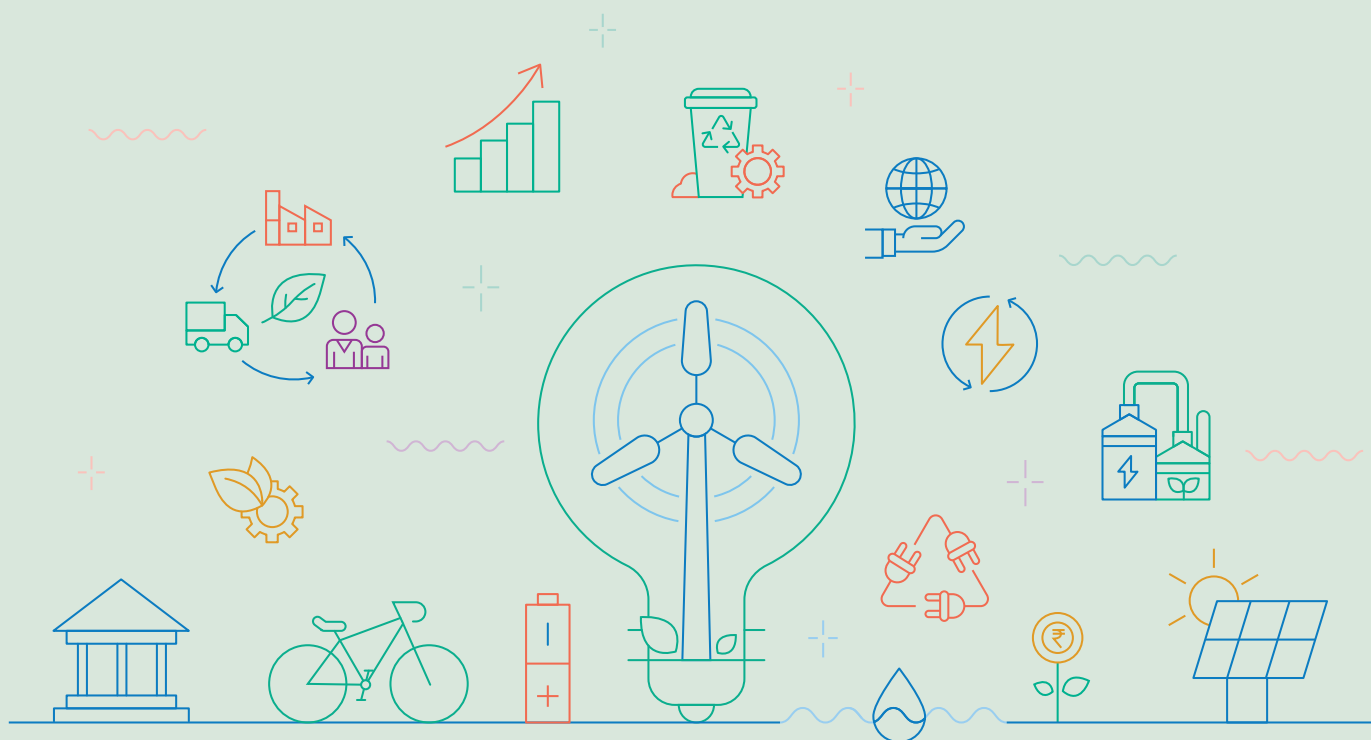


Statutory reports

Business Responsibility and Sustainability Report



Infosys has always placed sustainability at the heart of its business approach. Our ability to fulfil and exceed our responsibilities to our stakeholders is a testament to our commitment. We have balanced our business success with unwavering focus on exemplary governance and responsiveness to the needs of the environment and society. As an early proponent of responsible business, we readily embraced our commitment to integrate environmental, social and governance (ESG) factors into our operations. In fiscal 2013, we were among the first companies to publish the Business Responsibility Report (BRR).

Infosys has adopted the Business Responsibility and Sustainability Report (BRSR) for fiscal 2023 to provide enhanced disclosures of our ESG practices and priorities. The BRSR follows the NGRBC principles on the social, environmental and economic responsibilities of business.

Our BRSR includes our responses to questions about our practices and performance on key principles defined by Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, as amended from time to time, which cover topics across the ESG dimensions.

Section A: General Disclosure

I Company details

1. Corporate Identity Number (CIN) of the company	L85110KA1981PLC013115
2. Name of the company	Infosys Limited
3. Year of incorporation	July 02, 1981
4. Registered office address	Electronics City, Hosur Road, Bengaluru, Karnataka 560 100, India
5. Corporate address	Electronics City, Hosur Road, Bengaluru, Karnataka 560 100, India
6. E-mail id	askus@infosys.com
7. Telephone	+91-80-2852 0261
8. Website	www.infosys.com
9. Financial year for which reporting is being done	April 2022-March 2023
10. Name of the Stock Exchange(s) where shares are listed	In India, company's equity shares are listed on the * BSE Limited (BSE) * National Stock Exchange of India Limited (NSE) The ADSs are listed on the New York Stock Exchange in the US
11. Paid-up Capital ⁽¹⁾	₹2,074 crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	ARUNA C. NEWTON Vice President Tel: 91 80 2852 0261 Email: arunacnewton@infosys.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on a consolidated basis, unless otherwise specified.

⁽¹⁾ As per the Standalone financial statements under Ind AS

II Products / services

14. Details of business activities (accounting for 90% of the turnover)

S. No.	Description of main activity	Description of business activity	% of turnover of the entity
1	Software and IT consulting (GICS classification – Information Technology – Software and Services)	Software application development and maintenance, IT consulting. Further details are provided in the <i>Management Discussion and Analysis</i> section of this Integrated Annual Report.	93.7

15. Products / services sold by the entity (accounting for 90% of the entity's turnover)

S. No.	Product / service	NIC code	% of total turnover contributed
1	Software application development and maintenance, IT consulting	620	93.7

III Operations

16. Number of locations where plants and / or operations / offices of the entity are situated

Location	Number of plants	Number of offices	Total
National	NA	56	274
International	NA	218	

17. Markets served by the entity

a.	
Locations	Number
National (No. of states)	12
International (No. of countries)	82

b. What is the contribution of exports as a percentage of the total turnover of the entity?

97.2% ⁽¹⁾

⁽¹⁾ Based on Standalone financial statements under Ind AS

c. Types of customers and beneficiaries

Business to business

IV Employees

18. Details as at the end of fiscal:

a. Employees

S. No.	Particulars Employees	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	3,43,234	2,07,879	60.56	1,35,355	39.44
2	Other than permanent ⁽¹⁾ (E)	24,891	20,001	80.35	4,890	19.65
3	Total employees (D + E)	3,68,125	2,27,880	61.90	1,40,245	38.10
	Differently-abled employees ⁽²⁾		No. (B)	% (B / A)	No. (C)	% (C / A)
1	Permanent (D)	1,357	1,009	74.4	348	25.6
2	Other than permanent (E)	-	-	-	-	-
3	Total employees (D + E)	1,357	1,009	74.4	348	25.6

As on March 31, 2023

⁽¹⁾ Other than permanent employees includes contractors. The entire workforce of Infosys is categorized as 'Employees' and none as 'Workers'. Therefore, the information required in all sections in the 'Workers' category not applicable to Infosys.

⁽²⁾ Employees who have voluntarily disclosed their disability.

