SHARING AN EQUITABLE AND SUSTAINABLE DIGITAL FUTURE

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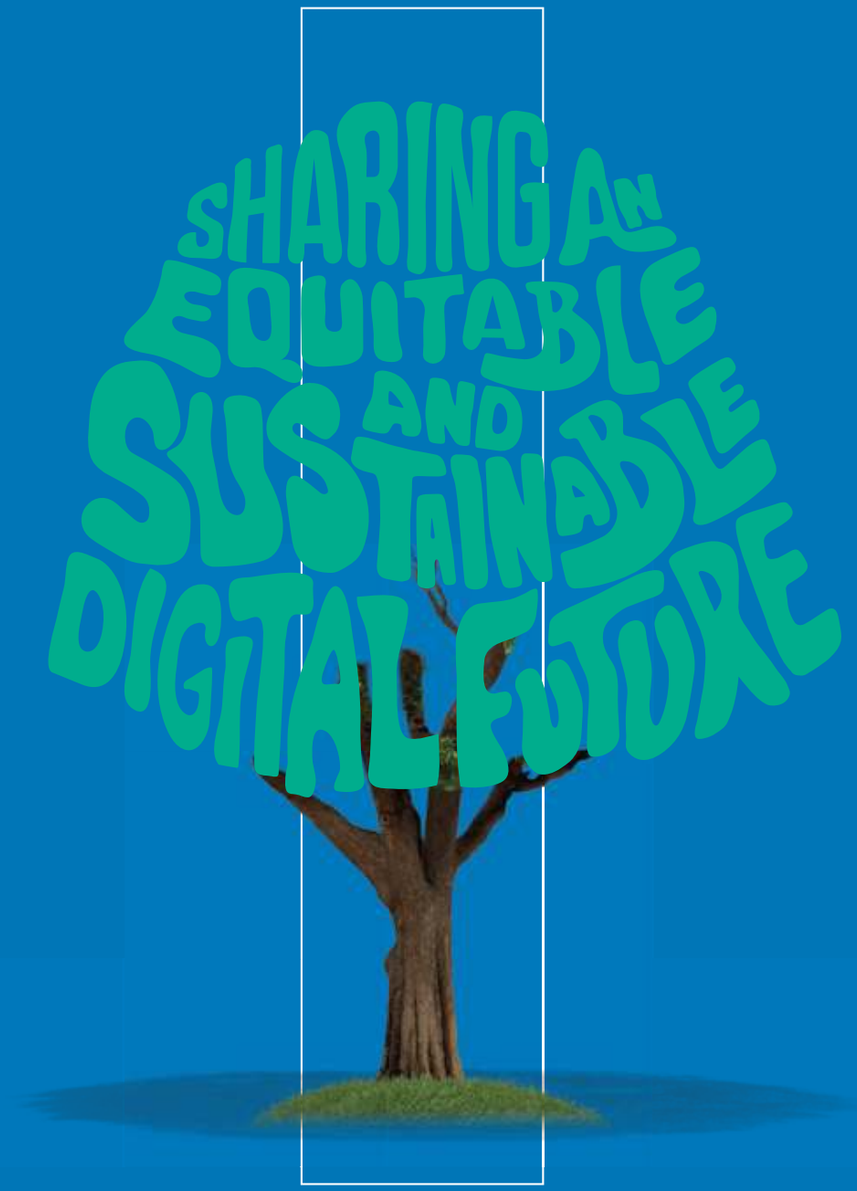

Infosys Limited
ESG Report 2021-22

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ESG REPORT 2021-22

How to navigate the report

We bring to you the Infosys ESG Report 2021-22 – an interactive PDF made to help you access information easily, whether that's to go to another page, section or website. The ESG disclosures consist of the ESG Report 2021-22 and the ESG Data book 2021-22

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 Annual Report, ESG Data book, the Corporate Responsibility microsite, and the Foundation websites.

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Download printable PDF of Infosys ESG Report 2021-22

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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).

SUSTAINABLE DEVELOPMENT GOALS

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Sharing an equitable and sustainable digital future

At Infosys, we advocate for the digital path –the digital path to sustainable and inclusive growth. We've always believed that there is no need for sustainability and productivity to be at odds when it comes to implementing the Fourth Industrial Revolution technologies ubiquitously and creating a digital future.

However, we are also keenly aware that the many conveniences ushered in by our digital embrace are not always equitable or sustainable. While the pandemic did accelerate all-round digital adoption, not all of us benefited. The crisis held a mirror to a long-standing issue: billions of people remain without the universal human right of internet access. And several million others lack the skills to build a life for themselves – when the way we work, learn and live is disrupted by digital. The environmental implications of this growing digitalization is not lost on us either.

The ESG Vision 2030 that we published in 2020, continues to serve as our roadmap to navigate forward. Join us as we review the progress we've made in fiscal 2022 in this ESG Report. Your constructive feedback and support means the world to us.

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ESG highlights

Reflecting on our journey so far

400 deep injection wells
across India's campuses, proving a combined recharge capacity of around 20 million liters

Built 35 lakes
across our campuses, holding 330 million liters of rainwater storage capacity

100%
recycling of waste water

Carbon neutral
3 years in a row

10.6 MWh / US$ mn
energy intensity for fiscal 2022

35 mn sq. ft.
of office space has smart automation system

1.8 mn learners
registered on Infosys Springboard, India

ISO22301:2019
Business continuity management standard certified

28.6 mn sq. ft.
of highest rated green building certification

48.9%
reduction in Scope 1 and 2 GHG emissions over the BAU scenario

ISO 14001:2015
Environment management standard certified

72%
the proportion of spending on local suppliers (in India) in fiscal 2022

60 MW
of total installed solar capacity

CDP Climate Leadership
6 years in a row

53.8%
of electricity for our India operations are from renewable energy

39.6%
women in the workforce in fiscal 2022

2.9 mn lives
impacted positively by Apthamitra app so far

ISO 45001:2018
Occupational health & safety management standard certified

92% local hires

51,900+ fresh graduates
were trained on 46 different specializations and deployed in projects in fiscal 2022

184,000 families
continue to benefit from our carbon offset programs

4,914,796
total number of training days in fiscal 2022

World's most Ethical Company
recognized by Ethisphere for the second year in a row

ISO 27701:2019
Privacy information management standard certified

ISO 27001:2013
Information security management standard certified

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Over the last 40+ years, Infosys has stayed true to the vision of the founders – to earn the respect of our stakeholders. It is no wonder then 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, since inception. This ESG report, in conjunction with our other publications, reflect our approach, journey and outcomes.

About this report

This Report provides information on our progress on 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 showcase the maturity of our sustainability management system and reporting practices and address the growing interest and expectations of our global stakeholders across environmental, social and governance dimensions.

Frameworks, guidelines and standards

This Report has been prepared in accordance with the GRI standards (comprehensive) and SASB standards. The ESG Data book contains our response to the Task Force on Climate-related Financial Disclosures (TCFD).

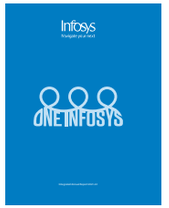
Approach to materiality

The universe of our material topics within the domains of Environmental, Social and Governance (ESG) is complex and multilayered, one that is deeply intertwined with the value we seek to create through our business for our stakeholders. We have also mapped our contribution to the Sustainable Development Goals (SDGs) through the Infosys ESG Vision 2030 document.

Assurance statement

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

Reporting suite



Infosys Integrated Annual Report 2021-22

Infosys ESG Vision 2030

Infosys ESG Databook 2021-22

Infosys Sustainability Microsite

Infosys Foundation Report 2021-22

Infosys Corporate Social Responsibility Microsite

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Infosys at a glance

Employees

314,015
Total number of employees

39.6%
Women employees

Revenues

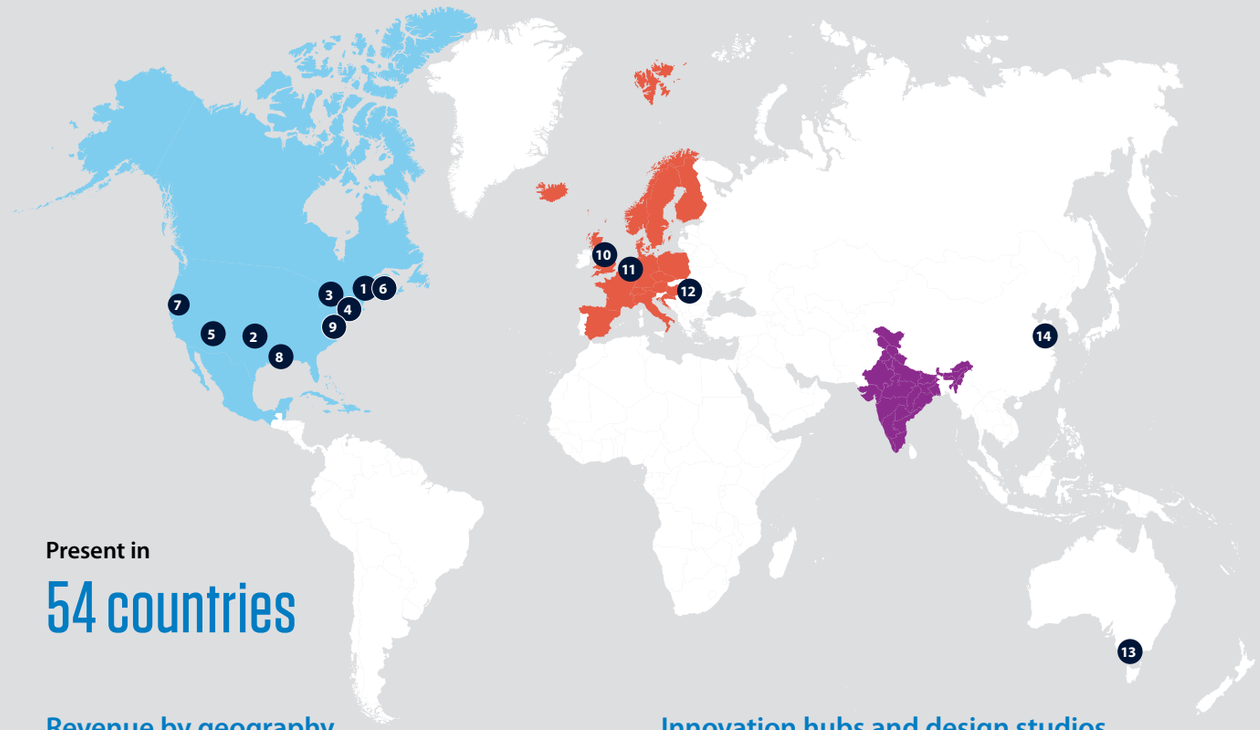
₹1,21,641 cr
Total

57.0%
Digital

Clients

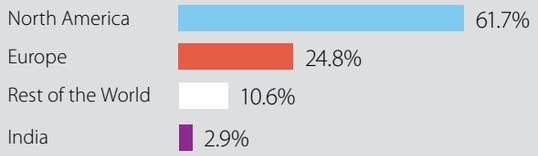
Year	2021-22
US$ 100 million+	38
US$ 50 million+	64
US$ 10 million+	275
US$ 1 million+	853

Global footprint



Present in
54 countries

Revenue by geography



Innovation hubs and design studios

1. Hartford
2. Richardson
3. Indianapolis
4. Raleigh
5. Phoenix
6. Providence
7. San Francisco
8. Houston
9. Malvern
10. London
11. Düsseldorf
12. Bucharest
13. Melbourne
14. Shanghai

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What we offer: products, platforms and services

Digital

- Experience
- Insight
- Innovate
- Accelerate
- Assure

Core

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

Key products and platforms

Infosys Finacle
Infosys McCamish
Infosys MERIDIAN
Infosys equinox
edgeverve An Infosys company
STATER MORTGAGE SERVICES | AN INFOSYS COMPANY
Panaya An Infosys company
Infosys Helix
WINGSPAN
Infosys | Cyber Next
Infosys Cortex
Infosys Applied AI
Infosys Live Enterprise Application Suite

Infosys cobalt

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

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Growth for all

Dear stakeholder,

We take immense pride in the industry-leading growth and seamless deliveries we orchestrated to meet our commitments to clients. At the same time, as COVID-19 becomes endemic in most of the world, our focus is clearly on more sustainable and inclusive growth.

Our One Infosys approach which brings all our capabilities and all our employees to help us drive our clients' aspirations and goals, also – perhaps more significantly – brings the prowess of those same digital strengths to make a difference to the broader community. Our business needs to serve the interests of multiple stakeholder groups to produce the outcomes we seek, and our shareholders' support has only strengthened our resolve.

We have redoubled our commitment to be a sustainable business

Since publishing the Infosys ESG Vision for 2030, we have relentlessly pursued the aspirations we articulated therein within a framework of tangible metrics, actionable plans and a clear roadmap. This has helped us make holistic progress across all our focus areas including climate change, technology for good, diversity, equity and inclusion, ethics and transparency, data privacy and information management.

Infosys is in the vanguard of the movement for sustainable business and ESG scaling

- In fiscal 2022, about 53.8% of our electricity consumption in India was met through renewable energy sources. Till date, we have invested in 60 MW of solar photovoltaic (PV) capacity
- Since 2008, Infosys Foundation USA has reached over 23 million students and 1 million teachers with our digital skilling programs across K-12 schools in the US
- Over 1.2 million students from India's engineering colleges advance their digital skills on InfyTQ - our next-gen learning platform, as part of our social commitment to reskilling and facilitating job creation
- Over 1.8 million learners registered on Infosys Springboard in India
- We were recognized by Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, as one of the world's most ethical companies for a second year in a row

ESG will continue to drive our performance

We cannot pivot to change everything around us for the better overnight, but we can integrate purpose across the organization and lead from the front to deliver on our purpose. As supply chain constraints continue to plague some sectors and some parts of our world, as consumers and businesses tackle rising inflation, our aspiration is to do more to help them navigate the path forward to create the future that we might all look forward to. And we know that future is digital. We are fully committed to drive purposeful activity, to realize it for ourselves and all our stakeholders.

Salil Parekh
Chief Executive Officer & Managing Director

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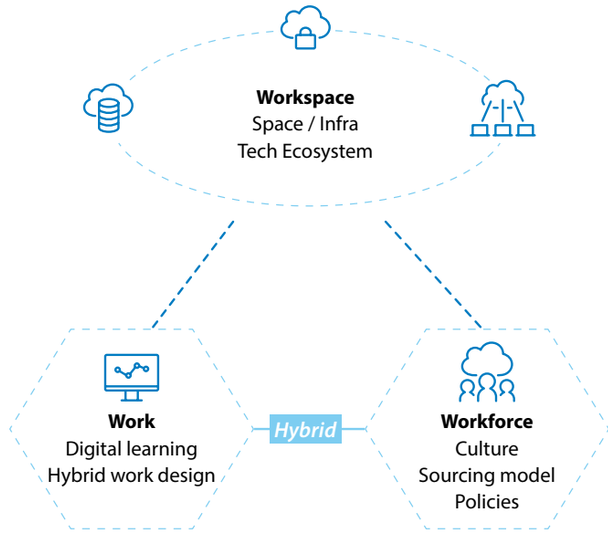
Future of work

The world of work has changed forever. The pandemic has ensured that. How do you facilitate employees to improve their effectiveness while enhancing social connect, collaboration and innovation and maintaining the organization's culture and values? The Infosys Hybrid working model does just that. The model focuses on the 3 elements of Work, Workplace and Workforce.

The hybrid model also helps in building the necessary resilience by toggling seamlessly between different work models, depending on the situation, while ensuring efficiency and new-normal business continuity scenarios. The Infosys hybrid work model brings the best of old and new to enable a resilient enterprise.



Most resilient

Toggle seamlessly between work modes and thereby be resilient to any future disruptions

Effective and efficient

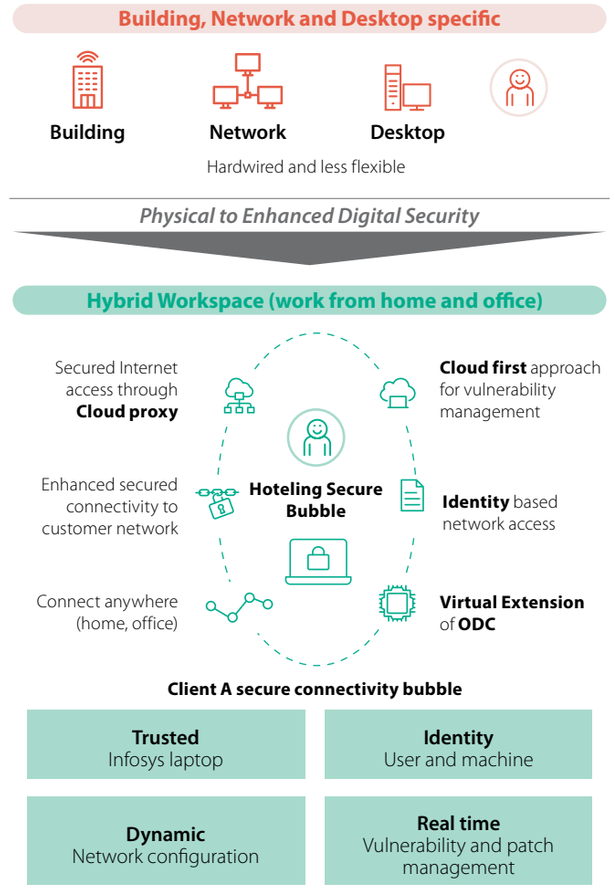
Retain the benefits of remote working (less commute, employee flexibility, talent sourcing)

Promote employee engagement

Retain the benefits of work from office (social and emotional connect, team bonding, social learning and minimize 'remote fatigue')

In the workspace management of the hybrid design, all locations are enabled with a hoteling application for dynamic space management. The application enables end users' on-demand workspace access for individuals and sprint teams. It also ensures that the competitor client teams are not sitting in adjacent spaces while providing seamless enablement for client connectivity using the connectivity portal in just a few clicks.

Transitioning from the hardwired and less flexible to a more secure, work from anywhere and dynamically configured network connectivity authentication using a combination of user, trusted Infosys asset and account code is another critical design component of the hybrid work model.



