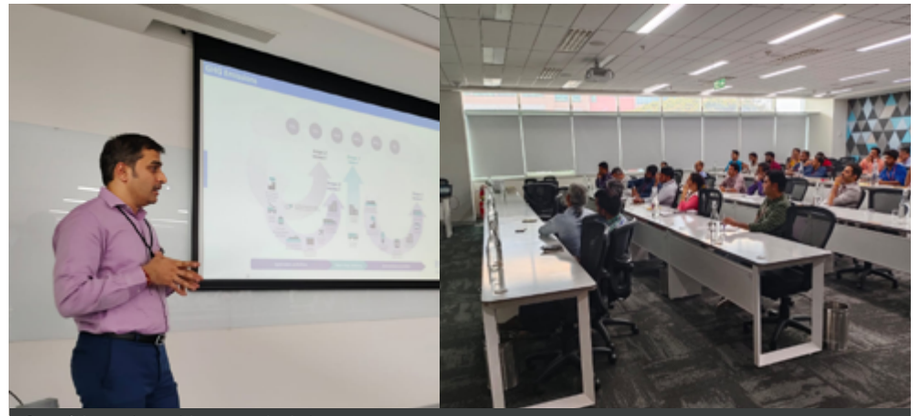
To achieve meaningful progress in our climate action journey, it is crucial for suppliers to align their climate change ambitions with Infosys and work together towards a common goal. This will enable the entire ecosystem to grow and move towards climate change mitigation and adaptation. Learnings from this journey will help us ensure that the entire supply chain is equipped to handle future regulatory requirements by having an early mover advantage and implement strategies to combat climate change, more effectively.

## Action

In order to support early adoption, we organized four in-person training sessions for our suppliers, representing a large part of our capex. The sessions focused on climate change and the knowledge required to facilitate accurate climate change disclosures including best practices in monitoring, maintaining, and improving data capture methodologies, emissions monitoring as well as calculation techniques applicable to the organization. The workshops leveraged Infosys' benchmark practices in environmental sustainability while offering learners an opportunity to experience our campuses, which are also referred to as 'living labs' for clean technologies.

## Way forward

Climate change impact reduction is not possible without collective action. We believe our efforts will catalyze climate change actions across the supply chain. The engagement with our suppliers will enable us to have more accurate data and this in turn will facilitate the procurement of products that are manufactured in a climate-friendly manner from environmentally-conscious suppliers resulting in overall climate change impact reduction. While delivering this, our valued suppliers would have also embarked on the journey of climate action.



*One of the sessions with our supply chain partners*



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# Continued benefit through carbon offset project

Infosys carbon offset projects have been designed to create both social and environmental impact. The projects, which are being implemented since 2016, continue to benefit more than 2,64,000 families, through the improved cook stoves and the biogas units distributed to rural farmers. Here are some examples:

The Ramanagara biogas project, which was implemented in 2016, continues to function well and benefit 7,620 beneficiaries. Their lives have changed for the better, thanks to the beneficial schemes for the government, their own tireless work and the biogas units distributed by Infosys. The avoided spend on LPG and better health due to smokeless cooking have contributed to their overall well-being.

Meanwhile, the cookstove project in Meghalaya is helping women significantly. The Garo communities in this region rely on the forest for their energy needs. This requires the women of the families to walk deep into the mountainous forest to bring back heavy loads of wood in bamboo baskets strapped to their heads. Most of their time every day is spent in thus collecting firewood. The improved cook stoves distributed by Infosys have reduced the firewood collection trips by half, in addition to improving the indoor air quality in the households. This has improved their overall livelihoods and given the women the opportunity to spend their time doing more meaningful work.

*Heavy loads of wood carried by women.*

## Climate action and gender equity through household biogas

*A Biogas unit at a farmer's home.*

More than 70% of rural households[1] still use the traditional three stone stoves.

Some households that have LPG connection under government schemes cannot afford the recurring refill cost. Constant supply is also difficult in remote areas. Women and girls often spend a significant amount of time collecting firewood, which not only endangers their safety but also requires them to engage in more menial tasks. With women being predominantly responsible for cooking, this can limit their opportunities for education, employment, and personal development. Traditional cooking methods also generate a lot of smoke from cooking resulting in GHG emissions. This affects the health of women and children in the household.

In the risk that these women were facing, the Infosys team found an opportunity to address two issues – climate change and gender inequity. An opportunity to reduce greenhouse gas emissions and also empower women.

The biogas units supplied by Infosys have been installed in the households of small and marginal farmers in rural areas. A detailed document capturing the project is given here:

Whitepaper on biogas (infosys.com)

[1] Which is the Primary Cooking Fuel in Indian Households? CEEW Study



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# Improving digital literacy of women through carbon offset projects

Infosys carbon offset projects have enhanced the lives of more than 2,64,000 households through the social, economic and environmental benefits created by the program. One such benefit is the digital literacy created by the program.

Our project partners have been equipping women 'monitors' (women identified to monitor the projects), to use digital technology for beneficiary identification, distribution and monitoring of the project. In general, men have more access to technology or devices in rural settings and this initiative has largely helped bridge the gender gap.

## Our project in Rajasthan

The digital monitoring journey in Rajasthan began in 2020. It started with a pilot project in which basic smartphones were given to five monitors. Soon enough, the partners realized the challenges of rural India. The battery of the basic smartphones was getting drained quickly and without electricity, the women could not charge the phones. Network reception was either not available or extremely poor and the applications did not work. There was also general scepticism among rural women to use smartphones due to lack of knowledge and understanding of the technology.

Basic phones were replaced with smartphones and in the last four years, the project partners at Udaipur have conducted relentless training and capacity building of the monitors. As a result, today, 400 monitors are monitoring the cookstoves usage of almost 50,000 households.

The project partner, in their training sessions, have always emphasized on the appropriate way to use smartphones and have spread awareness about its potential dangers if used inappropriately. The monitors are also eager to teach their children how to use these smartphones.

One such story is that of Nirmala Devi from Kojawada, who never used a smartphone before but now is monitoring the condition of cookstoves for several households in her village and updating them on the app regularly. She found that digital monitoring can eliminate all the manual paperwork she used to do for monitoring and billing, it also helps her understand her monitoring percentage effectively and plan the month accordingly. She then started to use her smartphone to watch the local news and now feels empowered. She takes pride in working for the betterment of the health of the village women and the environment through the cookstoves initiative and emphasizes the importance of the smartphone and digital technology in easing this journey for her.

*A woman monitor using smartphone to track and monitor the distributed stove*

## Our project in Nagpur

In Nagpur, Maharashtra, many women in the project were initially unfamiliar with modern technology, and have undergone a transformative journey in embracing digital literacy. With the use of advanced software for data collection, the volunteers, especially 12 monitors, have successfully conducted surveys essential for the biogas project. The project provided these women with a unique opportunity to develop practical skills in using smartphones and specialized software. As they engaged in data collection related to the working condition of biogas plants, they acquired proficiency in handling digital devices, navigating software interfaces, and ensuring accurate and efficient data entry.

The newfound digital literacy skills have translated into tangible economic benefits for these women. Beyond personal empowerment, these women have become inspirational figures within their communities. Their success stories are contributing to changing societal perceptions about women's capabilities, challenging traditional gender roles, and fostering a more inclusive environment. With their newfound skills, they are better positioned to explore further opportunities in the digital economy, enhancing their long-term prospect.

*Woman monitors engaging with the farmer community*



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# Engaging clients on climate solutions

**>50% of our large deal engagements include climate change solutions**

Infosys continues to strengthen its position in delivering practical, impactful, ethical and holistic ESG solutions to its clients based on the following strengths:

## Strong delivery capabilities

Our strong delivery capabilities include:

- **Partnerships**: Combining partner capabilities to amplify client impact
- **AI and data analytics:** Leveraging the most recent advancements in generative AI, deep learning and data analytics
- **Innovation**: Developing innovative sets of solutions to transform operations and supply chain
- **Expertise**: Leveraging the cross-unit capabilities of Infosys

### Services

- ESG Data and Analytics
- Green IT
- Energy Transition
- Smart Spaces
- PLM Circularity
- Decarbonization
- ESG for Finance
- ESG as a Service
- Sustainability Advisory and Sustainable Procurement

## Carbon neutrality leadership

Infosys became carbon neutral in 2020, 30 years ahead of the timeline set by the Paris Agreement. As part of our ESG Vision 2030, we have committed to be carbon neutral each year.

Our deep, internal expertise spanning over a decade lies on running some of the most efficient real estate operations. Infosys operates over 56 million sq. ft. of real estate across campuses in India out of which nearly 50% of our portfolio is LEED Platinum certified for the highest level of operational efficiency.

Clients experience a direct positive impact on their ESG metrics with Infosys as a carbon neutral service provider. We continue to reduce our Scope 2 and Scope 3 emissions to reduce our overall carbon footprint net of offsets.

### Achievements

- Carbon neutral five years in a row across Scopes 1, 2 and 3
- 29.6 mn sq. ft. of office space with the highest level of green building certification
- 60.2 MW installed solar capacity
- Community-based carbon reduction programs

## Thought leadership

Infosys is recognized as a global sustainability leader, showing the way in best practices, commitment and investment. We are rated as a top provider of sustainability services and is known as a thought leader in providing insights in research and innovation.

### Recognition

- WSJ: "World's 100 Most Sustainably Managed Companies"
- Ethisphere: "World's Most Ethical Companies"
- UN: Global Climate Action Award
- Global ESG leadership ratings

## Partnerships

In fiscal 2024, we saw an exponential increase in our client conversations on sustainability. We are increasing our engagement footprint across a vast spectrum of clients and their sustainability challenges. We have opened up partnerships with independent software vendors (ISVs) providing ESG reporting and analytics capabilities, conducting supply risk analysis and due diligence support, operations, health and safety improvements, Green IT and IT asset lifecycle management just to name a few. Our partnerships with large ISVs, enterprise applications suite and cloud providers continue to add the sustainability impact as a differentiating dimension.

Our partnership footprint includes:

- Major technology and solution providers
- Major research institutions
- Governmental and non-governmental organizations

### Partnerships

- Google, AWS, Microsoft, SAP, IBM, Salesforce, BMC, HPE, and hundreds more
- The Economist Group, Financial Times
- MIT, UC Berkeley, Arizona State Univ.
- World Economic Forum

## Growing our public / private partnership footprint

### WEF Smart City Policy Initiative

During a G7 official public-private event held in Tokyo on March 28, 2023, the G7 Sustainable Urban Development Ministers, World Economic Forum and industrial leaders such as Infosys gathered to call for comprehensive climate action plans. Infosys has since led a multinational, multi-stakeholder public-private taskforce developing green building principles though "model" policies. Taskforce outputs, such as the Whole Life Carbon Assessment Mandates, support the mission of the WEF Net Zero Carbon Cities Initiative to reduce built environment carbon emissions.

### Sustainability Day at Hershey's

Infosys had a strong presence at Hershey's IS Annual Conference at Hershey HQ in Pennsylvania with its Sustainability theme. Hershey IT and business leaders attended the conference that consisted of partner breakout sessions and an Infosys booth. Infosys showcased Sustainability, AI, and Human Experience capabilities and captured 25 leads across all the three areas. Infosys also signed up 98 people to have personal cacao trees planted in Ecuador; they will be able to name the tree, track its growth online, learn about the individual who actually planted the tree for them and see the carbon impact.

### AWS Sustainability Day

Infosys teamed up with the AWS Sustainability Day, a premier invite-only day of inspiration, thought leadership, and panel discussions designed for leaders who have a vested interest in sustainability, IT professionals, and builders across all industries who are committed to reducing costs while protecting the environment.



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## A glimpse into some of our solutions

A variety of our engagements helped improve the ESG performance of our clients as well as enhance the sustainability ratings of the services and products they provided to their customers. Many of these solutions were bespoke to address the unique nature of our clients' business.

### ESG platform for food distribution

A global leader in food distribution was facing the challenges of demanding regulatory requirements, sustainability commitments, and the need to turn ESG data and more sustainable products into sources of greater revenue. Infosys acted as the primary system integrator for the client, working directly with supplier engagement, master data management, accounting, Salesforce ERP, and e-commerce teams and systems to enable the gathering and sharing of numerous ESG data streams across enterprise systems. The Infosys solution enables tracking of product attributes including food certifications, organic and fair-trade claims, etc., from suppliers through to e-commerce systems, enabling the customer to sort, search and filter product catalogs.

### Product carbon footprint tracking

For a large rail equipment and systems major, Infosys is helping to deploy a system to track Scope 3 emissions across a large panel of suppliers for delivering an increasingly diverse portfolio of products across mass transit transportation, railway freight, mining, and digital applications. Infosys' solution enables the client to adhere to the rapidly-evolving EU regulations and helps to track product decarbonization and ESG performance, while supporting the monitoring of its GHG reduction targets.

### Building certifying platform

For a leading international financial institution, Infosys has helped in platform development that facilitates the process of obtaining green building and zero-carbon certifications. This platform evaluates buildings based on their energy, water, and embodied carbon footprint, and awards certifications to those that achieve at least 20% savings across all three categories. It helps the platform users to prioritize funding for specific retrofits and decarbonization measures due to improved building performance and reduced emissions.

### Gen AI ESG analytics solution

For a multinational diversified financial services company, Infosys has developed a generative AI-based solution, which can extract information from ESG reports and provide a summary to allow the user to ask contextual questions to the document. It helps reduce onboarding time for new analysts, helps analysts to accelerate, and reduces dependency on domain expertise and traceability of generated content for validation.

### GHG emissions tracking for biofuels

For a leading sugar manufacturer, Infosys enabled accurate tracking of embedded carbon in the manufacturing and transport of ethanol as biofuel. Infosys' solution helped the client to calculate sustainability characteristics of the bioethanol from the farm to the gate of the customer. The solution ensured high accuracy and traceability of data entry compliant with RED reporting directive.

### Data platform for green investing

For an investment management division of one of the world's largest asset management companies, Infosys implemented MSCI- and TCFD-based methodologies by defining a large set of KPIs and derived metrics tracked for reporting the fixed-income fund universe. Infosys leveraged the best practices defined by its ESG intelligence cloud solution framework for the solution, which helped the client and its end consumers with accurate regulatory reporting of enriched ESG metrics benchmarking of portfolios based on ESG performance factors, effective measurement of risk and thereby sustained long-term value creation.

### Supply chain risk due diligence

For a leading Nordic Bank, Infosys helped to integrate and compile the new facility and employees GHG emissions data (Scope 1, 2, and 3). Enhanced sustainability reporting with streamlined and automated emissions reporting ensure accurate GHG emission calculations for the dedicated facility for the client, and supply chain due diligence compliance.

The supplier risk assessment methodology was analyzed for the client and Infosys against Corporate Sustainability Due Diligence Directive (CSDDD) requirements and this helped develop an improved risk management plan.

### Gamified solution to improve ESG behavior of tenants

For a leading real estate developer in the South Asia region, Infosys developed an integrated data platform aimed to help its tenants and employees capture and report their sustainability data. The end-user app enables tenant employees to engage in adopting sustainable practices in their daily work and get rewarded through coupons and equivalent rewards. The platform gamifies sustainability practices.

### Enhancing green IT awareness

For one of the largest European banks, Infosys helped develop the sustainability awareness of its employees and internal stakeholders through a series of sessions. The session documents are prepared considering the different material topics of GHG emission and energy usage reduction through different engineering initiatives and innovations. The use cases are explained through the levers of sustainable IT strategy and governance. This helped the client to accelerate the sustainability IT mindset and prioritize green IT practices within the organization.

### Workflow for green loans

A large Australian bank wanted to be the leader in green loans in the market. Infosys assisted them by creating end-to-end lending originations process flows for all green loans and implementing the same across the various systems and processes of the bank. The wider lending rules and processes were updated to the new environmentally responsible policy and processes through workshops and online sessions. Specific training courses were created to empower teams and individuals to build a sustainable culture across the organization.

### Enablon incident management

For a large railroad major, Infosys played a pivotal role in the successful implementation of Enablon Go desktop and mobile version of the incident management module. Infosys ensured a seamless integration of the module, enabling them with real-time hazard identification, incident reporting and risk mitigation, which not only prioritized worker safety but also optimized operations providing the customer with measurable safety improvements. This digital solution helped them win a government safety award a testament of their commitment to worker well-being and safety.



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# WATER

Around two billion people worldwide do not have access to safe drinking water today. Only 0.5% of water on Earth is useable and available as freshwater, and climate change is dangerously affecting that supply. Statistics show that at least 50% of the world's population – around four billion people – live under highly water-stressed conditions for at least one month of the year. These levels of water stress put people's lives, jobs, food, and energy security at risk. Without better water management, water stress is set to worsen with population growth, economic development and climate change. Sustainable water management is pivotal to building the resilience of societies and ecosystems and reducing carbon emissions.

Infosys operations span across countries that are declared highly water-stressed based on World Resources Institute (WRI) and local studies. This has led us to recognize water security risks and we are committed to sustainable water management through enhancing our operational water conservation processes and expanding our community outreach. The details of water withdrawal in water stress zones is available in the Business Responsibility and Sustainability Report (BRSR) that forms part of the Infosys Integrated Annual Report.

Our strategies on water conservation are achieved through the 3R (Reduce, Reuse, Recycle) approach. We are determined to reduce our water footprint and enhance water availability in the communities where we operate through focused efforts on this front.

## Our water strategy

We have adopted a 'Planet Positive' approach by implementing comprehensive water conservation and rejuvenation strategies. This approach encompasses several initiatives, such as efficient water management practices, rigorous reporting practices, identification and addressal of water leaks, integration of new technologies that minimize water usage, construction of rainwater harvesting structures, adoption of ponds for water storage catering to both reuse of harvested rainwater and recharge of underwater aquifers, and advocating to stakeholders on water conservation.

## The various facets of our strategy

**Low water design**
Minimize water impacts in the design of products, services, and sites

**Conservation efforts**
Practices to improve site efficiencies

**Wastewater management**
Improve water availability, quality, and access through regenerative approaches

**Rainwater harvesting**
Demonstrate responsibility beyond our facilities through watershed-level management

**Reduce freshwater footprint**
Procurement of greywater for secondary purposes

**Leadership and advocacy**
Advance water management through policy, advocacy, and awareness to stakeholders

**Water quality and compliance**
Monitor and maintain the quality of the water that we use and discharge and ensure 100% adherence to applicable legal requirements

**Incremental efforts**
Towards water-positive campuses

**Water intensity** (KL/MUSD)

| | |
|---|---|
| 2021-22 | 80.46 |
| 2022-23 | 124.90 |
| 2023-24 | 122.17 |

## A. Low water design

Our strategies begin with the design of our buildings, ensuring use of an integrated water management approach to ensure minimization of water impacts through operations. Water demand is minimized by measures like low-flow fixtures, dual flush toilets, pressure regulating valves and smart metering. Water savings is also achieved with:

- Incorporation of aspects such as subsoil drainage system below the basement parking to ensure no water pressure on the structure, thereby also collecting subsoil water for use in landscaping and cleaning
- Roof rainwater harvesting infrastructure to ensure utilization of harnessed water for potable purpose
- Surface rainwater recharged into the ground water tables through injection wells
- Installation of Sewage Treatment Plants (STPs) to recycle the wastewater generated in the campus, which is used for flushing, landscaping and cooling tower makeup water requirement, making our campuses a zero-discharge facility.

## B. Conservation practices

Water is used for human touch purposes only at Infosys and 100% of our water withdrawal from various sources has Total Dissolved Solids (TDS), which is less than 1,000 mg/L. Thus, it is considered as freshwater and most of our withdrawal is through municipal providers. To conserve freshwater in existing buildings, we take measures to reduce demand and 100% of wastewater is recycled within our campuses. Water distribution and treatment strategies have been enhanced with re-engineering and modifications. Real-time monitoring of data is done with smart water metering systems.



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1. **Smart water metering**
   Smart water meters have helped us plug leaks, identify opportunities for savings and get valuable insights for new designs. We have leveraged technology to monitor and control our water consumption leading to significant reduction in per capita consumption per day over the years.