19. Participation / Inclusion / Representation of women (including differently-abled)

	Total (A)	No. and percentage of females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50
Key Management Personnel ⁽¹⁾	3	0	-

As on March 31, 2023

⁽¹⁾ Key Management Personnel are Chief Executive Officer and Managing Director (CEO & MD), Chief Financial Officer (CFO) and Company Secretary (CS)

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	Turnover rate in fiscal 2023 (In %)			Turnover rate in fiscal 2022 (In %)			Turnover rate in fiscal 2021 (In %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	21.1	20.6	20.9	28.7	26.1	27.7	11.3	10.2	10.9
Other than permanent employees	We do not calculate turnover of contract staff as they are hired for a fixed contract period, by design.								
This table represents percentage of voluntary attrition (LTM – IT Services)									

V. Holding, subsidiary and associate companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Refer to *Annexure 1* to the Board's Report of this Integrated Annual Report for information on holding / subsidiary / associate companies / joint ventures.

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013:

Yes

(ii) Turnover (in ₹ crore) ⁽¹⁾

1,24,014

(iii) Net worth (in ₹ crore) ⁽¹⁾

67,745

⁽¹⁾ As per the standalone financial statements under Ind AS

VII. Transparency and disclosures compliances

23. Complaints / grievances on any of the principles under the National Guidelines on Responsible Business Conduct

Infosys' stakeholders include our investors, clients, employees, vendors / partners, governments, and the community. A strong whistleblower policy and non-retaliation clause is available to all our stakeholders. Our Whistleblower Policy is available at <https://www.infosys.com/investors/corporate-governance/Documents/whistleblower-policy.pdf>. For details on investor complaints received and resolved, refer to the 'Investor complaints' available in the *Corporate governance report* of this Integrated Annual Report. For details on employee grievances and resolution, refer to Question 6 of Principle 5. More details are available on our ESG microsite at <https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/resolution-hubs.html>.

24. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental, social and governance matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R / O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk (Indicate positive or negative implications)
1	Environment : Climate change	Risk	<ul style="list-style-type: none"> Climate change risks are increasingly manifesting in our business as strategic risks, physical risks, and transitional risks (market and compliance) that, if not managed adequately, could adversely affect our operations, reputation, and profitability. 	<ul style="list-style-type: none"> A holistic approach towards carbon neutrality each year including energy efficiency, renewable energy and carbon offsets Enabling the creation of resilient physical infrastructure to address extreme weather conditions, while maintaining operational efficiencies 	Negative : Increased operating costs in meeting the environmental standards.
2	Environment : Engaging clients on climate actions through our solutions	Opportunity	<ul style="list-style-type: none"> Increased revenue through development and / or expansion of services to help our customers manage their climate change risks. Savings through lower-emission energy sources Global leadership in addressing climate change through advocacy 		Positive : Scope to improve Infosys' competitiveness and capitalize on the shifting client preferences by leveraging our expertise in sustainability, low-carbon transition, and digital / IT to help our clients in their sustainability and low-carbon journeys
3	Societal : Facilitating best-in-class employee experience	Risk	<ul style="list-style-type: none"> Inability to facilitate best-in-class employee experience may impact our ability to attract, hire, train, engage and retain talent. 	<ul style="list-style-type: none"> Employee engagement and support Holistic employee retention and recognition efforts Focus on career and leadership development Occupational health and safety measures 	Negative : Impact on employer reputation, increased cost of talent, etc.
4	Societal : Tech for Good platforms and solutions for e-governance, healthcare and education	Opportunity	<ul style="list-style-type: none"> The development and adoption of advanced technologies, including smart automation and artificial intelligence, have the potential to increase productivity and GDP growth and solve larger challenges for the common good, while facilitating the achievement of the UN SDGs. Digital technologies and platforms have already been used successfully in the consumer technology space, and there is an opportunity to leverage these to ensure social good. 		Positive : Given the shortage of digital talent, there is immense scope to create a talent pool to accelerate the digital transformation journey of our customers.

S. No.	Material issue identified	Indicate whether risk or opportunity (R / O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk (Indicate positive or negative implications)
5	Governance : Data privacy and information management	Risk	<ul style="list-style-type: none"> – Cyber attacks that breach our information network and / or failure to protect sensitive and confidential information of our stakeholders in accordance with applicable laws and contractual obligations may impact our operations and client satisfaction or result in significant regulatory penalties. 	<ul style="list-style-type: none"> – Robust cybersecurity and data privacy frameworks and controls – Multi-layered governance process with oversight by the executive and the Board – Continued investment in technology – Readiness to respond to incidents – Awareness programs and trainings – Privacy by design – Region-specific data protection controls and awareness campaigns 	Negative : Increased operational cost for technological investments and hiring and training talent
6	Governance : Being recognized as industry leader in our information security practices	Opportunity	<ul style="list-style-type: none"> – Increasing revenue from cybersecurity service offerings and solutions – Being recognized as a industry leader in our information security practices and adoption of leading data privacy standards across all global operations will result in higher client confidence. 		Positive : Minimize cybersecurity and data privacy breach threats to Infosys and our customers through advanced cybersecurity solutions and adoption of leading data privacy standards

Section B: Management and process disclosures

Disclosure question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1b. Has the policy been approved by the Board? * (Yes / No)	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
1c. Web link of the policies, if available	Refer to the Whistleblower Policy , Infosys Code of Conduct and Ethics	Refer to the Responsible Supply Chain and Supplier Diversity Policy	Refer to Infosys Code of Conduct and Ethics	Refer to our CSR Policy and ESG vision 2030	Refer to our Responsible Supply Chain and Supplier Diversity Policy and Infosys Code of Conduct and Ethics	Refer to our HSE Policy	Refer to our ESG vision 2030	Refer to our CSR Policy and Responsible Supply Chain and Supplier Diversity Policy	Refer to our Privacy Statement
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes / certifications / labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001, GRI Standard 2021, UNGC Principles, OECD-Principles of Corporate Governance, UN SDGs, National Guidelines on Responsible Business Conduct (NGRBC)	ISO 9001, GRI Standard 2021, ISO 14001	ISO 9001, GRI Standard 2021, ISO 45001, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, UN Guiding Principles on Business and Human Rights	ISO 9001, GRI Standard 2021	ISO 9001, GRI Standard 2021, Universal Declaration of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work, UNGC Principles	ISO 9001, GRI Standard 2021, ISO 14001, PAS 2060:2014, ISO 45001, ISO22301, SASB, TCFD, UN SDGs, Carbon Disclosure Project (CDP)	ISO 9001, GRI Standard 2021, UNGC Principles	ISO 9001, GRI Standard 2021, UN SDGs	ISO 9001, GRI Standard 2021, ISO 27001, ISO 27701, SASB

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	In 2020, we became carbon neutral, 30 years ahead of the timeline set by the Paris Agreement. In October 2020, we launched our ESG vision and ambitions for 2030. The Company's ESG Vision 2030 can be accessed at https://www.infosys.com/content/dam/infosys-web/en/about/corporate-responsibility/esg-vision-2030/index.html
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Yes. The details of performance on our ESG goals is available in the chapters <i>Approaching value creation</i> and <i>Delivering value</i> in this Integrated Annual Report.

Governance, leadership and oversight

7. Statement by director responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements

"Infosys is committed to make the business sustainable and socially responsible. The Company's ESG roadmap is reflected in Infosys ESG Vision 2030 as an ongoing aspiration to be a well-governed organization for diverse talent with an inclusive workplace and community strategies to leverage technology for good."