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Workplace transformation

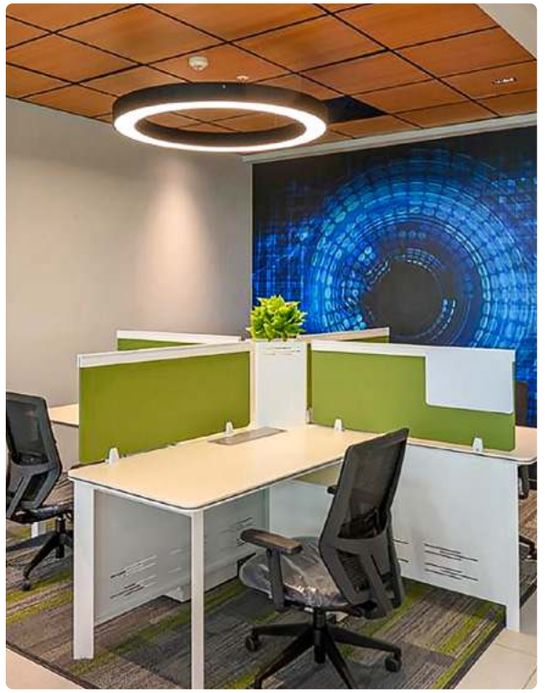
The implementation of a future-ready physical workspace design to enable an office space for more collaboration is another important design consideration of the hybrid work model. The photos below show some elements of the physical space that we have implemented in Infosys.

Six principles of workplace design

- Productivity
- Social connect
- Tech-enabled
- Health and wellness
- Sustainability
- Inclusivity

Collab zones

- Vibrancy and comfort for ideation
- Spaces for hybrid collaboration



Focused desk

- Offers focus and privacy

Scrum area

- Linear desks for teamwork
- Natural light and windows with views to enhance productivity

To develop contextualized hybrid constructs for determining the work allocation between office and remote, we have come up with a research-based work profiler.

Read our research paper
Managing tech services in the new normal

We created this paper based on a detailed study covering 1,50,000 Infosys employees, over 2,500 projects across geographies, 25,000 project documents and 20,000 work-tickets during the early stages of the pandemic.

We have been using all these insights to design a novel framework to help our clients arrive at their Return to Office blueprints, based on the unique characteristics of their workplace, nature of work and workforce.

Our hybrid model leverages strong policies and processes working across the workforce (employee) life cycle from hiring, onboarding, career-building, leadership development through wellbeing and experience.

Read more on The New World of Work

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Environmental vision

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

Adopt, invent and spread smarter ways to mitigate GHG emissions, reduce energy consumption and 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.

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UN SDGs aligned

Performance on Environmental goals

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

Material topics	Ambitions	Progress in fiscal 2022
Climate change	– Maintaining carbon neutrality across Scope 1, 2 and 3 emissions every year – Reducing absolute Scope 1 and 2 greenhouse gas (GHG) emissions by 75%[1] – Reducing absolute Scope 3 GHG emissions by 30%[2] – Engaging clients on climate actions through our solutions	– Carbon neutrality across Scope 1, 2 and 3 emissions – Reduced Scope 1 and 2 GHG emissions by 48.9% over the BAU scenario, making progress towards our ESG goal of 75% over BAU scenario by 2030 – Reduced absolute Scope 3 emissions by 78.5% over the 2020 baseline. (In line with the ESG goal of a 30% reduction by 2030, we were expected to reduce absolute scope 3 emissions by 6% over 2020 baseline) – 27-35% of our client engagements include climate change solutions
Water	– Maintaining 100% wastewater recycling every year	– 100% of wastewater generated is recycled
Waste	– Ensuring zero waste to landfill	While we continue our initiatives towards ensuring zero waste to landfill, our special focus in fiscal 2022 has been on mixed waste – 78% of the mixed waste generated during the year has been diverted from landfills

Note
[1] Corresponds to 75% renewable energy usage globally. This will be measured annually against business-as-usual scenario
[2] Measured against 2020 baseline

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Climate change

Climate scientists have been warning us about the deepening climate change crisis for many decades now. However, corporate climate action was nascent a decade ago (2008) when Infosys started its climate action journey. Today, the world is reaching a panic mode on climate change. The COP 26 in Glasgow witnessed climate anxiety. Climate change is causing the loss of lives and property as well as hampering or slowing down economic growth.

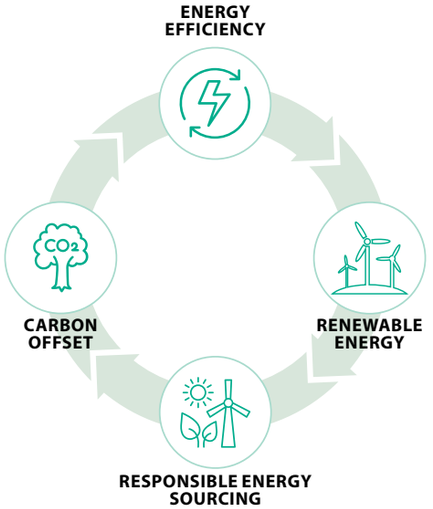
Climate impacts are expected to deepen unless we keep global warming to well below 2° C. The Paris Agreement and the global Net Zero movement are aiming for just that. Many nations and global corporations have pledged to be net-zero in the 2030-2070 time frame.

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**, every year
- Our Climate Pledge in partnership with Amazon and Global Optimism is to become **Net-zero by 2040**
- Participation in RE100 and internal carbon price
- A commitment to science-based targets initiatives (SBTi) targets in alignment with the Paris agreement's goal of keeping temperatures under a well below 2° C scenario

Climate action strategy

Climate action has been a key ESG focus area for Infosys since 2008. In 2011, we committed to carbon neutrality across all three scopes of emissions. In fiscal 2020 we turned carbon neutral. We have continued to be carbon neutral for three years in a row. Today, climate change considerations are incorporated into everything that we do, from mergers and acquisitions to leasing new offices, to engagement with our stakeholders.



Carbon neutrality

Infosys is carbon neutral across all scopes for fiscal 2022, making it the third year in a row. The reporting boundary of our carbon neutrality includes our global operations, including subsidiaries.

The above was verified and assured against the PAS2060:2014 standard.

Read more on Carbon Neutrality Assurance

Infosys GHG inventorization follows the Greenhouse Gas (GHG) Protocol, a Corporate Accounting and Reporting Standard. With the help of digital tools, we keep a track of various sources of emissions

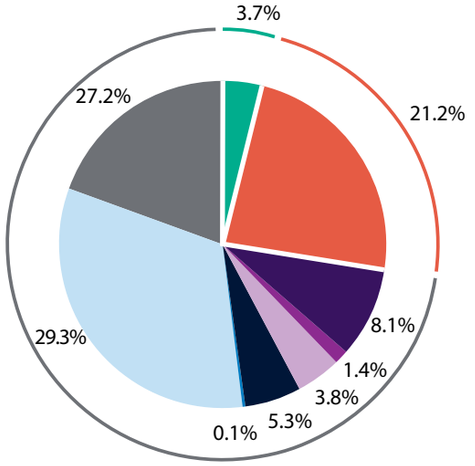
Where our emissions come from (in tCO_2e)

Scope 1 - 8,965

Scope 2 - 51,717

Scope 3

- Business travel - 19,695
- Employee commute - 3,517
- Transmission and distribution losses - 9,253
- Upstream leased assets including LPG used in foodcourts - 12,863
- Waste emissions - 207
- Work from home emissions - 71,503
- Capital goods - 66,558



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Emission reduction strategies

Our strategy for carbon neutrality remains the same viz., continue to reduce our Scope 1, 2, and 3 emissions and offset the remaining emissions.

Scope 1

- Better operational efficiency of our DG sets
- Better management of fugitive emissions from HVAC units
- Transition to EVs for company-owned vehicles

Scope 2

- Design and build or lease new offices with low Energy Performance Index (EPI)
- Retrofit old buildings to improve EPI
- Source renewable power

Scope 3

- Include a hybrid working model
- Promote EVs among employees
- Transition to EV for our owned vehicles and hired cabs
- Promote carpooling, public transport, and low to zero-emission modes of commute among employees
- Optimize business travel
- Focus on leased offices that are efficient
- Adopt a life cycle approach for capital goods

We will assess climate risks and opportunities periodically, in line with our ERM framework and processes, and take appropriate risk management measures including adaptation measures. We will pursue climate-related market opportunities through our Sustainability Business Unit, as well, by designing and offering our core services to support our clients in managing and / or reducing their emissions, wherever possible.

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Emission reduction – Scope 1+2

Energy efficiency

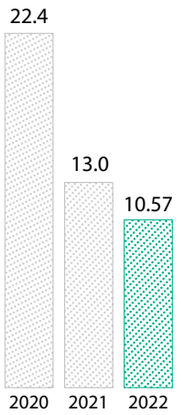
Our buildings are the major source of our energy consumption. We are committed to building our new infrastructure in a sustainable manner and pursuing energy efficiency projects in existing infrastructure. We will continue to implement innovative technologies in buildings and collaborate with experts and academia to ensure our infrastructure is greener and smarter. The focus areas for energy efficiency measures in green buildings and existing buildings continue to be lighting, air-conditioning, automation, UPS, building façade, data centers, and server rooms.

In fiscal 2022 we consumed 172.4 million kWh of power in our operations across the globe, about a 2% **decrease from fiscal 2021** as we have kept a keen focus on energy efficiency efforts focusing on optimization of our operations and processes, leveraging the use of higher efficiency equipment, and eliminating energy wastage. We have also been able to reduce our energy intensity **(MWh/US$ million revenue)** from **13.0 to 10.57** in the reporting year.

Energy consumption

Energy	2020	2021	2022
Direct Energy (DG Captive in kWh)	57,85,394	26,29,380	15,77,254
Indirect energy (Grid in kWh)	16,12,26,788	9,42,49,185	9,69,28,894
Renewable energy (in kWh)	11,90,36,593	7,97,26,125	7,39,21,915

Energy intensity
(MWh/US$ mn revenue)



Energy efficiency and retrofits

The efficient design of new buildings, deep green retrofits in existing buildings, green data centers, our super-saver heat pumps, and operational excellence through smart automation were crucial in achieving energy efficiency.

Healthy and efficient workspaces

Fresh air retrofit program was implemented across Infosys to enhance the amount of fresh air in air-conditioning systems in office buildings, thereby improving the air quality and providing a healthy space for employees. This in turn reduces the spread of infections in general. The World Health Organization's (WHO) roadmap to improve and ensure good ventilation in the context of COVID-19 was the reference for this retrofit program. During this retrofit exercise, automation was also taken up to monitor key parameters on air quality in offices, and to make sure the building systems like air conditioning and lighting were perfectly synchronized with the requirement, thereby saving significant energy. Over 15 million sq. ft. of office buildings have been retrofitted under this program.

Over 15 mn sq. ft.

of office buildings have been retrofitted under fresh air retrofit program

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During fiscal 2022 the following initiatives were undertaken to reduce electricity consumption

Constant monitoring and analysis of the workstation UPS load highlighted that 24% was utilized in PAN India. To reduce the UPS workstation load following initiatives were implemented

Identification of desktops not under remote desktop option and shutdown of the same manually

Printers and Phone booths disconnected from the workstation UPS

UPS workstation was turned to ECO mode for a further saving of energy

Consolidation of Building operations with minimized HVAC operations and led to HVAC optimization by 40%

Smart automation

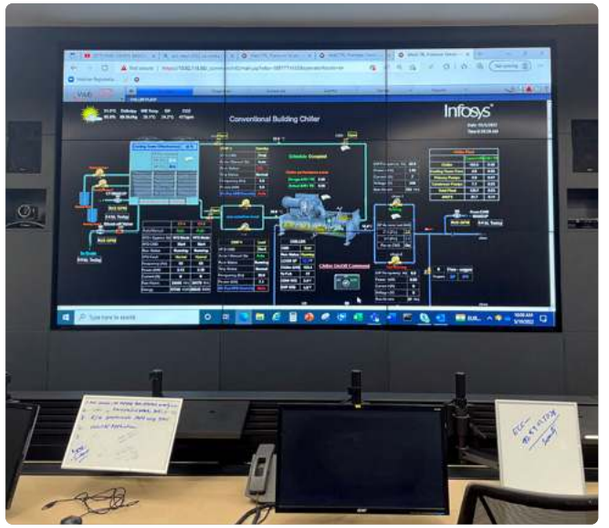
Infosys owns over 55 million sq. ft. of office space. Smart automation has enabled remote monitoring, control, and optimization of operations across over 155 buildings spanning 35 million sq. ft. of space. The wealth of data from our online monitoring systems is being used to drive operational optimization in buildings. Controllers and sensors ensure building systems like air conditioning operate in an autopilot mode with in-built scheduling and energy-saving algorithms, providing real-time data, alerts, and diagnostics at the system and the equipment levels.

Green buildings

All our buildings follow the highest standards of sustainability to minimize our negative impact on the environment while focusing on employee health and productivity. In fiscal 2022 our new buildings in Bengaluru, Mysuru, Thiruvananthapuram, and Indianapolis were awarded the Leadership in Energy and Environmental Design (LEED) Platinum certification from the US Green Building Council. We have also received the Indian Green Building Council (IGBC) certification for our buildings in Chennai and Bhubaneswar. With this, we now have 45 projects at Infosys with the highest level of green building certification, spanning a total area of 28.61 mn sq. ft. An additional 2.1 mn sq. ft. of our projects are currently undergoing green building certification

28.61 mn sq. ft.

highest level of green building certification



Command center

Our command center allows us to adopt a data-driven operations approach to manage, on a real-time basis, occupant comfort, indoor air quality, energy intensity, water intensity, the health of critical assets, critical operations, renewable energy generation, water, and waste treatment, and the overall performance at all levels within all our buildings in our campuses. This command center allows us to schedule 'auto-pilot operations' using a built-in intellegence system. This has led us to monitor over 35 mn sq. ft., and 155 buildings remotely and deliver the highest standard of operations, thermal comfort, and air quality for our building occupants. Our smart water metering systems have also allowed us to track leakages, take proactive maintenance calls and make abstemious use of freshwater.

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Environment

Our green data centers

Concern

Globally, data centers account for about 3% of the total energy use (equivalent to about 200 million tons of carbon emissions), which is expected to grow by over 30% every year. Given that data centers are notorious for their energy intensity, it is important for us as a company striving towards energy sustainability to invest in greener data centers. We challenged the global average Power Utilization Effectiveness (PUE) of 1.8 and set an ambitious target to achieve a PUE of less than 1.12, which is 40% lower than the global PUE.

Approach

Data centers have been key to powering our shared digital IT infrastructure core, helping businesses, our employees, partners and clients to connect, collaborate and accelerate business-led innovations and digital business initiatives across the world. With the advent of cloud and microservice-led design approaches, enterprise data centers are moving to be the edge of the cloud and distributed architecture patterns of hybrid clouds are evolving to the next level. Sustainability is an inextricable part of how we design and operate our data center facilities and IT services. An enterprise strategic initiative has been undertaken to modernize the data centers helping us drive sustainable Total Cost of Ownership TCO reductions, increasing server density per rack by 12x and establishing a future-ready clean and green data center managed at scale. Over the last 12 months, through high-density virtualization and consolidation efforts, 70+ racks are released in the data centers. Data centers at Infosys campuses account for about 10% of the total power consumption of our global operations annually. Over the years, we have implemented several measures to improve efficiency in our data centers.

53%

of the energy requirements of our data centers were met through renewable sources.

New data centers are designed in a very efficient manner, including chilled water In Row Cooling system with hot aisle / cold aisle containment, efficient air conditioning strategies and lighting, and Uninterruptible Power Supply (UPS) systems. Use of passive cooling technologies are adopted in favorable weather conditions. Existing data centers are being retrofitted by rearrangement and consolidation of server racks, replacing old airconditioning, lighting systems and UPS systems with new efficient ones along with smart PDU to provide converged DCIM view. Implementing a Building management system with capability to remotely monitor key operational parameters like rack level temperature and real time PUE (Power Usage Effectiveness) has helped in ensuring reliability and efficiency of our data centers.

Outcome

The PUE of our data centers across India locations ranges from 1.35 to 2.76, with a weighted average PUE of 1.67

Renewable energy

Infosys is the first Indian company to join the RE100. We have 60 MW of total installed solar capacity. In fiscal 2022 the contribution of renewable energy in our Indian facilities operations was 53.8%, including electricity generated from our solar PV plants and green power procurement. We are continuously working with governments in various states in India to facilitate the creation of favorable policies to increase the share of renewables in our energy mix.

53.8%

of electricity for our India operations are from renewables

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Emission reduction - Scope 3

Business travel

High-quality video conferencing facilities, carbon footprint alerts for travel booking, and EV cabs

Employee commute

Provision of buses for mass transport, promotion of carpooling, and promotion of EVs (over 1,12,000 km traveled using EV cabs), providing charging infrastructure (about 741 charging points)

T&D losses

Increase the share of renewable energy in the consumption mix

Supply chain / capital goods

We have initiated an ESG assessment of our 40% of top 25 suppliers to study this data and take appropriate action

78.5%

Reduction in absolute Scope 3 emissions against 2020 baseline

Accounting for Work from Home emissions amidst the COVID-19 pandemic

Due to the COVID outbreak in fiscal 2021, we saw a major shift in our working model. The hybrid working resulted in increased usage of power at employee homes. Infosys realized that the employees working from home could result in potential emissions outside of Infosys boundaries and control. Thus, starting fiscal 2021, emissions due to Work from Home (WFH) are being captured and reported.

Offset program

Emission offsetting is quite universal. Many corporates, events, and even individuals make use of emission offsets. However, most of the offset is bought off the shelf. Infosys' program has carefully selected grass-root social development projects, invested in them, and run them to generate emission offsets. While this approach requires careful long-term planning, intense due diligence, and strict management control, it is significantly more rewarding in every aspect. Through this clear implementation strategy, Infosys showcased to the world that these low-cost projects could ensure effective and valuable interventions for the poor. Infosys while actively engaging and sharing best practices with NGOs, Corporates, and Government agencies, has also established for them that these projects could be replicated by any organization. Since 2016, we have implemented seven efficient cookstove projects, three biogas project, one rural electrification projects and one integrated community based project (Solar, Cook stove, Street lighting and Public Health Center) across India. Such initiatives have led us to offset our direct and indirect carbon footprint.