2. **Smart irrigation systems**
   This is an initiative which helps reduce landscape irrigation by planning with lesser grass cover, use of native species and continued development of irrigation infrastructure like automated irrigation and drip irrigation, among others.

## C. Wastewater management

Wastewater across our campuses is entirely recycled and used for irrigation, flushing and air-conditioning. We are retrofitting our existing systems to upgrade the quality of treated wastewater in line with applicable norms. We manage around 31 STPs across India locations to handle around 19.4 MLD of sewage. Of the 31 STPs, 28 STPs operate on the latest Membrane BioReactor (MBR) technology. The 40 KLD Sequential Batch Reactor (SBR) plant at our Gurgaon campus was converted to MBR during fiscal 2024. During the year, we recycled 100% of wastewater generated on our campuses through STPs to the tune of 12,70,284.01 KL and have reduced the requirement of freshwater sourcing to that extent.

31 STPs with **total treatment capacity of 19.4 MLD** in India campuses

## D. Rainwater harvesting

An important feature of our water stewardship goal is rainwater harvesting. Our India campuses are equipped with rooftop rainwater harvesting, harvesting tanks, recharge wells and artificial lakes. These reduce our external freshwater dependency and help to replenish the groundwater table in the areas we operate in. During the year, roof rainwater harvesting system was implemented at our campuses in Thiruvananthapuram, Mysuru and Bhubaneswar. Around 24,000 sq.m. area of roof was enabled with rainwater harvesting in fiscal 2024. Rainwater intake has been increased by 16% compared to fiscal 2023. Around 14% of the total consumption was met through rainwater harvesting.

**Rainwater collection in India** (KL)

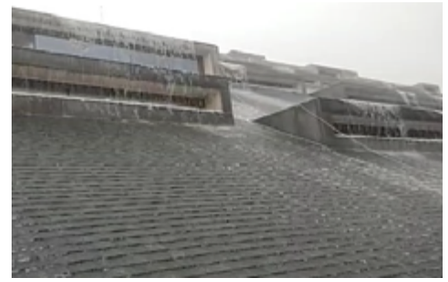
| | |
|---|---|
| Fiscal 2023 | 2,26,261 |
| Fiscal 2024 | 2,62,929 |

**Percentage rainwater usage (India)**

| Total water consumption-India (KL) | Rainwater collected (KL) | Rainwater usage (%) |
|---|---|---|
| 18,75,975 | 2,62,929 | 14 |

### Roof rainwater harvesting

Most of our buildings are enabled with roof rainwater collection and filtration mechanism. This water is being used for primary applications after necessary treatment. Rooftop rainwater harvesting systems have helped us offset freshwater purchases from external sources.



Around **18.5 lakh sq. ft. of roof area** enabled with rainwater harvesting

### Surface run-off water collection through artificial lakes

We have created 40 lakes across our India campuses, with a holding capacity of 430 million liters of rainwater. Water from these lakes have been reused for secondary purposes after necessary treatment.

We have observed a significant increase in water tables in the areas where we have created these lakes.

### Injection wells for groundwater recharge

We have created around 405 deep injection wells across our campuses in India, having a combined recharge capacity of over 20 million liters.

## E. Greywater procurement

**Greywater procurement** (KL)

| | |
|---|---|
| Fiscal 2023 | 23,972 |
| Fiscal 2024 | 55,589 |



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We procure secondary quality water through authorized agencies / authorities to meet the demand for landscaping applications. This helps us reduce our freshwater dependency. During the year, we procured 55,589 KL of greywater at our Bengaluru and Hyderabad campuses.

## F. Leadership and advocacy

Infosys is committed to addressing environmental challenges and driving change as a responsible member of the community. We exhibit our water stewardship through a combination of efforts within the organization as well as among communities, such as rejuvenation of lakes in the vicinity of our campuses. We actively engage with multiple stakeholders to not only drive awareness but also share best practices that can be replicated at scale.

## G. Employee engagement

We proactively engage with our employees to create ambassadors for water conservation. On World Water Day in March 2024, we promoted awareness on the water conservation approach of Infosys as well as methods that can be adopted by employees at their homes and communities. Stalls with displays of the latest technological interventions for water conservation were organized across locations. Some of the other initiatives included water management-based site tour for employees, sessions on water management at Infosys, poster displays and communication mailers.

*Stalls of water products at the campus*

## H. Water quality and compliance

We have made it a priority to maintain the quality of the water we use and discharge so that it will be suitable for its next use, contributing to the overall health of local watersheds. We adhere to statutory norms and regulations in all the states and countries where we operate and maintain careful monitoring systems to track the same. We have also established a real-time wastewater quality and quantity monitoring system and strengthened water quality inspection mechanism by integrating it to our online Building Management System (BMS) to monitor the data.

Going beyond legal and regulatory obligations, at Infosys, we have always been at the forefront of ensuring compliance through responsible business practices. As a global company, we abide by all international and national laws and uphold the standards of transparency and accountability. We ensure adherence to all applicable legal requirements in the regions we operate in, including India's Water (Prevention and Control of Pollution) Act, 1974 and the Central Ground Water Authority (CGWA) guidelines.

*Doddathogur Lake, Electronics city*

## I. Incremental efforts for water positivity

Infosys regularly assesses water-related risks. In 2022-2023, CII conducted Scope-1 water footprint audit at Infosys' E-city campus in Bengaluru, defining real water resource offsets covering both quantity and quality offsets (based on direct or real water used for the plant operations) criteria as per NITI Aayog guidelines. The assessment showed that direct water use, and indirect energy water use in facilities amounts for less than 1% of E-city campus overall water footprint.

As an outcome of the audit, Infosys Bangalore DC successfully achieved the Scope 1 Certification and was recognized as an "Aspiring Water Neutral / Positive Campus" during the 9th CII Water Innovation Summit on December 12-13, 2023, at New Delhi.

## Water stewardship in the community

Water is a scarce and invaluable natural resource, and we are strongly committed to its conservation. Infosys has been a signatory to the CEO Water Mandate, since 2014. We continue to strengthen our water stewardship practices in our operations and extend our efforts to the community. Here is a case study of a lake revival project in Bengaluru through the Infosys Foundation.

Doddathogur Lake, located in the south of Bengaluru; was once a vital drinking water source. However, the unchecked discharge of sewage and solid waste severely polluted its waters, disrupting the delicate balance of its ecosystem. The consequent decline in water holding capacity, compounded by silt deposition and groundwater contamination, posed significant health and environmental hazards to the local community. The stagnant sewage deposits caused an unbearable stench in the area. Additionally, the reduced capacity of the lake caused an overflow and flooding of the surroundings during the monsoon.

Today, this once-polluted lake has been cleaned and made ready for the monsoon, thanks to the Foundation's efforts. Additionally, a walking track of about 2 km, afforestation with 1,600 trees and 10,000 plants has improved the surroundings significantly. This is an example of our lake rejuvenation initiatives covering five lakes and successfully transforming 197 acres of once-neglected water bodies into thriving ecosystems. The plans included objectives of storage capacity enhancement, groundwater recharge, drinking water accessibility, agricultural support, catchment area improvement, environmental sustainability, community engagement, and creating a space to promote residents' health and wellness.

For more refer: https://www.infosys.org/infosys-foundation/about/reports/documents/infosys-foundation-report-2023-24.pdf



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# Waste management

According to The World Counts website, human beings dump so much waste on Earth in a year that if all this waste was put on trucks, they would go around the world 24 times. Another World Bank study said the current global waste generation levels are approximately 1.3 billion tons per year and is expected to increase to approximately 2.2 billion tons per year by 2025. This represents a significant increase in per capita waste generation rates, from 1.2 to 1.42 kg per person per day. According to the Intergovernmental Panel on Climate Change (IPCC), municipal solid waste is expected to reach approximately 3.4 Gt by 2050. All these statistics show that waste management is a crucial challenge globally and the time to act on it is now.

*The 5R principle of waste management*

Infosys recognizes the importance of dealing with waste in a manner that does not negatively impact earth. Our waste strategy encompasses the principles of Reduce, Reuse, Refurbish, Repurpose, and Recycle. By actively minimizing waste, investing in recycling equipment, and optimizing systems and procedures, we hope to achieve our goal of zero waste to landfills. We contribute to a circular economy through our efforts on conversion of waste into resources and working with suppliers who support achieving the same. Infosys has implemented comprehensive waste management procedures, emphasizing the collection, sorting, and elimination of waste. Infosys' waste management practices include source segregation, secondary segregation, effective waste processing and collection, recycling, and efficient disposal of all wastes in compliance with relevant laws. This makes it possible to lessen adverse environmental effects.

Our environmental ambitions to be carbon neutral each year focuses on making abstemious use of fresh water and recycling 100% of waste water, while ensuring zero waste to landfill. Our progress is reported through our annual ESG report publications.

## Waste handling at source

The basic categories into which we classify waste are hazardous and non-hazardous. Based on the generation at the campus, the waste is monitored and managed. It is a common practice to store different types of waste separately. Bins are color coded / labeled according to the different categories of waste to aid segregation at source. We ensure adherence to legal requirements for storage, transportation as applicable in instances like hazardous waste.

## Material recovery from waste – Recycle

### Biogas

- Our campuses have been equipped with biogas plants, which is based on the bio-methanation process to manage food waste and landscaping waste. The resultant biogas generated serves as a substitute for LPG in our food courts. The by-product slurry is dried through sludge drying beds near our biogas facilities and is used as manure for landscaping within our campus.
- The bio-methanation plants / bioreactors in Infosys are high-rate digesters where the organic loading rate is significantly higher even when it is loaded close to its rated capacity. The quantum of biogas generated, reused and the LPG equivalent for the same across biogas plants installed in India is tabulated below.

| Infosys site name | Installed capacity (tons/day) | Biogas ($m^3$) | Approximate LPG equivalent (kg) |
|---|---|---|---|
| Bangalore - E-City | 1.5 | 17,355.95 | 49,000 |
| Hyderabad - SEZ | 1.75 | 26,206.08 | |
| Pune - Phase 2 | 2.0 | 14,342.52 | |
| Mysuru | 2.0 | 17,816.36 | |
| Thiruvananthapuram | 0.35 | 6,824.96 | |
| Hyderabad - STPI | 0.45 | 6,786.42 | |
| Mangaluru | 0.2 | 4,918.23 | |
| Bhubaneshwar | 0.4 | 4,194.90 | |
| **TOTAL** | 8.65 | 98,445.42 | |

### Composting

Composting practices comprising manual vermicomposting beds and organic waste converters are used to convert landscape / garden waste into compost, which is then used as organic manure in our landscaping applications.

11 Organic Waste Converters (OWC), which **generate 300.82 MT of compost annually,** are installed across India locations.

Vermicomposting is practiced in 6 of our campuses - Bhubaneshwar SEZ and STPI, Mangaluru, Pune Phase 1 and 2 and Jaipur. **We generated and reused 755.28 MT of vermicompost in fiscal 2024.**



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Next Up.
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ENVIRONMENT

Performance on environmental goals

Climate change

Water

Waste

SOCIAL

GOVERNANCE

## Construction and demolition waste

Of the construction and demolition waste generated across India locations amounting to 38,340.11 tons, we sent 35,961.97 tons to an authorized recycler who manufactured bricks and blocks using the debris and reused for land leveling during the year.

## Other waste

Paper, plastic, metal waste etc., are recycled, transformed into new forms of use, and then recirculated into the supply chain.

# Material recovery from waste – Reuse

We pursue a waste hierarchy, and we prefer reuse over recycling. Waste generated at source gets segregated and evaluated for reuse. Construction and demolition waste is sent to government authorized landfill sites, which is reused for land levelling and other purposes by the municipal corporation. Used oil from kitchens is utilized in biogas plants as it has high codigestion COD (Chemical Oxygen Demand) levels, which in turn generates increased biogas. Dried section sludge from STP and biogas slurry are reused as manure within campus. During the year, 804.99 tons of manure was generated and used in our campuses.

## Waste to energy: Co-processing

Co-processing achieves a superior environmental performance as compared to landfill and incineration, which can be demonstrated through lifecycle assessment of waste. The process involves use of waste as a raw material or source of energy in place of natural mineral resources and fossil fuels. Waste with a high calorific value that cannot be recycled or repurposed is typically chosen for co-processing. Some waste materials collected by Infosys are sent to be co-processed, including tetra packs, tea bags, rubber waste, paper packaging, low-value plastic, plastic gunny bags, thermocol, foam, carpets, discarded mop refills, ceramic waste, flex banners, artificial grass mats, floor mats, glass waste, etc.

## Waste disposal options

The stringent laws regulated by the Central Pollution Control Board (CPCB) and the State Pollution Control Board (SPCB) guidelines for hazardous waste such as bio-medical waste, oil-soaked cotton, oil filters from DG sets, and other wastes are disposed of through authorized agencies. These agencies incinerate the waste as per prescribed guidelines. The resultant ash is sent to Treatment, Storage, Disposal Facility (TSDF) landfills for safe disposal and in a few locations, it is diverted for cement manufacturing.

We focused our efforts over the years on diversion of municipal solid waste generated on our facilities, which we address as mixed waste. We have dedicated authorized vendor partners who support us on collection, sorting and disposal of this waste to ensure minimal waste to landfills and maximize recycling.

**We have diverted 95.03% of waste from landfills during the year.**

## E-waste management

As we are an IT company, e-waste generation is inevitable. We have been persistent in our efforts to ensure that we reduce, reuse, recycle and dispose e-waste responsibly. Our e-waste includes IT equipment, mobile phones, printers, cartridges, electrical and electronic equipment like refrigerators, microwaves, air conditioners, lithium-ion batteries, and cables, among others. E-waste is disposed to authorized recyclers, and refurbishers who provide us certificates on the successful recycling and recovery of the material. The authorized recyclers / refurbishers are evaluated based on adherence to applicable legal requirements and extent of resource circularity in their process.

## TRUE Zero Waste Certification

Infosys has an ambition of zero waste to landfill and one of the steps we have undertaken to achieve this is the TRUE certification program. This program measures, improves and recognizes zero waste performance by encouraging the adoption of sustainable resource management and waste reduction practices that contribute to positive environmental, health and economic outcomes. It enables us to divert all solid waste from the landfill and incineration from going into landfills.

During the year, our owned campuses in Bengaluru, Chennai MCity and Pune - Phase 2 have been Certified under TRUE Zero Waste by Green Business Certification Inc. (GBCI).

## Waste vendor evaluation

At Infosys, our green procurement policy ensures rigorous vendor evaluation. Waste vendors undergo a detailed vendor site audit against several regulatory requirements. Post this, commercial proposals are invited and scrutinized to ensure they comply with requirements. The proposals are then shared with the commercial team for further negotiations, if any. Once this process is completed, a formal agreement is entered into with the vendors. A total of 83 vendors are being evaluated as per the compliance. Vendors are audited annually based on the waste vendor checklist.

## Employee engagement on waste

To achieve our ambition of zero waste to landfill, we engage with our employees continually to create ambassadors and carry forward the initiatives to the communities they live in, thus impacting the larger ecosystem. Many interventions were conducted across locations during the year, which included communication through mailers, activities on "Beat plastic pollution", distribution of manure to employees, awareness sessions, distributed sustainable products, drives on waste plogging in areas surrounding campuses or other localities with the involvement of employees, and engagement of school students on sustainable products.

## Case study – Building demolition and recycling

A significant portion of Infosys operational footprint stems from our buildings, we prioritize sustainability throughout their life cycle – from design and construction to eventual decommissioning and responsible management of construction and demolition (C&D) waste. Our commitment is to divert waste away from landfills by applying the Reduce, Reuse, Recycle (3R) hierarchy.

*Machinery is used to demolish safely, while use of the water spray ensures that dust does not spread to the surroundings*

Responsible demolition and waste management practices play a critical role in this commitment, ensuring we minimize environmental impact whenever the building is demolished.

Our demolition strategy tackles a building in two phases:

1. **Interior disassembly**
   Here, we focus on giving materials a second life. Workstations, chairs, and office furniture are examined for resuability. Depending on the condition, we either reuse them within Infosys or hand them over to authorized / approved vendors who refurbish and resell them in the secondary market. This reduces the demand for new furniture production and keeps valuable materials out of landfills.
2. **Main structure and exterior deconstruction**
   This emphasizes sorting the waste at source during the demolition stage while paying careful attention to the possibility of reusing materials, including:

   **Metals:** Scrap metals such as aluminium, steel, etc., get a new life through certified recyclers. This not only reduces landfill use but also minimizes the need for virgin metal extraction.

   **Glass:** The glass from the windows is dismantled and sent to recyclers, who then convert it to cullets before sending it back to the glass manufacturing process.

   **Concrete and Blocks:** Crushed concrete and blocks are diverted to authorized recycling concrete product manufacturing factories, where the material is used for making new blocks. Thus reducing the need for virgin material.

Project managers and the team closely track waste throughout the demolition process. Contractors are held accountable for proper on-site separation and storage of materials in a designated waste yard, ensuring efficient management.

While we build new buildings, we give preference to the use of recycled materials.

To ensure transparency, all waste diverted for recycling or reuse is meticulously weighed and recorded, with supporting documentation obtained from certified haulers and dealers.

Thanks to the stringent processes we have in place, we are steadily moving towards zero waste to landfill for our C&D waste and facilitating a circular economy.

*Glass is carefully dismantled for reuse*



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## Environmental compliance

We have a strong environmental management system aligned with ISO 14001:2015 standards across all India locations in line with our HSE strategy and covers a significant portion of the employees across the organization. The management system is implemented across locations globally based on applicable legal requirements and internal benchmarks and are a part of our internal audit coverage.

We ensure adherence to the applicable legal requirements across our locations. We conduct environmental impact assessments for all our routine and non-routine activities and the significant concerns creating an environmental impact include depletion of resources like power and water, waste generation and disposal, and emissions that are part of our material aspects.

Environmental impacts of new services, activities and changes in process or legislations are also conducted. We conduct environmental impact assessment studies for all new projects, wherever applicable, covering impacts related to air, water, social aspects, and biodiversity, among others.

No cases of monetary or non-monetary sanctions for violations have been reported in fiscal 2024.

A process for monitoring requirements in line with legal requirements is established and we ensure that all parameters are always maintained well within the defined norms.



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ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

## SOCIAL

| | |
|---|---|
| Performance on social goals | 29 |
| Enabling digital talent at scale | 30 |
| Tech for good | 33 |
| Diversity, equity and inclusion | 34 |
| Energizing local communities | 37 |
| Employee wellness and experience | 46 |

**UN SDGs aligned**

Social vision

# Serve the development of people by shaping a future with meaningful opportunities for all

We provide solutions and enable those we hire, those we work with and those around us, to not only live better, but also participate in progress for all. Technology is our way of doing good around us.

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The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

# Performance on social goals



## Social vision 2030

Serve the development of people by shaping a future with meaningful opportunities for all.

| Material topics | Ambitions | Progress in fiscal 2024 |
|---|---|---|
| **Enabling digital talent at scale** | • Extending digital skills to more than 10 million people, including employees, clients' workforce, students, teachers and communities by 2025 | • Reached 11.75 million people through our digital skilling initiatives |
| **Tech for good** | • Empowering more than 80 million lives via TechForGood programs in e-governance, healthcare, and education by 2025 | • More than 119 million lives empowered via TechForGood programs in e-governance, healthcare, and education |
| **Diversity, equity and inclusion** | • Creating a gender-diverse workforce at Infosys, with 45% women | • 39.3% women in the workforce |
| **Energizing local communities** | • Delivering 33% of work by leveraging flexible / remote work options | • ~84% of our employees leveraged remote working options |
| **Employee wellness and experience** | • Facilitating best-in-class employee experience and being recognized among the best employers in our key operating regions | • Recognized as global top employer in 2024 by the Top Employers Institute across 20 countries and five regions, for the fourth year in a row<br>• Recognized as India's Best Employers Among Nation Builders 2023 by Great Place to Work Institute, India for the third consecutive year |



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# Enabling digital talent at scale



## Enhancing skills and amplifying human potential

Infosys recognizes and acknowledges this Human + AI era. The sentient mindset has propelled us to constantly invest in people and the ecosystem that will augment their skillsets and potential to navigate through technology and business waves. Fiscal 2024 saw continued investment in creating relevant opportunities to skill employees, client teams, and societal talent pools.