Salil Parekh

Chief Executive Officer and Managing Director

Information on ESG-related challenges, targets and achievements is available in the chapters *Approaching value creation* and *Delivering value* in this Integrated Annual Report.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies)

The ESG Committee of the Board oversees the business responsibility and progress on our ESG ambitions. Read more in the ESG Committee report in the *Corporate governance report* of this Integrated Annual Report.

9. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details

Yes, the ESG Committee of the Board. Read more in the ESG Committee report in the *Corporate governance report* of this Integrated Annual Report.

	Subject for review	Indicate whether review was undertaken by Director / Committee of the Board / Any other committee									Frequency (Annually / Half yearly / Quarterly / Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
10. Details of review of NGRBCs by the Company	Performance against above policies and follow up action	Committees of the Board									Annually								
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliance	Committee of the Board									Quarterly								
11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes / No). If yes, provide name of the agency.	Principles	P1	P2	P3	P4	P5	P6	P7	P8	P9									
	Answer										Yes. BVC, DNV and BSI								

12. If answer to question (1) above is "No" i.e. not all principles are covered by a policy, reasons to be stated	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The entity does not consider the principles material to its business (Yes / No)									
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes / No)									
	The entity does not have the financial or human and technical resources available for the task (Yes / No)					Not applicable				
	It is planned to be done in the next financial year (Yes / No)									
	Any other reason (please specify)									

Section C: Principle-wise performance disclosure

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable

Essential indicators

1. Percentage coverage by training and awareness programs on any or all the principles in the financial year

Segment	Total number of training and awareness programs held	Topics / principles covered under the training and its impact	% coverage by awareness programs
Board of Directors and Board Committees	Refer to the Training of board members section of the <i>Corporate governance report</i>		100
Key Managerial Personnel (KMP) ⁽¹⁾	15	Climate change, environmental sustainability, social sustainability, Infosys Code of Conduct and Ethics, data privacy, cybersecurity	100
Employees other than BoD and KMPs ⁽¹⁾	15	Climate change, environmental sustainability, social sustainability, Infosys Code of Conduct and Ethics, data privacy, cybersecurity	100

⁽¹⁾ We have an exclusive learning channel on ESG on Lex, our internal learning platform.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

There are no monetary or non-monetary actions on the Company or its directors / KMPs with regulators / law enforcement agencies / judicial institutions, in the financial year.

3. Of the instances disclosed in Question 2 above, details of the Appeal / Revision preferred in cases where monetary or non-monetary action has been appealed.

Not applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. Our [Code of Conduct and Ethics](#) complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest. Additionally, we also have an Anti-Bribery and Anti-Corruption (ABAC) policy (available in the Company intranet), which provides the requirements around ABAC in detail.

5. Number of Directors / KMPs / employees / workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption:

There have been no cases involving disciplinary action by any law enforcement agency for the charges of bribery / corruption against directors / KMPs / employees that have been brought to our attention.

6. Details of complaints with regard to conflict of interest:

None.

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest

Not applicable

Leadership indicators

1. Awareness programs conducted for value chain partners on any of the principles during the financial year:

Segment	Total number of awareness programs held	Topics / principles covered under the training ⁽¹⁾	% of value chain partners covered under the awareness programs
Value chain partners	2	Governance, ethics and compliance with law, fair business practices, labor practices and human rights, health and safety, and environment	10

⁽¹⁾ We have launched an exclusive ESG learning portal for our suppliers.

2. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the Board? Provide details of the processes in place to avoid / manage conflict of interests involving members of the Board.

Yes. The Company receives periodic / ongoing declarations from its Board members, on the entities they are interested in and ensures requisite approvals, as required under the statute as well as the Company's policies, are in place before transacting with such individuals / entities.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the company, respectively.

	Fiscal 2022-23 (In %)	Fiscal 2021-22 (In %)	Details of improvements in environmental and social impacts
R&D ⁽¹⁾	26.7	24.3	Education, training and assessment of employees to upskill and reskill and technology spend to improve environmental and social products and processes.
Capex ⁽¹⁾	3.1	3.0	Efficient equipment for cooling, lighting, renewable energy, water management, waste management and sustainable materials.

⁽¹⁾ Based on standalone financial statements under Ind AS

2a. Does the company have procedures in place for sustainable sourcing? (Yes / No)

Yes. We are an IT services company, we do not source raw materials. However, all our procurement follows the principles of sustainable sourcing.

2b. If yes, what percentage of inputs were sourced sustainably?

Not applicable. As part of the onboarding process for suppliers, we require their response to an ESG commitment question and their acceptance of the Supplier Code of Conduct, which is based on the UNGC principles.

3. Describe the processes in place to safely collect, reuse, recycle and dispose after sale and at the end of life of your products.

(a) Plastics (including packaging)
(b) E-waste
(c) Hazardous waste
(d) Other waste

Not applicable. We don't manufacture any products. We are an IT services company.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).

If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

If not, provide steps taken to address the same.

Not applicable

Leadership indicators

1. Has the entity conducted Life Cycle Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Not applicable

2. If there are any significant social or environmental concerns and / or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same

Not applicable

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Not applicable. We are an IT services company, we don't manufacture any products.

4. Of the products and packaging collected at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Not applicable. We are an IT services company, we don't manufacture any products.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not applicable. We are an IT services company, we don't manufacture any products.

PRINCIPLE 3: Businesses should respect and promote the wellbeing of all employees, including those in their value chains

Essential indicators

1a. Details of measures for the well-being of employees

Category	Total (A)	% of employees covered									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities ⁽²⁾	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees ⁽¹⁾											
Male	1,73,086	1,73,086	100	1,73,086	100	NA	NA	1,73,086	100	-	-
Female	1,13,084	1,13,084	100	1,13,084	100	1,13,084	100	NA	NA	-	-
Total	2,86,170	2,86,170	100	2,86,170	100	1,13,084	100	1,73,086	100	-	-
Other than permanent employees											
Male											
Female											
Total											

Vendors and contractors are required to adhere to statutory compliances as per the State rules

⁽¹⁾ Includes only employees whose base location is India

⁽²⁾ Post-covid, owing to a hybrid work model available to employees, we did not see a demand for day care facilities, this year.

2. Details of retirement benefits, for current and previous financial years

Benefits	Fiscal 2023			Fiscal 2022		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y / N / NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y / N / NA)
PF	100	NA	Y	100	NA	Y
Gratuity	100	NA	Y	100	NA	Y
ESI ⁽¹⁾	9	NA	Y	9	NA	Y
Others – superannuation ⁽²⁾	11	NA	Y	9	NA	Y

This table represents retirement benefits for the employees working in India. All our employees working outside India are eligible for retirement benefits according to applicable laws in the regions they operate.

⁽¹⁾ All eligible employees covered under the Employees State Insurance Act ("ESIC"), 1948 are provided the benefit.