1,84,000

rural families continue to benefit from our carbon offset programs

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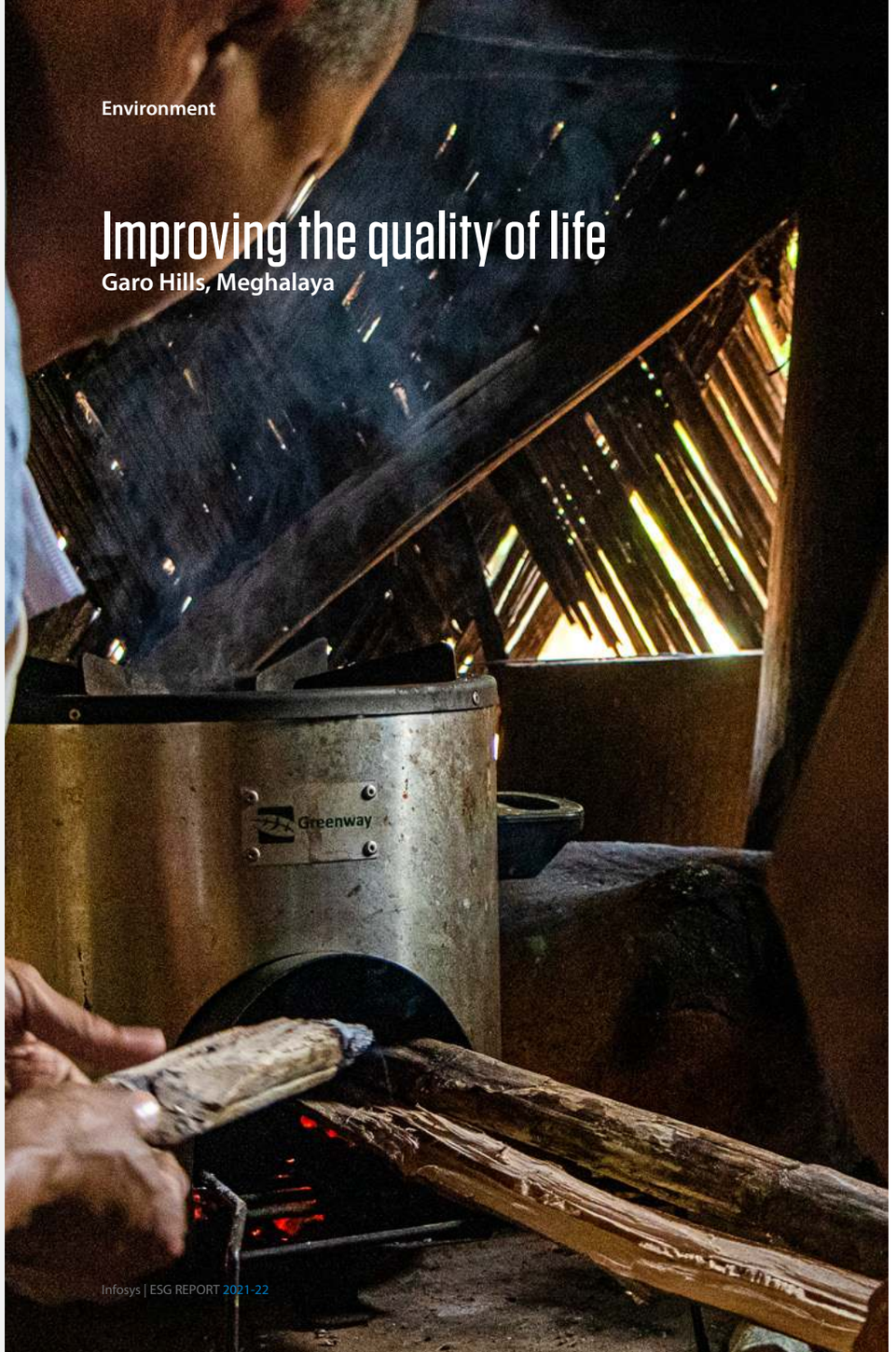

Environment

Improving the quality of life

Garo Hills, Meghalaya

Known for its serene landscapes, Meghalaya has enchanted tourists from across the world. Behind the enigmatic natural beauty lies a few hard realities about its economic status and quality of life. According to NITI Aayog, about 33% of the population are multi-dimensionally poor and almost 77% are deprived of clean cooking fuel. Meghalaya has one of the highest infant mortality rates (3.1%) in the country and almost 32% of the population does not have access to quality maternal healthcare.

Situated in Western Meghalaya, the Garo Hills are inhabited largely by tribal dwellers who use firewood as the primary cooking fuel. LPG usage hasn't caught up due to myriad reasons including costs, long wait time, lack of distribution centers, and certain pre-conceived safety notions among the communities. Finding drywood in Garo, one of the wettest places in India (annual rainfall over 4,500 mm), is another huge challenge, especially for the women and girl children who are usually tasked with the responsibility. They need to stockpile their firewood requirement for the whole year during summer. To make matters worse, indoor air pollution due to burning firewood leads to severe health disorders like respiratory problems, cancer, pneumonia, heart disease, and stroke.

Infosys partnered with the Global Himalayan Expedition (GHE) to make a difference to the lives of 10,000 households by providing improved high-efficiency biomass cookstoves. In addition to reducing firewood consumption and cutting cooking time by about 65%, it would relieve the households of toxic smoke, soot, and associated illness. The women would be able to spend more time in socioeconomic activities while the girl children would not have to miss school. The project will also help avoid tens and thousands of tons of greenhouse gases from entering the atmosphere and provide direct employment to around 100 locals.

Under this project, Infosys will install 113 solar streetlights, and rooftop solar for 464 households and four public health centers (PHCs). Further, the PHCs will also be provided critical medical equipment. Infosys believes that electrification of PHCs and supply of medical equipment will help decrease the mortality rate. Its carbon offsets projects thus maintain a fine balance between social development and environment conservation and create a long-lasting impact on the lives of the underprivileged.

Rooftop solar for 464 households

Improving the quality of life

Offset Program (ICS 3.0) – Udaipur Urja, Rajasthan

The Udaipur district, in southern Rajasthan, is a semi-arid climatic region. It receives an average annual rainfall of about 630 mm, mainly during monsoon. About 70% the district's landmass is forests, pastures, and revenue wastelands, known as common lands, which have degraded over the past few decades and affected the life and livelihoods of local communities. The women and girls in these regions are not allowed to travel beyond their villages or at best their panchayats. While schools are there in the vicinity, institutions of higher education are not. Thus, girls at best study till the 12th standard. Most of them drop most drop out early to help their mothers take care of household chores.

A majority of the rural communities depend primarily on firewood to meet their domestic cooking and heating needs. Each family consumes, on average, 3 to 4 tons of biomass every year, in which wood is a key constituent. The women are usually tasked with the responsibility of collecting wood from the common lands or private pastures or own fields. Deforestation has made wood collection increasingly harder and time consuming. In some villages, families have started purchasing wood. Most families use traditional cookstoves, either three-stone fires or stoves built of mud / clay / cement without a chimney and grate. The thermal efficiency of these stoves is as low as 10%, and hence burning of fuel leads to higher emissions of GHG and particulate matter, which are harmful to health.

Infosys extended its partnership with Udaipur Urja Initiatives (UUI) Producer Company Limited, a social enterprise formed by Seva Mandir, to uplift women in 7 zones across the 4 blocks of Kotra, Jhadol, Gogunda, and Girwa. To address the issue in a sustainable way, Infosys extended its support to 15,000 families, with improved cookstoves (ICS) and a fully funded end-to-end carbon offset initiative. After the success of the Infosys' UUIL ICS 1.0 and ICS 2.0, the UUIL team did an extensive demonstration and pilot with users in the newly selected blocks to create awareness and acceptance of the technology. The Greenway Grameen manufactured ICS helps avoid 2.0-2.5 tCO_2e per family, every year.

The ICS is a single burner, high-efficiency cookstove based on the patent-pending air-flow technology. The stove can use any type of solid biomass fuel and produces about 70% less smoke and uses 65% less fuel than the traditional ones made of mud. The lifespan of the stoves is estimated to be 5 years. Each project family will receive two stoves – one of each model (Greenway Smart and Greenway Jumbo).

The UUIL has set up a team of 7 center coordinators who will cater to 20-25 villages, 15-20 monitors (100% women), 2,000-2,500 households, in an average radius of 20 km. Infosys will provide the field monitors a smartphone loaded with an app to collect beneficiary information, stove distribution details, continuous monitoring, and verification on the usage of ICS every month for the entire 5 years. With this women and school-going children will get the experience of a digital way of sharing messages, learning new skills, attending online classes, etc. In addition, women in the project area can engage in new income-generating opportunities, like tailoring, sericulture, and running small shops, besides getting employed in Infosys projects as supervisors and monitors. Most importantly, women now have more time to spend with family and children and the girl children are also now free from the backbreaking task of firewood collection and no longer need to miss their school.

Engaging clients on climate actions through our solutions

Over the past decade, we have leveraged technology to build and run some of the most efficient buildings and campuses globally. Campuses that conserve energy, save water and treat waste responsibly. Our campuses are 'living labs' for clean technology. Leveraging our expertise, we set up the Sustainability Practice Unit (SPU) in 2020 with a mission to serve the preservation of our planet by shaping and sharing technology solutions. The practice works collaboratively with business units to scale technology-led solutions to address Sustainability challenges.

Infosys intends to improve its competitiveness and capitalize on the shifting client preferences using its sustainability, low carbon transition, and digital / IT expertise to help its clients in their sustainability and low carbon journey.

Read more on our climate change opportunities aligned to TCFD in the ESG Data book 2021-22

In February 2022, we launched our book Practical Sustainability – a practical guide to unlocking the US$ 2.5 trillion business boom

Practical Sustainability: Circular Commerce, Smarter Spaces, and Happier Humans

While certainly an inflection point, the pandemic simply accelerated several megatrends already in motion – creating a US$ 2.5 trillion market for all Sustainability business. As a result, we're at the threshold of one of the great global business booms. From Google and Microsoft to niche unicorns, Practical Sustainability showcases the new Silicon Valley for the built world, and the roles required to deliver solutions for people, planet and prosperity. The book provides a practical approach to creating and connecting smart spaces, with significant results that can be replicated by others, whether a global enterprise, small company, or government entity

Infosys sustainability offerings

ESG-as-a-Service
Bundle, execute and manage a portfolio of ESG-related programs

Sustainability advisory
Create a roadmap of sustainability initiatives to transform the enterprise

Smart spaces
Optimize the efficiency and effectiveness of the built environment

Energy transition
The shift to enable renewables and distributed energy resources

Decarbonization
Reduce the GHG emissions that are produced by, or for, the enterprise

Circular products
Optimize production to move towards a circular business model, eliminate waste

ESG data and analytics
Gather, rationalize, analyze and report current-state ESG metrics, to enable action

ESG finance
Enable greater clarity and improved financial decisions based on ESG data

Green IT
Drive and influence carbon footprint reduction and sustainable outcomes across applications and infrastructures

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A glimpse into some of our solutions

Energy Transition

Energy-as-a-Service

Infosys and bp have recently announced the co-development of a digital platform intended to provide 100% clean, cost-effective, high-quality and reliable energy (including electricity and green fuel). The system can collect data from multiple energy assets, and use artificial intelligence to optimize and manage the energy supply to meet the demand for power, heat, cooling and EV charging. It will enable the monitoring and management of consumption patterns, and the creation of smart and energy efficient infrastructures. Energy-as-a-Service will redefine the clean energy business model, addressing multiple aspects of a customer's operational needs while eliminating upfront or backend capital investments. The service is designed to address energy efficiency, embedded generation, sustainable sourcing, and grid flexibility and optimization. Decentralized, digitized and decarbonized; Energy-as-a-Service offers end-to-end management of a customer's energy assets and services enabling the customer to achieve their carbon neutral goals while managing costs.

Key offerings planned through Energy-as-a-Service platform are

Energy Sourcing

- Integrated supply agreements for multiple energy sources
- Future-proof solutions including EV and storage
- Set of distributed onsite generation options

Energy Management (Managed Operations and Optimization

- Project execution, tracking, operation, maintenance and reporting
- Energy data capture and analytics, visualization and control
- Intelligent energy optimization technology and software system

Energy Advisory Value Solutions and Services

- Energy efficiency advisory services to help client achieve net zero goals
- Flexible financing for enhanced energy infrastructure solutions
- Carbon management to track, calculate and report carbon emission

The key differentiators of Energy-as-a-Service platform offerings are

- COMPLETE END-TO-END CLEAN ENERGY OFFERING TO THE CLIENTS
- LARGE SCALE PROJECT EXECUTION CAPABILITIES
- COMMUNICATION AND ADVOCACY
- FLEXIBILITY IN PRICING AND CONTRACTING
- FLEXIBILITY IN MONETIZATION

Sustainable Energy Digital Platform

IntelliSmart signed an MoU with Infosys Ltd to develop a "Sustainable Energy Digital Platform (SEDP)" to accelerate digitalization and integrate data analytics across the power sector, enabling greater efficiency. The platform features are being conceptualized and key components and value additions are being discussed internally.

Electrified warehousing services

It's widely understood that moving away from fossil fuel-powered vehicles to electric vehicles (EV) represents a great step toward sustainability. But will every business have the capital, the expertise, and the risk tolerance to purchase and manage their own EV fleet? And is that the preferred approach, when shared services can be just as effective, much cheaper, and much more sustainable?

Infosys is helping one warehouse operator to offer EV charging as a service. Customers leasing warehouse space and services get hassle-free EV charging of warehouse vehicles and end-to-end fleet solutions, all via monthly service fees, with no capital expenses and 24x7 support. Infosys provides extensive development solutions as well as deep insights into EV charging activities, supply costs and savings, power quality and availability, and the ability to aggregate that data across locations and regions to identify opportunities for further optimization.

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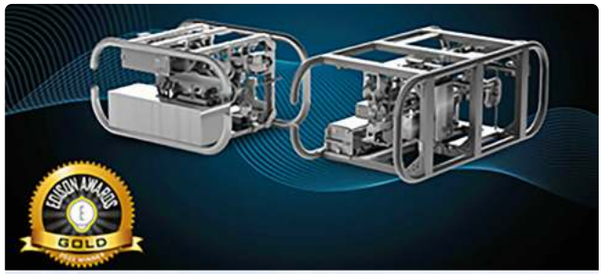
Robots for cleaning and coating overhead conductors

Today, the US has an installed conductor base of 400K miles and the power losses amount to US$ 25 billion. Utilities are facing a problem of aging infrastructure and significant transmission power losses. 25% of the installed conductor base requires replacement in another 10 years. In addition, the transmission power lines tend to heat up due to power transmission and exposure to solar heating. This causes the conductors to sag and may cause forest fires due to vegetation intrusions. The Infosys' Advanced Engineering Group partnered with Prysmian Group to develop innovative autonomous robots that clean and coat the overhead conductors live with client proprietary coating material and thereby enhance the current carrying capacity by 25%, reduce the power loss and conductor sag by 25%. We won the prestigious Edison Gold Innovation Award in fiscal 2022 for this project.

Read more - https://www.infosys.com/services/engineering-services/analyst-reports/edison-award-2022.html



Solar monitoring system

Infosys combined in-house expertise in the solar energy domain with capabilities in artificial intelligence / machine learning to develop advanced solar monitoring software. The software is built to support Infosys' RE100 commitment. The software solution enables centralized performance monitoring and optimization of over 80 individual solar fields across Infosys' India campuses. The command center's ability to learn and share information, ensure photovoltaic efficiency that exceeds industry standards.

Solar panel cleaning robot

Solar installations struggle to maintain the panels free from dirt and dust. It has been shown that efficiency of solar PV panels is reduced by as much as 25% due to dirt and other materials that reduce the light transfer. Manual cleaning methods are water intensive, and require high manpower. Operating over 60MW of captive solar capacity, Infosys addressed this challenge by developing state-of-the-art robots to assess and clean the panels automatically. Infosys' system analyzes each panel for cleanliness, and uses AI to determine the proper cleaning method -- wet or dry, as well as the specific areas to clean. The system is fast and efficient, ensures minimal water usage, maintains optimal panel performance, and reduces labor required in often hot environments that pose risks of injury.

https://www.infosys.com/services/engineering-services/case-studies/solar-panel-cleaning-system.html

https://www.infosys.com/services/engineering-services/service-offerings/solar-panel-robot-platform.html

Sustainability Advisory

Economist Impact: Sustainability Publishing Platform

Infosys was selected as the digital innovation partner for Economist Impacts' The Sustainability Project. This new business within The Economist Group is designed to catalyze growth and create change through a combination of policy research and insights, creative innovation and influence by working with leading organisations, NGOs, governments and foundations. In addition to working with Economist Impact to build upon the dynamic framework for The Sustainability Project, including new interactive tools and community features that will enable convening and collaboration, Infosys will also provide original sustainability content and thought leadership.

Financial Times: Climate Change Simulator

A digital innovation partnership between Infosys and Financial Times will help deliver creative and immersive journalism through digital channels. FT, already a leader in using technology to enhance user experience, is prioritizing engaging digital techniques to bring readers closer to the stories that matter most to them. Among the banner projects the two companies will work on together in 2022 is a climate change-related simulation.

Planning for Nationwide Sustainability

When a Nordic country sought to understand how it could promote sustainability among its local corporations, and develop an environment that would attract businesses and people from around the world to come, stay, live, and thrive. The client organization requested research that would indicate what external groups, business, research hubs, or experts would be the go-to sources for the latest thinking in Sustainability. The Infosys Sustainability Practice, however, went much further. We determined through our research that we also needed to establish a baseline understanding of the key factors of sustainability, how they might be prioritized, and how they impact the client's goals of promoting and attracting business activity. The extensive report that resulted included a broad and deep analysis of current activities, recommendations as to how priorities might be adjusted, and a thorough analysis of external experts, sources and partners that could assist in the client's Sustainability journey.

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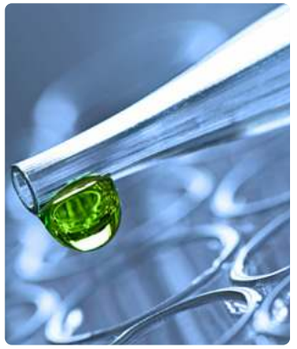
Energy Transition

Digital transformation for an automotive major

Infosys helped a major auto manufacturer in India to develop a roadmap for the digital transformation of its factory. Infosys' systematic approach helped identify key challenges in monitoring energy use within production facilities, understanding external / internal factors that influence energy use, current architecture for data capture, energy meter connectivity and report generation. Based on these interventions, the production facility was upgraded and progress was made on implementing the sustainable energy management solution.