## Employees

We endeavor to provide employees with new learning experiences and future-ready skills through two large interventions— the foundation program and the continuous education program.

We are now experiencing the play of Human + AI in multiple fields, including learning. This technology wave gives us the ability to hyper-personalize learning, at scale. In addition to infusing GenAI components into the digital learning platform, we have also created a spectrum of AI skills that applies to AI consumers and AI creators alike.

The foundation training program is designed to mold newly-onboarded entry-level engineering and science graduates into corporate professionals. The continuous education program aims at upskilling or reskilling existing employees and sets the tone for lifelong learning.

### Foundation education program

The Infosys foundation education program is a 16- to 19-week residential training program to enable entry-level engineering and science graduates transition into the corporate world. This program focuses on IT foundation skills and one of the many technologies based on business requirements. The program includes both process training as well as professional and behavioral skills training.

Trainees can also choose learning paths in Lex, our internal learning platform, based on their interest areas, and equip themselves with internal certifications to move faster in their careers. In the recent past, gen AI and prompt engineering-related topics were included in the foundation program to provide entry-level graduates an exposure to the latest technologies.

**30 lakh +** learning days in fiscal 2024

### Continuous education program

| Average training hours for employees | |
|---|---|
| Men | 72.02 |
| Women | 78.57 |
| Total | 74.60 |

Lex, our versatile learning platform, helps our employees keep abreast of the latest technologies by facilitating learning anytime anywhere. Some of the key updates to the platform are:

1. **Technology playgrounds and professional skills simulators:** Infosys has leveraged cloud containers on a host of open-source technologies to create practical learning for our employees and give them hands-on experiences. We have over 180 technology playgrounds to enable learning through seamless experiences. In the last few months, gen AI-powered simulators have been a force multiplier for professional skill development. These simulators use a combination of animation and professional input to create different learning and teaching scenarios. In the current beta rollout, the gen AI professional skills simulators have been extended to 10,000 employees.
2. **Assessments:** We have a robust virtual proctoring and GenAI-backed mechanism that has helped us adopt subjective and more immersive practical learning assessments. The GenAI infusion has helped us craft creative assessments facilitating mock assessments and opportunities to prepare talent for a variety of interviews while giving them the ability to refine their responses too.
3. **Credentials:** The digital learning platform has leveraged blockchain to secure learning credentials for our learners and we have also reused the India tech stack of verifiable certificates to ensure we have clear authenticity and mechanism.

**Over 1 million certifications**
for our employees, clients and learners on Infosys Springboard

4. **AR / VR content:** We leveraged augmented reality / virtual reality (AR / VR) to create a visual learning pathway that gamifies the learning experience, complete with pit stops for reaching out to subject matter experts (SMEs), requesting and registering for training for a topic.

   **Case study:** During the COVID-19 pandemic, we leveraged AR / VR capabilities to create a self-driving game in Unity that would help learners imbibe the concepts. To democratize content creation, the authoring platform has a predefined component to help SMEs leverage AR / VR and 3D-content-creation capabilities, irrespective of their level of knowledge.
5. **Gamification:** We have a robust gamification component that helps all key stakeholders including leaders to create topical badges and provide a host of recognition and celebratory options for their teams. In addition, we have



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Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

leveraged GenAI techniques to share the learning analytics of learners to present their learning data in an engaging story format. This personalized video service is available to the learners at key milestones and acts as a great motivator to review and realign their learning goals.

6. **Virtual learning assistant:** The virtual learning assistant has been an integral part of the learning aid for our talent. With the help of GenAI, we have been able to give them a lot more flexibility to choose their own avatar, their learning style from Socrative to Adaptive to Storytelling and more, while also getting the option to translate terms and concepts in their native language.

## Other programs

We have forged academic partnerships to develop future-ready top talent and to collaborate on emerging and niche technologies. We conducted various workshops in AWS, Azure, GCP and GenAI in collaboration with our partners to provide employees hands-on exposure to cloud technologies. Some of these interventions include Microsoft Copilot drives and Infosys ETA AI Academy track-led hands-on GenAI training for business leaders in India and Europe.

A web version of the global news publication, Wall Street Journal, was launched via Lex for employees. Financial Times, which was introduced earlier, has over 1,00,000 users now.

'Milestone' programs for our mid-level employees to enhance their role readiness, peer networking and leadership connect, and 'Bridge' programs that offer employees training and internship opportunities to switch to new careers, such as consulting and technical architecture, have also seen wider participation.

Our learning efforts continued to garner accolades from Brandon Hall, ATD Best and Training Apex. Avasant, Everest and Nelson Hall continue to rate our digital learning capabilities in the highest quadrant.

## Clients

Infosys Wingspan, our learning solution for clients, has helped companies strengthen their employees' digital capabilities. Infosys Wingspan, a one-of-a-kind cloud and mobile-first platform, provides seamless interactive learning experiences, which has accelerated organizations' transformation journeys.

With Infosys Wingspan, the client workforce gains from a learner-centric experience, including setting learning goals, receiving recommendations based on interests, practicing skills in fail-safe virtual lab environments, getting assessed and tracking their learning achievements and proficiencies.

The social and mentoring aspects of the Wingspan learning experience also encourage peer learning. Client leaders can use Wingspan to communicate with all employees via live streaming. Siemens adopted the dynamic skill role framework at the 2024 World Economic Forum in Davos. It was recognized as a lighthouse project. As organizations move towards a skill-based framework, these global recognitions validate the thought leadership of Infosys in skilling efforts.

# Community

## Infosys Springboard, India

In alignment with the Infosys ESG Vision 2030 to enable digital skilling at scale, Infosys aims to empower over 10 million people with digital and life skills by 2025 through its flagship digital learning platform, Infosys Springboard. This initiative has been crafted to help learners hone their skills, empower them and amplify their potential. Infosys Springboard promises to be a game-changer, thanks to Infosys' competency development lineage, active content curation, and ability to support additional learning needs. It is aligned with India's National Education Policy 2020 to provide easily accessible, affordable, high-quality, and accountable education.

The platform, powered by Infosys Wingspan, is available free of cost to any curious learner from Class 6 onwards.

Immersive learning experiences together with a host of benefits, including curated world-class content through partnerships with top content providers like Coursera, Skillsoft, Techademy, and more, offer insights into various domain and technology trends through masterclasses by recognized academia and industry experts. Virtual practice environments include programming challenges and assessments.

Through Infosys Springboard India, we have garnered

**7.7 million learners, of which 32% are women learners**

Our association with state governments and educational institutions has ensured we have access to the most remote towns where education is eagerly awaited.

a. **Maharashtra SCERT Engagement:** In an engagement with primary and secondary teachers in Maharashtra with the help of the state education department, the content was developed in Marathi and ringfenced to the intended audience of over two lakh teachers. For the experience to be seamless and immersive, the Springboard platform offered Marathi, along with 23 native Indian languages, for navigation support. We have clocked over **2.97 million learning hours in this project**, and we continue to engage learners.



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ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals

Enabling digital talent at scale

Tech for good

Diversity, equity, and inclusion

Energizing local communities

Employee wellness and experience

GOVERNANCE

*Infosys Springboard Lab on Wheels*

b. **Language flexibility:** During our Catch Them Young pan-India sessions, we have seen language flexibility play a strong role. Translators are crucial in such sessions. For one of our Catch Them Young 2023 sessions, one of our Pune employees, Nilesh Shivaji Suryawanshi, set up a streaming facility in his village for all three days. He helped to translate and also helped the students speak up and engage with the trainers who joined from LBSNAA (Lal Bahadur Shastri National Academy of Administration), Mussoorie. Renowned authors had also joined in from Bengaluru. Language was no bar here.

c. **Last-mile connectivity:** When learners cannot make it to the classroom, we have found an interesting way of taking the classroom to the learners. **Infosys Springboard Lab on Wheels is a mobile classroom in a bus, equipped with a trainer and STEM learning kits**. This initiative helps us take learning to government schools in the remotest parts of the country. In areas where network connectivity proves to be a challenge, we leverage the I**nfosys Springboard Raspberry Pi** device to provide content to learners.

d. **Community inclusion:** In line with our inclusion efforts, our partnership with the Chamarajanagar district administration helped us engage with prison inmates for skilling and making them livelihood-ready. A computer lab has been set up in the prison and government schoolteachers in the vicinity have offered to teach the inmates.

**We have reached 11.75 million people through our digital skilling initiatives**



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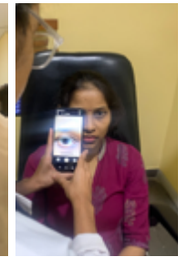
# Tech for good



At Infosys, we are going through a transformation journey to become AI-first and as part of this, we are weaving AI into all aspects of our business, including TechForGood. We are working on applying AI to solve societal problems in the areas of healthcare, e-governance, and education in a responsible manner.

## SightConnect

Infosys' TechForGood initiative, in partnership with Infosys Foundation and LV Prasad Eye Institute, has designed and launched the SightConnect mobile application with the goal of making preventive eyecare accessible to everyone. The app can be used by patients or healthcare workers anytime, anywhere to test for eye conditions, diagnosis and further referral to specialists for in-person management of the case. It also enables remote communication between patients, healthcare workers, doctors, consultants, technicians, and eye banks.

Artificial intelligence is used for triaging, visual acuity test, accessibility across Indian languages, cataract, red eye detection and to determine the distance between the smartphone camera and the eye.

AI helps the app to precisely measure the distance between the smartphone camera and the user's eye. This is crucial during visual acuity tests, where factors like phone brightness, optotype size, and viewing distance – all impact accuracy. By determining the eye position using facial contours, the AI model allows us to calculate the optimal "distance to object" for the test.

**More than 119 million lives empowered via TechForGood programs in e-governance, healthcare, and education**

- **AI-powered triage:** Using a series of questions and a visual acuity test, SightConnect generates a preliminary assessment of eye health, indicating whether an urgent or routine consultation is recommended. It has been tested successfully in clinical trials at LVPEI.
- **Enhanced visual acuity test:** To ensure accuracy during the self-assessment, the app utilizes AI to precisely locate facial landmarks in real time using the smartphone camera. By analysing the contours of the eyes, the app verifies if the user is testing the correct eye as instructed.
- **Multilingual accessibility:** It removes language barriers by offering automated translations for both the app text and the Interactive Voice Response (IVR) system. This is powered by the Ai4bharat IndicTrans2 (IT2) – Bhashini model.
- **Cataract and red eye detection (clinical trials):** SightConnect uses a specialized AI model to analyze eye images for potential signs of cataract and red eye. Clinical validation for this feature is under way.

## Responsible By Design

To ensure that AI is used in a responsible manner, a Responsible AI framework is used in implementing and governing AI. The framework focuses on regulatory compliance, explainability, reproducibility, fairness and bias, safety, privacy, security, model validation, IP protection and infringement, sustainability, AI audits and standards, and governance.



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# Diversity, equity, and inclusion

At Infosys, we work to build and sustain an inclusive, non-discriminatory, and equal opportunity workplace with the vision of taking everyone forward. Our Diversity, Equity, and Inclusion (DEI) vision is an integral part of the Infosys Code of Conduct and Ethics contained in the powerful tenet of 'Respecting each other'.

## DEI governance

Our ESG ambition commits to strengthening Diversity, Equity and Inclusion (DEI) in the Company and achieving 45% women in our workforce by 2030. DEI goals are a part of the corporate scorecard and flow into leader and manager goal sheets. DEI councils at the global, business unit, location and geo levels provide a rich matrix of responsibilities and relationships to collaborate on the strategic intent of the organization to build inclusion for everyone. DEI councils at geos enable us to be responsive and tap into the 'local' diversity needs of employees in the geo. Diversity Councils comprise members from business and enabler functions, who work under the leadership of a Diversity Council Head. Periodic reviews enable teams to enhance the effectiveness of their efforts.

## DEI leadership tool

The DEI leadership tool provides DEI-related data 24*7 to business and HR leadership to facilitate timely decision-making on hiring, growth, and retention of the diverse talent pool.

## Building cultures of inclusion and belonging

### Learning

A dedicated learning channel on DEI in Lex contains a plethora of learning modules, certifications and experience-sharing through human libraries, blogs, and leadership talks.

### Award for Excellence

An award category for DEI in the prestigious Infosys Awards for Excellence (AFE) inspires DEI commitment and action.

### DEI Ally Award

In fiscal 2024, we introduced a quarterly DEI Ally award to recognize and promote allyship.

### Employee Resource Groups (ERGs)

Beyond leadership commitment and policy, there is a larger focus on where employees experience inclusion in their everyday workplace, interacting with colleagues and immediate teams. To strengthen these micro ecosystems, ERGs act as huge enablers.

**Our ERGs include**

| | |
|---|---|
| iWIN | Infosys Women's Inclusivity Network (IWIN) for women employees and their allies |
| iPride | iPride for members of the LGBTQ+ community and their allies |
| Multicultural ERG | Multicultural ERG (MERG) to celebrate a multicultural workforce and enable collaboration across cultures |
| iBELIEVE | iBELIEVE for our Black employees and the Black diaspora |
| Family Matters | Family Matters, focusing on building awareness on parenting, relationships, health and wellness |
| InfyVets | InfyVets for Infoscions who are military veterans and their allies |
| YEN | Young Employees Network(YEN) for the young and young at heart |
| InfyAbility | InfyAbility for employees with disabilities and their allies |
| HOLA | Hispanic Organization for Latinos. Creates a sense of community and belonging for Hispanic employees, provides development opportunities and fosters an inclusive work environment whereby this constituency can feel heard, valued, and supported. |



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# Women

A signatory to the UN Women's Empowerment Principles (WEP), our efforts on gender diversity in the workplace emphasize the participation of women in technology, management, and leadership. Our workplace policies and investments focus on learning and development and specific interventions for women in navigating their personal and professional ambitions.

## Parental leaves

In fiscal 2024, the return to work post maternity program ensured 99% women returned to work and 74% continue in their professional journeys with us after 12 months of resuming work. A total of 6,733 men and 7,746 women availed parental leave.

## Focusing on women's career progression

### Some of our interventions in fiscal 2024

Towards realizing our ESG 2030 Vision, IamtheFuture program brings a concerted and holistic approach to enabling women leaders for senior leadership roles in the organization. The program, through various phases spread over three years, focuses on key leadership and business skills as well as helping women leaders navigate their careers.

Since its inception four years ago, more than 500 women leaders have successfully completed various phases of their learning journey offered in partnership with Stanford GSB. The current focus is on artificial intelligence and its implications on business growth. IamtheFuture program has been recognized globally with various awards as well as internal awards. The strategic focus program continues with tremendous executive sponsorship.

**More than 90% of women**
**who are a part of the program continue their career with Infosys.**

**Orbit Next** is a year-long program for high-performing women in middle management. The current cohort includes 1,200 high performers. The program has four key levers – a profile assessment through business simulation by DDI India, interventions to strengthen the digital quotient levels through additional reskilling and upskilling, Tech Talks by subject matter experts and an impact-to-elevate program to hone leadership skills.

**Women in Management (WIM)** is an exclusive two-day program for women managers at Infosys. The program enables women managers to understand the challenges that might be keeping them from progressing in their careers. This program covers a series of modules on making difficult choices, strengths-based leadership, striking the right balance assertively, power of networking and more.

**TechCohere,** in its third year, continues to drive several initiatives for women experts and practitioners with over 100 sessions done by women techies. This is close to 25% of the technology sessions conducted during the year. Over 40 women techies have been rewarded as part of Quarterly Technology Awards and 9 white papers have been published. Quarterly Women In Technology (WIT) weeks offer an exclusive platform to women tech speakers.

We have a strong community of 1,000+ women experts and architects. As part of the Techzooka DEI track, the team organized panel discussions with women leaders, demos by GenZ techies, fireside chat and deep-dive sessions with practitioners. TechCohere, in collaboration with the Infosys Leadership Institute and the Education, Training and Assessment unit, is also driving the CTO Mindset cohort program for a select batch of senior architects, including women architects.

**Women of Infy** is a popular blog column on InfyMe, the Infosys employee experience platform. It is a monthly showcase of women at Infosys. Their stories of courage, grit and accomplishment serve as a source of inspiration for all employees.

**12+ Women of Infy stories stories**
**published during the year on InfyMe, the Infosys intranet.**

**Winspire Portal** is an exclusive portal for women at Infosys to inspire personal growth and careers.

**Exclusive learning modules** have been introduced for inclusion of women in the workplace.

**39.3% women in the workforce**

*Women in Management program participants*



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# Restart with Infosys

The program aims to bring back professionals who have taken a break in their careers. To bring them up to speed in their careers, Infosys offers them a learning platform, mentorship, and the opportunity to work on client projects to give them the support and confidence required to transition back to their careers.

# Family matters

Family Matters is an ERG that focuses on family, health, and relationships. In addition to bringing expert sessions to employees, it also serves as a great network for them on matters concerning family, children's education, health, and relationships.

**15+ sessions conducted**
**for employees globally**

Our Mother's Day special this year included sessions on different aspects of parenting, future of child safety, fertility care, the impact of 'atomic habits', health-related topics and more.

# Employees with disabilities

Our focused hiring and retention efforts for employees with disabilities have yielded positive results. There are 1,130 employees who have voluntarily declared disabilities, as on March 31, 2024.

**Accessibility Living Lab** – Infosys Accessibility Living Lab is a unique learning space to experience digital accessibility firsthand. Through simulated interactions and real-world scenarios, the lab fosters empathy and awareness of accessibility challenges, introduces users to assistive technology and facilitates the creation of digitally accessible solutions. The lab also features Infosys Accessibility Platform, an AI-first, cloud-ready accessibility and inclusivity solution with a patented audit tool to identify and fix accessibility gaps and AI-based functions to confirm inclusivity. The platform is being widely used by our clients like Indian government agencies and US-based financial firms for making their digital content accessible for all users.

**Persons with disabilities internship program** – The program focuses on strengthening the talent pool of professionals for the industry and has seen great interest from the student community. In fiscal 2024, we onboarded 10 interns with disabilities.

**Learnings on disabilities and creating a barrier-free workplace** In fiscal 2024, we introduced micro lessons on different kinds of disabilities and also how to create a barrier-free workplace.

# LGBTQ+

As a signatory to the UN Free and Equal, we are committed to strengthening and supporting an inclusive workplace for members of the LGBTQ+ community. We have curated three learning modules on our DEI learning channel under the aegis of 'Ally for Change,' to build awareness and learning in the organization.

We celebrate important milestones, share personal stories through human libraries and blogs. Interviews with experts and famous personalities from the community are hosted on our DEI Learning Channel. We launched the use of pronouns in MS Office 365 in fiscal 2024.

We also introduced courses on the inclusion of transgenders in the workforce.

# Global recognition

1. Infosys has been ranked among the **Top 10 Best Companies for Women in India (BCWI)** by Avtar & Seramount, 2023. We have also been featured in the "100 Best – Hall of Fame" for having made it to the list of top 10 in five editions.
2. Infosys has been recognized as the **Champion of Inclusion in the Most Inclusive Companies Index (MICI)** by Avtar & Seramount, 2023.
3. Infosys scored 100 / 100 in the **Corporate Equality Index (CEI)** assessment for LGBTQ+ Inclusion in the US, in 2023.
4. Infosys is Silver Award winner in **India Workplace Equality Index (IWEI), 2023** awarded by Stonewall and Keshav Suri Foundation.
5. Infosys won the **Economic Times Best Organizations for Women Award, 2023**
6. Infosys has received the **Disability Confident Recruiter Accreditation for 2024** from the Australian Network on Disability (AND).



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# Energizing local communities



The world over, Infosys is committed to going local to strengthen its profile as an employer of choice for employees and be a part of the local culture.

## India

### Infosys Foundation

Infosys Foundation, which has now completed almost 28 years of working with communities, continued to work this year in the areas of education, healthcare, women empowerment, and environmental sustainability, striving to create the next opportunity for communities and individuals.