⁽²⁾ Eligible employees are participants to Superannuation retirement benefits

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard

Yes. The premises / offices of the entities are accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

- **Accessible infrastructure:** At Infosys, accessibility principles are integrated into the building and campus infrastructure as part of the design. It is treated as an essential aspect along with other key principles such as productivity, health and wellness, and sustainability. From parking spaces to campus entrances and building-level interventions, accessibility in our infrastructure goes beyond regulatory requirements to ensure our buildings cater to the needs of all users and society. Employee feedback is collected through surveys to evaluate effectiveness of design and facilitate continuous improvement.
- **Local transport allowance:** As part of our commitment to facilitating accessibility, we also provide special transport allowance to our employees in India acknowledging the fact that every differently-abled individual will have a separate accessible commute requirement.
- We also provide loan facility to differently-abled employees to enable them to buy assistive devices.
- **The Practice Guidelines** enable the various functionaries in the organization to develop inclusive practices in their function to integrate differently-abled people.
- **Facilitating careers:** Continuing our focus on addressing 'aspirations' we have also challenged many traditional biases and successfully placed differently-abled employees onsite at client locations and projects. Our offshore development centers of service delivery, quality, solution design and centers of excellence employ people from entry level to senior manager.
- **Accessibility lab:** The digital accessibility learning suite of programs and certification enables engineers to gain a deeper understanding of accessibility needs of differently-abled employees to build accessible solutions. Infosys' Accessibility Testing Tool (iATT) has been listed as one of w3.org's recommended tools. iATT is an intelligent accessibility compliance analyzer with a robust rules engine and exhaustive features that enable intuitive data to facilitate accessibility analysis.
- **The Infyability employee resource group** provides a great opportunity to strengthen communication and awareness, and most importantly, workplace support and inclusion of differently-abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the entity has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

<https://www.infosys.com/careers/discover/culture/documents/diversity-inclusion-policy.pdf>

5. Return to work and retention rates of employees that took parental leave.

Gender	Permanent employees – fiscal 2023		Permanent employees – fiscal 2022	
	Return to work rate (In %)	Retention rate (In %) *	Return to work rate (In %)	Retention rate (In %) *
Male	100	70	100	80
Female	99	68	99	77

Based on the recommendations of GRI standard 401-3

* Reasons for attrition could be varied.

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Permanent employees and other than permanent employees	<p>Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization envisages an open-door policy. Employees and contract staff have access to several forums where they can highlight matters or concerns faced at the workplace. These are resolved through a well-established and robust grievance resolution mechanism comprising resolution hubs.</p> <p>For more information, refer to Resolution hubs available in the <i>Management Discussion and Analysis</i> section of this Integrated Annual Report.</p>
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7. Membership of employees and workers in association(s) or unions recognized by the listed entity:

We recognize our employees' rights to assemble, communicate and join associations of their choice in matters related to their employment within the purview of our policies and procedures. We respect the rights of our employees to associate or not associate with internal employee resource groups and seek representation, to bargain or not bargain collectively in accordance with local laws.

Category	Fiscal 2023			Fiscal 2022		
	Total employees in respective category (A)	No. of employees in respective category, who are part of association(s) or union (B)	% (B / A)	Total employees in respective category (C)	No. of employees in respective category, who are part of association(s) or union (D)	% (D / C)
Total permanent employees	3,43,234	8,848	2.58	3,14,015	7,668	2.44
Male	2,07,879	5,510	2.65	1,89,517	4,695	2.48
Female	1,35,355	3,338	2.47	1,24,498	2,973	2.39

8. Details of training of employees and worker (% to total no. of employees / workers in the category):

Continuous learning and reskilling have always been central to our culture. Lex, our in-house mobile first online learning platform, offers many self-learning courses that can be accessed by employees anytime, anywhere. We also offer instructor-led training programs to our employees around the world.

Embedding a Health, Safety and Environment (HSE) culture in the organization necessitates competency development. Training includes awareness-building, mock drills, classroom sessions and periodic demonstrations. Job-specific and generic training is conducted for contractual staff during induction and later through refresher modules.

	Fiscal 2023					Fiscal 2022				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Male	2,07,879	2,07,879	100	1,85,211	89.1	1,89,517	1,89,517	100	1,54,824	81.6
Female	1,35,355	1,35,355	100	1,22,439	90.4	1,24,498	1,24,498	100	1,03,022	82.7
Total	3,43,234	3,43,234	100	3,07,650	89.6	3,14,015	3,14,015	100	2,57,846	82.1

9. Details of performance and career development reviews of employees and workers

Category	Fiscal 2023			Fiscal 2022		
	Total (A) ⁽¹⁾	No. (B)	% (B / A)	Total (D) ⁽¹⁾	No. (E)	% (E / D)
Employees						
Male	1,33,642	1,33,642	100	1,09,198	1,09,198	100
Female	87,121	87,121	100	68,154	68,154	100
Total	2,20,763	2,20,763	100	1,77,352	1,77,352	100

⁽¹⁾ 100% of eligible employees have received performance and career development reviews.

10. Health and safety management system:

10a. Whether an occupational health and safety management system has been implemented by the entity? (Yes / No). If yes, the coverage of such system?

Yes. Infosys recognizes and accords highest priority to safety and well-being of its employees and other relevant parties. Our HSE Policy enunciates our philosophy and commitment towards the management of key HSE aspects. Our HSEMS is certified to ISO 45001:2018 standard across all India locations in line with our strategy. At overseas locations, we have implemented processes based on legal requirements / internal benchmarks and have also included them in the internal audits cycle. We have established numerous interventions to address occupational health-related topics, including emotional well-being, mental health, ergonomics, safety, lifestyle diseases and more. Well-equipped occupational health centers are available in all our campuses in India. During the year, doctors and physios have helped employees and their dependents through virtual consultations leveraging our telemedicine portal. More details on Occupational Health and Safety are available on our website at <https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/occupational-health-safety.html>.

10b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

We identify occupational health and safety risks proactively, for all existing / new / modified activities, processes, products or services, and regulatory changes including routine and non-routine activities. Risk assessment includes quarterly evaluation of incidents that have occurred. Hazardous condition, if any, are identified and prioritized for elimination and control. Once the identified hierarchy of controls is implemented, the risk assessment is revisited to assess the residual risks. As Infosys is an IT / ITES company, there are no product risks, but there are those related to the provision of services like ergonomics in work and those associated with the operation of utilities and employee commute. Participation and consultation with relevant personnel involved in the activities is ensured during the risk assessments.

Risks are also assessed prior to and post the development of new buildings. Experience from previous projects and current operations are also considered. We continually monitor our construction sites where infrastructure is being established.

More details on Occupational Health and Safety are available on our website at <https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/occupational-health-safety.html>.

10c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y / N)

Yes.

10d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes.

11. Details of safety-related incidents during the current fiscal

Safety incident / number	Category	Fiscal 2023 *	Fiscal 2022 *
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Permanent employees	0.057	0.099
	Other than permanent employees	1.022	0.823
Total recordable work-related injuries	Permanent employees	5	1
	Other than permanent employees	28	19
No. of fatalities	Permanent employees	0	0
	Other than permanent employees	0	1
High consequence work-related injury or ill-health (excluding fatalities)	Permanent employees	0	0
	Other than permanent employees	0	0

"Other than permanent employees" includes contract workmen.

* India operations

12. Describe the measures taken by the Company to ensure a safe and healthy work place.

More details on Occupational Health and Safety are available on our website at

<https://www.infosys.com/about/corporate-responsibility/social/employee-wellbeing/occupational-health-safety.html>.

13. Number of complaints on working conditions and health and safety made by employees and workers:

	Fiscal 2023		Fiscal 2022	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Working conditions	26	0	6	0
Health and safety	30	0	0	0

14. Assessments for the year for health and safety:

Our HSEMS is certified to ISO 45001:2018 standard. The scope of HSEMS is all activities, which are a part of our operations and employees working for and on behalf of the Company, including deputees at client sites. Safety and well-being of our employees is accorded the highest priority. Our internal corporate certification audits and assessments team (CCAT) conducts periodic assessments across Infosys locations annually.

Assessments for the year	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working conditions	100

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.