Digital transformation and modernization for a banking client

Infosys helped an American multinational investment bank and financial services company to establish the digital transformation and modernization of their 5 mn sq. ft. of prime office space across the globe. The expansive program included monitoring building performance in real time, and using a data-driven approach to optimize and automate their infrastructure systems to reduce operating costs. Infosys brought a well-proven systematic approach stemming from Industry 4.0 and customized smart space applications. The approach helped the firm to build a vision and roadmap for setting up a robust Command Center controlling all the firm's facilities.



Digital energy management program for a major pharmaceutical company

For a major pharmaceutical company, Infosys implemented a digital energy management program to improve energy performance in manufacturing. Using IOT and AI / ML systems, the solution enabled the plant to monitor all key energy parameters in real time, analyze section-wide energy usage, and automate energy report generation. Further, the plant was able to optimize chiller plant energy efficiency, one of its critical assets, to operate close to peak.

Energy management for a large FMCG company

Infosys' deep experience and expertise in energy management enabled it to help a fast-moving consumer goods firm based in Cincinnati, US, to save US$ 100K per annum with no additional investment. The proven approach has the potential to further reduce the company's chiller utility energy costs by 25-30% across its top 10 global sites.

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ESG data and analytics

Consumer products giant: Transportation carbon footprint calculator

Every action in business has an impact and usually a carbon footprint. Grand plans are great for inspiring a workforce or customer base, but sometimes narrower, tactical solutions can make more immediate impacts and start building momentum. For a giant consumer products firm, Infosys tackled the problem of measuring the carbon footprint of their transportation, and then enabled action based on those measurements.

Decarbonization

Global food and beverage giant: Manufacturing efficiency

To some, it may seem that Sustainability is a new idea, but really the idea of operating a business as efficiently as possible – doing more with less – is an age-old goal. By applying the sustainability lens to it, we now measure that efficiency not just on yield or cost, but on impact as well. A global giant in Food and Beverage has 100+ plants for 5 different product lines globally. They asked Infosys to help them reduce waste, improve the quality of delivery, and optimize the assets / plant performance.

Infosys delivered a seamless, integrated digital solution, with reliable data acquisition from diverse equipment, increased security, and the analytics and central command and control needed to achieve their business objectives, and improve their ESG metrics and impact on the planet, at the same time.

Personal footprint calculator

Sustainability is the talk of governments and corporations, but individuals have a major role to play. Better decisions, made a hundred times a day by each of us, can add up to a huge impact. Scone is here to help. Developed with Infosys' WONGDOODY design team, Scone is designed to provide recommendations and provide helpful "nudges" to make the sustainable choice in our everyday lives. Personalized tips, with quantified benefits help develop new sustainable habits. Scone tracks your progress, and even connects you with other Scone users for joint challenges, building community and stronger inspiration. With Infosys' help, Scone helps you down your own #pathtozero.

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Environment

Water

Towards a positive water footprint

Water being a scarce and invaluable natural resource, we are strongly committed to its conservation through the 3R (Reduce, Reuse, Recycle) approach. We are a signatory to the CEO Water Mandate, and will continue to strengthen our water stewardship practices in our operations and extend our efforts to the community.

Our approach

According to World Resources Institute (WRI), as many as 3.5 billion people could experience water scarcity by 2025, while demand is projected to grow by up to 30% by 2050. At Infosys we are committed to reducing our water footprint and enhancing water availability in the communities where we operate.

400 deep injection
wells across India campuses with a recharge capacity of around 20 million liters

35 lakes across
our campuses, holding 330 million liters of rainwater storage capacity

Rainwater harvesting

An important element of our water management system is rainwater harvesting (RWH). We recharge and replenish our groundwater system with the help of natural and artificial lakes / ponds, rooftop rainwater harvesting systems, and deep-well injection systems. We have established around 400 deep injection wells across India campuses, providing a combined recharge capacity of around 20 million liters. Our efforts on rainwater harvesting have enabled us to raise the groundwater levels benefiting the communities residing in the areas surrounding our campuses. We have also built 35 lakes across our campuses, holding 330 million liters of rainwater storage capacity. These lakes offer a thriving ecosystem for diverse species of fauna and aquatic vegetation, contributing to building greater biodiversity.

During the year we undertook Rooftop Rainwater Harvesting Projects across some of our India campuses as below:

- **Thiruvananthapuram:** covering 6,718 sq.m. of roof area
- **Chandigarh:** covering 6,000 sq.m. of roof area
- **Bengaluru:** connecting the roof rainwater runoff to 5,000 kl capacity UGR. The project covers 5,000 sq.m. of roof area

We also enabled the utilization of rainwater / lake water to reduce dependency on other sources. Some of our projects in this space include:

1. **Hyderabad SEZ:** Increased Lake water utilization in irrigation 5-fold from 9,150 kl in fiscal 2020 to 55,356 kl in fiscal 2021. In fiscal 2022 lake water utilization improved 10% to 60,854 kl. This helped reduce the dependency on water through external tankers. Lakes are recharged with roof rainwater from nearby buildings.
2. **Chennai M City:** In fiscal 2022 roof RWH supply was 41,778 kl or 49% of total freshwater supply.
3. **Thiruvananthapuram DC:** In fiscal 2022 lake water supply was 10,382 kl or 60% of total freshwater supply (utilized for flushing and HVAC requirement).

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Leveraging technology

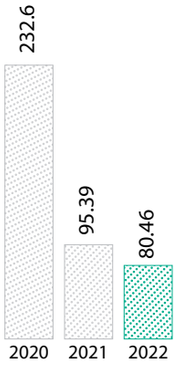
We have leveraged technology to monitor and control our water consumption. Our smart metering solution monitored through our central monitoring system, led us to monitor water flow, consumption patterns in real-time allowing for early diagnosis and optimization through the identification of problems like leakages at our facilities. We have also implemented retrofits in our plumbing systems like pressure compensating aerators (PCA), waterless urinals and sensor-based taps in high utilization areas which have enabled us to achieve our water conservation goals

Water-wise through recycling

One of our water sustainability plans is ensuring treatment of sewage water generated and repurposing the same to reduce freshwater requirement to that extent. We have implemented state-of-the-art membrane bio reactor (MBR) sewage treatment plants across many of our India campuses which are capable of tertiary treatment. We ensure that the wastewater we generate is treated in-house in the sewage treatment plants (STPs) that we operate at our large campuses and leased campuses in India. In few of our smaller leased offices, with limited space or lesser operational control, the wastewater is discharged into municipal sewers and undergoes further treatment. We ensure that we treat and reuse 100% of the wastewater generated through our business operations within our campuses. Consequently, our freshwater withdrawal has reduced drastically as we reuse the recycled water for all our gardening, landscaping, flushing, and cooling needs.

In fiscal 2022, we recycled and reused up to 705445.25 kl of water, which amounts to **64.77%** of the total water withdrawal.

Water intensity
(Kilolitre / US$ mn revenue)



100%

of the wastewater generated through our business operations within our campuses are reused

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Waste

Our waste management approach is based on the philosophy of Reduce, Reuse and Recycle. We seek to uphold our ambition of zero waste in landfills through active minimization combined with technology investment in recycling and streamlining systems and processes. With our efforts, we contribute to a circular economy and convert waste into resources.

Our waste management approach

We have established robust waste management practices, including segregation of waste at source, secondary segregation, efficient collection and handling, recycling, and effective disposal of all wastes in adherence to applicable legislations. This enables reduction of environmental impacts. We also insist on eco-friendly packaging for all our purchases.

In-house treatment practices

The food waste generated on campuses are processed in high-rate bioreactors where the organic loading rate is significantly higher even when its loaded close to its rated capacity. Bi-phasic bio-digestion is known for its effectiveness and was tested at one of the Infosys sites. This helped address challenges like inconsistent input feed rate as well as the quality of wet waste. Based on the successful results of the trial the process was implemented across various other biogas plants in India which has enabled process stabilization. The efficiency of the biogas plant is enhanced through automation, with the generated biogas offsetting the LPG usage in our food courts and helping avoid methane emissions from the waste. Organic waste converters and shredders are also installed in some of our campuses in India for the treatment of garden waste. We use the resultant manure for our campus landscapes.

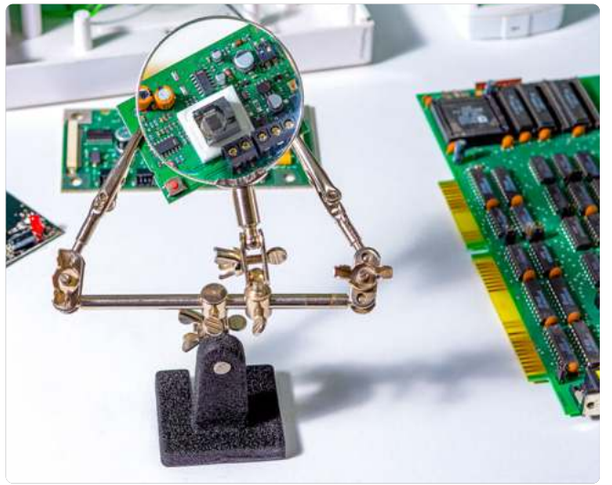
Another category of waste generated includes the semi-solid sludge from our STPs. This wet sludge contains semi-digested organic matter and a lot of moisture and pathogens making it unsuitable for direct soil application. At a few campuses in India, we implemented solar sludge drying beds, that ensure the sludge can now be used as manure.

We are constantly improving our Waste management practices and working towards our 2030 goal of "Zero Waste to Landfill". One challenge was walking that last mile to ensure that our mixed garbage which has no economic value gets processed and responsibly recycled. We are working with identified vendors across locations to enable this, thus diverting our waste from landfills and contributing to a circular economy. Waste is picked up by them for further segregation, aggregation and then finally sent either for recycling or co-processing. In the year 2021-22, we have diverted around 122.65T from landfill which is around 78% of the total mixed waste generated across campuses in India.

Dealing with e-waste

Infosys is committed to safe, and environment friendly disposal of items declared as e-waste (waste from electrical and electronic equipment WEEE) in compliance with applicable legislations. We are committed to share best practices and work towards higher efficiency in e-waste management for the benefit of the entire environment. We believe in leaving for our future generations a sound and healthy natural environment.

Being a technology company e-waste is generated periodically due to technological obsolescence. Once equipment / gadgets / consumables like toners are identified as e-waste, they are segregated and stored in identified areas. E-waste recyclers who comply with applicable legislations and other requirements as defined by Infosys are evaluated through site assessments for disposal of e-waste for recycling. Recycling certificates are obtained from the recyclers. Some of the waste may be sent on a buy back to original equipment manufacturers. An awareness session on e-waste with a specific focus on domestic e-waste was organized with over 200 participants.



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Waste management performance

Waste	Reused	Recycled	Landfilled	Incinerated	Diversion rate in % (Mixed Waste only)
2021	3,32,650	61,16,460	4,74,340	39,890	15%
2022	7,28,723	95,12,770	8,86,187	49,877	78%

Environmental compliance

We have a strong environmental management system aligned with ISO 14001:2015, and covers 80% of our India locations. At the remaining locations as well as our overseas locations, we have implemented processes based on legal requirements / internal benchmarks and have also included them in the internal audits cycle. We are in compliance with 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 includes 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 or environmental grievances have been reported in the fiscal year 2022. Our campus is built on state-approved land in an industrial area and is not adjacent to protected areas or biodiversity areas. 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.

Recognition

- Golden Peacock Award for Excellence in Environment management (Infosys Group India)
- IGBC Performance Challenge 2021 for Green Built environment - Excellence Award':
  - 'IT / ITES' category(SDB5) (Mysuru)
  - Commendation Certificate (Pune)
  - 'Campus' category (Mysuru)
  - Excellence Award' (Jaipur)
  - Commendation Certificate (Thiruvananthapuram)

BMS integration of biogas plants

With a view to enhance performance of the biogas plants across locations through monitoring, an initiative to integrate the plants into our Building Management Systems (BMS) was undertaken. The integration was undertaken at Bengaluru, Mangalore, Thiruvananthapuram and Hyderabad SEZ locations during the year, and we are now able to monitor the operation of integrated biogas plants in real time including:

- Operational status and alarms of various parts of the biogas plants such as digestors, pumps, heaters and shredders
- Critical operational parameters like temperature, pH, pressure of digestors and pressure vessel capacity filled
- BMS will also collect waste input, gas production, gas utilization and gas flared values for each location and calculate the gas production rate, treatment efficiency, LPG equivalents, GHG avoidance (kgs of CO_2) and efficiency of GHG avoidance. These parameters calculated, aggregated for various periods of time, and represented in dashboards for each location. BMS also enables us to configure and generate daily, monthly, and yearly reports for these parameters providing a PAN India overview of wet waste processing through bio-methanation.

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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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UN SDGs aligned

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Performance on Social goals

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

Material topics	Ambitions	Progress in fiscal 2022
Enabling digital talent at scale	– Extending digital skills to 10 mn+ people, including employees, clients' workforce, students, teachers and communities (2025)	– We have reached 4.8 mn people through our digital skilling initiatives in fiscal 2022
Tech for good	– Empowering 80 mn+ lives via tech for good programs in e-governance, healthcare and education (2025)	– 80 mn+ lives enabled via tech for good programs in e-governance, healthcare and education
Diversity and inclusion	– Creating a gender-diverse workforce at Infosys, with 45% women	– 39.6% women in the workforce
Energizing local communities	– Delivering 33% of work by leveraging flexible / remote work options	– 97% of our employees leveraged remote working options in fiscal 2022
Employee wellness and experience	– Facilitating best-in-class employee experience and being recognized among the best employers in our key operating regions	– Recognized as a Global Top Employer® 2022 in 22 Countries; Ranked among Top 3 Employers in Asia Pacific, Middle East, and North America and ranked among Top Employers in Europe for Best-in-Class People Practices; Ranked #1 in India again

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Enabling digital talent at scale

Amplifying human talent and capabilities of all

Disruption in any form impacts the functioning of governments, organizations and a larger society. Organizations strive to stay relevant and fresh, adapting to provide better, niche and unique solutions to their clients while retaining their employees. Individuals focus on skilling in line with their aspirations and strive to achieve a better quality of life.

At Infosys, we believe change and challenges are constant. We also believe that an 'always-on-learning' approach to empower and amplify human talent at scale for future readiness changes the narrative in every scenario – right from early education through fulfilling careers and managing end of career transitions.

Employee skill development

The lack of talent with requisite skills is seen as one of the biggest challenges to achieving organization goals and growth. One of the core pillars of Infosys' strategy - Reskilling - focuses on mitigating this challenge. By creating a culture of lifelong learning and empowering its employees to pick up indispensable skills to amplify their potential, Infosys has transformed workplace learning through its indigenously developed, next-gen digital learning platform – **Lex**.

Employees can access best-in-class content aggregated from multiple sources and pace their learning, online or offline seamlessly – at anytime, anywhere and on any device. The platform offers a multitude of features such as safe coding virtual environments, certifications, dynamic learning paths, one-stop information hubs, social learning forums, knowledge boards and more, to skill up and reskill on technologies and other work-related competencies. Employees can also actively create and contribute knowledge content.

Core tenets of learning on Lex

Make it convenient
Access anytime, anywhere and on any device

Make it relevent
Real-life, best-in-class curated content including safe practice environments

Make it fun and engaging
Social learning with cohorts, ganified through cool badges, contests, channels, discussion forums, knowledge boards

Make it matter
Integration with HR systems, SMART learning goals, helping employees progress in their proffesional journey

A glimpse of Lex features introduced in fiscal 2022:

Quizzing is more cool and engaging with

- A personalized quiz app engages learners with lifelines, recommendations and a leaderboard testing their knowledge
- A customized version of the Hangman delivers the fun element while learning

Client interaction preparedness:

- Employees can prepare and evaluate their readiness to face a client interview with this self-preparedness and assessment platform

Learning atlas:

- The learning map app provides employees a visual aid to navigate their learning journey through defined and charted learning paths

Glossary:

- A dictionary of technology related words enabling employees to prepare and articulate better during discussions and presentations

Infosys Foundation program using LEX

The Infosys Foundation training program spans from 11 to 14 weeks and is designed to train entry-level engineering graduates who have been newly onboarded. The program is also designed to facilitate a transition from academics to the culture in corporations. The versatility of our digital learning platform Lex enables trainees to make a seamless transition from the conventional classroom training to online virtual training and assessments, that even a pandemic could not disrupt. Lex's extension – InfyTQ, has enabled fresh hires to complete basic courses before joining the campus. Aspirational trainees can choose learning paths that they are passionate about and complete the same along with internal certifications in self-paced, self-study mode.

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In fiscal 2022, **2,99,300 employees** have leveraged Lex to further their learning and career goals. On an average they spent a **35 - 40 minutes learning on a weekday** and **45 - 50 minutes on a weekend**.

Training data of employees from April 1, 2021 to March 31, 2022

	fiscal 2022
Total number of training days	49,14,796
Average number of training days for men	15.05
Average number of training days for women	16.70
Self-learning courses	12,786

*this number does not include training for contract staff. All our contractors have received training on Anti-Sexual Harassment, OHSAS and job specific training, as appropriate to their role.

Clients

Globally, our clients and their businesses have been affected by the Great Resignation and the Great Reset waves. Our learning solution for our clients through **Infosys Wingspan**, a customized version of Lex, helps them strategize, manage and transform their workforce effectively thereby reducing negative impacts on their business. This engagement has also helped us forge strong bonds with our clients.

With Infosys Wingspan, clients do away with reinventing the wheel completely. 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.

Client leaders can derive insights from the in-built telemetry and follow internal learning trends, drive initiatives to improve the learning quotient, plan focused and high impact learning interventions and execute course corrections, when necessary.

40+ clients

using Infosys Wingspan since inception

Infosys Springboard

In alignment with the Infosys ESG Vision 2030 to enable digital skilling at scale, Infosys aims to empower over 10 million people in India with digital and life skills by 2025 through its initiative - Infosys Springboard. This initiative has been crafted to meet opportunities for honing skills amongst individuals, empowering them and amplifying their potential, at scale. Infosys Springboard promises to be a game changer because of Infosys competency development lineage, active curation of content and ability to support additional learning needs. It is fully aligned with India's National Education Policy 2020 to provide easily accessible, affordable, equity, quality and accountable education.