In fiscal 2024, a significant tie-up in healthcare was with the LV Prasad Eye Institute in Hyderabad, in which Infosys' TechforGood initiative developed the unique SightConnect app that connects healthcare workers, eye care professionals and patients, to help detect eye conditions early.

Maternal and child health was another important area of work for the Foundation this year, and related projects with C-CAMP, Sangath and the Antara Foundation focused on infrastructure upgrade, digital support, mental health and comprehensive connectivity. The Foundation also focused on digital skilling and STEM education projects, especially in rural areas of the country.

In the third edition of the prestigious Aarohan Social Innovation awards, a total of ₹2 crore was awarded to eight social innovators. Read more about Aarohan Awards, at https://www.infosys.org/infosys-foundation/aarohan-social-innovation-awards.html.

Read the Infosys Foundation Annual Report 2024 at https://www.infosys.org/infosys-foundation/about/reports/documents/infosys-foundation-report-2023-24.pdf.

### Development Center (DC) CSR groups

All the India development centers (DCs) of Infosys have their own CSR (corporate social responsibility) groups that work closely with the communities in and around the campuses where they operate. These CSR groups consist of volunteer employees who dedicate their time and effort to work among communities. These groups were extensively involved in several projects through fiscal 2024, including disaster relief, education, healthcare and women empowerment projects.

Read more: https://www.infosys.com/about/esg/social/education.html

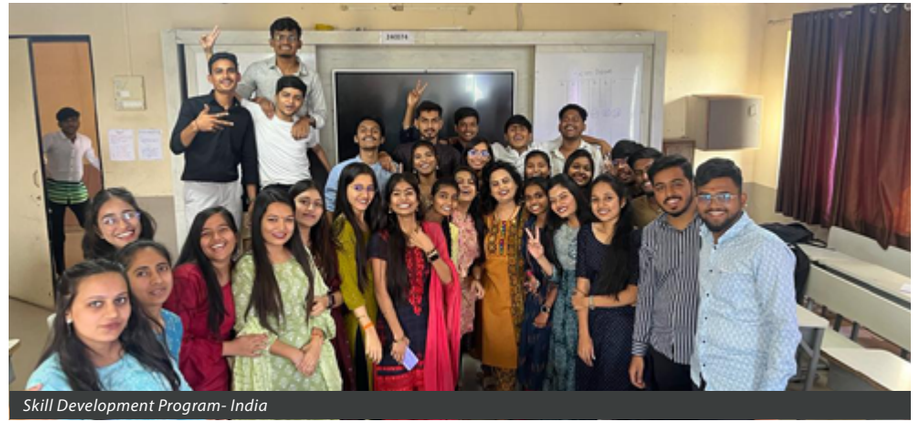
### Project Genesis

Project Genesis, a CSR initiative by Infosys BPM India, bridges the gap between academic curriculum and industry needs and prepares students in Tier 2, 3 and 4 towns to be corporate-ready by providing targeted skill development programs, thus accelerating the growth of the local talent pool. Over the years, we have trained more than 4,85,000 students and helped them elevate their career prospects and dream big. In fiscal 2024, the project helped 78,000+ students bridge their skill gap and become job-ready professionals.

This year, Infosys BPM touched the lives of close to 7,000 students in the rural districts of Odisha, Karnataka, Maharashtra, and Andhra Pradesh with the help of digital classrooms set-up by our NGO partners – eVidyaloka, MaunaDhwani Foundation, and Sparsha Trust.

Around 20 Infoscions volunteered to teach students in rural India virtually through various volunteering programs.

Every quarter, approximately 1,000 people from the lower socio-economic backgrounds are benefitted through employee engagement initiatives which includes visits to orphanages and old-age homes, fund-raising events, festival celebrations, and more.



*Skill Development Program- India*

*Digital Learning- India*



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# APAC region

## Australia and New Zealand

**Disability-confident recruiter:** Infosys benefited from its eight-year partnership with the Australian Disability Network (ADN) and was again recognized for the fourth year as a Disability Confident recruiter, extending its commitment to the disabled community. To increase and widen tennis fan engagement for the Australian Open, Infosys once again worked with Tennis Australia and updated its Infosys MatchBeats technology to present simplified game data and visualizations that included contrasting color combinations meeting Web Content Accessibility Guidelines (WCAG) 2.1 AA.

**Disability awareness:** Infosys employees participated in a disability mentoring program called PACE for the third year in 2023 organized by ADN. Several employees from Infosys supported mentees with disability, preparing them for professional life. Infosys' participation also helped broaden disability confidence and awareness among Infosys employees, while providing job seekers with disability exposure to the professional world. Infosys hosted the ADN quarterly member meeting to facilitate business knowledge-sharing and improve policies to support people with disabilities.

**Cultural awareness:** Infosys invited Australian Elders to share their wisdom with the employees. Our volunteers raised funds through the purchase of aboriginal art and paintings, further supporting the local community. The volunteers also organized a non-perishable food donation drive for the needy in NSW.

**Support for cancer research:** Infosys has successfully hosted its sixth consecutive Morning Tea event, demonstrating its continued support to Cancer Council Australia and contributing to essential fundraising efforts for cancer research and support services. We also organized a blood donation drive in association with Australia Red Cross.

**Yirigaa Project:** This project focuses on building digital skills among indigenous students of the Yirigaa community. Discussions are on to sign an MoU with Yirigaa to use their network of 250+ office locations across Southeastern seaboard of NSW.

**Young Change Agents (YCA) & Telstra Foundation:** Infosys established a partnership with YCA to collaborate and build an International Credential for Social Entrepreneurship with the University of Melbourne and Telstra Foundation. Infosys' Springboard channel for Young Change Agents is being piloted for 500 students.

**The Galuwa Program:** Galuwa is an outreach and engagement program for indigenous youth in Australia that focuses on deeper and more meaningful engagement with high school indigenous students through corporate and community partnerships. The program engaged 75 students in two cohorts through the year with 40 students coming from NT.

**Future Leaders program:** The Future Leaders program is designed to enable pathways to learning and education for students including students from regional locations. 75 students have engaged in the Victoria Springboard channel-page-built-Living Lab camp hosted in Melbourne since the inception of this program. Future Leaders program will be rolled out into NSW grass roots tennis clubs targeting about 2,500 students.

*Future Leaders Program beneficiaries at the Australian Open 2023*

**GovHack:** This is the southern hemisphere's largest open data hackathon designed to help advance digital skills across the community in Australia and New Zealand. This year, over 500 people participated.

*Five years of GovHack with Infosys to advance digital skills in Australia and New Zealand*

# Infosys China

## Living Labs in China

Infosys China launched its Living Labs in Shanghai in 2019 to promote innovation, community engagement, data-driven decision-making, education, policy development and collaboration across sectors. The Living Labs is designed to help advance ESG and people-centric innovation in China region. Our key showcases in China Living Labs include Digital Radar, Build Your Car, Cybersecurity Game, ATP / AO Tennis, Personalized Smart Videos and Digital People.

## GREEN AMBASSADOR | Hangzhou DC

The Infosys Hangzhou team and their families participated in a sustainability effort to clean a section of the Longjing mountain. The 8-km-long hike took about five hours. The team collected more than six bags of white trash and received huge appreciation from the locals.

## SPRING - Giving Tree Program

SPRING is an employee-led team that supports various philanthropic activities such as donation drives for blood, books, and computers. Since 2009, the team has supported the Community Center, Shanghai (CCS) in partnership with the Shanghai Charity Foundation's (SCF) Giving Tree charity program. Infosys China assisted 1,779 migrant / underprivileged students in need by donating Giving Tree bags, filled with age and gender-appropriate winter clothes and school supplies.

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GOVERNANCE

## Malaysia

Employee volunteers in Infosys Malaysia organized a Secret Santa CSR event for the Stepping Stone Living Center, which houses close to 40 abandoned children and single mothers. They donated hygiene care items, canned food, formula milk powder, lentils, dried noodles, dry groceries, and other daily essentials. The volunteers personally handed gifts to everyone.

## Singapore

Infosys Singapore celebrated Deepavali and birthdays of elderly residents during the community service activity at Bethesda CARE Centre.

## Philippines

Infosys Philippines donated food and supplies to 250 families of the Aeta Community, goodies to children of the Tahanan ng Pagmamahal orphanage and contributed to the wellbeing of typhoon victims. Team Kalnfoscian (employee volunteers) celebrated the valentine season by contributing groceries, toys, school essentials, and clothes to the children at Tahanan ng Pagmamahal.

Employee volunteers partnered with Green Antz, an NGO specializing in eco-bricks and eco-pavers, for an eco-waste recycling project. They collected over 207 kg of plastic, PET bottles, and cartons. A total of 60 kg of plastic waste collected was repurposed into eco-bricks.

The Infosys Development Centre in the Philippines is actively partnering with women-led and indigenous-owned businesses for all supplies like coffee, client tokens, snacks, and cleaning products. They have supported more than 10 families in Kalinga, Apayao, who produce leis and placemats that are given to clients as tokens of appreciation.

# EMEA

## UK

### Infosys Springboard

Since its launch in Brent in 2021, Springboard has seen tens of thousands of people sign up to the platform, positively impacting digital literacy and inclusion rates in the local area. The platform has helped residents of all ages upskill. The next phase of the rollout across Brent delivered continued access to digital skills training and mentorship for local businesses, helping SMEs unlock new opportunities to innovate and become digitally-enabled enterprises. The collaboration is underpinned with an aim to support the building of a robust workforce and bolster local economic growth via investment in digital skills.

In March 2024, Infosys announced a partnership with Sandwell Council to launch its Springboard digital learning platform in the region, making it available to Sandwell residents, colleges, and schools. Councillor Simon Hackett, Cabinet Member for Children and Education, Sandwell Council, said: "Springboard is a fantastic opportunity for Sandwell residents. The opportunity to work alongside a multi-national organization like Infosys, will equip our enterprises, such as schools, colleges and training providers, with the tools needed to increase digital accessibility and help achieve higher aspirations. It will also enable our residents to access a wealth of opportunities for future careers and gain greater prosperity for Sandwell".

Infosys is proud to launch a unique teacher training program with The Economist Education Foundation, giving educators toolkits and lesson plans to help students between the ages of 10 and 16 understand and tackle disinformation and complex news stories in the classroom.

Employee volunteers from Infosys in Birmingham donated Christmas gifts for local children. As a part of the HomeStart Charity Initiative, the volunteers collected food items for a local foodbank, and raised money for the national charity.

### Hackney School of Food

In September 2023, Infoscions spent the day volunteering at Hackney School of Food, a Community Interest Company whose mission is to educate primary schoolchildren about food and healthy eating. Despite its proximity to central London, 28% of children in Hackney live in poverty meaning that their families have an income less than £264 a week before housing costs have been deducted. Hackney has the fourth highest rate of child poverty in London. Since its launch in March 2020, Hackney School of Food has helped over 10,000 primary school-aged students. A team of 20 Infoscions extended their support by maintaining the school's teaching garden by weeding, hedging and composting – this garden is used to educate children about the providence of their food, ensuring that they make healthy nutritious choices for a better quality of life.

## Ukraine

Infosys is delighted to announce a new phase in our partnership with Street Child, an NGO that works to ensure that children across the world are safe, in school and learning. Education is a fundamental right but in a humanitarian crisis, education and learning continuity is underprioritized. Research shows that society is more likely to have peace, stability, and economic growth when education for children is properly invested in. Yet, in a humanitarian crisis, education is chronically underfunded with only 3% of global humanitarian funding allocated to learning.

The war in Ukraine has resulted in over 3,000 schools and learning spaces in the country being damaged and 322 destroyed. While some schools are currently assessed as 'safe to open', many schools continue to remain closed. As a result, 30% of children have returned to in-class learning, while 35% are engaged in a combination of in-class and remote learning, leaving 35% of students confined to remote learning alone.



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Infosys is supporting the pilot of two programs that integrate our Springboard learning platform to reach children, young people, and educators in this Education in Emergencies context.

1. **Digital Transformation Program:**
   Infosys and Street Child will strengthen digital literacy among teachers in areas close to the contact line through Infosys Springboard. Teachers will be supported to acquire the capabilities and confidence to use Learning Management Systems and software, including e-cabinets and course constructors. They will be enabled to use skills such as problem-searching, strategizing, researching, and resolving, as per the priorities of the Ministry of Education and Science. As a specific skill, Street Child will support teachers to use adaptive and assistive instruments and technologies to adapt teaching to abilities, age, and gender, and to respond to interruptions to instructional time, including through power strikes and shortages. Street Child will empower 2,500 teachers in this way, in turn benefiting thousands of children.

2. **Digital Learning Centres Program**
   Street Child and Infosys are partnering to establish five safe and secure Digital Learning Centers (DLCs) in the oblast of Dnipropetrovsk and equip them with digital assets and devices in accordance with the DLC standards of the Education Cluster Sub-Sector on Digital Transformation. The DLCs will cater to children of all abilities, ages and genders and include accommodations for children with disabilities, allowing them to access individualized, interactive teaching and learning, and additional tutoring. The DLCs will substitute for schools in the immediate term and, in time, should schools re-open, the DLCs will be adapted to strengthen schools through the provision of capacity strengthening, coaching, and training for teachers and targeted, tailored tutoring for students using Infosys Springboard. The DLCs are expected to reach 7,500 children overall, or 2,500 children per year.

## France

Infosys CSR UK and Europe is now entering its second year of partnership with Les entreprises pour la Cité (LEPC). LEPC is a French non-profit organization whose mission is to amplify the societal impact of our partners, promote social innovation, and equal opportunities for all.
We deepened our relationship to deliver their "Innov'Avenir" program through Springboard, enabling nationwide reach. The program targets young students from priority neighbourhoods, providing them with the skills needed to successfully navigate the digital changes in society and encourage their interest in digital careers and more largely their integration into the professional world. Through initiatives like the Hackathon in Toulouse and Marseille, we have seen the spark of technology ignite in 36 young adults. The 'Les Pros dans ta classe' program has also far exceeded expectations, reaching over 2,300 secondary school pupils and surpassing our initial target twofold. It's a story of ambition, commitment, and collective effort to broaden horizons and foster curiosity.

### Roland Garros and the Fédération Française de Tennis (FFT)

For the third year, as the digital innovation partner of Roland Garros, Infosys supported children across France explore STEM through the lens of tennis. Over two days, Infosys welcomed 60 children from various schools to tennis, integrating a STEM program powered by Infosys Springboard, designed to inspire the next generation and empower them with digital skills.

### Christmas Toy Drive

On Christmas eve, Infoscions from our French offices united to donate toys to Secours Populaire, a charity committed to supporting underprivileged children. Secours Populaire is a French non-profit organization dedicated to fighting poverty and discrimination in public life.

## Netherlands

Infosys was the headline sponsor of Street Child's annual corporate fundraising event "The Big Ride" that was held in Thiel in 2023. Our sponsorship of the event was used for unrestricted funds, meaning that it was deployed across countries where Street Child has a presence including: the 'Democratic Republic of Congo'(DRC), Ghana, Nigeria, Sierra Leone, Liberia, Kenya, Uganda, Cameroon, and many other countries in the African continent. Our sponsorship also unlocked £1Mn of fundraising through the event to be similarly deployed in these environments. An Infosys delegation participated and rode over 200 km collectively in further support of the charity.

In the lead-up to Christmas, Infoscions were encouraged to donate toys to the Stichting Foor El Qaar, an organization in Amsterdam West which focuses on families living in deprivation. Amsterdam-based Infoscions further volunteered for the organization's Winter Fusion Festival to assist with cooking meals and baking typical Dutch oliebollen, serving delicious hot chocolate milk, tea and coffee to get clients in the festive mood. In addition to this, volunteers supported by sorting clothes, toys and other items and handing these out in care packages.

## Switzerland

At the World Economic Forum in Davos, Street Child and Infosys held an inspiring conversation on the importance of investing in education, and the role technology and innovation can play in helping children get back to learning after a crisis strikes. There are 222 million crisis-affected children and young people who need educational support; 78.2 million children are out of school and 84% of these children are living in areas of protracted crisis such as Afghanistan, the DRC, Ethiopia, Pakistan, and Ukraine. The conflict in Ukraine has impacted 5.7 million school-aged children to date.

Panellists included Inderpreet Sawhney, Infosys Group General Counsel and Chief Compliance Officer, Adele Raz, the last Afghan ambassador to



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the US; Tom Dannatt, CEO and co-founder, Street Child; Enrique Rodriguez, EVP and CTO of Liberty Global. The discussion was moderated by Andrew Jack, Global Education Editor of Financial Times. The panel convened influential attendees and decision-makers to share best practices and encourage actions to drive change within their respective domains.

## Germany

**Business Innovation Challenge:** Infosys co-hosted the WHU Business Innovation Challenge with E.ON, where students pitched inventive ideas and progressive business models that could help energy and utilities companies leap to a cleaner, greener future.

This challenge aims to foster collaboration, creativity, and entrepreneurial thinking by encouraging students to work together to develop innovative solutions that could positively change the future of energy.

**Innovative 5G program for automation of agricultural machinery:** Infosys, in cooperation with Schmiede.one GmbH & Co. KG and the FIR institute of RWTH Aachen University, did groundbreaking innovation work. The joint swarm intelligence pilot project "5G. NATURAL" built an autonomous fleet of agricultural machinery to increase the productivity and safety of crop harvesting, while improving sustainable farming with the help of these lightweight robots.

**TWIN4TRUCKS research project:** Infosys partnered in the TWIN4TRUCKS (T4T) research project. The project combines scientific research and industrial implementation in a unique way. The project consortium consists of six companies from research and industry. Infosys is responsible for network architecture, 5G networks and integration services.

**Werksliga:** Infosys piloted a gamification of the recruitment process in its offices in Dusseldorf, connecting recruiters with young applicants through e-gaming.

**Bangalore Tech Summit:** Country Head of Infosys Germany represented Infosys on behalf of the State of North Rhine-Westphalia at the Summit.

**Charity runs:** Over 80 employees participated in the JPMorgan Chase run and 40+ employees participated in the CIO charity run and bike event to raise donations to support Kinder Helden and Rheinflanke – charities working to ensure more equal opportunities in education and sport for children and youth in Germany.

**Supporting cancer research:** Infosys Germany made donations to support cancer research as part of the annual Movember event.

**Working with the community:** Infosys Germany organized winter clothing donation drive for the under-privileged in Dusseldorf and Frankfurt Germany. With the overwhelming support and generosity of employees, the team was able to gather an array of warm coats, cozy sweaters, scarves, gloves, shoes, blankets and toys. Contributions have undoubtedly made a significant difference in providing comfort and warmth to the homeless during the winter months.

## Romania

**Education:** In Romania, schools are invited to visit the Company facilities. This helps us engage with the local community and promote positive relationships with schools, students, and teachers. We are also partnering with LOGS, a grassroots organization in western Romania that promotes the integration of vulnerable groups of migrants, fights human trafficking and uses education as a means to overcome social vulnerabilities.

### Charity event

Special Secondary School No. 1 is an educational unit located in the center of the capital Bucharest, where students with moderate and severe mental deficiencies are educated. The school's mission is to develop life skills for children with special needs, promoting their social integration through educational, rehabilitative, and adaptive activities, ensuring they feel valued as part of the community.

*Toy drive during Christmas*

Infoscions played Santa and organized a toy drive in support of the school students during Christmas Eve. They embraced the spirit of giving and generously provided gifts for every child in the school, bringing joy and cheer to all.

## Poland

### Education

Infosys Poland conducts numerous educational activities. In 2023, it carried out activities such as high school classes on corporate secrets and a session on ESG and Corporate Social Responsibility (CSR) for students at the Faculty of Management of the University of Lodz. Other local campaigns include the "Youth in Łódź" program, under which Infosys conducts training for students on various topics. Infosys is also a long-term partner of the linguistics for business course run by the Faculty of Philology and the Faculty of Management of the University of Lodz.