Stringent operation controls such as maker and checker control points have been deployed across the operational areas. These are also monitored on a periodic basis. There have been no significant risks / concerns arising from assessments of health and safety practices and working conditions.

Leadership indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) employee (Y / N) (B) worker (Y / N)

Yes.

2. Provide the measures undertaken by the Company to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company periodically audits value chain partners to ensure timely deduction and deposit of statutory dues.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

	Total no. of affected employees / workers		No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	Fiscal 2023	Fiscal 2022	Fiscal 2023	Fiscal 2022
Employees	0	0	0	0
Other than permanent employees	0	1	0	0

“Other than permanent employees” includes contractors.

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes / No)

Yes.

5. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed ⁽¹⁾
Working conditions	31
Health and safety	31

⁽¹⁾ In fiscal 2022, we undertook a commitment to assess 100 of our top suppliers on ESG over a four-year period. We have covered 46 suppliers as on March 31, 2023.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners

There were no significant risks / concerns arising from the assessments. Based on our observations during these assessments, we have launched an exclusive ESG learning portal to promote learning and sharing of ESG best practices among our suppliers.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential indicators

1. Describe the processes for identifying key stakeholder groups of the entity

We are privileged to maintain a strong relationship with our investors based on a deep understanding of their expectations and our commitment to consistently fulfil them. Client value is one of the elements of the Infosys values, which we refer to as C-LIFE. Our employees enable us to create value for our clients and for the organization, and in return, they enjoy fulfilling careers. Suppliers are our key stakeholders who enable us to deliver business value. Respect for the law of the land is an integral part of the Infosys Code of Conduct, making governments and regulators important stakeholders. Our commitment to inclusive growth ensures that the community is at the center of our sustainable business practices. To fulfil this commitment, Infosys Foundation was established in 1996 to work in the areas of education, healthcare, women empowerment, sustainability, rural development, disaster relief, and the promotion of art and culture.

Our stakeholders are our investors, clients, employees, suppliers, government / regulators and the community.

2. List stakeholder groups identified as key for your company as described in Section B, Q. 9, and the frequency of engagement with each stakeholder group.

The details are provided on our website, at <https://www.infosys.com/about/corporate-responsibility/our-stakeholders.html>.

Leadership indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Consultation with stakeholders on E,S and G topics are delegated to departments within the organization who are also responsible for engaging with stakeholders continually. Infosys has presence across multiple geographies, industries, services and products. The universe of our material concerns is complex and multi-layered, one that is deeply intertwined with the decisions we implement and the value we seek to create through our business. Within the domains of E, S and G, we are constantly thinking about the most important issues and preparing for them through these consultations.

We determined our most material issues through a data-driven and consultative exercise. Material topics were shortlisted and prioritized based on their impact on our stakeholders and our business. Read our ESG Vision 2030 document at <https://www.infosys.com/content/dam/infosys-web/en/about/corporate-responsibility/esg-vision-2030/index.html>.

The quarterly ESG Committee meeting provides us an opportunity to share feedback with the Board on these consultations.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. We framed our ESG Vision 2030 on material topics based on our stakeholder consultations. Material topics were shortlisted and prioritized based on their impact on our stakeholders and our business. Our ESG priorities, as part of the Company's ESG Vision 2030, can be accessed at <https://www.infosys.com/content/dam/infosys-web/en/about/corporate-responsibility/esg-vision-2030/esg-priorities.html>.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable / marginalized stakeholder groups.

Infosys Foundation was set up to support underprivileged sections of society, create opportunities and strive towards a more equitable society. The Foundation engages with the community, especially vulnerable and marginalized stakeholder groups, in a variety of focus areas. For information on the percentage of beneficiaries of the CSR projects, refer to Principle 8, Q.6 (Leadership Indicators) in this report. Read the Infosys Foundation annual reports at <https://www.infosys.com/infosys-foundation/>.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

	Fiscal 2023			Fiscal 2022		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	3,43,234	3,43,234	100	3,14,015	3,14,015	100
Other than permanent	24,891	24,891	100	25,470	25,470	100
Total employees	3,68,125	3,68,125	100	3,39,485	3,39,485	100

2. Details of employees and workers in terms of minimum wages paid:

Infosys operates in 56 countries and employees are deployed across geographies. Legal minimum is defined based on various parameters like tenure, role, location, citizenship status etc., and varies by country and even by states within some countries. We have defined detailed processes considering these parameters to ensure the employees are paid as per the local regulations and we are compliant with local laws, as applicable.

Category	Fiscal 2023					Fiscal 2022				
	Total employees (A)	Equal to minimum wage		More than minimum wage		Total employees (D)	Equal to minimum wage		More than minimum wage	
	No. (B)	% (B / A)	No. (C)	% (C / A)	No. (E)	% (E / D)	No. (F)	% (F / D)	No. (F)	% (F / D)
Permanent employees										
Male	1,73,086	3,856	2.23	1,69,230	97.77	1,57,132	6,974	4.44	1,50,158	95.56
Female	1,13,084	5,040	4.46	1,08,044	95.54	1,04,672	9,208	8.80	95,464	91.20
Total	2,86,170	8,896	3.11	2,77,274	96.89	2,61,804	16,182	6.18	2,45,622	93.82
Other than permanent employees										
Male										
Female										
Total										

Includes only employees whose base location is India

Vendors and contractors are required to adhere to statutory compliances as per the State rules

3. Details of remuneration / salary / wages, in the following format:

As on March 31, 2023	Male		Female	
	Number	Median remuneration / salary / wages of respective category in ₹ lakhs	Number	Median remuneration / salary / wages of respective category in ₹ lakhs
Board of Directors (BoD)	6 *	219.2	1	253.6
Key Managerial Personnel ⁽¹⁾	3	1061.7	0	–
Employees ⁽²⁾ other than BoD and KMP	Junior	75,414	61,327	3.6
	Middle	73,113	45,748	9.9
	Senior	24,556	6,009	22.2
	Total	1,73,083	1,13,084	5.2

* Remuneration to Chief Executive Officer and Managing Director (CEO and MD) has been included in KMP

⁽¹⁾ Key Management Personnel includes Chief Executive Officer and Managing Director (CEO and MD), Chief Financial Officer (CFO) and Company Secretary (CS)

⁽²⁾ India - Infosys group

4. Do you have a focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes / No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization has an open-door policy. Employees also have access to 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.

Resolution hubs adhere to the principles of natural justice, confidentiality, sensitivity, non-retaliation and fairness while addressing concerns. The concerns are handled with sensitivity, while delivering timely action and closure. A detailed investigation process ensures fairness for all involved, with an opportunity to present facts and any material evidence.

For more information, refer to Resolution hubs available in the *Management Discussion and Analysis* section of this Integrated Annual Report.

6. Number of complaints on the following made by employees and workers:

	Fiscal 2023			Fiscal 2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	78	11 *	Incidents of sexual harassment were reviewed as per the requirements of POSH Act in India and as per the established grievance redressal process.	25	0	–

	Fiscal 2023			Fiscal 2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Discrimination at workplace	111	9 *	Incidents pertaining to discrimination were reviewed as per the established grievance redressal process for HEAR	82	0	-
Child labor	-	-	-	-	-	-
Forced labor / Involuntary labor	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights-related issues	-	-	-	-	-	-

* As on May 29, 2023, we have six ASHI cases and two cases of discrimination at workplace, pending resolution.