The platform, powered by Infosys Wingspan, is accessible free of cost to any curious learner from class 6 to lifelong learners with a web enabled device and internet connection. Learners stand to gain from immersive learning experience along with a host of benefits such as

- Curated world-class content, developed in-house and those from top content providers like Coursera, Skillsoft, Tech Academy, Learnship, and more
- Insights into various domain and technology trends through Masterclasses and sessions from experts within Infosys, from the industry and from recognized university and academic institutions
- Virtual environments to practice, programing challenges and get assessed on newly learnt skills
- Technical and behavior competency skills' development through focused learning interventions and microsites like CodersZen, A Millennials Dream, Career Compass, Catch Them Young, and more
- Building foundational skills holistically and preparing for new age roles and careers.

Where the learner is engaged in enhancing skills at an individual level, the government and academic institutions are equipped to blend Infosys Springboard into their education system:

- Choice based credit system for academic institutions to use in their curriculum for industry interventions like assessment/ assignment components and credits for self-paced learning
- Virtual / digital classroom capabilities which can be leveraged by the institutions to conduct online classes
- Video proctored exam / assessments environments which can be used by institutions to conduct online tests

At present, the platform is available in **English and all major Indian regional languages including Urdu and Sanskrit**. 6 state institutions have come onboard in fiscal 2022. More institutions are in the process of signing up and bringing in all their students and employees on to Infosys Springboard to augment their offering of quality education.

Fully aligned with NEP

Infosys Springboard content fully aligned with the National Education Policy 2020 (India)

Accessible, free learning

Class 6 to life-long learners

1.8 mn

No. of learners registered on Infosys Springboard, India

30%

of registered learners on Infosys Springboard are girls / women

Read more here Digital Learning and Reskilling Programs | Infosys Springboard

Read more on Infosys Springboard in other geographies in the chapter 'Energizing local communities' in this report

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Tech for good

The development and adoption of advanced technologies, including smart automation and Artificial Intelligence has the potential to raise productivity and GDP growth and solve larger challenges for the benefit of the larger community while facilitating the achievement of SDGs. Digital technologies and platforms have been used successfully in consumer technologies and there is an opportunity to apply these to ensure social good.

Infosys is committed to using digital, cloud and open-source technologies to drive societal impact in our communities through partnerships that will enable our stakeholders to harness the power of technology in their everyday. Over the last one year, we delivered our tech for good platforms and solutions for e-Governance, healthcare and education.

Tech for good work in healthcare and education

- Apthamitra initiative by the Government of Karnataka
- BBMP bed management system for the Government of Karnataka
- Vaccin1st platform for vaccination delivery within our campuses

Tech for good work in e-Governance

- Income Tax portal
- GSTN portal

Healthcare and education

January 2020 was life-altering for everyone. Over the course of the next few months, COVID-19 cases began to surge across the globe and finally on March 11, 2020, the World Health Organization (WHO) declared the novel Coronavirus (COVID-19) a global pandemic.

The Government of Karnataka struggled to track infected patients, their treatment and recovery during the COVID-19 surge. To offer a holistic solution to the problem, we collaborated with the state government and a consortium of partners to build Apthamitra - a platform for the containment of COVID-19 and BBMP Bed Management System.

Apthamitra

Apthamitra brings different stakeholders like government officials, citizens, NGOs, volunteers, nurses, Arogyamitra volunteers, among others together on to a single platform to monitor, track and respond to the COVID-19 situation in Karnataka. The platform aims to maximize the utilization of resources and contain the outbreak.

Apthamitra's remote care module maximized resource utilization across hospitals and medical facilities through immediate help and response to citizens. Patients who needed more than just medical advice based on symptoms are assigned to a telemedicine doctor.

During the pandemic, we realized that beyond medical help, citizens were also in dire need of food, clothing, groceries and other necessities. NGOs like Karnataka's Asha workers along with other volunteers stepped forward to collaborate with various organizations to deliver basic amenities to these communities. However, the minimum time the system took to attend to one request was 25 minutes owing to manual intervention. With Apthamitra, the time was reduced to five minutes per request.

Successes of the program

- Won the Grand Challenge for Strengthening CoWIN from MeitY – May 2021
- Accorded the NASSCOM Social Consciousness Award under Disaster Management category – Sep 2021

1.1 mn+
Lives impacted by Apthamitra

4.8 mn
Queries received and acted on the platform

5,071
Ambulances dispatched for Bengaluru citizens with real-time assignment and action and reduced turn-around time

88,831
Patients were given the follow-up schedules

50
Karnataka-based COVID-19 campaigns

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BBMP bed management

We supported the BBMP bed management system implementation led by the e-gov Foundation, Government of Karnataka and a group of volunteers. The system was instrumental in organizing, assigning, and prioritizing bed management during the second wave while aiding hospitals in claiming diverse benefits from the government for private-held beds.

Vaccin1st

When the Indian government announced public vaccines, we stepped forward to vaccinate our employees and dependents adhering to government guidelines. A platform, Vaccin1st, was implemented to organize a vaccination drive within Infosys campuses in collaboration with approved medical partners. Using Vaccin1st, a seamless and end-to-end vaccination drive was made possible across 105 vaccination centers in Infosys. The platform supports administration tasks such as setting-up of vaccination centers, onboarding medical partners, maintaining availability of vaccines, maximizing the utilization of vaccine from a vial, notifying employees, maintaining vaccination records, and so on.

In February 2021, we were chosen as one of the top teams to strengthen the CoWin portal by teaming up with the Ministry of Electronics & Information Technology (MEITY).

230k+

Vaccines administered through the Infosys vaccination drive in India, for employees and their families

105

Vaccination centers set up

e-Governance

Infosys has embarked on country-scale projects in e-Governance.

Income Tax portal

We joined hands with the Income Tax Department, Ministry of Finance, Government of India to launch the income tax portal in 2021. The portal is part of the National E-Governance Plan and its objective is to provide a single window access to income tax related services for taxpayers and other stakeholders.

GSTN portal

We collaborated with GSTN to roll out and subsequently manage the Indirect Taxation platform for GST to assist taxpayers in India in preparing, filing returns, making payments of indirect tax liabilities and maintaining additional compliances. We provide IT infrastructure and services to the Central and State Governments, taxpayers and other stakeholders for the implementation of the Goods and Services Tax (GST) in India. A unique and complex IT initiative, it established for the first time a uniform interface for the taxpayer under indirect taxes through a common and shared IT infrastructure between the Centre and States.

9.97 cr

Individual registered users serviced on the income tax portal

10.75 cr

Registered users

(as per income tax site till January 31, 2022).

1.36 cr

Taxpayers supported and serviced by the GSTN platform so far

Read more - https://www.infosys.com/global-resource/18/tech-good-compendium.pdf

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Diversity, equity and inclusion

At Infosys, we work to build and sustain an inclusive, non-discriminatory and equal opportunity workplace. Our DEI vision is an integral part of the Infosys Code of Conduct & Ethics contained in a powerful tenet viz. 'Respecting Each Other.'

Building strong DEI Governance

Our ESG Ambition commits to strengthening diversity, equity and inclusion in the corporation and achieving 45% women in our workforce by 2030. DEI Goals are 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 and address them in a timely fashion. Diversity Councils comprise members from business and enabler functions, who work under the leadership of a Diversity Council Head. Periodic reviews, dashboards and leaderboards on diversity and inclusion metrics and programs 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 enabling proactive actions towards the corporate goal.

75+

Data points on gender alone available in the tool

DEI culture building

Learning

A dedicated learning channel on Diversity and Inclusion in our LMS known as LEX ensures a plethora of learning modules, certifications, experience sharing, a human library, blogs and leader talks through an engaging 'Talk the Walk' format.

Award for Excellence

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

Employee Resource Groups

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

8 ERGs

To strengthen inclusion and belonging

We support the safeguarding and upholding of human rights and abide by

- UN Universal Declaration of Human Rights
- UN Guiding Principles on Business and Human Rights
- ILO Declaration on Fundamental Principles and Rights at Work
- Member of Australian Network on Disability (AND)
- Signatory to UN Women's Empowerment Principles (WEP)
- Signatory to UN Fair & Equal (LGBT+ Charter for Business)
- Founder member of WEF Partnering for Racial Justice in Business
- Signatory to the UNGC

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Some of 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

Women

A signatory to UN Women's Empowerment Principles (WEP), our efforts on gender diversity in the workplace emphasize their participation 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 life.

39.6%

Women in the workforce in fiscal 2022

Key efforts during the year

Return to work post maternity initiatives at Infosys

A strong return to work post maternity program has ensured 87% women returning to work and 75% continuing in their professional journeys with us after 12 months of resuming work in fiscal 2022. In fiscal 2022, 16,871 men and 4,788 women availed parental leave.

Read more - https://www.infosys.com/about/diversity-inclusion.html

Focusing on women's learning and development

Some of our interventions in fiscal 2022 include:

- **I Win** an exclusive learning, networking and collaboration platform.
- **Women of Infy** is a popular blog column on InfyMe. It is a weekly showcase of women at Infosys and their stories of courage, grit and accomplishment and is a source of great inspiration for all employees.
- **Women in Management (WIM)** is an immersive, 3-day, residential workshop focusing on building competencies in self, teams, clients and business. Owing to the pandemic this intervention was conducted virtually this year and saw over 100 women participating in various batches. Additionally, special facilitator led workshops for women included, striking the right balance; emotions at work; power play; inclusive manager; accelerate her achievements (AHA); emerging me (EMME).
- **Women in Executive Leadership (WIEL)** is an exclusive intervention targeted to strengthen women in the leadership talent pipeline. The program contains online learning modules, facilitator led sessions, expert-led workshops on identified topics and project work. Around 50+ women attended this exclusive learning intervention in fiscal 2022.
- **#IamTheFuture** is a program organized by the Infosys Leadership Institute that is focused on training women for leadership roles and accelerating their readiness for these roles. It fosters an inclusive ecosystem and culture. Designed as a year-long program, in partnership with Stanford GSB, it provides holistic development opportunities for our women leaders globally.
- **Orbit Next** is our program to strengthen the talent pipeline of women in middle management. Over 150+ women are part of this program currently and these efforts have seen women advancing in their careers with us. Our overall women representation in the workforce is increasing by 1% Y-o-Y.

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Restart with Infosys

As part of this unique focus, launched in 2018, we concentrate on hiring women from career breaks, which could be for any duration and any reason. The program includes a component of learning and competency building, strong mentoring and working on client projects to give these women the support and confidence required to transition back to their careers.

500+

Women hired through the Restart with Infosys program

External collaborations

We encourage our women employees to participate in industry events as part of their professional growth journeys. This enables them to strengthen their social interaction skills and networks.

- **Building women networks across industry** - A collaboration with Confederation of Indian Industry (CII) enables women at Infosys to leverage their learning and build networks across the industry. They also get to participate in industry-led mentoring programs, workshops and seminars.
- **Women Wizards Rule Technology (W2RT)** was an outcome of our collaboration with NASSCOM (National Association of Software and Services Companies, India) to create a year long, immersive program to build a talent pool of 10,000 women in the new and emerging technologies for India. The program has online learning content, gurukul workshops led by industry leaders, industry mentors and hands-on project opportunities. It also offers learners access to conferences organized by NASSCOM.

426

Of our women employees were sponsored to participate in the W2RT program in fiscal 2022

Family Matters

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

Some of our sessions this year included- Cycling to fitness; Positive parenting; Raising happy and successful children; COVID-19 and women's health; Developing leadership through play; Mental health is not a destination, it is a process; The Ayurvedic route to build immunity and Physical, Mental and Emotional Wellness.

35+

Sessions conducted for employees globally

Employees with disabilities

We pride ourselves in championing the Rights of Persons with Disabilities Act 2016 in India. We have undertaken focused hiring and retention efforts of employees with disabilities, which has yielded positive results. We have also formed a Global Leadership Council for Disability Inclusion in the workplace and have chartered an ambitious agenda for the year.

Key efforts during the year

- **Operationalized the Accessibility Lab,** a digital accessibility learning suite of programs and certification, which enables engineers to gain a deeper understanding of accessibility needs of people with disability in order to design inclusive solutions. Infosys Accessibility Learning Certification programs are a part of the learning and awareness building agenda. Infosys' Accessibility Testing Tool (iATT) was listed as one of the w3.org's recommended tools and is an intelligent accessibility compliance analyzer with a robust rules-engine and exhaustive features that enable intuitive data to facilitate accessibility analysts.
- External collaborations with our alliance partners to strengthen our inclusion efforts.

1,026

Employees have voluntarily disclosed their disabilities

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LGBTQ+

As signatories to the UN LGBT Charter for Business, we are committed to strengthening and supporting an inclusive workplace for members of the LGBTQ+ community. We have curated 4 special 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 InfyTV and our DEI Learning Channel. We also organize industry roundtables to share and learn from the practices adopted by various organizations to ensure the inclusion of the LGBTQ+ community.

Cultural diversity

As part of our efforts to become an organization that gives precedence and celebrates multiple cultures and practices, we have outlined the following priorities:

Building awareness: With over 157 nationalities in our workforce, our DEI effort continues to focus on the diversity of culture and experiences, enhancing learning, awareness and collaboration across employees and teams.

Cross-cultural skills and learning: We make continued investments in cross-cultural enablement through learning interventions. The popular Culture Café initiative is a favorite with Infoscions.

Culture Chats: As part of this initiative, we help bridge culture gaps, enhance understanding of business culture and provide employees with an opportunity to interact with their colleagues in other locations.

Recognition

We won 11 international and national level accolades in fiscal 2022 which include the following:

- The Asset ESG Corporate Awards 2021 for Best Initiative in Diversity and Inclusion
- The ESG India Equal Opportunities Award from ESG Risk AI
- Top Employer in the 2021 India Workplace Equality Index (IWEI), won Silver for LGBTQ+ Inclusion
- Among top 50 (Large) India's Best Workplace for Women 2021 by Great Place To Work
- Exemplars of Inclusion in Working Mother and AVTAR Most Inclusive Companies Index 2021
- Top 10 Working Mother and AVTAR Best Company for Women in India in 2021
- Accredited as a Disability Confident Recruiter by the Australian Network on Disability (AND) for 2020-21
- Forbes' The Best Employers for Diversity in 2021
- Diversity Inc.'s Top 50 Companies for Diversity as a 'Noteworthy Company' for Diversity in 2021
- Second place for Excellence in Diversity & Inclusion at the SHRM platform
- Scored 100 / 100 in the Corporate Equality Index (CEI) assessment for LGBTQ+ Inclusion in the US

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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. Our efforts to energize local communities include local hiring, academic partnerships and collaborations, industry-wide advocacy efforts and more. We believe client proximity lends several benefits to delivering agile digital transformation.

1,000
Digital jobs were created in the UK to fuel post-pandemic growth over a 3 year period

92%
Employees locally hired in fiscal 2022

In the US

Bringing K-12 digital skills to the community

The Infosys Foundation USA was founded in 2008 to increase access to computer science and maker education for K-12 students and educators across the US, particularly in under-resourced communities. Through its partnerships with non-profits and signature programs, the Foundation continues to build upon the 1 million+ educators and 23 million+ students it has reached since its inception.

1 mn+
Educators reached

23 mn+
Students reached

Infosys Springboard in the US

Launched in Feb 2022, Infosys Springboard in the US is a three-platform initiative designed to create life-long learning opportunities for all across the digital skills spectrum from K-12 classrooms (Pathfinders Online Institute); to post-secondary and higher-ed learners (Digital Academy) and professionals (Reskill and Restart). This corporate social responsibility initiative offers upskilling opportunities in computer science, maker education, leading technology trends and soft skills in leadership and management, so that all can thrive in the 21st century digital economy.

Pathfinders Online Institute

One of the primary ways the Foundation achieves its impact is through the Pathfinders Institute, a historically in-person professional development program that went virtual due to COVID-19. This past year, 700 teachers took part in this initiative, reaching approximately 21,000 students. The Foundation also engaged in over 20 partnerships with leading organizations that bring dynamic digital skills to Latinx, Black, Native American, and neurodiverse micro-communities in all 50 states, reaching thousands of students and educators. Additionally, the Foundation dramatically increased the offerings of the Pathfinders Online Institute, the digital learning platform launched in 2019 that currently offers over 52 courses for the year-round K-12 ecosystem. This year, over 12,600 new accounts were created, reaching approximately 400k + students. Additionally, through the platform the Foundation gave away over 6,000 computer science kits and free instructional resources to educators seeking to make their instructional lessons come to life. Through the Infy Maker Awards, the Foundation granted 10 organizations a grant of US$10k each to support the advancement of maker-centered learning in traditional schools, museums, libraries, and other youth-serving organizations. This program has now given over US$1 million to 95 organizations across the country since it was launched 7 years ago.

21,000+ students
took part in this initiative in fiscal 2022

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Upskilling Today

The Digital Academy is an online platform that provides upskilling opportunities in the latest digital trends, soft skills and emerging technologies like AI/ML and cybersecurity for post-secondary learners or others seeking transferable skills aligned with the technology-enabled 21st century workforce.

Reskill & Restart: We launched Reskill & Restart in July 2020, as an innovative solution to reskill the American workforce and fulfil their employment needs following COVID-19. The solution is powered by an Infosys-led consortium, leveraging Infosys Wingspan to create a free, online platform, connecting employees and employers, while also providing necessary training for jobseekers. The consortium is helping our talents in their transition from traditional jobs across various industries and work streams to digital and operation jobs of the future.

Wingspan Academy: Wingspan Academy was launched in 2020 for candidates across the US, as a platform designed to enhance one's knowledge of the latest industry-relevant technologies. The participants receive these benefits without financial or exclusivity obligations and at no risk.

It is a dynamic learning platform to learn and collaborate with like-minded peers and stay connected with our company. The key learners include people impacted by the pandemic, global college students, teachers of computer science and maker **education in K-12 public schools.**

More can be learned here about Infosys Springboard in the US - https://www.infosys.com/about/springboard/usa.html

More can be learned about the Infosys Foundation US programs in its Year in Review 2021 - https://www.infosys.org/ foundation-usa/documents/ year-review-2021-report.pdf

Partnerships with Academia through our innovation hubs

Our six technology and innovation hubs in the US focus on sector alignment and partnerships with Universities and Community Colleges. In Arizona, we partner with Arizona State University and Maricopa Community College. In Indianapolis, Indiana we partner with Indiana State University and Purdue University. In Dallas Fort Worth, Texas area we partner with University of Texas at Dallas. In Raleigh, North Carolina we partner with North Carolina State University and Wake Technical Community College. In our Connecticut Hub we partner with University of Connecticut and Trinity College. In Rhode Island, we partner with Rhode Island School of Design and Community College of Rhode Island as well as eCornell University.