### Initiatives for employees and their families

Infosys Poland initiated the ABC of Healthy Workplace project, which invites employees to introduce good habits related to work time and meeting management. It proposed, among other things, shortening meeting times by 5 or 10 minutes to allow for short hygiene breaks between meetings and ensuring no meetings are planned on Fridays after 12 p.m.

Infosys Poland cares about employee development and increasing awareness of well-being by organizing meetings with the Learning and Development (L&D) team, during which topics related to well-being and personal development are discussed. The Company is also involved in initiatives related to family and professional life, such as the "Two Hours for the Family" project, a social campaign for strong family relations.



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## Corporate Social Responsibility (CSR)

Infosys Poland's social campaign "15 for 15" launched on the occasion of the Company's 15th anniversary, involves carrying out 15 good deeds for the 15 years of the Company's existence. This included many social activities like collecting donations for foundations, participating in charity runs, supporting homeless animals and other initiatives that have a positive impact on the community. The Company encourages employees to initiate social activities and charity campaigns, supporting their passions and social involvement.

The CSR team of Infosys Poland awarded grants to over 120 Ukrainian students. It helped in providing products to address basic needs of Ukrainian refugees. Some of the initiatives included a Charity Bazaar and donations of handcrafted gifts for Hospicjum dla Dzieci „Łupkowa", collections for Single Mother's House, and baking cakes and selling them to raise funds for cancer patients. The team also donated sports equipment, kitchen accessories, gift cards, and sweets to an educational care center. Volunteers visited the Homeless Women's Shelter in Lodz and donated hygiene material for women.

The organization PAMPERPSIARA, which helps stray animals, received assistance from volunteers. Additionally, items for a charity auction included towels, blankets, toys, and accessories for both dogs and cats. The team also designed a "piggy bank" as an animal shelter fundraiser in Przytulisko Harbutowice.

Volunteers visited the Children's Home in Grotniki and donated school supplies. They also visited Dom w Łodzi and helped with creating handicrafts for the purposes of promoting the foundation and cleaning the orphanage. TeamKraków organized a collection for the Małopolskie Hospice for Children. TeamPoznań supported the animal shelter in Poznań Kobylepole. TeamWrocław joined the Szlechetna Paczka initiative where the team selected a family in need and donated them the required essentials. TeamŁódź rolled up their sleeves to assist the Dom Foundation in Łódź and the Głowno Shelter.

## Czech Republic

*Szlechetna Paczka initiative- Poland*

**Blood donation:** The team of volunteers organized the fourth successful blood donation camp in collaboration with the University Hospital Brno's mobile Transfusion and Tissue Medicine team. This ongoing initiative, launched in January 2022, is a testament to our commitment to social responsibility and dedication to supporting the Czech Republic's blood donor registry. The recent drive resulted in an impressive 17 blood donations, which have the potential to save up to 51 lives. A special recognition is given to the first-time donors, who comprised the majority of participants, demonstrating a growing commitment to this important cause.

*Blood Donation Camp- Brno*

## Diocesan charity partnership

### Bake-off

Bake-off was a fundraising initiative bringing baking volunteers together with colleagues who purchased their baked goods to support a charitable cause, in cooperation with Diocesan Charity organization.

Infosys in Brno organized a charity "Bake off" event to raise funds to contribute towards the operation of "Lůžko milosrdného samaritána"('The bed of good Samaritan'). This is a service run by Diocesan Charity as a support for victims of domestic violence. It helps all groups of people who decide to leave the aggressor immediately, often with children, without personal belongings, documents, and financial resources. The two beds available at the Charity in Brno provide such people with a safe space in the crisis. We have raised 20 170 CZK / 840 USD. Additionally, Diocesan Charity Brno, ran 12-month long donation drive to help Ukranian refugees become independent and integrated within the Czech Republic.

### Day of book event

On March 19, Brno DC joined forces with Diocesan Charity Brno and hosted a book market in support of their "Blázníš? No a!" ("Are you crazy? So what!") program, designed for high school students and teachers. This full-day interactive event was dedicated to raising awareness about mental health among young adults. A team comprising a social worker and an individual with personal experience visited the school to share their insights. The program's objective was to destigmatize mental health issues. Participants received comprehensive information about mental illnesses, how to identify them, and how to support and approach classmates facing mental health challenges.

Thanks to the generosity of our colleagues, we collected dozens of books, creating a diverse selection for every taste. The enthusiasm and support were truly heartwarming! We saw it in the generous purchases made at the market. Together, we raised an amazing 10,450 CZK / 444 USD.

Our ongoing cooperation with Diocesan Charity Brno is making a real difference, thanks to the participation of all our colleagues.

## Ireland

The volunteering team of Infosys Ireland engaged in a variety of events and activities. They celebrated Christmas PJ and Loungewear Day to raise awareness and money in aid of the local Piercestown National School ASD class.

Employees also participated in Fashion Fiesta Day to celebrate, support, and raise funds for LGBT Ireland and The Rainbow Project that provided vital support



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ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity and inclusion
Energizing local communities
Employee wellness and experience,

GOVERNANCE

to LGBTQIA+ community. They contributed and donated essentials and grocery items to Helping Hand Waterford, which helps people in need.

Our employee volunteers aided refugee homes such as Oasis House in Wexford and Cuan Saor by providing crucial assistance to women and children who are victims of domestic abuse. They donated toys and treats to Helping Hand Waterford to support the vulnerable and homeless.

## South Africa

Employee volunteers from Infosys South Africa visited Princess Alice Adoption Home in honor of Nelson Mandela International Day. They contributed necessities like diapers, baby food, and cleaning detergent, and supported the cause the NGO works towards.

The team united to spread joy in collaboration with Princess Alice Adoption Home and extended their love and support to underprivileged children in the community by getting each child a Christmas outfit to make them feel special on Christmas Day. The volunteering employees dedicated their time and creativity to wrapping the gifts that would bring smiles to the faces of these young hearts.

*Christmas Outfit Donation- South Africa*

# Americas

## Infosys Canada

### Food drive

We partnered with NGOs to collect packed food and donate the same at Mississauga and Calgary locations.

### Qareer Virtual Fair

This fair was organized by Queertech (QT) on April 10 & 11, 2024, Canada's largest 2SLGBTQ+ technology community, with over 10,000 QTs across the country.

Calgary Economic Development supported four companies interested in hosting a booth at this event, on a first-come, first-serve basis. Infosys was one of them and we hosted a booth and participated in the workshops on both days.

## Costa Rica

Infosys Costa Rica donated 150 backpacks to Guachipelin School. With the belief of equipping students with the necessary tools to reach their full potential, the business enabling teams worked together with great enthusiasm to leverage existing resources for this activity.

The weeklong collection of packed food items and clothes was donated to the Dormitorio de la Municipalidad de Sanjose. This contribution will be utilized by people recovering from drug addictions, prolonged medical ailments, and old homeless people living on the streets.

## Puerto Rico

Infosys Puerto Rico donated supplies to schools that need assistance and aid. As part of environmental conservation activities at the center, a team of volunteers cleaned the areas around Crash Boat Beach in Aguadilla.

They collected and donated water, beverages, and snacks for the No Limits Basketball organization who provide basketball clinics to children with autism in the northwest side of Puerto Rico.

Every year, employee volunteers in Infosys Puerto Rico support Samaritan's Purse International Relief with their mission to provide gifts for children in need during the Holiday season. The donation boxes filled with toys, hygiene products, and school supplies brought smiles and joy to the children while fulfilling their essential needs.

The development center team also appreciated the participation of local vendors with handmade candles, jewelry, clothing, pet accessories, and baked goods.

## Infosys USA

### Infosys Foundation USA

*K-12 students and educators across the USA*

Infosys Foundation USA is committed to expanding access to computer science and maker education for K-12 students and educators across the USA, while equally working to digitally upskill all learners for 21st century technology-enabled opportunities. Through its programming, signature initiatives and the two digital learning platforms of Infosys Springboard USA, the Foundation reached 1.1 million students and 47,000 educators in fiscal 2024, taking the total number of students reached to over 25 million and educators to over 1 million.



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Navigate your next

ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

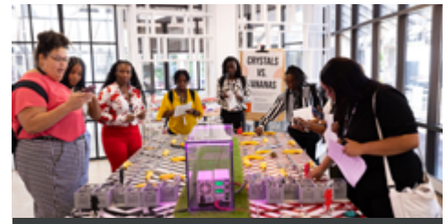
SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

*Kode with Klossy Providence coding camp*

In fiscal 2024, the Foundation proudly expanded its impact with a focus on reaching under-represented communities. Through strategic partnerships such as Kode With Klossy, we empowered girls and gender-nonconforming youth with foundational coding skills through intense two-week summer coding camps. Through our partnership with the Technolochicas 'Code It' program, we successfully engaged Latina girls in STEM fields. Additionally, our collaboration with Tech Kids Unlimited on the 'AI-for-All Minds' learn-a-thon offered neurodiverse students a platform to explore their interest in AI. Our joint initiative with Black Girls Code and GoldieBlox culminated in the successful launch of a nationwide music coding competition “Build a Beat with Ciara”, reaching girls in underrepresented communities across the nation. Furthermore, our longstanding partnership with the Thurgood Marshall College Fund as the official STEM sponsor of their TQRP Summer Institute brought together nearly 90 dedicated black STEM educators. Last but not least, our impactful partnership with bp resulted in the first ever "Girls in STEM" mentoring program. Through this initiative, 20 mentors were connected with over 100 middle school students from marginalized communities in Houston, Texas, igniting their passion and enthusiasm for STEM.



*Program at Thurgood Marshall College*

*TKU AI for All Minds Hackathon*

## Infosys Springboard in the USA

The Foundation continued to expand its Infosys Springboard USA digital learning platforms to reach not only K-12 educators and students, but to also bring digital skills to higher education learners and professionals seeking to upskill in the latest technology trends and professional skills. Our platforms allow lifelong learners to upskill anytime anywhere, any time and at no cost as part of this global CSR upskilling initiative.



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ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

## Pathfinders Summer Institute

The Pathfinders Summer Institute is the Foundation's signature professional development program, for K-12 educators in computer science and maker education, which takes place virtually each year from May to August with a curated offering of courses from external trusted curriculum partners. K-12 public and charter school educators, public and community librarians, and district tech specialists attend the 40-hour training at no cost with the program supplemented by kits and licenses that support their classroom instruction. In fiscal 2024, the Foundation convened its largest ever Summer Institute: upskilling 1,017 K-12 educators in computer science and maker education across 20 professional development courses. Each of these educators returned to the classroom to further enrich and enhance the lives of an estimated 100k students.

## Pathfinders Online Institute

The Pathfinders Online Institute (POI) is the comprehensive digital learning platform designed for K-12 educators, offering professional development, live webinars kits, lesson plans, and other useful resources. In fiscal 2024, the Foundation expanded its offerings with additional computer science(CS) and maker content, aiming to specifically reach under-represented communities. Among the new courses were "Introduction to Computational Thinking" by Teach for America, covering foundational principles essential for coding and computer science, and "Intro to Creative Coding" by Code / Art, providing engaging video coding lessons for diverse learning environments without prior experience requirements. Additionally, "Science in Motion" by RAFT offers hands-on STEM project kits to demystify science and math for K-8 students, while the "CS Teaching Excellence" course showcases innovative CS educators and inclusive lessons for PK-12 educators, emphasizing creativity and equity. Furthermore, the Foundation upgraded the Pathfinders Online Institute(POI) by integrating assessment and certification features, enhancing its usability and impact. Overall, The POI remains a vital resource hub for educators seeking professional development to improve teaching methods and engage students more effectively.

## Digital Academy

The Digital Academy is the complementary platform of Springboard that offers over 11,000 free on-demand courses in Generative AI, data science, cybersecurity, and professional skills such as leadership and management. Through new partnerships and strengthened collaborations, the Foundation promoted the Digital Academy to a wider audience of learners in fiscal 2024. One notable partnership was with the National Academies Foundation (NAF), where the Digital Academy's courses have been integrated into NAF's summer internship program and classroom curriculums, benefiting over 100,000 high school students nationwide. Additionally, the Foundation partnered with PS2G, an IT firm focused on workforce expansion, sponsoring programs like the Walter Reed Infrastructure Academy to train underserved communities in IT and cybersecurity careers.

*PENCIL Infy App Challenge*

Furthermore, the Foundation has collaborated with organizations nationally like TechPoint, Nextech, Mentors in Tech (MinT), and CodeDay to support tech workforce initiatives, educational programs, and professional development opportunities linked to the Springboard Digital Academy platform. The Foundation's engagement extends to universities as well, with programs like the Infy Tech Pioneer Program with students from UNC Charlotte offering immersive learning experiences in Generative AI, signaling a commitment to upskilling and empowering diverse learners in technology fields.

## Volunteering efforts

The Foundation has cultivated a strong culture of volunteerism among its USA based employees, who actively engage in impactful initiatives across various communities that advance the mission of digital upskilling. In fiscal 2024, the Foundation launched the "CSR Champions" program, encouraging selected Infosys employees to assume a leadership positions as Ambassadors for social impact at a local level. These efforts have led to partnerships with organizations like 'Girls Get IT 2023' in Arizona where Infosys volunteers engaged with 130 students in interactive workshops and mentoring sessions, fostering connections, and providing insights into tech careers. Another impactful collaboration was the 'LeadHER' tech career panel organized with Code / Art, highlighting successful female leaders from Infosys to inspire the next generation of STEM professionals. Additionally, volunteers participated in events like the Connecticut Science and Engineering Fair as judges and moderators, providing valuable feedback and support to students and the annual Infy App Design Challenge, which engages dozens of Infoscions nationally to deliver mentorship and tech guidance to hundreds of NYC high school students.

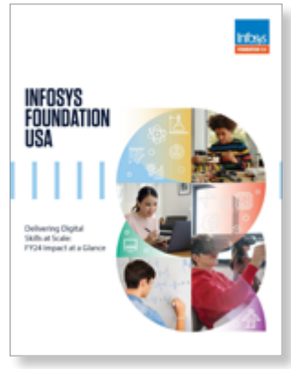
These initiatives reflect Infosys' commitment to nurturing talent, promoting diversity and inclusion, and making a positive impact in communities through employee engagement and volunteering efforts.

Infosys BPM USA played a significant role in catering to the clothing needs of children from the marginalized community during Halloween season. It donated more than 130 items clothing and hygiene for infants and children from NGO Cradles to Crayons.

The IBPM Account's in Chesterbrook, PA initiated heartwarming food drive for Chester County Food Bank. In an effort to support families and neighbors facing food insecurity, employees wholeheartedly contributed items such as soup, cereal, canned vegetables, amassing over 100+ donations.

Infosys BPM Arizona collaborated with St. Vincent de Paul Animal Shelter on a month-long drive to gather a variety of essential supplies for dogs and cats, such as dry and wet food, collars, accessories, and comfortable beds, ensuring the well-being of these animals.

Infosys Foundation USA - Impact



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Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
**Employee wellness and experience**

GOVERNANCE



# Facilitating employee wellness and experience

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

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

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

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

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

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

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

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

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

## Career growth and learning avenues

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

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

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

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

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

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

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



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ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

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

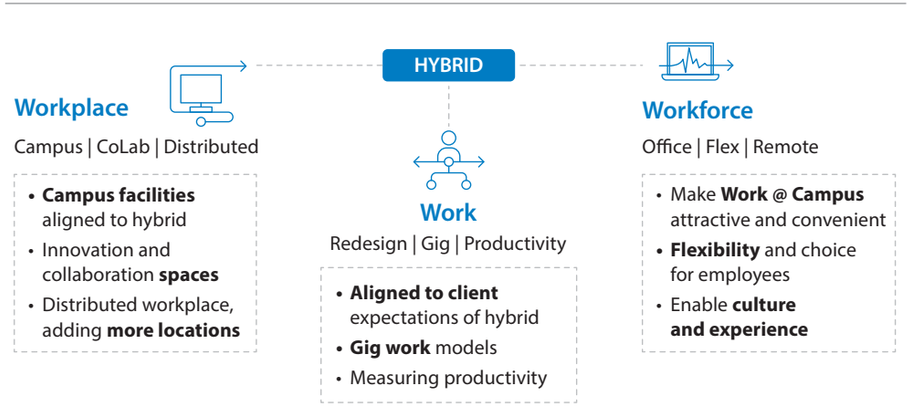
## Infosys Leadership Institute

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

In addition to strengthening the succession pool through the Constellation program, there were specific programs designed to augment succession strength across the organization. With technology-led disruption becoming all pervasive, particularly driven by Generative AI, ILI curated a business-oriented certification program on AI by Kellogg. More than 400 leaders have enrolled in the program and this focus will continue in fiscal 2025. Leadership engagement and development continue to strengthen with about 95% of our leaders completing at least one significant leadership program this year, with more than 70% completing a certification program from an Ivy League Institution. Our leaders invested about 10,000 learning days equivalent to strengthen their leadership capabilities. The third phase of the highly-acclaimed IamtheFuture program commenced in fiscal 2024, with a focus on building higher-order organizational and leadership capabilities, culminating in projects designed for business impact. More than 500 women leaders have completed various phases of this program, earning the ILI-Stanford GSB certificate.

## Return to office and hybrid model of work

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




## Employee experience and engagement

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

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

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

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

## Celebrating and rewarding excellence

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

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

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

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

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

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



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Infosys
Navigate your next
ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

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

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

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

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

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

## Employee care and connect

Our wellness efforts are powered by the award-winning Infosys' Health Assessment and Lifestyle Enrichment (HALE) program. HALE is a non-monetary employee benefit and has been recognized as the best internal brand with great recall and participation. Our wellness philosophy stands on the four pillars i.e. Physical, Emotional, Social well-being and Safety. Our interventions are co-created with extended teams, business units, and external partners and cater to the needs and asks of our employees. Our philosophy at HALE is a proactive approach to health and lifestyle enrichment aimed at increased awareness and overall well-being, resulting in reduced stress levels, a safe work environment, a happier workforce, and improved productivity levels.

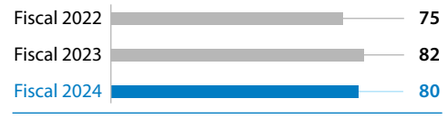
## Resolution hubs (formerly the Internal Complaints Committee)

Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages an open-door policy and encourages a culture of "speak up". Employees also have access to several forums where they can highlight matters or concerns faced at the workplace for effective remediation. This is achieved through a well-established and robust grievance resolution mechanism comprising resolution hubs. Resolution hubs adhere to the principles of natural justice, confidentiality, sensitivity, non-retaliation, and fairness, while addressing concerns. The concerns are handled objectively while ensuring timely action and closure. In matters that entail a detailed investigation, the process ensures fairness for all. Read more here Resolution Hubs (infosys.com)

## Employee satisfaction

Infosys has a robust mechanism to gauge employee sentiments and feedback called Pulse. Pulse collects ongoing and real-time feedback from employees anonymously on key organization-wide themes that shape an employee's experience at Infosys such as work, learning and careers. We poll the entire organization through a micro survey every quarter. In addition to this, we also poll our employees on select tenure-based milestones and specific events including onboarding, job rotation, and appraisals. This cumulative understanding of employee perception, and feedback from actual events and milestones have strengthened our sensing architecture to obtain richer insights of employee experiences. To drive change across the organization, all managers have access to a real-time customized dashboard with feedback from their respective teams, which enable them to engage with their teams better and address any concerns. This dashboard has multiple views and advanced analytics such as heatmaps, trendlines, sentiment analytics to enable the managers to prioritize focus areas according to their teams.