A robust feedback mechanism ensures employee feedback and concerns are heard and addressed in a timely manner. During fiscal 2022 and fiscal 2023, we had 660 and 707 queries / grievances, respectively, pertaining to performance management, interpersonal conflicts and other internal policies, which were redressed as per the processes established by HEAR.

7. Mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases

Infosys' non-retaliation policy is an embodiment of our values and a cornerstone of our Code. Infosys commits to protect the complainant and ensure that they are not retaliated against because of any report that they raise in good faith. Infosys does not tolerate any form of retaliation (whether by a manager, co-worker or otherwise) against an individual because he or she made a good faith report of an integrity concern. This protection also extends to anyone who assists with or cooperates in an investigation or report of an integrity concern or question. We support those who support our values.

8. Do human rights requirements form part of your business agreements and contracts? (Yes / No)

Yes.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties) *
Child labor	100
Forced / involuntary labor	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	-

* India operations

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above

There were no significant risks / concerns arising from the human rights assessments.

Leadership indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances / complaints

At Infosys, our commitment to a values-based ethos is embodied in our Code of Conduct and Ethics. We have strengthened our approach to raising awareness of the Code. In 2022, a digital version of the Infosys Code of Conduct and Ethics was launched. It provides user-friendly access to specific topics in an interactive way. It is a unique audio-visual experience and is easy to navigate. The Code can also be accessed via mobile devices. The launch of the digital version of the Code is designed to help every employee understand the behavior we expect, and the principles and values we uphold. We want to continue to build a culture of compliance, where everyone feels they are doing the right thing and prioritizing legal and ethical choices.

The Code of Conduct and Ethics is also explained and outlined during the onboarding programs. #SwipeRightforIntegrity, an annual legal and compliance event, has evolved into a platform to create awareness, engage in meaningful dialogues with all stakeholders, influence behavior and showcase Infosys' culture. This has advanced the compliance and ethics program and created greater awareness of expected behavior.

2. Details of the scope and coverage of any human rights due diligence conducted.

Infosys is committed to providing a safe and positive work environment. In keeping with this philosophy, the organization has an open-door policy. Training on Infosys values and the Code of Conduct and Ethics, in which our stand on human rights is enshrined, is an integral part of the induction program for new employees. Every employee at Infosys is mandated to take the Smart Awareness Quiz (SAQ) every year which contains learning and assessments on the Code and human rights-related topics. Year-round email campaigns on human rights topics serve as a reminder to employees on the expectations of maintaining a respectful workplace for everyone. The organization commissioned a human rights assessment of its India operations in 2022. The findings of the assessment were used to incorporate appropriate changes to the approach as detailed in our response to Question 1 above.

In fiscal 2023, we launched our Responsible Supply Chain and Supplier Diversity Policy and revised our Supplier Code of Conduct. We also launched an exclusive ESG learning portal for our suppliers, which includes topics on human rights. Our supplier ESG assessments include human rights.

3. Is the premise / office of the entity accessible to differently-abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. The premise / office of the entity is accessible to differently-abled visitors, as per the requirements of the Rights of Persons with Disabilities Act.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed ⁽¹⁾
Sexual harassment	31
Discrimination at workplace	31
Child labor	31
Forced labor / involuntary labor	31
Wages	31
Others – please specify	–

⁽¹⁾ In fiscal 2022, we undertook a commitment to assess 100 of our top suppliers on ESG over a four-year period. We have covered 46 suppliers as on March 31, 2023.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

There were no significant risks / concerns arising from the assessments.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

Parameter	Fiscal 2023 (in GJ)	Fiscal 2022 (in GJ)
Total electricity consumption (A)	7,12,134	6,15,063
Total fuel consumption (B)	38,852	35,413
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	7,50,986	6,50,476
Energy intensity per rupee of turnover (Total energy consumption / turnover in Rupees)	5.11 GJ / ₹ cr	5.35 GJ / ₹ cr
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP	

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y / N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable

3. Provide details of the following disclosures related to water:

Parameter	Fiscal 2023 (in kl)	Fiscal 2022 (in kl)
(i) Surface water	NA	NA
(ii) Groundwater	54,617	1,12,910
(iii) Third-party water	19,93,801	11,29,818
(iv) Seawater / desalinated water	NA	NA
(v) Others (rainwater)	2,26,261	69,656
Total volume of water withdrawal (i + ii + iii + iv + v)	22,74,679	13,12,384
Total volume of water consumption	22,74,679	13,12,384
Water intensity per rupee of turnover (Water consumed / turnover)	15.50 kl / ₹ cr	10.79 kl / ₹ cr
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP	

4. Has the entity implemented Zero Liquid Discharge policy? If yes, provide details of its coverage and implementation.

Yes. All sewage generated on Infosys campuses is treated in the in-house sewage treatment plants and the recycled water is used for irrigation, HVAC and flushing purposes. In some of our smaller leased offices, with limited space or lesser operational control, the wastewater is discharged into municipal sewers, which undergo further treatment.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format

Parameter	Please specify unit	Fiscal 2023	Fiscal 2022
NOx	Kg	26,015.10	22,907.32
SOx	Kg	1,126.01	2,566.01
Particulate matter (PM)	Kg	3,441.52	3,899.34
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.

Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format :

Parameter	Please specify unit	Fiscal 2023	Fiscal 2022
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	8,593	8,965
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	62,352 ⁽¹⁾	64,398 ⁽¹⁾
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e / ₹ cr	0.48	0.50
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.

Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP

⁽¹⁾ Scope 2 emissions includes India and overseas owned and leased offices

7. Does the entity have any project related to reducing greenhouse gas emission? If yes, provide details.

Infosys has been carbon neutral since fiscal 2020, across all emissions (scope 1, 2 and 3), and continued to be carbon neutral in fiscal 2023. The unique approach followed by Infosys – reduce emissions through energy efficiency, avoid emissions through adoption of clean energy, and finally offset unavoidable emissions – is a blueprint for organizations to achieve carbon neutrality and eventually net zero. At Infosys, we believe reduction and avoidance are key to achieving global climate goals, and can be fast tracked through skilling, adoption of automation and data-driven decision making and governance.

8. Provide details related to waste management by the entity, in the following format:

Parameter	Fiscal 2023	Fiscal 2022
Total waste generated (in metric tonnes)		
Plastic waste (A)	128.58	114.62
E-waste (B)	813.37	863.67
Biomedical waste (C)	106.02	43.58
Construction and demolition waste (D)	10,861.63	3,087.65
Battery waste (E)	132.64	132.02
Radioactive waste (F)	3.62	0.008
Other hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil) (G)	57.47	55.11
Other non-hazardous waste generated (Metal, wood, paper / cardboard, textile waste, kitchen oil, mixed waste, garden waste, glass waste, thermocol, rubber, STP sludge) (H)	8,956.44	6,882.24
Total (A + B + C + D + E + F + G + H)	21,059.76	8,091.25
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)		
Category of waste	Fiscal 2023	Fiscal 2022
(i) Recycled	9,022.89	9,512.77
(ii) Reused	1,066.94	728.72
(iii) Other recovery operations	70.73	0
Total	10,160.55	10,241.5

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	Fiscal 2023	Fiscal 2022
(i) Incineration	118.55	49.88
(ii) Landfilling	10,781.84	886.18
(iii) Other disposal operations	0	0
Total	10,900.38	936.06
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.	

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Our waste management approach is based on the philosophy of reduce, reuse and recycle. We seek to uphold our ambition of zero waste to 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 to resource.