Infosys commits to 3-year investment in Thurgood Marshall College Fund

Infosys has committed to a 3-year investment benefitting the Thurgood Marshall College Fund (TMCF), America's largest organization exclusively representing Historically Black Colleges and Universities (HBCUs). As part of its commitment to developing and recruiting diverse talent, Infosys will serve as an HBCU Graduate Pipeline Partner creating an opportunity for at least 1,600 graduating students to interview and accept jobs within Infosys.

Additionally, given its mission to advance access to computer science education for K-12 educators, Infosys Foundation USA will serve as the STEM sponsor of TMCF's Teacher Quality & Retention Program (TQRP) 10-day Summer Institute to invest in the future pipeline of Black STEM educators.

Europe

As a part of our Corporate Social Responsibility (CSR) charter for Europe, we launched Infosys Springboard a digital inclusion platform for youth, SMEs, and the unemployed. The program is focused on three areas, with varied initiatives designed to lead to better outcomes for individuals, communities, and businesses.

Reskill and Rewire

for digitally empowered people, is envisioned towards increasing digital literacy across the board and making it available to everyone for free.

Empower and Excel

for digitally engaged communities, makes devices and digital assets available to those who cannot afford them.

Innovate and Ignite

for digitally-enabled enterprises, is designed to help entrepreneurs realize their ideas and small and medium businesses improve their services through digitization.

Read more - Reimagining Digital Inclusion | Infosys Springboard

UK

Infosys collaborated with the London Borough of Brent to launch a free digital learning platform, Infosys Springboard. The platform offers over 230 courses and is built to make digital education more intuitive and immersive with features that enhance learnability. This effort has allowed Brent to provide a platform to boost employability in the region and with this collaboration, the team endeavors to make high-quality digital education accessible to all. Since the launch, there has been a surge in registrations and we are now supporting over 23,000 participants in the UK.

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France

Infosys is committed to make a contribution to digital inclusion in France by bridging the digital gap for those students and young adults who lack knowledge and understanding of the digital world and transformations (mostly located in specific disadvantaged geo areas officially identified as "priority education areas"). Our ambition is to bridge the digital gap that these disadvantaged persons are facing, through specific training / coaching sessions and leverage Infosys Springboard for them.

Our partnership with LepC and their 'Innov' Avenir' program is focused on 3 key pillars viz., enable understanding of the professional world and enable digital skills – both these interventions are for students in the age group of 13-18 years. The third pillar focuses on providing coaching and supporting young adults in their job search. Our aspiration is to extend the program beyond Paris and Marseilles to Toulouse in the coming year.

Germany

Infosys Germany's government and academia engagements include publicly funded innovation projects as well as CSR work with various cities. From tutoring refugees in Frankfurt to supporting the local main library of the city of Düsseldorf, hackathons and start-up connects as well as many speaker opportunities, the team has strengthened the local footprint, the local image and its local network.

Engaging with clients and community through Innovation Labs

With innovation labs around the world, from Seattle to London, Düsseldorf and Bucharest to a recently launched one in Melbourne, Infosys contributes to innovation acceleration by building tech capabilities that focus on the incubation of next-gen services and offerings. These so called "Living Labs" use technologies like augmented and virtual reality, 3D printing or 5G to show how these are able to structure and use big data, help in B2B environments and solve problems around the globe. The labs attract visitors from academia and public sector as well as clients from industry sectors like Manufacturing, Healthcare, Energy, Retail, Communication, Insurance, Finance, and others. Some experiences offer a wide range of innovative solutions that we are co-creating with our clients to realize immersive, interactive and experiential outcomes. Some live experiences like our Roland-Garros tennis platform, an AWS lab or the Digital Twin are great opportunities to present these technologies in Infosys offices and by that engage with academia, current and future clients, as well as research and local communities.

Australia and New Zealand

Infosys Springboard

Infosys Springboard Australia and New Zealand is designed to enable pathways to education and learning of digital skills for under-represented communities and to create a more equitable community across Australia and New Zealand by enabling inclusive education, digital learning and engagement experiences. Infosys Australia has a partnership with GovHack the largest open data hackathon in the Southern Hemisphere, accelerating digital skills and innovation across Australia and New Zealand.

Read more - https://infosysspringboard.ausnz.onwingspan.com/en/login

Knowledge Sharing Series – Momentum
In 2020, the Government of Australia, Infosys and Monash University conceptualized this series which has reached over 11,000 students, 15+ government officials and 30+ Australian organizations.

Nurturing regionally-aware future Australian leaders
Infosys is among the largest private sector partners for the Government of Australia's New Colombo Plan which engages all 39 Australian Universities providing scholarships and mobility programs.

Partnership with Auckland University (NZ)
In early 2022, Infosys signed a funding agreement with Auckland University (NZ) to support Māori and Pacifica students in the faculties of Science and Engineering.

In addition, we are offering mentoring support so that we help these under-represented student groups complete their studies and find pathways to employment.

Thought-leadership in Digital Accessibility awareness
In fiscal 2022, Infosys announced a collaboration with the Centre for Accessibility Australia for Australia's Access Awards. As part of the International Day of People with Disability celebrations, Infosys published a research report titled, "The Digital Accessibility Journey" — Exploring priorities and investments of Australian and New Zealand organizations in which 670 organizations participated. The research was conducted with advice from accessibility advisors including Australian Network on Disability, Intopia, the Centre for Accessibility Australia, Vision Australia, Accessibility Tick, New Zealand and Access Advisors, New Zealand.

670

Australian and New Zealand organizations explored priorities and investments for digital accessibility

The Galuwa Program - Indigenous outreach and engagement
Galuwa is an outreach and engagement program for indigenous youth in Australia that focuses on deeper and more meaningful engagement with high school and indigenous students through corporate and community partnerships.

The Infosys Melbourne Living Lab
The Infosys Melbourne Living Lab is underpinned by an ecosystem approach that enables a confluence of digital technologies and human experience design. Infosys clients partners, academia and start-ups leverage solution accelerators, digital experiences, and frameworks to ideate, prototype and test innovations

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Infosys – a 'Live Enterprise'
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

Employee wellness and experience

At Infosys, we are not a technology company full of people, but a people company that understands the immense potential of technology. Our people, with a little help from all things digital, move our clients forward and the world forward with them too. That is why it is our constant endeavor to make Infosys a place where people can be their best selves. Talent transformation at Infosys is serious business. It begins with sensing employee needs and responding with an employee value proposition that delivers meaning, purpose and value for them. It builds synergy between how we look to differentiate ourselves as Infosys and deliver on the expectations of our employees.

We have a three-pronged strategy to deliver on this promise:

- Inspiring our people with meaningful work and passionate teams, enabling them to find their purpose and make an impact. It is all about finding and then building what is next for the industries that we serve
- Ensuring that our people, as a result of their endeavors, are continuously learning and progressing in their careers, and shaping our collective future
- Making it possible for every employee to navigate further, powered by our culture and partnered by dozens of other Infoscions with shared aspirations

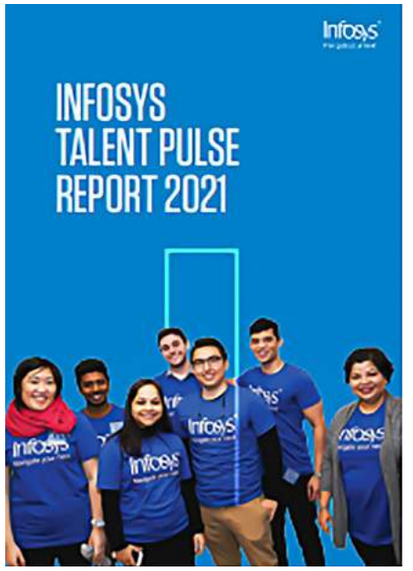
At the core of our promise lies our company values – CLIFE – defining our approach to everything. CLIFE stands for Client value, Leadership by example, Integrity & transparency, Fairness, and Excellence

Key highlights

3,14,015
Total workforce

84,782
Fresh college graduates hired globally

75%
Overall satisfaction



Read Infosys Talent Pulse Report 2021

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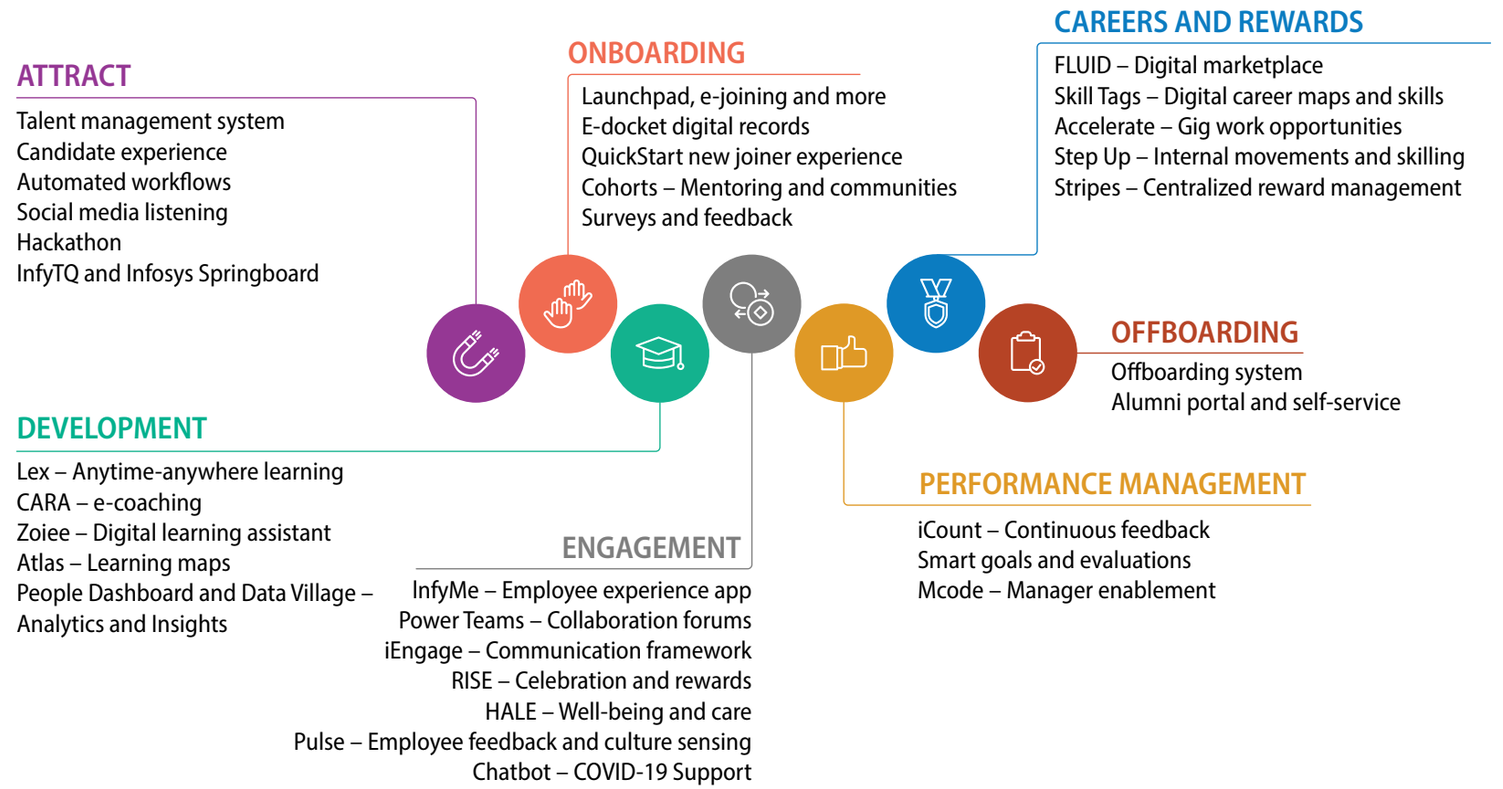
Digital first employee lifecycle application with human experience

Transforming the employee experience at scale in a company of over 3,14,000+ people spread across 50+ countries is only possible through technology. For us, digitization was the only way forward. We used our own Live Enterprise suite of technologies for this. Some of our offerings that deliver employee experience are listed below.

Employee Journey Map



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Occupational Health and Safety

Infosys recognizes and accords the highest priority to safety and wellbeing of its employees and other relevant interested parties. The Health, Safety and Environmental (HSE) Management System at Infosys termed 'Ozone' is certified to ISO 45001;2018 Our HSE policy enunciates our philosophy and commitment towards management of key HSE aspects and drives our efforts in this area globally. Our stakeholders include investors, clients, employees, contract staff, suppliers, the government/regulators and the community, amongst others.

The Ozone initiative driven by management commitment, legal requirements and interested parties' expectations has not only enabled obtain basic assurance on the processes instituted through certifications or assessment, but has also helped Infosys to be a leader in this area. 100% adherence to all applicable HSE-related statutory, legislative requirements is ensured in the regions where we operate. A process for governance at various levels is also established to ensure we comply to requirements globally. We consciously strive to ensure zero accidents, physical and emotional well-being and safety of our stakeholders.

Risk assessment

Risk assessment is proactively conducted to identify hazards for all existing / new / modified activities, process, 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 based on incidents that have occurred during the period. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls are implemented, the document is revisited to assess the residual risks. A ranking is done based on the severity and probability of the risk. The OH&S hazards in the workplace are communicated to all concerned stakeholders who are also consulted when there are changes in operations. Relevant OH&S hazards are identified, and appropriate operational controls 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.

As Infosys is an IT / ITES company, there are no product risks but those related to provision of services like ergonomics, emotional wellbeing, risks associated with operation of utilities, commute, etc., We have established numerous initiatives, interventions, virtual sessions, and process controls to address them. Well-equipped occupational health centers / physiotherapy facilities are available at our campuses in India. During the year the doctors and physios have helped employees and their dependents consult virtually through the telemedicine portal. Various interventions on physical and emotional wellbeing were enabled under the aegis of our HALE initiative.

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.

Occupational Health & Safety (OH&S) committees

Occupational Health & Safety (OH&S) committees are established at each of our campuses and offices comprising of cross-functional teams. The Development Center Head chair 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%.

Training and awareness

Embedding HSE culture in the organization necessitates competency development. Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. Training includes awareness-building, mock drills, classroom sessions and periodic demonstrations. HSEMS training is also a part of our employee induction programs. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher training.

We have always focused on building a culture of safety at Infosys. Individual responsibility for safety is always emphasized. Safety in workplace is accorded one of the highest priorities. Systems have been established to ensure the same including work permits, trainings, LOTO, safety inspections, audits, operational controls, monitoring, etc. Policies and processes which cover various aspects of safety have been established which include and are not limited to women's safety, lone working, transport, travel, construction amongst others.

Our ISO 45001:2018 certification covers 80% of our India locations. At all our other locations, including global locations, we have implemented processes based on legal requirements and internal benchmarks and have included them in the internal audit cycle.

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HALE (Health Assessment & Lifestyle Enrichment)

At Infosys, our wellbeing journey is 2 decades strong and it is at the core of our culture. We continuously strive towards enhancing the wellbeing experience for our employees through our HALE (Health Assessment & Lifestyle Enrichment) program, that is aimed at increased awareness and overall wellbeing resulting in good health, reduced stress levels, safe work environment and improved productivity levels.

Striking a balance between work and life, our multi-faceted approach to addressing corporate and individual needs helps us achieve conclusive results for the organization, while embracing a diverse workforce and helping individuals maintain a balance between work and life. At Infosys, we strive towards enhancing the day in the life of every employee and wellness is one very important element. HALE is a highly-acclaimed engagement tool, working in the area of employee health (physical as well as mental) and safety, encouraging leisure and creating and sustaining a workforce that is healthy and productive. The 4 pillars of our HALE journey are Physical, Emotional, Social Wellness, and Safety.

4.76/5
Employee feedback across HALE interventions

1,50,000+
Employees participated

850+
Wellbeing interventions

89%
Wellbeing satisfaction score

Emotional wellbeing

Transitioning from a physical to a digital mode, specially when it comes to handling mental health related issues, had to be done with utmost care and support. We have wellness coaches supporting our employees 24*7 in times of distress. Our peer-to-peer counseling network called Samaritans caters to our employees and provides a 'safe' space for conversations. Weekly webinars and discussions by experts in the emotional wellbeing space, mindfulness workshops, ensuring their emotional wellbeing is taken care of through our strong global HALE initiatives.

Physical wellbeing

Physical wellbeing of our employees have a critical focal point at Infosys. Through concentrated efforts over the last 12 months, we have implemented several wellbeing initiatives for our employees globally, that include sessions with experts on mental health, self-care and women's health, along with sessions on prioritizing work life balance. We have digitized wellbeing offering for better employee reach and experience. We have also developed a virtual GP service in Europe, where employees can schedule video consultations, without a physical visit. With considerable improvement of COVID-19 situation in India after the second wave, we are also focusing on post COVID-19 counselling and advisories to employees and family on need basis.

COVID-19 support

In order to support employees and their family members, a 24x7 was room was operationalized. We have set up Employee COVID-19 Care Centers in 14 cities in India where our development centers are located, during the peak of the pandemic. In addition, Infosys has tied-up with COVID-19 testing labs, collaborated with emergency ambulance providers in each major city, and partnered with 1,500+ hospitals for hospital beds / ventilators in India. We have facilized doctor consultation through video, facilitated oxygen and medicine supply, Insurance coverage, counselling services, additional COVID-19 leave, regular safety checks, facilitated fresh food supply, etc. to ensure adequate support is provided to employees and family.

Vaccination

To ensure control of pandemic and wellbeing of employees and family, Infosys has provided vaccination free of cost to employees and dependents. We have setup vaccination centers in collaboration with healthcare partners at all our India campuses and are running regular vaccination drives for employees and their dependents. We are continuing our focus through these campus centers as well as offsite vaccination centers in other Tier 2/3 cities and encouraging employees to take the vaccination to protect themselves and their families. Through these concerted efforts, over 96% of our employees in India have completed minimum one dose and over 90% have completed both doses.