**Graph of three year ESAT** (in %)




## Performance management

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

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

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

## Human rights

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



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

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

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

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

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

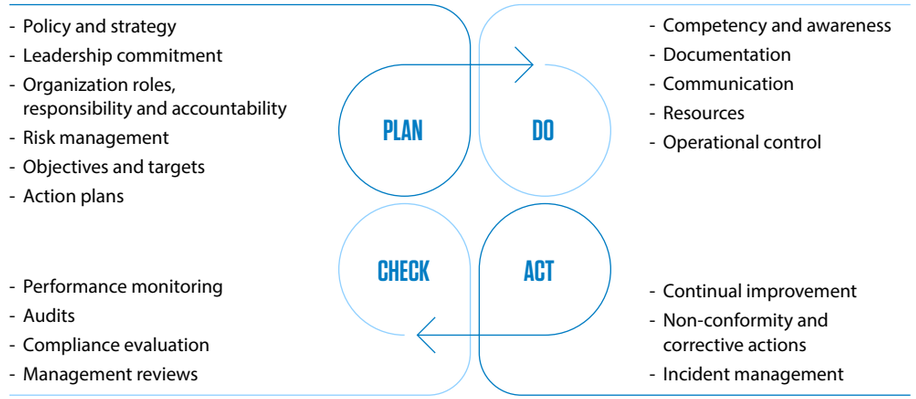
## Occupational Health and Safety

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

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

## Management System

The robust Health and Safety Management system at Infosys has enabled us achieve certification to ISO 45001:2018 standards across all India locations, including Infosys Limited and its subsidiaries, in line with our HSE strategy. The management system is implemented across locations globally based on applicable legal requirements and internal benchmarks and are a part of our internal audit coverage. At the helm of our Health, Safety, Environment Management System (HSEMS) is our Chief Risk Officer. The effectiveness and adequacy of the HSE framework, its execution and HSE performance are evaluated through periodic management reviews. The internal-external issues and opportunities for the organizational context are identified. Interested parties (including all our stakeholders), their needs and expectations, our expectations, legal requirements, owners, and mode of communication are also documented.



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Employee wellness and experience

GOVERNANCE

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

## a. HSE policy

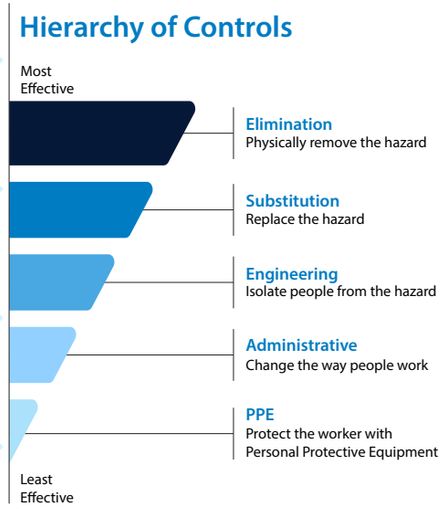
Our Health, Safety and Environmental policy enunciates our philosophy and commitment towards management of key HSE aspect and has played a pivotal role in advancing our initiatives and realizing the intended outcomes on OH&S.

Link to HSE Policy

## b. Risk management

Ozone is based on the Demings cycle and has a focused risk-based approach in identification and implementation of operational controls in line with hierarchy and effective mitigation of hazards. Risk assessment is proactively conducted to identify hazards for all existing / new / modified activities, processes, products or services and the implementation of measures to minimize or control impacts and monitor them in a structured manner. Risk assessment is proactively conducted on a yearly basis or at the beginning of a new process or activity. Reactive risk assessments are also carried out at least once every quarter. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls are implemented, the document is revisited to assess the residual risks. A ranking is done based on the severity and probability of the risk. The Occupational Health and Safety (OH&S) hazards in the workplace are communicated to all concerned stakeholders who are also consulted when there are changes in operations. Relevant OH&S hazards are identified, and appropriate operational controls are implemented. During training, the hazards are shared along with directions on ways to reduce the risk. Employees are also consulted during development and review of policies and procedures to manage risks. Emergency response procedures for different scenarios are established and mock drills are conducted to evaluate our preparedness, response, and learnings.

| | |
|---|---|
| **Hazard identification / Aspect identification** | • To reduce or avoid an incident, it is essential that hazards / aspects are identified and reported<br>• Hazard / aspect identification is everyone's responsibility |
| **Risk assessment / Impact identification** | • Overall process of estimating magnitude of risk or environmental impacts<br>• Deciding whether the risk or impact is tolerable or not |
| **Controls** | • Appropriate operational controls are identified and implemented based on the nature of risk / impact<br>• Hierarchy of controls is followed |
| **Residual risk** | • Residual risk is the level of risk that remains after necessary controls are implemented. This is the tolerable risk level. |




## b. Incident management

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

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

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

## d. Training and awareness

At Infosys, the embedding of HSE culture in the organization is ensured through competency development. Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. Training includes awareness building, mock drills, classroom sessions and periodic demonstrations. HSEMS training is also a part of our employee induction program. To enable continuous learning, a HSE awareness module is available on Lex, our internal learning platform. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher training. ESG frameworks also highlight the importance of employee engagement and stakeholder communication. Companies should actively engage with employees, involve them in decision-making processes, and provide channels for them to voice their concerns and feedback. This includes regular communication on OHS policies, procedures, and performance, as well as providing avenues for workers to report incidents, near-misses, and suggestions for improvement. Trainings are conducted either in physical or virtual modes.

## e. Participation and consultation

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

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



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Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

## Safety interventions

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

## Safety promotions

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

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

Employees are educated on the adoption of safe and healthy work practices through regular communication, trainings and interventions on key issues related to occupational health and safety hazards. In compliance with the regulatory requirements, robust reporting processes including reporting on occupational health issues have been adopted so that corrective actions can be taken, and preventive measures are implemented.

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

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

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

### b. "National Safety Week" (India)

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

1. Communication and endorsement of the safety pledge by employees.
2. Quiz competitions designed to test the knowledge of employees about safety measures and to create awareness on safety practices.
3. Poster competitions aimed at encouraging people to express their creativity while promoting safety.
4. Safety slogan competition where participants came up with creative and impactful slogans.
5. Medical camps covering general health check-up, eye checks, blood sugar monitoring etc., to promote physical well-being of employees.
6. Safety mailers to employees and In-house training sessions by the HSE teams on topics such as first aid, fire safety, ergonomics, construction safety, road safety and electrical safety.
7. Exhibitions on Personal Protective Equipment's (PPE) and safety equipment, including unique exhibits like seat belt convincer, alcohol impairment vision goggles and driving simulations.

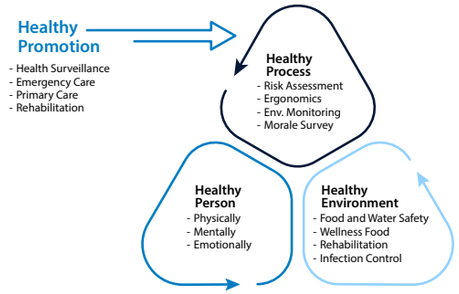
### c. Road Safety Week (India)

Celebrated in January, the programs included:

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

## Occupational health

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




a. **Medical services**

We have established first aid centers on our campuses in India. Some of the first aid facilities operate on a 24*7-hour basis. The intent is to provide immediate attention to employees during emergencies and guide them to hospitals as may be required. Our telemedicine portal continues to operate enabling employees to consult our occupational health center doctors online, in India. The consultation records were automated during the year. We also have tied up with various hospitals to attend to emergencies. Large campuses have fully equipped ambulances ready for use and where required we may call upon the generic ambulance services. We provided wheelchairs and stretchers across campuses for emergency use. In overseas locations, we work with local service providers for enabling health services and with the local authorities as regulated by the law of the land. Trained first aid representatives are available across campuses as well.

b. **Health Risk Assessment (HRA)**

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



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Next Up.
The Next Opportunity.
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ENVIRONMENT

SOCIAL

Performance on social goals
Enabling digital talent at scale
Tech for good
Diversity, equity, and inclusion
Energizing local communities
Employee wellness and experience

GOVERNANCE

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

c. **Programs on ergonomics**

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

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

1. **Interventions by ergonomic experts:** The physiotherapists conduct virtual awareness sessions focusing on issues like back care, Repetitive Strain Injuries (RSI), postures at work etc. In India, physiotherapists have scheduled huddles with employees on the floor to give them tips on adjustments they can make in their workstations to match ergonomically right requirements. During the year, there were 133 sessions conducted on ergonomics and back care, covering 7,807 participants globally.
2. **Ergonomic infrastructure:** Workstations and furniture are designed and procured after considering their ergonomic advantages. We have also taken care to procure systems which have inbuilt features that help avoid glare and hence reduce such instances. Workstation assessments are conducted to identify and provide aid to employees to improve the ergonomics of their workspace.

d. **Physical and emotional wellbeing**

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

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

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

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

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

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

f. **Programs for mothers**

Infosys provides an inclusive environment and expectant mothers are also taken care of. As most campuses are huge, we enable transportation of such personnel to their buildings from the bus bay. During evacuations, care is taken that expectant mothers are separately evacuated to identified safe assembly points and are always escorted to ensure their safety. "Pregna Care", a professional healthcare program is designed especially for expectant mothers and aims to provide maximum comfort to the mother. To ensure the health and wellbeing of the mothers and to avoid discomfort during this time, it is essential that proper exercises are part of their everyday routine. This program is implemented across a few locations in India and comprises:

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

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

## Work environment improvement

a. **Indoor air quality**

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

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

1. **Real-time monitoring** – Key parameters such as carbon dioxide ($CO_2$), PM2.5, PM10 are continuously monitored and connected to the building management system (BMS) in most buildings.
2. **Third-party monitoring** – Around 12 parameters are monitored at defined frequencies annually as per ASHRAE / OSHA requirements.

b. **Lux levels and noise levels**

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

c. **Promoting green seal chemicals**

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



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Next Up.
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SOCIAL

Performance on social goals

Enabling digital talent at scale

Tech for good

Diversity, equity, and inclusion

Energizing local communities

Employee wellness and experience

GOVERNANCE

# Awards and recognition

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



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To Grow Sustainably.

ENVIRONMENT

SOCIAL

GOVERNANCE

Performance on governance goals
Corporate governance
Data privacy
Information management

# GOVERNANCE

Performance on governance goals 55
Corporate governance 56
Data privacy 64
Information management 66

**UN SDGs aligned**

## Governance vision

# Serve the interests of all our stakeholders by leading through our core values

We set new standards on how to act right and do more. We lead the way with respect and vigor in our solutions, in our corporate policies, throughout our value chain and across the industry.

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

GOVERNANCE

Performance on governance goals
Corporate governance
Data privacy
Information management

# Performance on governance goals



## Governance vision 2030

Serve the interests of all our stakeholders by leading through our core values

| Material topics | Ambitions | Progress in fiscal 2024 |
|---|---|---|
| **Corporate governance** | • Bringing the interests of all stakeholders to the fore through our empowered, diverse, and inclusive Board<br>• Building sustainable and responsible supply chains<br>• Ensuring robust compliance and integrity practices<br>• Engaging with stakeholders through various channels and earning trust through transparent communication | • 22.22% of women on the board<br>• Completed ESG assessments for 328 of our top suppliers<br>• Ethisphere recognized Infosys among 2024 World's Most Ethical Companies® for the Fourth Consecutive Year<br>• We continue to lead on ESG assessments in India and globally |
| **Data privacy** | • Adopting leading data privacy standards across all global operations | • We are among the first few organizations globally, to have our framework certified with accreditation, for ISO:27701 privacy information management standard. We are in the process of getting identified / selected locations certified. |
| **Information management** | • Being recognized as industry leader in our information security practices | • Infosys positioned as a Leader in the ISG Provider Lens™ Cybersecurity – Solutions and Services 2023 for Europe and the US. |



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# Corporate governance



Our corporate governance reflects our value systems, culture, policies, and relationships with our stakeholders. Integrity and transparency lie at the core of our corporate governance to ensure sound practice and performance that, in turn, help us gain and retain the trust of our stakeholders. We practice the highest level of corporate governance across all our business functions. A strong, independent, and diverse Board leadership nurtures and sustains effective corporate governance throughout the corporation. Independent Board committees review and formulate industry-leading governance practices. Read more in the Corporate governance report that is part of the Infosys Integrated Annual Report.

Read the Infosys Board Diversity Policy

## The composition of our Board as on March 31, 2024

**Size and composition of the Board**

Non-executive and non-independent director
Nandan M. Nilekani

Executive director
Salil Parekh

Independent directors
- D. Sundaram
- Michael Gibbs
- Bobby Parikh
- Govind Iyer
- Nitin Paranjpe
- Chitra Nayak
- Helene Auriol Potier

Indians
55.56%

Foreign nationals
44.44%

Men
77.78%

Women
22.22%

Read more

## ESG governance

In October 2020, we launched our ESG Vision 2030. Our focus has been steadfast on leveraging technology to battle climate change, conserve water and manage waste. On the social front, our emphasis has been on the development of people, especially around digital skilling, improving diversity and inclusion, facilitating employee wellness and experience, delivering technology for social good and energizing the communities we live and work in. We have also redoubled efforts to serve the interests of all our stakeholders by leading through our core values and setting benchmarks in corporate governance.

Our Board instituted an ESG Committee on April 14, 2021, to discharge its responsibility to oversee matters related to Infosys group-wide ESG initiatives, priorities, and leading ESG practices. The ESG Committee reports to the Board and meets every quarter. The ESG Council reports to the ESG Committee and executes the programs and plans of the ESG Committee to achieve the ambitions outlined in Infosys' ESG vision 2030.

Read more in our Corporate Governance Report.



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## ESG Committee charter

The purpose of the Environmental, Social and Governance Committee is to assist the Board and the Company in fulfilling the ambitions committed in the ESG vision of the company.

Read more: ESG Committee charter.

The ESG council reports to the ESG Committee on a regular basis and the purpose of the council is to execute the programs and plans of the ESG Committee to achieve the ambitions outlined in the ESG Vision 2030. The council nominates sponsors from the executive leadership team, who work closely with the ESG ambition leads to ensure progress on the goals. The council has the overall responsibility for ESG governance, reporting, communication, branding, and taking stock of the performance and discussing programs and plans, as appropriate.

The Company receives disclosure of interest, including both self and relatives, at regular intervals from its Directors, which helps the Company identify the entities / bodies with which the Company has a conflict of interest. The same is addressed in accordance with policies of the Company.

We have a structured governance mechanism to communicate critical concerns of stakeholders to the highest governing body, for review and due action. A multi-layer governance structure is in place to monitor and report risk and risk mitigation activities, including those of ESG.

Our Enterprise Risk Management framework encompasses all the Company's risks – strategy and strategy execution; operational; and legal and compliance risks. Any of these categories can have internal or external dimensions.The systematic and proactive identification of risks, and mitigation thereof, enables our organization to boost performance with effective and timely decision-making. Strategic decisions are taken after careful consideration of primary risks, secondary risks, consequential risks and residual risks.

The risk management committee assists the Board in fulfilling its corporate governance oversight responsibilities with regard to the identification, evaluation and mitigation of strategic, operational, and external environment risks. A robust complaints management system ensures that all complaints are addressed effectively. Read more

Stakeholder engagement is delegated to identified heads of departments and feedback from these engagements are discussed through a review of performance on our ESG ambitions as a part of the quarterly ESG Committee meetings.

Our grievance redressal mechanisms are articulated in the Infosys Code of Conduct and Ethics including a Whistleblower mechanism with non-retaliatory clauses for all stakeholders. Additionally, employees and contractual staff have access to robust resolution hubs. Suppliers are advised of grievance redressal mechanisms through the Supplier Code of Conduct which they mandatorily sign.

The ESG Committee reviews client engagements relating to climate action and sustainability efforts through the Company's sustainability offerings and solutions. It also reviews compliance with climate change regulations across various jurisdictions, applicable to the Company.

## Interaction with other Board committees

The ESG Committee works closely with other Board committees to further our ESG ambitions. For instance, it informs ESG risks and challenges, if any, in achieving progress on the goals, to the Risk Management Committee and seeks its support to address the risks.

It interacts with the Stakeholder's Relationship Committee to discuss performance on ESG assessments and actions for improvements related to the Company's ESG performance from the security-holder's perspective.

It collaborates with the CSR Committee to align CSR initiatives with ESG ambitions.

It also interacts with the Cybersecurity Risk Sub-committee as part of its efforts to track progress on the information security and data privacy ambitions.

In addition to the ESG Committee, other Board committees and senior management are also actively involved in enhancing our performance and disclosures on a range of ESG topics relating to our different stakeholder groups. Specific cases of acquisitions, important managerial decisions, material positive / negative developments and statutory matters are presented to the committees of the Board and later, with the recommendation of the committees, to the Board for its approval. Refer to Infosys Integrated Annual Report 2023-24.

## ESG performance evaluation

ESG goals are a part of the corporate scorecard and the ESG performance parameters of leaders are cascaded to various levels in the organization. ESG performance of the Company is linked to the compensation of the CEO & MD and other leaders.

CGR Remuneration to Directors in fiscal 2024

To improve the effectiveness of the Board and its committees, as well as that of each individual director, a formal and rigorous Board evaluation is conducted annually through a leadership advisory firm – Egon Zehnder. The details are available in the Corporate governance report that is part of the Infosys Integrated Annual Report.



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ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

GOVERNANCE

Performance on governance goals
Corporate governance
Data privacy
Information management

# Building sustainable and responsible supply chains

Our upstream value chain consists of more than 6,000 suppliers across three categories – suppliers of people, suppliers of products and suppliers of services. Supplier relationships include long-term, short-term, contractual, and project-based relationships. We have 871 MSMEs in our supplier base and in fiscal 2024, our procurement from MSMEs amounted to more than ₹ 2,300 crore.

**871 MSME suppliers**

The entities downstream from us are our clients. We serve a variety of clients across diverse industries ranging from aerospace, automobile, financial services, healthcare, life sciences, utilities and more.

For more information, read Business Consulting Services and Technology Services offered at Infosys.

Infosys believes in and is committed to partnering with the highest quality suppliers to ensure that we deliver best-of-breed business and IT solutions to our clients. As a signatory to the United Nations Global Compact (UNGC), Infosys leverages the UNGC principles covering human rights, labor, environment, and anti-corruption as foundational principles for building and improving its sustainable supply chain practices. The Company's Responsible Supply Chain and Supplier Diversity Policy is an expression of our commitment to integrate these principles into our supply chain relationships and towards building long-term environmental, social, and economic opportunities for diverse businesses. This commitment is manifested in our internal activities and processes, as well as through the organizations we engage with externally. Integrity and ethics govern all our supplier partnerships, while also supporting and encouraging the aspirations of diverse businesses.

## Infosys Supplier Code of Conduct

Infosys is proud of the way it conducts its business and has always been a company with a strong commitment to ethical business practices and sustainability. We encourages our suppliers to join in this commitment, based on a shared set of values and principles. We pursue mutually beneficial relationships with our suppliers and seek to work with businesses that are committed to act fairly and with integrity towards their stakeholders, observing the applicable rules of law. The Supplier Code of Conduct (SCoC) draws inspiration from the Infosys Code of Conduct and Ethics and the principles of the UNGC. It provides a detailed account of material topics that we are focused on to nurture and sustain responsible supply chains. As part of the onboarding process, all vendors must accept the Infosys SCoC. This is tracked diligently by the procurement team. Violations to the Supplier Code, can be reported through http://oic.infosys.com and the Infosys Helpline numbers, whistleblower@infosys.com and vendorincident@infosys.com. There were no supplier complaints in fiscal 2024.

## Screening before empanelment

As part of the pre-contract and evaluation, we perform exhaustive due screening of suppliers in sanctions, corruption, financial crimes, litigations, and ESG at the time of onboarding with the help of a third-party tool. This assessment covers compliance, adverse media, information security, physical security, and sustainability, based on the type of vendor. We onboarded 2,404 new suppliers in fiscal 2024. Additionally, we have incorporated ESG criteria into the supplier onboarding process. We have incorporated ESG screening criteria for vendors onboarded through the online mode. During the fiscal year, 887 suppliers were onboarded online, and 68.4% of these suppliers were screened using a third-party tool.

## Local procurement

Our centralized procurements are in India, but we engage with local suppliers for local needs across geographies. We track and report diverse spends and make this information available to our clients on request. The proportion of spending on local suppliers (in India) was about 25+% in fiscal 2024. We did not have any significant actual and potential negative environmental and social impacts in the supply chain. In fiscal 2024, we expanded our India operations to Kolkata, Noida, Coimbatore, and Visakhapatnam.