Infosys COVID-19 care support measures

Test labs, ambulance and hospital tie ups	Video consultation	Additional paid leave COVID care
COVID care insurance	Medicine support	Food supply and quarantine facility
Counselling and emergency support	Safety checks and safe workplaces	Vaccination family and friends

Social wellbeing

We create opportunities for work-life balance and help Infoscions have a fulfilling and multi-faceted life. Under this pillar, we conduct several leisure events to cater to their interests, hobbies, and lifestyle. Some of our policies to faciltate work-life balance include:

- Extended maternity leaves
- Sabbatical for personal reasons
- Sabbatical for community service
- Sabbatical for higher education
- Adoption leave
- Part-time / flexi-hours
- Work from Home
- Work options from satellite offices

Read more on how we are driving the Culture of Wellness - https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/driving-culture-wellness.html

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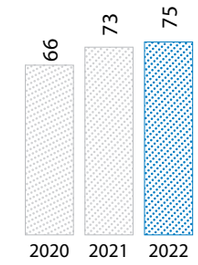
Employee satisfaction

Infosys has robust mechanisms to gauge employee sentiments and feedback. Up until fiscal 2020, employee engagement at Infosys was measured through an annual survey – LITMUS. When the pandemic the team quickly reimagined this tool for the new remote work of work and introduced an ongoing sensing process called Pulse.

Pulse is our enhanced tool for collecting ongoing and real-time feedback from employees anonymously on key organization wide themes that we believe shape an employee's experience at Infosys such as work, learning, careers etc. We poll the entire organization through a micro survey on an ongoing monthly basis every quarter to get a sense of employees' sentiments on the ground. In addition to this ongoing monthly survey, we also poll our employees on select tenure-based milestones and specific events including onboarding, job rotation, appraisals, amongst many others. This cumulative understanding of employee perception, and feedback from actual events and milestones has 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 consisting of feedback from their respective teams which enable them to engage 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. Managers along with their respective units HRs and leadership work on making changes or improvements at the Unit / team level on the ground. Over 50,000 employees participated in Q4 with insights gathered around various themes of the organization. These insights have led us to create focus areas for actionizing on a quarterly basis which is socialized with the leadership team and progress on the same is updated periodically.

Employee satisfaction
(%)



Resolution hubs

A safe and positive work environment is what we want to be associated with and in keeping with this philosophy, we envisage an open-door policy. Employees can access several forums where they can highlight matters or concerns faced at the workplace. This is achieved through a well-established and robust grievance resolution mechanism comprising 'resolution hubs'. The Anti-Sexual Harassment Initiative (ASHI) and the Hearing Employees and Resolving (HEAR) networks are designated as redressal forums for sexual harassment and workplace-related complaints, respectively. Resolution hubs adhere to the principles of natural justice, confidentiality, sensitivity, non-retaliation and fairness while addressing concerns. The concerns are handled with sensitivity and are redressed and closed in a timebound manner.

A detailed investigation process ensures fairness for all involved, with an opportunity to present facts and any material evidence.

Read more on Infosys resolution hubs

Human rights

Infosys is a signatory to the UNGC. Our human rights stand is contained in our Code of Conduct & 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 & Ethics. The SAQ is a comprehensive tool which also includes 'self-study' tutorials, allowing employees to learn and then take up the assessments.

In fiscal 2022, we undertook an independent Human Rights Impact Assessment of our operations across India. India comprises >80% of our employee base. The assessment protocol was created based on the Articles contained in the Universal Nations Directive on Human Rights (UNDHR), ILO, UNGC Principles, the GRI Standards, the Business Responsibility and Sustainability Reporting (BRSR) parameters, as well as Health & Safety criteria and environment management systems. It is our constant endeavor to make Infosys a place where people can be the best version of themselves. The Talent Pulse Report 2021, provides a glimpse into our Employee wellness and experience practices.

Employee wellness and experience is an important ambition as a part of Infosys' ESG Vision 2030. As a part of our continued efforts, we created and deployed a Hybrid work model (read page 9 and 10 of the ESG Report 2021-22). The model focuses on the three dimensions of Work, Workplace and Workforce. It helps the enterprise in defining the best fit working model for the long term that also meets the requirements of business and the expectations of employees. The suggestions from the independent human rights impact assessment allowed us to accelerate our part time and remote work policies and inform our hybrid model further.

All our security personnel are trained on human rights related topics. The 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. Human Rights Impacts are also evaluated through an independent responsible supplier assessment for our top 100 suppliers that was initiated in fiscal 2022.

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Performance management

Our performance management process is designed to cater to the needs of each individual employee. 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. Our process helps us to keep the focus on "performance and development" conversations between the manager and team members wherein the employee's future development is given as much importance as the past performance. Aligning with this performance management philosophy, we have the defined performance review and assessment process for managers and their teams and for leaders and sales. For managers and teams, the performance assessment cycle is annual whereas for leaders and sales it is bi-annual.

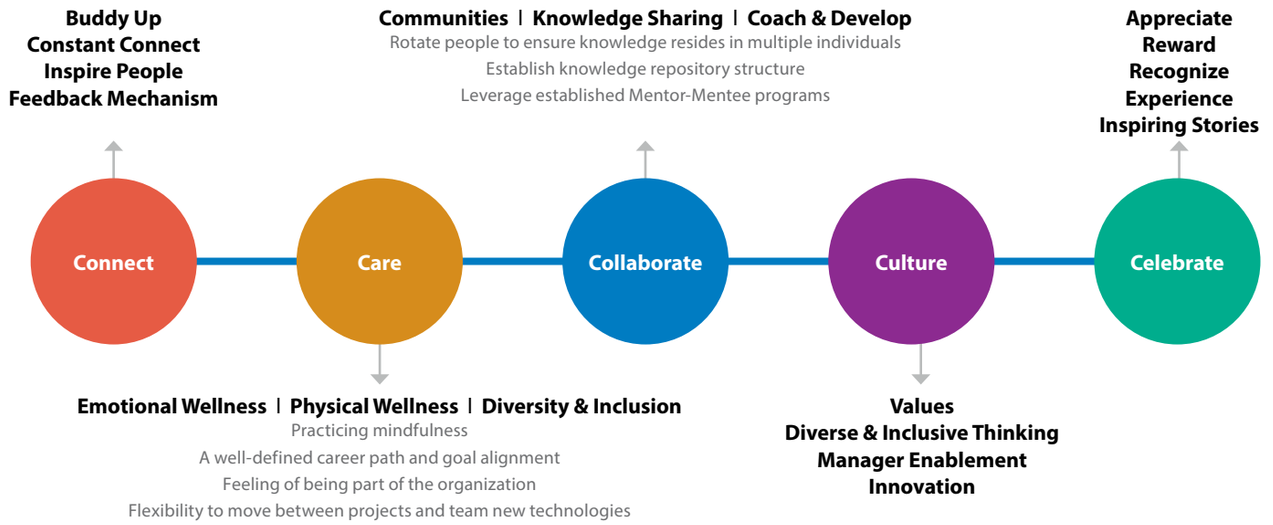
All of our employees are enabled to carry goals aligned to their respective roles and business scenarios. Leaders get evaluated on their performance bi-annually and other employees on an annual basis. Continuous feedback is an important element of the process with regular reviews, culminating into a rating based holistic view of the employee's performance. Performance conversations between employee and manager happens on an ongoing basis, given the continuous performance process that we have in Infosys.

The continuous feedback process helps managers provide instant feedback for necessary improvements in the work that is being done. In case of continued lack of expected performance, employees are identified for a structured performance improvement plan where they are given goals and the managers support them in achieving those goals. Employees are also encouraged to take up trainings to upskill / reskill themselves to meet the needs of the projects. At the end of the performance cycle employees receive a performance rating on their performance.

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 those on a regular basis. Managers can provide feedback to employees on these goals and support them in achieving the objectives. Managers set up development goals for employees which help them grow in their career. 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 to provide the holistic view of the employees' performance.

5C Employee Engagement Framework

Our Employee Engagement Framework, **5C (Connect, Collaborate, Celebrate, Care, Culture)** helps us to continue to create best-in-class employee experiences and supports our people in staying motivated to deliver their best at all times.



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Leadership development

The Infosys Leadership Institute (ILI) is dedicated to supporting leaders to embrace larger responsibilities and challenges, grow to be future ready and positively influence their teams, clients and the communities in which we operate. ILI's charter is to enable leaders to be aligned with business, remain agile and continuously explore new and impactful developmental efforts.

Read more - https://www.infosys.com/leadership-institute.html

Careers

We have put in place programs, partnerships and initiatives that give our employees several opportunities to learn continuously and be rewarded with faster growth. We know that digital technologies are changing every day, and that skills need to be constantly updated. That is why we make it easy for our people to reskill, upskill, and build new digital muscle, so that they excel. Our plan for our employees is to not just ensure they are gainfully employed, but also guarantee upward mobility for them in their professions.

Preparing for career next

Career Mobility	Bridge Programs, Internal Movements Digital Specialists, Power Programmer
Internal Marketplaces	FLUID - It enables Infoscions to constantly move towards acquiring higher-order skills and experiencew
Skill Tags	Skill Tags function like skill badges that identify proficiency in different technologies.
Digital Quotient	Digital Quotient is a comprehensive score that helps Infoscions keep track of their digital capabilities
Platinum Club	Platinum Club is designed to offer targeted growth opportunities to high-potential talent at different career stages
SalesFlex	Sales focused learning and career development interventions

Careers that never stand still

Infosys Career Gambit is a comprehensive career initiative designed to help employees gain new skills, seek guidance, gauge progress, define career goals, and assist them to get future ready.

Get access to world-class learning, personalized learning paths and boost performance with digital readiness through.

Set themselves up to win, acquiring skill tags, and setting sights on specialized careers through.

Go forward in their career through multiple pathways into new and exciting technology spaces.

For more information on our world-class people practices read - Talent Pulse Report

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Recognition

In fiscal 2022, Infosys people practices were recognized across the globe

Infosys recognized as a Global Top Employer® 2022

in 22 Countries, Ranked among Top 3 Employers in Asia Pacific, Middle East, and North America and ranked among Top Employers in Europe for Best-in-Class People Practices; Ranked #1 in India again

Certified as a Great Place to Work® for excellence

for employment practices in India for 2022

Received Brandon Hall Group's Organizational Excellence Certification

for demonstrating best-in-class talent acquisition strategy and human capital management practices

Certified as a Great Place to Work® for excellence

in employment practices in Canada for 2022.

SHRM HR Excellence Awards 2021

- Excellence in HR Analytics
- Excellence in Diversity & Inclusion
- Excellence in Health and Wellness Initiatives
- Excellence in Managing the Hybrid Workplace - The HR Lens

Infosys recognized among

Top 50 India's Best Workplace for Women 2021

by Great Place To Work in the large companies' category

Awarded Fortune Best Big Companies to Work For™ 2021

in the USA

Green Tech Safety Awards

for Occupational Health Practices and Safety Excellence - 2021

Infosys won a silver Stevie® Award

at the 2021 Asia Pacific Stevie Awards

InStep, was ranked as the

'Best Overall Internship Program'

in the 2021 Vault Internship Rankings.

People First HR Excellence Award, 2021

Champions in the category of Leading Practices in HR Risk Management

Infosys recognized among the top 5 companies

in the LinkedIn Top Companies List in India, 2021

Positioned as the fourth most attractive employer in India,

according to the Randstad Employer Brand Research (REBR), 2021

Infosys won four Stevie® Awards

at the 19th Annual American Business Awards

Infosys was ranked among

India's Coolest Workplaces

by Business Today

Brandon Hall Group HCM Excellence Awards, 2021

Bagged Gold prize for the Best New Hire Onboarding Program

Infosys was recognized in India for the second time in a row by People Business, powered by The Economic Times as

"Companies with Great Managers"

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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.

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Performance on Governance goals

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

Material topics	Ambitions	Progress in fiscal 2022
Corporate governance	– Bringing interests of all stakeholders to the fore through our empowered, diverse and inclusive Board – Building sustainable and responsible supply chains – Ensuring robust compliance and integrity practices – Engaging with stakeholders through various channels and earning trust through transparent communication	– 25% women on the Board – Launched a responsible supply chain assessment for our top 100 suppliers – Infosys was recognized for the second year in a row by Ethisphere as The Most Ethical Company 2022 – We continue to lead on ESG assessments both 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 well on our way to cover identified locations with the certification in a phased manner
Information management	– Being recognized as industry leader in our information security practices	– Positioned as a Leader in the US in "Cybersecurity - Solutions & Services 2021 ISG Provider Lens™ Study"

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Corporate governance

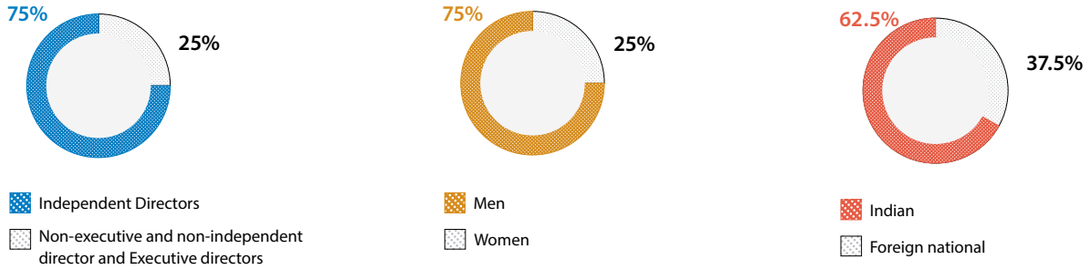
Our corporate governance is a reflection of our value system encompassing our culture, policies, and relationships with our stakeholders. Integrity and transparency are key to our corporate governance practices and performance and ensure that we retain and gain the trust of our stakeholders at all times.

We are committed to defining, following and practicing the highest level of corporate governance across all our business functions. A strong independent and diverse Board leadership ensures the deployment of effective corporate governance throughout the corporation. Independent Board Committees engage through the year to conceive industry-leading governance practices.

Read the Infosys Board Diversity Policy

The composition of our Board as on March 31,2022

Size and composition of the Board



Read more on how we bring the interests of all stakeholders to the fore through our empowered, diverse and inclusive board in our Integrated Annual Report 2021-22

Board Tenure

The average tenure of the board members is 3.8 years. In India, by statute, the tenure of Independent directors is restricted to 5 years for a term and they can be elected only for two such terms. Based on the performance evaluation, such Directors may be proposed and elected for a second term. This practice has ensured that the board always functions effectively, retains a fresh perspective on matters and is up to date with the latest global and industry trends

Global ESG assessments

Infosys participates in global ESG assessments and our results for fiscal 2022 include:

- Infosys tops CRISIL rankings on ESG leadership – 2021
- Infosys tops the charts on the Stakeholders Empowerment Services (SES) study
- Infosys Limited has qualified as a constituent of the Dow Jones Sustainability Indices (DJSI) World

Member of
Dow Jones Sustainability Indices
Powered by the S&P Global CSA

- 'A' rating on MSCI ESG Assessment

MSCI ESG RATINGS A
CCC B BB BBB A AA AAA

- 'A' score for Climate change on CDP for the 6th year in a row

CDP
DISCLOSURE INSIGHT ACTION

- 'Gold' Medal in Ecovadis sustainability rating
- Infosys awarded as a top-rated ESG performer by Sustainalytics
- Infosys Limited was awarded for Overall ESG Leadership and Leadership in Equal Opportunities in ESG India Leadership Awards 2021by ESGRisk.ai

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Tax strategy

Our group tax strategy is aligned to the Company's corporate governance practice, value system and its enterprise risk management framework.

Read more on the Infosys tax strategy

Advocacy

Approach to government, policy and community engagements

Infosys' approach to achieving our government, policy and community objectives focuses on engaging 'ecosystems' at the national, regional and local levels. To this end, across each of the company's key markets – including, but not limited to the US, Canada, Europe, Australia and India – Infosys focuses on developing and maintaining partnerships with relevant government officials, business organizations, technology industry associations, educational institutions, and community organizations for the purpose of developing mutually-beneficial partnerships.

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

Read more in the Infosys Integrated Annual Report 2021-22

Global Investors for Sustainable Development (GISD)

Infosys is a member of the United Nations Global Investors for Sustainable Development (UN GISD). The GISD Alliance is a vital part of implementing the Secretary-General's Strategy for Financing the 2030 Agenda for Sustainable Development. This group of high-level private sector leaders, drawn from all over the globe, is a first of its kind in the United Nations. Over its first year in existence, GISD produced a definition of Sustainable Development Investing (SDI). The definition created, for the first time amongst a large group of business leaders, a common understanding of what aligning investment with sustainable

development means in practice. Through this work, the GISD members recognized a need for standardized SDG-related metrics.

Infosys contributed by sharing its knowledge and experience to create a common set of key sector-specific, SDG-related metrics for the IT Software and services sector.

World Economic Forum

The World Economic Forum occupies a unique position as the foremost platform for leaders across global society to cooperate and make positive change. The Forum is the International Organization for Public-Private Cooperation and is designed to enable the development of good global governance that benefits business, government and civil society.

As a Partner of the Forum, we have access to exceptional opportunities for learning, collaboration and impact within this system. Throughout the year, at Forum meetings and online, stakeholders address opportunities and challenges presented by societal transformation and devise strategies to shape global, regional and industry agendas in a holistic and integrated manner.

Approach to government services

Public sector organizations worldwide face numerous challenges ranging from having to satisfy complex mission requirements, meeting citizens' high expectations of public services, operating in a fast evolving technology landscape to working under ever increasing monetary pressures. We, at Infosys, support public sector organizations to deal with these challenges and deliver enhanced outcomes. We bring commercial best practices and industry solutions to suit specific requirements in different regions / countries, and renowned execution capabilities to deliver measurable value with predictability.

Details of our global projects are available on
Public Sector IT Services - Overview | Infosys

GISD

Member of the United Nations Global Investors for Sustainable Development (UNGISD)

WEF

Strategic Partner to the World Economic Forum for almost 2 decades

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Building sustainable and responsible supply chains

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 is committed to providing opportunities to diverse businesses and integrating the UNGC principles into our supply chain and towards building a positive long-term environmental and social impact.