**23,447 contract staff engaged**

## Supplier engagement

Sambandh is our biannual supplier meeting. Our theme at Sambandh was 'Sustainable procurement through engagement'. Over 700 suppliers engaged in Sambandh across locations in India through fiscal 2023 and fiscal 2024. The engagement included workshops and discussions on the principles contained in the Infosys SCoC and ESG-compliant procurement practices.

## ESG assessments

As of fiscal 2024, we have covered 328 suppliers through this assessment. The assessments cover governance, ethics and compliance with law, fair business practices, labor practices and human rights, health and safety, and environment. The assessment is based on a protocol which leverages the Infosys SCoC, ISO 26000, Global Reporting Initiative (GRI), United Nations Human Rights Council (UNHRC), Ethical Trading Initiative (ETI) and other international frameworks. The Infosys SCoC



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leverages the UNGC principles including protecting and upholding internationally proclaimed human rights, treating all persons with respect and dignity while safeguarding their rights, the elimination of forced and compulsory labor, the abolition of child labor in the supply chain and strong corporate governance practices including anti-corruption and anti-bribery and promoting fair business practices across the supply chain. During the assessment no actual and potential negative environmental and social impact identified in the supply chain.

**We have completed ESG assessments of 328 top suppliers as on March 31, 2024**

## Deepening our responsible supply chain commitment

In fiscal 2024, we onboarded a third-party managed services provider to help assess our suppliers and guide their efforts in incorporating responsible business practices in their organizations. This program includes supplier assessments on a globally consistent framework along with industry benchmarks, supplier self-assessments through a questionnaire-led approach and capacity-building programs. This effort is expected to enable us to baseline supplier performance on ESG, encourage sharing of best practices and engage actively on improvement opportunities, if any.

## ESG learning channel for suppliers

We launched a dedicated learning channel for our suppliers on Infosys Springboard. The portal contains ESG learning and best practices and provides learners an opportunity to discuss, ideate, and engage on ESG topics.

*ESG learning channel for Suppliers*

## Decarbonizing the supply chain

Infosys has been a leader in climate action for many years due to its bold action in mitigating climate change impacts. Our ambitious ESG Vision 2030 and signing of The Climate Pledge aiming to be net zero by 2040 are important actions in this endeavor. We have been disclosing environmental information through the Carbon Disclosure Project (CDP) since 2006 and remain on CDP's leadership quadrant for the eighth year in a row. Our Science Based Target Initiative (SBTi) endeavors to reduce our environmental impact, mitigate risk and, promote environmental stewardship in our operations, including our supply chains. To meet these ambitious goals, Infosys expects its supply chain partners to align with the Company's environmental vision and ambitions. To support our suppliers' efforts for early adoption, we organized in-person four training sessions for suppliers representing a large part of our capex in fiscal 2024 on climate change and the knowledge required to facilitate accurate climate change disclosures including best practices in monitoring, maintaining, and improving data capture methodologies, emissions monitoring as well as calculation techniques applicable to the organization. The workshops leveraged Infosys' benchmark practices in environmental sustainability while offering learners an opportunity to experience our campuses, referred to as 'living labs' for clean technologies.

For more information please read the section on Climate Change in this ESG Report.

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# Integrity and compliance

The Ethics and Compliance Program at Infosys has two key objectives – to uphold and ensure the values of integrity and transparency and to assure enterprise-wide regulatory compliance.

Integrity is key to nurturing a responsible business. Beyond regulation and stakeholder attention, there is a growing recognition that good behavior is good for business. At Infosys, our commitment to a value-based ethos is enshrined in our Code of Conduct and Ethics.

Our values are the principles we use to run the Company daily and are the source of our Code of Conduct and Ethics. Our values are the foundation of everything we do and are encapsulated in the acronym C-LIFE (Client value, Leadership by example, Integrity and transparency, Fairness and Excellence).

## Code of Conduct and Ethics

We firmly believe that following the highest standards of business conduct and ethics helps us run our business responsibly. Our Code of Conduct and Ethics ("the Code") helps us maintain the highest ethical standards for our employees.

It complies with the legal requirements of applicable laws and regulations, including anti-bribery and anti-corruption and ethical handling of conflicts of interest. It also highlights expectations from our employees. The Code is signed off by the Board and the Office of Integrity and Compliance is the custodian of the Code. Our business partners acknowledge and comply with the Supplier Code of Conduct.

## Purpose statement

The Code now encapsulates our purpose statement:

> "To amplify human potential and create the next opportunity for people, businesses and communities."

## Reinforcing a culture of Compliance

### Digital version of the Code

We also have a digital version of the Code. It offers a user-friendly and easy-to-navigate audio-visual experiences that also allows access to specific topics in an interactive manner. The Code can be accessed on mobile devices as well. The digital version of the Code aims to help every employee understand the behavior we expect and the principles and values we uphold. We aim to continue to build a culture of compliance, where everyone feels they can do the right thing and prioritize legal and ethical choices. The digital version of the Code is available here.

### Training on the Code

Our employees and the Board members are trained on the Code. We have a Smart Awareness Quiz (SAQ), which includes training modules that employees are mandatorily required to undertake every year to renew their commitment to the Code. Our vendor partners were also trained on the Supplier Code of Conduct through various channels including live sessions during the vendor partner meet called Sambandh. We also have a detailed communication plan to use multiple channels of communication like emails, video messages, blogs, gamified assessments, and storyboards to spread awareness about various policies .

### #SwipeRightforIntegrity

#SwipeRightforIntegrity is an annual legal and compliance event organized by Infosys. The event brings together our leaders to reinforce our values of integrity, transparency, and good governance to build enduring relationships with our clients, employees, and partners. It has become a platform to create awareness and have an engaging dialogue with all stakeholders, and influence behavior and showcase the Infosys culture. This has taken forward the compliance and ethics program and created increased awareness of expected behavior .

### Local Compliance Officer program

To further raise awareness among our employees about ethical aspects globally, a Local Compliance Officer (LCO) network has also been created across the Infosys Group in collaboration with Office of Integrity and Compliance. The LCO network plays a crucial role, in promoting an organizational culture that encourages ethical conduct and a commitment to compliance with the law, regulations, and policies and helps in maximizing the impact of ethics-related communication and training.

## Statutory and regulatory compliance practice

Infosys has implemented a statutory compliance program covering a wide swathe of business enabling areas, covering units across the global locations. This program has ensured that entities set up, irrespective of the geography follow the law of the land not just during the initial set up of the unit but also while employing resources with their attendant payroll, social security, etc., remittance of the tax appropriate with the entity structure, ensuring local facilities are compliant with the prevailing regulations, global movement of professionals is executed within the remit of the law, obligations on topics around Cybersecurity, Anti-Bribery and Anti-Corruption, Anti-Trust, etc. are not just given due importance but are tracked, implemented and monitored on a regular basis. The program is monitored on a regular basis keeping pace with the growth of the organization globally.

In addition, Infosys set up a regulatory compliance program to centralize, track and monitor the implementation of compliances stemming from client engagements. Industry vertical compliances across eight verticals have been scoped, implemented, monitored for effectiveness topped up with an overview of new compliances on the horizon. The program set up with the assistance of an industry-leading consulting firm ensured that Infosys complies with all the applicable laws and regulations ensuring adequate governance across the industry spectrum. In the next phase, Infosys plans to initiate coverage on additional verticals and countries increasing the scope of the program. Infosys BPM is also scheduled to be covered as part of the regulatory compliance program ensuring adequate governance not just across Infosys but its subsidiaries as well.

## Anti-Bribery and Anti-Corruption (ABAC) practices and policy

Our ABAC practices and policy is reviewed by the Management at regular intervals.

With an evolving landscape, Infosys is committed to a responsible ABAC risk management framework to demonstrate a comprehensive risk management program to reduce the risks by regularly assessing risk in alignment with its growth strategies, and to drive an ethical and risk intelligent culture, to increase the certainty of business outcomes.

Risk assessment for bribery and corruption is done periodically and the criteria used include business units / internal departments, location, and the Corruption Perception Index (CPI) of countries, among others.



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SOCIAL

GOVERNANCE

Performance on governance goals
Corporate governance
Data privacy
Information management

## Anti-competitive practices policy

The Anti-Trust Policy states the objective, scope, applicability, and regulatory consequences. This policy encompasses the three aspects of anti-trust law bordering on: (i) abuse of dominance; (ii) anti- trust; (iii) merger control. The policy is reviewed periodically by the Management for its appropriateness and applicability. In addition to the policy being setup, training is provided at regular intervals to colleagues and / or teams which form part of the high-risk group for better awareness.

## Export control policy

The export control policy describes Infosys' export control program and is reviewed periodically by the Management. The export control program protects the Company and its employees from potential risk of violation of sanctions prescribed under export control regulations and facilitates business expansion in accordance with these regulations. All our customers and vendors are screened against various sanctions to ensure that we are compliant. As part of the program, training modules, and awareness campaigns are rolled out to relevant employees to ensure that they are aware and are compliant with export control laws.

We have a self-assessment and certification program in place for anti-bribery and anti-corruption, anti-trust / anti-competition, and export control.

## Whistleblower policy

The Infosys Whistleblower Policy is a comprehensive and well-designed mechanism that encourages employees, vendors, customers, and any other stakeholders to report any unethical conduct, violation of applicable laws or the Company's Code of Conduct and Ethics occurring within the Company. With strict confidentiality measures and multiple reporting channels, the policy ensures that whistleblowers are protected from any retaliation. The Company reviews all complaints impartially and takes appropriate action, as applicable, while providing regular communication to ensure awareness about the policy. The Infosys Whistleblower Policy is a testament to the Company's commitment to transparency, accountability, and responsible corporate citizenship.

## Use of technology for effective compliance monitoring of controls

We have leveraged Artificial Intelligence (AI) and Machine Learning (ML) technology to review and identify exceptions in compliance and Anti-Bribery and Anti-Corruption controls.

### Compliance proof-testing

Infosys implemented a statutory compliance program covering 80 countries and 14 regulatory areas across major business enabling functions in September 2018. The program instituted a self-assessment of the compliance status against a compliance framework with a maker checker process built into it alongside enabling the creation of a repository of compliance proofs against self-assessment.

Through aggregating compliance proofs across countries and regulatory areas, Infosys designed an OCR-based technology to scan the proofs and validate if the proofs corroborate the compliance status.

The technology was further leveraged to combine it with a rule engine testing compliance control around timeliness and accuracy of the compliance proof uploaded.

### Anti-Bribery and Anti-Corruption (ABAC) program

Infosys develops and manages multiple office facilities and collaborates with multiple vendors / service providers during various phases of construction. Infosys engages with vendors for infrastructure development, facility maintenance and physical security. Sometimes, services to be obtained include permits, licenses, approvals, marketing activities / expenses, awareness campaigns and liaising with the authorities for filings and reporting requirements.

Infosys has implemented controls in procurement systems to ensure appropriate proof of service by vendors is submitted, reviewed, and approved before payments are released. The systems also monitor the process of requisitioning, purchasing, receiving, paying, and accounting for goods and services, from the point of order through to payment. These are the controls implemented, by reimagining system logic and using AI and ML techniques:

- Traceability of transactions at initial procurement stages through user declaration and OCR technology.
- Trail of documentation to substantiate various milestones and proofs of services availed.
- Built-in escalation matrix to ensure timely approval of red flags identified for appropriate resolution and action.
- Tracking of potential red flag indicators through keyword searches and OCR technology before raising procurement request and payment processing.
- Periodic assessments of transactions on sample basis considering factors such as high-risk vendors / transactions.

In addition, digitized self-assessment and certification is also rolled out as part of monitoring and controls.

Ethisphere recognizes Infosys among
**2024 World's Most Ethical Companies®**
for the fourth consecutive year

### Grievance redressal

Our grievance redressal mechanisms are articulated in the Infosys Code of Conduct and Ethics including a Whistleblower mechanism with non-retaliatory clauses for all stakeholders.

Additionally, employees and contractual staff have access to robust resolution hubs. Suppliers are advised of grievance redressal mechanisms through the Supplier Code of Conduct which they mandatorily sign.

Employees, as important stakeholders, provide their feedback on a variety of topics on engagement through the periodic pulse survey. This offers them an opportunity to share feedback on the design, review and improvements to grievance mechanisms. Infosys is committed to providing a safe and positive work environment. Employees also have access to forums where they can highlight matters or concerns faced at the workplace. This is achieved through grievance resolution mechanism comprising resolution hubs. Read more



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# Engaging with stakeholders and earning trust through transparent communication

Effective stakeholder engagement allows us to proactively consider our stakeholders needs and translate them into specific actions and helps inform decisions while building mutually beneficial relationships.

Our stakeholder groups are investors / shareholders, clients, employees and sub-contractors, suppliers / partners, governments / regulators and the community at large. Click here to view more

## Global engagements

### Economist Impact:

In 2021, Infosys and Economist Impact entered a strategic partnership with the shared purpose of building a digital platform, The Sustainability Project (TSP) that advances sustainability solutions.

TSP, developed by Infosys, leverages our expertise in digital innovation and transformation to deliver insights and data-powered solutions across the globe. It serves as a best-in-class destination for content focused on sustainability. Since its launch, the platform has welcomed over one million unique visitors and today, the platform hosts original interviews with Bill Gates, Emmanuel Faber, Patricia Espinosa, and Ellen Jackowski on topics such as climate change, scope 3 emissions, social justice, e-waste and more. TSP has also won some of the most coveted awards, including Webby Awards and World Media Group Awards in both 2022 and 2023.

In 2023, as part of TSP, we introduced the Value Chain Navigator (VCN), an open digital platform designed to change the way you understand, manage, and reduce your company's scope 3 emissions. Within VCN, anyone can explore the world of scope 3 via seven 'levers' where each lever represents a different area of business action, such as business model innovation, product design and investment strategy.

### The Economist Educational Foundation

The Economist Educational Foundation's (TEEF) mission is to empower disadvantaged children with the knowledge and skills they need during times of complex social and environmental challenges, misinformation, and polarization. By supporting passionate teachers, TEEF enables children to join inspiring discussions about news, which teaches them to think critically, communicate effectively and understand the world.

In our second year of partnership, TEEF has created a free online teacher-training course to support teachers to bring discussions about news into their classrooms, accessible through Infosys Springboard. The course empowers educators to facilitate meaningful discussions about news; how to manage discussions about sensitive and complex topics; tips for developing the essential skills to build new literacy; and a toolkit of ideas for student-led discussions within the classroom.

### World Economic Forum (WEF)

Infosys has had a 24-year strategic-level partnership with the World Economic Forum (WEF). Key ESG initiatives undertaken with the forum include:

- Infosys is a founding business partner of WEF's Reskilling Revolution initiative that aims to provide one billion people with better education, skills, and jobs by 2030. Infosys integrated the Pathfinders Online Institute with the initiative.
- Infosys is part of WEF's Alliance of CEO Climate Leaders community, a CEO-led community committed to raising bold climate ambition and accelerating the net zero transition by setting science-based targets, disclosing emissions and catalyzing decarbonization and partnerships across global value chains. Alliance members know that limiting global warming to 1.5 °C requires significant collaboration and shared responsibility between the private and public sectors and are ready to work side by side with governments to accelerate the transition to net zero. As part of this community, we signed an open letter for world leaders at COP28 committing the same.

- Infosys is a key member of the Chief Diversity and Inclusion Officers Community. It is a signatory of Partnering for Racial Justice in Business, a global coalition of organizations and their C-suite leaders committed to leveraging their individual and collective power to build equitable and just workplaces for professionals with under-represented racial and ethnic identities.

### At the WEF Annual Meeting 2024

- Salil Parekh, Infosys CEO &MD, participated in a plenary session on "Moving Forward with the Energy Transition". Security, Equity, Sustainability - the imperatives of an effective energy transition are constant but achieving them remains elusive in an environment marked by economic and geopolitical shocks. The session covered details on how can the business, economic and societal case be strengthened to create sufficient momentum for energy 2.0, as the urgency of achieving a low-carbon economy grows. Link here
- Inderpreet Sawhney, Infosys General Counsel and Chief Compliance Officer, participated in a public discussion on good corporate governance and the long-term view. Good corporate governance necessitates strong leadership from Boards and the C-suite, extending beyond shareholder interests to encompass a broader stakeholder perspective. The speakers discussed ways on how leadership can guide organizational strategy to factor in the interests of employees, consumers, and supply chain, moving beyond a sole focus on short-term profits.
- The highlight of our participation was the discussion between Nandan Nilekani, Infosys Chairman, and Bill Gates, Co-chair, Bill & Melinda Gates Foundation, and Founder, Breakthrough Energy and TerraPower on the topic of 'Navigate the New World Disorder'. Programmed by Economist Impact, this event explored upcoming



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trends and pressures on business, governments and society, and how leaders can navigate this uncertain and new territory.

Sustainability is embedded into the fabric of Infosys. Our presence at Davos 2024 was completely carbon neutral. All avoidable emissions were offset with the use of sustainable methods and materials. For unavoidable emissions, Infosys invests in certified Gold Standard carbon offsets. We also had a session in partnership with Economist Impact on 'Emission Impossible - Decarbonizing business models for sustainable growth' that explored how companies can engage in strategic business transformation to move from net-zero pledges and targets to implementation.

During the WEF Annual Meeting, Brand Finance, in association with Infosys, hosted a panel discussion with global brand leaders on the topic 'The role of sustainability in rebuilding trust' and shared the latest trends and insights from the winning brands in their study. At Davos, Infosys and Street Child hosted an Education House. Together, they brought an esteemed panel from the private sector, civil society, and government to discuss and act on how we can innovate education and make it accessible to all children.

## ESG campaigns

### #ESGIsAnOpportunity

At Infosys, we believe ESG consciousness is about creating a sustainable business where we care about including more people in our vision so we can drive value together, while at the same time, fostering social impact, promoting stakeholder engagement, emphasizing ethical governance, and unlocking investment and market opportunities. This is encapsulated in our purpose statement – to amplify human potential and create the next opportunity for people, businesses, and communities. We believe ESG is an opportunity – an opportunity to contribute to a more sustainable, inclusive, and prosperous society. This philosophy shapes how we interact with stakeholders through communication. Read more Infosys - ESG

### #SpotItToStopIt

#### Unmasking unconscious gender bias

Infosys launched its global gender-diversity campaign, #SpotItToStopIt, which addresses unconscious gender bias at workplaces. It highlights how microaggressions, ranging from tokenism to mansplaining and benevolent sexism chip away at women's confidence and hold them back.
The campaign comprising a series of films, a generative AI-powered pledge, and interviews from leaders, helps us learn to recognize such biases, equip ourselves to challenge them, and change them effectively. More here: https://www.infosys.com/about/diversity-inclusion/spotittostopit.html

### #IAmFutureReady

#### Empowering life-long learners to springboard to the future

In the perpetually growing digital landscape, it's crucial to ensure that resources are accessible and available equitably to individuals, businesses and communities. Infosys Springboard is unlocking the doors to world-class digital education and democratizing learning for the leaders of tomorrow. Our campaign, #IAmFutureReady shines the spotlight on how students and teachers are leveraging Infosys Springboard to unlock their potential and to springboard to their next opportunity. The campaign features real people, their learning journeys on Infosys Springboard, and how it is enabling them to become ready for the future. More here: https://www.infosys.com/about/esg/esg-opportunity/springboard.html

### Our performance on global ESG assessments in fiscal 2024

The Company has been recognized for its efforts to consistently demonstrate commitment to sustainability, ethical leadership, and responsible business practices.

- Infosys was conferred an AA rating in the MSCI ESG ratings. The MSCI ESG ratings measure ESG performance, including the management of financially-relevant ESG risks and opportunities, of companies worldwide.
- Infosys is also a forerunner in driving climate action across its operations. It has been recognized for leadership in corporate transparency and performance on climate change by the global environmental non-profit CDP, securing a place on the CDP annual A List in 2022. This is the eigth year in a row that Infosys has been featured in the leadership category under the CDP Climate Change disclosure - a testament to Infosys' climate action efforts, including climate-related risk management, mitigation initiatives, transparent disclosures on emissions, and emission reduction initiatives across the supply and value chain.
- For the seventh year in a row, in 2023, Infosys is listed on the Dow Jones Sustainability Indices (DJSI), a leading benchmark for corporate sustainability.
- In their latest ESG Risk Ratings, Sustainalytics recognized Infosys as an industry-wide and regional toprated ESG performer. Sustainalytics is a renowned independent ESG and corporate governance research, ratings, and analytics firm.
- EcoVadis, a globally acclaimed ratings platform for corporate social responsibility and sustainable procurement, recognized Infosys with a Gold medal for CSR practices. Infosys has been a recipient of EcoVadis Gold for over eight years now.