Supplier assessments

In fiscal 2022 we launched a responsible supply chain assessment through an external, independent consulting partner. This assessment will cover our top 100 suppliers over the next four-five years. Our effort seeks to baseline their ESG performance and identify areas we could collaborate to improve performance. 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 Supplier Code of Conduct (SCoC), ISO 26000, GRI, UNHRC, Ethical Trading Initiative (ETI) and other international frameworks.

The Infosys Supplier Code of Conduct leverages the UNGC principles including protecting and upholding internationally proclaimed human rights, endorsing 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 bribery and promoting Fair Business Practices across the supply chain. As an environmentally-conscious organization, Infosys also urges suppliers to protect the environment and make abstemious use of scarce natural resources in their business processes and simultaneously emphasizing the importance of health and safety in its workplace and expects the supplier to comply with such health and safety requirements and industry good practices in letter and spirit. 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. In fiscal 2022, 25% of our top 100 suppliers were trained on ESG topics and their relevance to products and services provided to Infosys. The sessions laid a strong foundation for expectations from our suppliers on their ESG performance.

Prudent barrier to entry

As part of the pre-contract and evaluation stage, we perform exhaustive due diligence of suppliers in the areas of sanctions, corruption, financial crimes, litigations and ESG issues at the time of on-boarding and periodically thereafter, with the help of a third-party tool. This assessment covers compliance, information security, physical security and sustainability, based on the type of vendor. Risk-based audits of selected suppliers are conducted, and we take stringent action against non-compliance. All our new suppliers were screened using social and environmental criteria during empanelment.

2,160

Suppliers were assessed for adverse media and sanctions as part of pre-onboarding

Local suppliers

Our centralized procurements are in India, but we engage with local suppliers on local needs across geographies. The proportion of spending on local suppliers (in India) was nearly 72% in fiscal 2022. We did not have any significant actual and potential negative environmental and social impacts in the supply chain. We did not have any significant changes to our supply chain in fiscal 2022.

72%

The proportion of spending on local suppliers

Read more in the Infosys Integrated Annual Report 2021 - Suppliers chapter

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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 values-based ethos is enshrined in our Code of Conduct & Ethics. Our values are the principles we use to run the Company on a daily basis and are the source of our Code of Conduct & Ethics. Our values are the foundation of everything we do and are encapsulated in the acronym C-LIFE.

Code of Conduct & Ethics

We firmly believe that following the highest standards of business conduct and ethics helps us run our business responsibly. Our Code of Conduct & Ethics helps us maintain the highest ethical standards for our employees. It complies with the legal requirements of applicable laws and regulations, including anti-bribery - anti-corruption and ethical handling of conflicts of interest. It also highlights expectations from our employees. Our business partners acknowledge and comply with the Supplier Code of Conduct which is based on the UN global compact principles.

Reinforcing a culture of compliance

1. **Code of Conduct & Ethics (Digital Version):** In February this year, Infosys launched a new digitized version of the Code of Conduct & Ethics. It provides user-friendly access to specific topics in an interactive manner. It is a unique audio-visual experience and is easy to navigate. The Code can be accessed on mobile devices as well. Launching 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 are able to do the right thing and prioritize legal and ethical choices.

   The new digital version of the Code is available here - https://www.infosys.com/content/dam/infosys-web/en/investors/corporate-governance/code-of-conduct/index.html#1

2. **The Ethics and Culture Survey:** Employees' feedback helps us keep tab on ethical and cultural aspirations of employees, and to gauge if they feel empowered to act with integrity and do the right thing. In our continued efforts of culture building, we rolled out an Ethics and Culture Survey in August 2021. The Survey was designed to assess the ethical culture of the organization. Using the feedback provided, we created a plan to embed the inputs into the overall ethics and compliance program and continuously bolster our culture of ethics and compliance.

3. **#SwipeRightforIntegrity** #SwipeRightforIntegrity is an annual Legal & Compliance Event organized by Infosys. This year's event organized in February, 2022 brought our leaders together to reinforce our values of Integrity, Transparency and Good Governance. It has become a platform to create awareness and have engaging dialogue with all stakeholders, and influence behavior and showcase Infosys culture. This has taken forward the compliance and ethics program and created increased awareness of expected behavior.

Recognition as one of the worlds most ethical companies

Infosys was recognized by Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, as one of the 2022 World's Most Ethical Companies, for the second consecutive year. Through this recognition, Infosys has become the only company in India, and one of the four honorees globally, in the software and services industry.

Code of Conduct & Ethics training

Our employees and Board members are trained on the Code of Conduct & Ethics.

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 of Conduct & Ethics.

The Code of Conduct & Ethics is signed off by the Board and the Office of Integrity & Compliance is the custodian of the Code of Conduct & Ethics.

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The Anti-Bribery & Anti-Corruption (ABAC) policy

The Anti-Bribery & Anti-Corruption (ABAC) policy we follow sets our position on bribery and corruption in detail, which is reviewed by the Management at regular intervals.

Anti-competitive practices / policy

The anti-trust / anti-competitive policy states the objective, scope, applicability and regulatory consequences, which is periodically reviewed by the Management. This policy includes three legs of anti-trust law: (i) abuse of dominance; (ii) anti-competitive practice; (iii) merger control. Besides, a list of do's and don'ts are communicated to the relevant stakeholders highlighting expected behaviors.

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 assure that we are compliant. As part of the program, training modules are rolled out to relevant employees in order to ensure that they are aware and are compliant with export control laws. We have self-assessment and certification program in place for anti-bribery and anti-corruption, anti-trust / anti-competition, and Export Control program.

Whistleblower mechanism

The Company has adopted a whistleblower mechanism for employees and other stakeholders to report concerns about unethical behavior, actual or suspected fraud, or violation of the Company's Code of Conduct & Ethics. Information about these channels is communicated to employees as part of the training modules. The Company's Whistleblower Policy is reviewed periodically by the Board, and was last revised effective January 12, 2022.

Artificial Intelligence and Machine Learning (AI & ML) for effective compliance monitoring of controls

We propose to leverage AI & ML technology to review and identify exceptions in compliance controls and ABAC controls

Compliance proof testing

- Infosys implemented a compliance program covering 80 countries and 14 regulatory areas across major business enabling functions in September 2018
- The compliance program instituted a self-assessment of compliance status against a compliance framework with a maker-checker process in-built into it.
- The program also enabled the creation of a repository of compliance proofs against compliance self-assessment.
- By consolidating compliance proofs across countries and regulatory areas against a pre-defined compliance framework, Infosys designed an OCR-based technology to scan the proofs and independently validate if the proofs corroborate compliance status.
- The OCR technology was combined with a rule engine to test compliance controls around timeliness and accuracy of compliance proof.

ABAC program

- Infosys develops and manage multiple office facilities and collaborates with multiple vendors/ service providers during pre- construction, during, and post construction stages. During its course, Infosys engage with its vendors for Infrastructure development and facility maintenance. Sometimes, services to be obtained include permits, license and approvals.
- To ensure appropriate proof of service by vendors is submitted, reviewed and approved before payments are released, Infosys has undertaken an initiative to institute the following controls by reimagining system logic in procurement systems and use of AI & ML techniques:
  - Traceability of transactions at initial procurement stages through user declarations and OCR technology
  - Trail of documentation to substantiate various milestones and proofs of services availed
  - Tracking of potential red flag indicators through keyword searches and OCR technology before payment processing
  - In addition, digitized self - assessment and certification is also rolled out as part of monitoring and controls.

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Data privacy

Evolving notion of privacy

At Infosys, privacy has always been a primary expectation to avoid unwanted intrusion into one'sprivate space. But in the digital world where we live today, the very notion of private space has undergone drastic changes.

Advancements in computing technologies and innovation has made it easier to glean our digital footprints from various sensors, wearables, website cookies, smartphone location to name a few, often without our knowledge or choice. Rich insights obtained from these may benefit us but could also intrude into our decisional autonomy, with the line between the two increasingly getting blurred. Hence as an organization, we make the right design choices that strike a balance between innovation and privacy, with complete transparency, while engineering solutions.

Approach to sustained data privacy compliance

At Infosys, we constituted the data privacy function over a decade ago and it functions as an independent business enabling function reporting to General Counsel. We complied with all applicable data privacy regulations in fiscal 2022 in building applications, platforms, or while executing client projects, by introducing appropriate privacy safeguards. To demonstrate our top management's commitment to privacy, we have formulated the data privacy policy and published the same on intranet. In order to ensure complete transparency, we provide privacy notices at the time of data collection to both internal and external data subjects and privacy statement is also made available for external data subjects on public domain. These are constantly strengthened to reflect the changes in personal data processing or DP regulations.
Infosys - Privacy Notice.

Data privacy management framework

Strategic objectives

- Deployment of tools to prevent data breaches
- Integrate DP controls into client delivery projects
- Self-help guidelines for functions to promote privacy compliance
- Enhancing awareness with privacy awareness quiz

- Automation of Privacy Impact Assessments
- Strengthen compliance on cross-border data transfers and data deletion
- Embedding Privacy by Design
- Automated data privacy controls
- DP compliance checks for processes enabling return to work
- Enabling data village solution to reduce processing of unstructured data
- Adopting leading privacy standards (ISO27701) across global operations

Sources of non-conformities

- Audit findings (internal / external)
- Customer complaints and feedback
- Incidents

Triggers of continual improvements

- Technology change
- External benchmarking surveys
- Feedback from senior management / interested parties, ex: DPC
- Process simplification

A robust process to manage improvements

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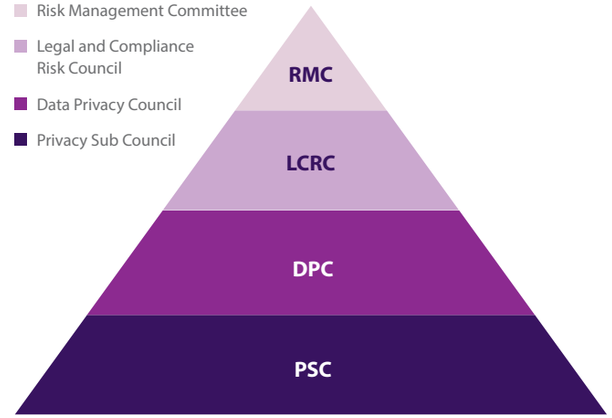
Data Privacy Governance Framework

At Infosys, 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 to validate the effectiveness of the data privacy controls we deployed. Regular Senior Management reviews ensure adequate oversight.



- Privacy Sub-council (comprises nominated individuals from Business Enabling Functions and Delivery)
- Data Privacy Council (comprises Business Enabling Functions and Unit heads)
- Legal and Compliance Risk Council (General Counsel, CFO and CRO are key members)
- Risk Management Committee of the Board (RMC)

Certified to ISO 27701

privacy information management standard

Aspirations in data privacy

We make every effort to protect the personal information that comes under our purview. Our data privacy compliance framework is the 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 objective is to gradually increase the coverage in a phased manner.

Privacy by design EPIC program

Anticipating the need for making privacy an integral part of application development, an organization-wide strategic initiative named EPIC (Embedding Privacy by Design into Infosys Culture) has been rolled out by the Infosys Data Privacy Office in collaboration with Quality team, to embed privacy by design into the solution development process at Infosys which enables and promotes responsible data-centric innovation that complies with data privacy regulations in a way that meets both end-user and client expectations, leading to market differentiation. This program focuses on introducing privacy design strategies, patterns and guidelines to integrate privacy principles and requirements into solutions and platforms development environment. This will also help engineers in making the right design trade off in order to proactively ensure that privacy is a positive sum game.

Privacy impact assessment tool

Keeping in view the large-scale personal data processing involved, we use tools and technologies to institutionalize data privacy practices and controls across the enterprise. Over the years, the growing awareness and education on data privacy among stakeholders has contributed to a more robust process. To make our processes compliant to privacy laws and embed privacy into the design of our systems, Data Privacy Impact Assessments are conducted for every new process or when there is a change in the existing process, which involves processing of PII / SPI. To standardize and automate this process across organization, we developed an in-house tool to recommend customized data privacy controls to the business enabling functions and ensure its effective implementation.

Vendor data privacy guidelines

Vendor data privacy management has assumed strategic significance in data protection and privacy programs, given increasing 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 the suppliers/ vendors to ensure that they adhere to strict obligations imposed both under contracts and from applicable laws of the land, during their engagement with Infosys and its subsidiaries.

Robust incident management and breach handling

At Infosys, we have robust mechanisms to detect, assess, contain and manage data privacy breaches and incidents and well defined processes and procedures to respond to breach notification obligations within defined timelines in accordance with laws of the land. If an incident or a breach is determined to be of high impact, or if the law of land mandates, such breaches are notified to the impacted data subjects and / or supervisory authority. We also incorporate key learnings from incidents by including similar scenarios in privacy awareness stories and tips sent to employees.

In fiscal 2022, there were no substantiated complaints received concerning breaches of customer privacy from outside parties and regulatory authorities. There was only one breach identified during the reporting period, outside the organization and where users were notified of the breach.

Data subject rights process

Of late, data subject rights have become an intrinsic part of data privacy laws in many countries. These rights are legally enforceable, but they are never absolute in nature, which makes the fulfilment all the more complex. Infosys has established necessary tools and processes to cater to such data subject rights requests within the stipulated timelines.

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Raising Data Privacy awareness through campaigns and events

Every year, we celebrate Data Privacy Day by hosting engaging interventions and diverse online interactive events like crossword, quiz, chat with DPO, messages from senior leaders, among others to spread awareness. The events span over several months and reward mechanisms are in place to promote participation. Additionally, monthly awareness mailers in the form of privacy tips and stories are also sent to everyone in the organization to strengthen awareness. We conducted Privacy Symposium 2021, a maiden virtual conference organized by the Infosys Data Privacy Office in association with IAPP, where participants connected with privacy leaders, CPOs, experts from academia, global frontline practitioners to reflect on key trends, challenges, and best practices. Some of the sessions organized as part of this included privacy engineering, such as anonymization, privacy preserving synthetic data, AI & data ethics and human behavior, privacy standards, data subject rights and other emerging areas. A similar symposium is planned in 2022 in collaboration with international bodies.

All employees and sub-contractors have to also mandatorily complete a privacy awareness quiz annually.

Member of IAPP

Our CPO is also a member of the Privacy Engineering Advisory Board of the International Association of Privacy Professionals (IAPP)

Driving thought leadership in data privacy

Infosys Data Privacy Office recognizes the need for engagement with the industry and government bodies in shaping the future of data privacy and towards this, it actively participates and contributes in various initiatives with industry forums and standard bodies globally, helping them develop data privacy frameworks, policies and standards. Some of our senior leaders from the DPO are on the Advisory Board of the International Association of Privacy Professionals (IAPP) and play a role in the data privacy agenda. Infosys DPO is also co-editor for ISO and IEEE Data Privacy Standards related to Privacy Management and Privacy in Emerging technologies, some of which are published while others are being developed.

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Information management

Infosys cybersecurity is an amalgamation of the cybersecurity strategy that supports our cybersecurity framework 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. Infosys cybersecurity program ensures that required controls and processes are implemented, monitored, measured, and improved continuously to mitigate cyber risks across domains.

Approach

What	Secure by design	Secure by scale	Secure the future
Why	Maximize visibility Minimize risk Early engagement	Optimize costs Amplify reach Rapid deployment	Innovate faster Deliver value Thought leadership
How	Awareness and culture Security architecture DevSecOps Intuitive dashboards Compliance	Platforms and accelerators Integrated and optimized Automation Managed security service Academic collaboration	Competency building Research and innovation Co-created partner solutons Emerging Technologies

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 deeper that 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 at access 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

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Cybersecurity governance

- Infosys has a robust and comprehensive cybersecurity program, managed by dedicated enterprise Information Security Group. Infosys has multi-layered controls with defense-in-depth approach starting form a robust cybersecurity strategy supplemented by policies, processes, controls (preventive, detective, and corrective) and covering the diversified areas of cybersecurity. A full-time Chief Information Security Officer (CISO) is appointed at the senior management level, with overall responsibility of our cybersecurity program. Our Board and the Senior Management oversees the execution of the program through the CISO
- The Board committee constitutes the cybersecurity sub-committee, comprising three members from the Board, with an objective to assess cybersecurity related risks and the preparedness of our Company to mitigate and react to such risks
- A high-level working group, enterprise Information Security Council (ISC) is established, which is responsible for governing and overseeing our information security management system (ISMS). The Information Security Council (ISC) is our governing body on information security, which focuses on establishing, directing, and monitoring the information security governance framework. The ISC consists of senior representatives from various departments and business units at Infosys chaired by the President
- We are aligned to and certified against ISO 27001 Information security standard. Our information security practices are periodically audited by an external agency annually to confirm compliance against control expectations of ISO 27001. Regular independent assessments and audits are conducted by a dedicated internal audit team against ISMS processes and controls
- We are a SSAE18 SOC 1 and SOC 2 Type 2 attested organization at enterprise level. One of the big four audit firms was engaged for the annual exercise of independent SSAE18 enterprise level attestation. SSAE18 attestation reports on description of the system, suitability of design and operating effectiveness of the controls related to technology services and supporting general operating environment.

Building and upholding positive cybersecurity culture

At Infosys, driving positive cybersecurity culture is a key constituent of our robust cybersecurity strategy. We achieve this by leveraging diverse information security awareness means /tools, including – information security campaigns, focused modules in awareness quizzes, encouraging employees to understand and adopt good security practices through week-long campaign using advisory emailers / posters, awareness sessions, SME talks, videos, among others. There is also an interactive 3D animated e-Learning program that helps drive positive security behavior.

Cyber risk management

Our cyber risk management is a robust mechanism to identify, analyze, prioritize, treat and monitor cyber risks across the enterprise. The cyber risk assessment framework is aligned to ISO 31000, ISO 27001, and ISO 27005 and its processes are in tandem with our enterprise risk management framework.

There are multiple committees and sub councils starting at Board level to functional levels for focused governance of cyber risks.

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Cyber regulatory compliance

As a listed entity operating globally, Infosys is committed to compliance with all applicable laws and has put in place processes to ensure this. Our strong culture of compliance is supported by the implementation of software tool-based systems to track compliances mandated under applicable regulations. We use the compliance manager tool to implement an enterprise-wide regulatory compliance management across our global operations.

Annual Info Security Product Guide's 2021 Global Excellence Awards

Named winner in the Annual Info Security Product Guide's 2021 Global Excellence Awards in two categories – GOLD for Managed Security Services (Infosys Cyber Next - Platform Powered Services) and SILVER for innovation in Identity and Access Management services

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