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# Data privacy



## Evolving notion of privacy

Today, there is a much greater adoption of digital and emerging technologies in everything we do. The increased adoption of tools and technologies that we use at work have brought in a great deal of operational ease and efficiency, making life much simpler but at the same time, digital data processed as part of adoption of these tools and technologies is prone to data privacy threats and data leakages due to ease of information dissemination. This has led the authorities across the world to enforce stricter DP regulations demanding greater accountability from organizations, to ensure that the controls are not intrusive when deployed. At Infosys, the Data Privacy Office (DPO) an independent function, ensures right balance careful balancing before deploying them.

With AI evolving at rapid pace, various existing privacy laws already regulate AI systems to a considerable extent in applications processing personal information. Principles of AI like transparency, fairness and non-discrimination, explainability and human oversight are related to specific individual rights and provisions of corresponding privacy laws.

## Approach to sustained DP compliance

Infosys established its independent Data Privacy function over a decade ago. Reporting directly to the Management, this function leverages the globally-recognized PIMS (Privacy Information Management System) framework. Through fiscal 2024, we ensured compliance with applicable DP regulations for all business enabling processes and applications, as well as client project execution.

Our Data Privacy Policy, published on the company intranet, clearly demonstrates the top management commitment to DP across all Infosys operations, including those involving service providers. To ensure complete transparency, we provide privacy notices at the point of data collection for both internal and external data subjects. Additionally, the privacy statement for external data subjects is readily available on the Infosys website. All privacy notices and statements are regularly updated to reflect any changes in personal data processing or applicable data protection regulations. Personal Information Privacy Statement | Infosys

## DP governance framework

At Infosys, the Data Privacy Office plays the role of architect and checker, while business enabling functions and units are the makers, with independent audits being carried out periodically by our Quality team and external bodies. Quarterly senior management reviews ensure adequate oversight.

- **Privacy Sub-Council**
  (Comprises nominated individuals from business enabling functions)
- **Data Privacy Council**
  (Comprises heads of business enabling functions and business units)
- **Legal Compliance and Risk Council**
  (General Counsel, CFO and CRO are key members)
- **Risk Management Committee**
  (Chaired by an independent director)

## Aspirations in data privacy

We make every effort to protect the personal information that comes under our purview. Our data privacy compliance framework is based on ISO 27701 with inputs that include convergence of international best practices, client-prescribed requirements, and applicable data privacy regulations across geographies.

## Adopting internationally accepted protocols

We are among the first few organizations globally, to have our framework certified with accreditation, for ISO 27701 privacy information management standard. The coverage for this certification is being enhanced across Infosys centers worldwide in a phased manner.

## The EPIC program

Anticipating the need to make privacy an integral part of any process or application dealing with personal data, an organization-wide strategic initiative named EPIC (Embedding Privacy by design into Infosys Culture) was rolled out in early 2022 by the Data Privacy Office in collaboration with quality and delivery functions. EPIC is a framework for embedding privacy in the architecture and design stage itself and then throughout the software development lifecycle while designing and developing digital solutions.

This EPIC program focuses on enabling the software development community at Infosys to engineer the 7 Privacy by Design principles into their software development process using privacy design strategies, design patterns and PETs (Privacy Enhancing Technologies).

## Vendor DP guidelines

Vendor data privacy management of our extended entities has assumed strategic significance in the current scenario of third-party risks, given the increasing volume of data breaches, and enterprise dependency on outsourcing including cloud service providers. Suppliers present difficult and unique privacy and cybersecurity challenges. Compliance with diverse data protection laws across the world requires an effective mechanism for managing supplier-related risks to Infosys. We have published comprehensive guidelines for suppliers / vendors to ensure that they adhere to strict obligations imposed by contracts and applicable laws of the land, during their engagement with Infosys and its subsidiaries. The Infosys Supplier Code of Conduct is mandated across all essential suppliers involved in processing of personal data, along with necessary data processing clauses that are consented to prior to their onboarding. Assurance is further demonstrated through due diligence and annual assessments.



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ENVIRONMENT

SOCIAL

GOVERNANCE

Performance on governance goals

Corporate governance

Data privacy

Information management

## Incident and breach management

Infosys has implemented robust mechanisms to detect, assess, contain, and manage data privacy incidents and breaches, with well-defined processes and procedures to respond to them within defined timelines in accordance with the laws of the land. We have a dedicated team of data privacy professionals who oversee the incident management process and coordinate with the relevant stakeholders, such as the business units, the information security team, the legal team, the communications team, and the external service providers. We also have a network of data privacy champions and coordinators across the organization who act as the first point of contact for reporting and escalating any data privacy incidents or breaches. If an incident or a breach is determined to be of high impact, and / or if the law of the land mandates, such incidents or breaches are notified to the impacted data subjects and / or the supervisory authority. The notification includes the nature and extent of the incident or breach, the measures taken to mitigate the risks and prevent recurrence, and the contact details of the data privacy officer or the data protection officer. We also provide the data subjects with the necessary guidance and support to protect their rights and interests. We continuously monitor and evaluate the effectiveness of our data privacy incident management process and implement corrective and preventive actions to improve our data privacy posture. We also incorporate key learnings from incidents in privacy awareness stories and tips sent to employees. Incidents of high and critical nature are reported to the incident disclosure committee, consisting of senior leaders including the CEO. Infosys has zero tolerance for any breaches, which, in addition to appropriate preventive measures, are controlled through effective deterrent mechanisms including stringent consequence management.

In fiscal 2024, there was one substantiated complaint received concerning breach of customer privacy by external parties.

## Data subject rights management

Data subject rights, which have become an intrinsic part of data privacy laws in many countries, are legal rights enjoyed by the data subject. These rights are legally enforceable, but never absolute, with numerous interrelated and, at times, overlapping exceptions to be considered. This makes the fulfilment of data subject rights a complex exercise in the current enterprise setting, where data subjects as well as data in structured and unstructured formats are spread across systems and servers in multiple geographies with diverse regulatory regimes. Infosys has established necessary procedures and processes to optimally respond to such data subject rights requests within the legally stipulated timelines across Infosys locations, including subsidiaries.

## Raising DP awareness through campaigns and events

Every year, we celebrate the Data Privacy Day by hosting engaging interventions and diverse online interactive events like crosswords, quizzes, Pictionary, chat with DPO and messages from senior leaders to spread awareness. The events span over several months and rewards are offered to promote employee participation. Additionally, monthly awareness mailers in the form of privacy tips and scenarios reflecting changing threats are also sent organization wide to strengthen awareness. We conducted International Privacy Symposium 2022, a virtual conference organized by the Infosys Data Privacy Office in association with IAPP and ACC, where participants included global privacy leaders, CPOs, experts from academia and global frontline practitioners to reflect on key trends, challenges, and best practices. Some of the sessions organized as part of this included privacy engineering, anonymization, privacy-preserving synthetic data, AI, data ethics and human behavior, privacy standards, data subject rights and other emerging areas. A similar symposium is proposed to be organized in 2024 in collaboration with international bodies.

All employees and sub-contractors must also mandatorily complete privacy awareness quiz annually, the questions and scenarios are tailored based on their respective roles.

## Driving DP thought leadership

In this constantly changing privacy threat landscape, Infosys DPO recognizes the need for regular engagement with industry and government bodies to shape the future of data privacy. Towards this, it actively participates in various initiatives with industry forums and standard bodies globally, contributing to developing DP frameworks, policies, and standards. Infosys CPO is the co-editor for ISO and IEEE standards related to privacy engineering, management, and privacy in emerging technologies, some of which have been published while others are being developed. Such emerging technologies include AI, digital twins, Metaverse and ZKP (Zero Knowledge Proof).

Senior leaders from the DPO regularly speak in conferences of international repute, and actively engage with government bodies to help shape policy / regulations.



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# Information management

GOVERNANCE

Infosys Cybersecurity is an amalgamation of the strategy that supports our cybersecurity framework - SEED - and a strong cyber governance program driven through the Information Security Council.

The strategy is designed to minimize cybersecurity risks and align to our business goals. It focuses on proactive enablement of business, besides ensuring continual improvement in the compliance posture through effective monitoring and management of cyber events. We believe that an effective security culture would complement our cybersecurity objectives by reducing enterprise risks. The Infosys Cybersecurity Program ensures that required controls and processes are implemented, monitored, measured, and improved continuously to mitigate cyber risks across domains.

**Infosys is committed to:**

- Protect the confidentiality, availability, and integrity of information assets from internal and external threats.
- Ensure and maintain stakeholders trust and confidence about cybersecurity.

**The executive cybersecurity governing body is in place to direct and steer:**

- Alignment of cybersecurity strategy and policy with business and IT strategy.
- Value delivery to stakeholders.
- Assurance that cyber risks are being adequately addressed.

## Approach

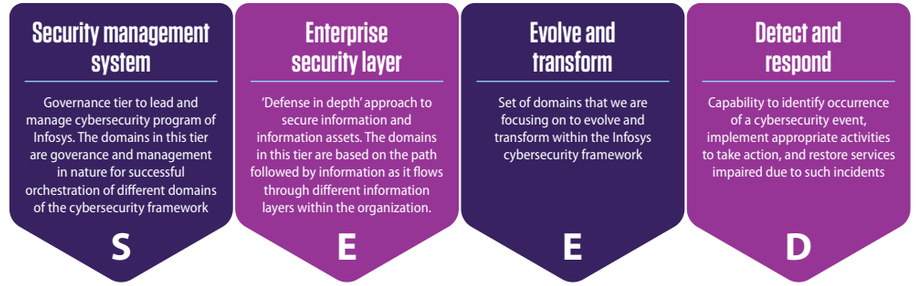
| WHAT | SECURE BY DESIGN | SECURE BY SCALE | SECURE THE FUTURE |
|---|---|---|---|
| WHY | • Maximize visibility<br>• Minimize risk<br>• Early engagement | • Optimize cost<br>• Amplify reach<br>• Rapid development | • Innovate faster<br>• Deliver value<br>• Thought leadership |
| HOW | • Awareness and culture<br>• Security architecture<br>• DevSecOps<br>• Intuitive dashboards<br>• Compliance | • Platforms and accelerators<br>• Integrated and optimized<br>• Automation<br>• Managed security service<br>• Academic collaboration | • Competency building<br>• Research and innovation<br>• Co-created partner solution<br>• Emerging technologies |

## Cybersecurity strategy and governance

The high-level objectives of the cybersecurity program at Infosys are:

1. Proactive business security and employee experience
2. Continuously improve security posture and compliance
3. Effective management of cyber events and
4. Building a security culture

The Infosys' cybersecurity framework - SEED - is built based on leading global security standards and frameworks such as the National Institute of Standards Technology (NIST) cybersecurity framework and ISO 27001, and is structured around these areas:




The framework also entails a comprehensive cybersecurity maturity model, which helps to ascertain the cybersecurity maturity as well as benchmark against industry peers on an ongoing basis.

This helps in continued oversight and commitment from the Board and senior management through the Information Security Council (ISC) and the Cybersecurity sub-committee.

In keeping with the 'defense in depth' philosophy, we have deployed several layers of controls to ensure that we keep our and our client data secure.



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## Cybersecurity management and reporting

The cybersecurity practices at Infosys have evolved to look beyond compliance. The comprehensive cybersecurity metrics program has been contributing to the continuous improvement of the existing security practices and integration of cybersecurity with the business processes.

Information management, being an essential part of good IT governance, is a cornerstone at Infosys and has helped provide the organization with a robust foundation. There is a concerted effort from the top management to our end users in the development and implementation process. Additionally, care is taken to ensure that standardized policies or guidelines apply to and are practical for the organization's culture, business, and operational practices. Cybersecurity requires participation from all spheres of the organization. Senior management, information security practitioners, IT professionals, and users have a pivotal role to play in securing the assets of an organization. The success of cybersecurity can only be achieved by full cooperation at all levels of an organization, both inside and outside and this is what defines the level of commitment here at Infosys.

As a final level of defense, we undergo many internal audits as well as external attestations and audits (e.g.: SSAE-18, ISO 27001) as well as client account audits to assess our security posture and compliance against our obligations on an ongoing basis.

There was one substantiated cybersecurity incident reported in fiscal 2024.

## Our industry contributions and thought leadership

Infosys promotes cybersecurity through various social media channels such as LinkedIn, Twitter, and YouTube, sharing our point of views, whitepapers, service offerings, articles written by leaders, their interviews, and podcasts through our corporate handles providing thought leadership. In addition to this, we work with analysts such as PAC Group and industry bodies such as Data Security Council of India, Information Security Forum etc. to create joint thought leadership that is relevant to the industry practitioners. Our niche report "Invisible tech, Real impact.", based on a study done in partnership with Interbrand (a top brand consultancy firm) estimates the impact on brand value due to data breaches. We also host various global chapters of the Infosys CISO advisory council regularly that aims to be a catalyst for innovation and transformation in the cybersecurity domain. The distinguished members of the council collaborate to discuss, strategize, and prepare roadmaps to address the current security challenges of member organizations and help decipher the evolving industry trends.

## Vulnerability management

The vulnerability management program at Infosys follows best-in-class industry practices coupled with top-notch processes that have been evolving over the years. The rich experience of deftly managing end-to-end vulnerability life cycle of the Infosys network and the constant hunger to stay abreast of the latest tools, technologies and related market intelligence have acted as a catalyst in fortifying the overall vulnerability management program.

A robust enterprise vulnerability management program builds the foundation for healthy security hygiene of an organization. The following practices have been put in place at Infosys for:

1. Real-time asset discovery followed by instantaneous identification of vulnerabilities, misconfigurations, and timely remediation.
2. Automation of vulnerability management, configuration compliance, security assessments and review for assets, applications, network devices, data, and other entities in real time.
3. Close coupling of detection and remediation processes; auto prioritization to reduce the turnaround time for closure of detected vulnerabilities.
4. Continuous monitoring of all public-facing Infosys sites and assets for immediate detection of vulnerabilities, ports, or services.
5. Regular penetration testing assessments and production application testing for detection and remediation of vulnerabilities on a real time basis.

The vulnerability remediation strategy of Infosys focuses on threat-based prioritization, vulnerability ageing analysis and continuous tracking for timely closure. We have successfully eliminated the ticketing system for vulnerability tracking by establishing a continuous detection and remediation cycle, where the IT teams are enabled and onboarded onto the vulnerability management platform. A cybersecurity awareness culture is nurtured, and teams are encouraged to proactively remediate the vulnerabilities reported on their assets or applications.

## Supply risk management

A comprehensive supplier security risk management program at Infosys ensures effective management of potential security risks across the various stages of supplier engagement. The process comprises:

- Categorization of the suppliers based on the nature of the services provided and the sensitivity of the data involved.
- Defining standardized set of information security controls as applicable to each category of supplier.
- Defining, maintaining, and amending relevant security clauses in the supplier contracts as applicable to each category of supplier.
- Due diligence, security risk assessment for effective management of the information security risks associated with suppliers.

Defining and monitoring of key security metrics for suppliers (e.g., background check, security awareness training completion, timely interventions regarding information security incidents etc.) threat intel tracking, and governance further strengthen the Infosys supplier security risk management program.

## Cybersecurity skill management

With the increasing demand for cybersecurity jobs and a skilled workforce, Infosys has taken several measures to counter the cybersecurity talent crisis and skill, retain and diversify its security workforce in areas such as application security and secure development lifecycle.



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Infosys
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ESG REPORT 2023-24

Next Up.
The Next Opportunity.
To Grow Sustainably.

ENVIRONMENT

SOCIAL

GOVERNANCE

Performance on governance goals

Corporate governance

Data privacy

Information management

Cybersecurity team members undergo technical as well as behavioral trainings on an ongoing basis. Infosys internal training programs, as well as external bodies with cybersecurity subject matter expertise, are leveraged for the same with a strong focus on learning through the classroom as well as on-the-job trainings.

- Over 4,400 professionals underwent Purdue training on cybersecurity.
- Infosys utilizes its partnership with NIIT to have its professionals undergo a Cybersecurity Master's Program.

## Building, strengthening, and upholding a positive and sustainable cybersecurity culture

At Infosys, driving a positive and sustainable cybersecurity culture is one of the key constituents of our robust cybersecurity strategy. While we embrace top-notch tools and technology to bulk up our cybersecurity stance, the 'human factor' is equally an area of sharp focus for us. Various measures are in place to nurture a confident and empowered cybersecurity mindset, and we believe in democratizing security in its truest sense. We have embraced the Secure by Design (SbD) approach at an organizational level and offer multiple trainings / drive awareness on SecureSDLC, as part of this initiative. Diverse and proactive communication campaigns are driven across the organization by leveraging various awareness means / tools, including posters, advisories, emails, push messages, mandatory awareness quizzes, gamification, SME Cyber Talks, awareness sessions, videos, podcasts, fireside chats, panel discussions, focused social engineering awareness, security courses on the internal learning platform, thought leadership messages, surveys, annual cybersecurity week celebration etc. There is also an interactive 3D animated e-learning certification program that helps drive positive security behavior amongst the Infoscions.

## Innovations for our clients

### Infosys innovation-led offerings and capabilities

- Cyber Next platform-powered services help customers stay ahead of threat actors and proactively protect them from security risks. Our pre-engineered packaged and managed security services help monitor, detract, and respond by getting extensive visibility and actionable insight through threat intelligence and threat hunting. Our offerings ensure risk-based vulnerability management by providing a comprehensive single pane of glass posture view. We have made huge progress in the Cyber Next platform-powered service delivery through various modules - Cyber Watch, Cyber Intel, Cyber Hunt, Cyber Scan, Cyber Gaze, Cyber Compass, Cyber Central that ensure comprehensive Managed Protection Detection and Response (MPDR) for our global customers.
- Zero Trust Security architecture and solutions to navigate our customers to embrace zero trust security. Key innovation and offerings include Secure Access Service Edge (SASE) delivered as-a service. With SASE as-a Service, we ensure strengthened overall security through cloud delivered security controls and capabilities. Infosys innovation in policy standardization enforce controls ataccess level, accelerate rollout of service thereby reducing or eliminating legacy tools allowing our customers to reduce overall costs while enhancing end-user experience.
- Secure Cloud transformation with Cobalt assets drive accelerated cloud adoption. With Secure Cloud reference architecture and Secure by Design principle we ensure security is embedded as part of cloud strategy, design, implementation, operations, and automation.

## Industry recognition

- **Analyst recognition:**
  Positioned as a Leader- U.S, in "CyberSecurity - Solutions & Services 2021 ISG Provider Lens™ Study"
- **Client testimonies:**
  Infosys CyberSecurity services was recognized by two of our esteemed clients bpost and Equatex
- **Cummins and Infosys:**
  Securing Identities Together
- **Client testimonies:**
  Infosys provides Managed Protection, Detection and Response to bpost (Belgian Post Group)
- **Client testimonies:**
  Infosys secures MS Amlin's digital transformation journey
- **Analyst Testimonial:**
  Infosys is among the world's leading providers of Managed Security Services (MSS), says Frank Heuer, Cybersecurity Analyst at Information Services Group (ISG)
- **Analyst Rating:**
  Infosys positioned as a Leader in the ISG Provider Lens™ Cybersecurity – Solutions and Services 2023 for U.S.
- **Analyst Rating:**
  Infosys positioned as a Leader in the ISG Provider Lens™ Cybersecurity – Solutions and Services 2023 for Europe.
- **Analyst recognition:**
  Infosys CISO crowned as "The Cyber Express Cybersecurity Persons of 2023(India)"



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