10. If the entity has operations / offices in / around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones) where environmental approvals are required, please specify details in the following format:

Our campuses are built on government-approved land in industrial zones and do not fall within nor are adjacent to protected areas or high-biodiversity areas.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant web-link
Grant of Environmental clearance for modification of existing B#1, B#2 & B#3 at E-city campus, Bengaluru	EC22B039KA156836	Dec 28, 2022	Yes	Yes	https://www.infosys.com/sustainability/approvals/documents/environmental-clearance-blr-ecity.pdf

12. Is the entity compliant with the applicable environmental law / regulations / guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y / N). If not, provide details of all such non-compliances in the following format:

Yes. We are compliant with the applicable environmental law / regulations / guidelines in India.

Leadership indicators

1. Provide break-up of the total energy consumed into renewable and non-renewable sources, in the following format:

Parameter	Fiscal 2023 (GJ)	Fiscal 2022 (GJ)
From renewable sources		
Total electricity consumption (A)	3,59,644	2,66,119
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	3,59,644	2,66,119
From non-renewable sources		
Total electricity consumption (D)	3,52,490	3,48,944
Total fuel consumption (E)	38,852	35,413
Energy consumption through other sources (F)	0	0
Total energy consumption (D+E+F)	3,91,342	3,84,357

Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency

Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP

2. Provide the following details related to water discharged:

Parameter	Fiscal 2023	Fiscal 2022
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater		
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater		
No treatment		
With treatment – please specify level of treatment		Waste water generated is treated in sewage treatment plants and reused for purposes like landscaping, HVAC applications and flushing. There is no discharge in any of these categories.
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency		Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format (ii) Nature of operations

We recognize that we are working in countries which are water-stressed zones. We continue our efforts in water conservation through a combination of technology interventions, rainwater harvesting, recycling and reuse of waste water, communication and employee engagement. We have over the years succeeded in recharging groundwater aquifers through the deep injection wells and lakes we have created and this has benefitted local communities as well.

Particulars	Fresh water withdrawal from water-stressed Zones (High and Extremely High zones by WRI)									
	India	Australia	Israel	Mauritius	Mexico	Philippines	Romania	South Africa	Spain	UAE
Name of the area										
Nature of operations	IT/ITES services	IT/ITES services	IT/ITES services	IT/ITES services	IT/ITES services	IT/ITES services	IT/ITES services	IT/ITES services	IT/ITES services	IT/ITES services
Water withdrawal, consumption and discharge in the following format:										
Parameter										
Water withdrawal by source (in kilolitres)										
(i) Surface water	-	-	-	-	-	-	-	-	-	-
(ii) Groundwater (open wells + borewells)	54,617	-	-	-	-	-	-	-	-	-
(iii) Third party water (municipal and other suppliers)	13,78,980	18,050	2,732	1,987	7,203	78,825	14,324	33	447	1,920
(iv) Seawater / desalinated water	-	-	-	-	-	-	-	-	-	-
(v) Others (rainwater)	2,26,261	-	-	-	-	-	-	-	-	-
Total volume of water withdrawal (in kilolitres)	16,59,858	18,050	2,732	1,987	7,203	78,825	14,324	33	447	1,920
Total volume of water consumption (in kilolitres)										
Water intensity per rupee of turnover (water consumed / turnover)										
Water intensity (optional) – the relevant metric may be selected by the entity										
Water discharge by destination and level of treatment (in kilolitres)										
(i) Into surface water	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
No treatment										
With treatment – please specify level of treatment										
(ii) Into groundwater	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
No treatment										
With treatment – please specify level of treatment										

Particulars	Fresh water withdrawal from water-stressed Zones (High and Extremely High zones by WRI)										
(iii) Into seawater	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
No treatment											
With treatment – please specify level of treatment											
(iv) Sent to third-parties	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
No treatment											
With treatment – please specify level of treatment											
(v) Others	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
No treatment	-										
With treatment – please specify level of treatment	Tertiary										
Total water discharged (in kilolitres)	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

4. Please provide details of total Scope 3 emissions and its intensity for every rupee of turnover

Parameter	Unit	Fiscal 2023	Fiscal 2022
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	1,80,196	1,83,595
Total Scope 3 emissions per rupee of turnover	tCO ₂ e / ₹ cr	1.23	1.51
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	Yes. Independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.		

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (web link, if any, may be provided along with summary)	Outcome of the initiative
		Our ESG Vision for the environment is to 'Serve the preservation of our planet by shaping and sharing technology solutions'. Read more at https://www.infosys.com/content/dam/infosys-web/en/about/corporate-responsibility/esg-vision-2030/index.html	
		We adopt, invent and encourage 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. Read more in the Natural and Manufactured Capital sections of this report.	

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words / web link

Infosys has a highly resilient Business Continuity Management System (BCMS) called Phoenix which is certified ISO 22301:2019 Security and Resilience — Business Continuity Management Standard. This program ensures seamless continuity of business and utmost safety of employees and organization assets, while continuously meeting client expectations and helping Infosys to be seen as a leader.

The BCMS program provides a robust framework for planning, establishing, implementing, operating, monitoring, reviewing, maintaining and continually improving business continuity measures across Infosys and its subsidiaries as per the global BCMS strategy.

Comprehensive business continuity plans are created at three levels covering the business functions, locations and accounts. Integrated into our Enterprise Risk Management Framework, the BCMS plans guide our typical response to events, such as catastrophes, natural or human-made disasters, which could disrupt or severely constrain our operations. This covers various crisis scenarios as part of detailed risk assessments for functions, locations and accounts which are documented with mitigation plans along with controls put in place. This has ensured a highly resilient management system that has been continuously validated through tests and exercises, and various incidents, which have been successfully tackled without any major business continuity or employee safety impacts. The best example of this has been the unprecedented global COVID-19 pandemic in the last two years.

An efficient business continuity management policy has enabled us to maintain the status quo during disasters and pandemics as quickly and as cost-effectively as possible. It has also helped to minimize downtime and achieve sustainable improvements in business continuity and regulatory compliance. For certification, refer to <https://www.infosys.com/about/esg/certifications.html>.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

None.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

In fiscal 2022, we undertook a commitment to assess 100 of our top suppliers on ESG over a four-year period. We have covered 46% suppliers as on March 31, 2023.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential indicators

1. a. Number of affiliations with trade and industry chambers / associations.

~ 50

b. List the top 10 trade and industry chambers / associations you are a member of / are affiliated to, on the basis of no. of members.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	National Association of Software and Services Companies (NASSCOM)	National
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Alliance for an Energy Efficient Economy (AEEE), India	National
5	Indian Green Building Council (IGBC)	National
6	Associated Chambers of Commerce and Industry (ASSOCHAM)	National
7	United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP)	International
8	United States Green Building Council (USGBC)	International
9	World Economic Forum (WEF)	International
10	IACC (Indo Australia Chamber of Commerce)	International

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

None

Leadership indicators

1. Details of public policy positions advocated by the Company:

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

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year

Not applicable – we have no SIA notification

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Not applicable

3. Describe the mechanisms to receive and redress grievances of the community.

Infosys Foundation works closely with communities in identified areas in the domains of education, healthcare, women empowerment, sustainability, rural development, art and culture, and disaster relief. Within its areas of work, the Foundation has robust mechanisms to assess the impact of projects on intended beneficiaries. These mechanisms include a grievance mailbox (feedback_IF@infosys.com), site visits, one-on-one and group discussions with beneficiaries to independent external assessments, among others, and provide ample opportunity to receive and redress grievances of the intended beneficiaries.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers

	Fiscal 2023*	Fiscal 2022*
Directly sourced from MSMEs / small producers	16%	9.79%
Sourced directly from within the district and neighboring districts	66%	72%

* India procurement

Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential indicators above)

Not applicable

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies

S. No	State	Aspirational district	Amount spent (In ₹)
1	Andhra Pradesh	Visakhapatnam	7,17,85,217
2	Andhra Pradesh	Y.S.R Kadapa	10,68,634
3	Andhra Pradesh	Vizianagaram	8,10,816
4	Arunachal Pradesh	Namsai	4,18,273
5	Assam	Baksa	2,51,19,840
6	Assam	Udalguri	2,50,10,847
7	Assam	Dhubri	2,22,966
8	Assam	Goalpara	1,66,473
9	Assam	Darrang	1,64,802

S. No	State	Aspirational district	Amount spent (In ₹)
10	Assam	Hailakandi	1,33,317
11	Bihar	Muzaffarpur	4,41,039
12	Bihar	Aurangabad	4,40,700
13	Bihar	Gaya	2,62,168
14	Bihar	Katihar	2,03,167
15	Bihar	Khagaria	1,47,158
16	Bihar	Purnia	1,43,770
17	Bihar	Begusarai	1,42,732
18	Himachal Pradesh	Chamba	1,05,603

S. No	State	Aspirational district	Amount spent (In ₹)
19	Jharkhand	Ranchi	5,05,701
20	Jharkhand	Sahibganj	1,40,155
21	Jharkhand	Hazaribag	1,39,918
22	Jharkhand	Bokaro	1,29,909
23	Jharkhand	Lohardaga	1,28,552
24	Jharkhand	Gumla	1,25,603
25	Karnataka	Raichur	1,81,70,836
26	Karnataka	Yadgir	29,17,231
27	Kerala	Wayanad	6,35,474
28	Madhya Pradesh	Singrauli	62,43,484
29	Madhya Pradesh	Barwani	46,21,390
30	Madhya Pradesh	Damoh	40,24,525
31	Madhya Pradesh	Vidisha	10,38,478
32	Madhya Pradesh	Guna	3,79,222
33	Madhya Pradesh	Rajgarh	1,00,350
34	Maharashtra	Gadchiroli	31,24,664
35	Maharashtra	Osmanabad	10,52,337
36	Maharashtra	Nandurbar	10,19,303
37	Maharashtra	Washim	9,62,333
38	Manipur	Chandel	1,75,300
39	Meghalaya	Ribhoi	4,72,830
40	Odisha	Gajapati	19,57,832
41	Odisha	Kalahandi	17,61,179
42	Odisha	Koraput	14,93,897
43	Odisha	Dhenkanal	13,17,135

S. No	State	Aspirational district	Amount spent (In ₹)
44	Odisha	Balangir	11,35,760
45	Odisha	Kandhamal	10,95,698
46	Odisha	Rayagada	5,46,016
47	Punjab	Moga	4,02,855
48	Punjab	Ferozepur	1,36,101
49	Rajasthan	Jaisalmer	62,90,445
50	Rajasthan	Sirohi	54,49,710
51	Rajasthan	Karauli	50,61,020
52	Rajasthan	Baran	39,63,382
53	Rajasthan	Dholpur	20,46,138
54	Sikkim	West District	1,64,022
55	Tamil Nadu	Virudhunagar	2,51,960
56	Tamil Nadu	Ramanathapuram	2,00,527
57	Telangana	Bhadradi-Kothagudem	62,50,000
58	Tripura	Dhalai	2,90,972
59	Uttar Pradesh	Fatehpur	4,85,764
60	Uttar Pradesh	Chandauli	1,54,558
61	Uttar Pradesh	Sonbhadra	1,31,514
62	Uttarakhand	Haridwar	4,56,429
63	Uttarakhand	Udham Singh Nagar	3,23,010
64	Various districts - with spend less than one lakh		6,38,513
Total			21,48,99,551

Note:

105 out of the 112 aspirational districts covered in fiscal 2023

3. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes / No)

Yes. Our responsible supply chain and supplier diversity policy guides our efforts.

Refer to <https://www.infosys.com/investors/corporate-governance/documents/responsible-supply-chain-supplier-diversity-policy.pdf>.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current fiscal), based on traditional knowledge

Not applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved

Not applicable

6. Details of beneficiaries of CSR projects:

S. No	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Arpan Trust	20,250	95
2	Bateshwar restoration	55,000	0
3	Bharatiya Vidya Bhavan	97,529	0
4	Bio-gas and improved cookstove projects	9,64,000*	75
5	Department of Education, Karnataka	51,000	100
6	Evidyaloka	21,026	100
7	Hebbal Lake, Mysuru	40,700	0
8	Infosys Foundation Vishram Sadan – All India Institute of Medical Sciences	1,00,000	0
9	Infosys Springboard – Digital Literacy Program	10,74,295	27
10	Mo-Schools	28,475	100
11	Mudipu road construction	3,60,000	0
12	Pocharam municipality	51,747	0
13	Ramakrishna Mission Sevashrama	63,016	43

S. No	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
14	Ramakrishna Sarada Mission Matri Bhavan	4,20,785	100
15	Seva Bharati	28,000	0
16	SGBS Unnati Foundation	10,000	0
17	Shivganga Samagra Gramvikas Parishad	1,50,000	0
18	Skill programs	27,906	98
19	Sri Jayadeva Institute of Cardiovascular Sciences and Research	47,039	0
20	Sri Ramakrishna Sevashrama, Pavagada	14,735	2
21	Visakha Jilla Nava Nirmana Samiti	26,757	2
22	Yuva Foundation	79,866	100
23	Various beneficiaries less than 10,000	49,337	49
Total		37,81,463	45

Note:

1. Women, children and people with differently-abled are the main vulnerable groups identified.
2. Beneficiary count is arrived based on the progress reports, site visits and MoUs, as applicable.

* Beneficiary count is calculated based on four persons per household

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

We are committed to surpassing client expectations consistently. We have robust mechanisms to track and respond to customer complaints and feedback in the delivery of our services. Our latest annual client survey indicates that most of our clients are delighted with Infosys, sustaining the positive feedback gained over the years. We have also been appreciated for our relationship management, client-centric approach, account management, base delivery and quality of deliverables.

2. Turnover of products / services as a percentage of turnover from all products / services that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal.

Not applicable

3. Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.

There are no consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.

4. Details of instances of product recalls on account of safety issues

Not applicable

5. Does the entity have a framework / policy on cybersecurity and risks related to data privacy? (Yes / No) If yes, provide web-link of the policy.

Yes. Infosys has a holistic and comprehensive cybersecurity framework – SEED, which is aligned to NIST's CyberSecurity Framework (CSF) and is supported by supplementary policies, processes, procedures and standards aimed at achieving and sustaining the enterprise-level information security objectives. Refer to <https://www.infosys.com/about/corporate-responsibility/governance/information-management.html>.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cybersecurity and data privacy of customers, re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

None.

Leadership indicators

1. Channels / platforms where information on products and services of the Company can be accessed

Refer to <https://www.infosys.com/services.html>.

2. Steps taken to inform and educate consumers, especially vulnerable and marginalised consumers, about safe and responsible usage of products and services.

Not applicable

3. Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services.

Refer to Principle 6, Question 7 of Leadership indicators, in this report.

4. Does the Company display product information on the product over and above what is mandated as per local laws? Not applicable

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of the entity or the entity as a whole? (Yes / No)

Yes. We carry out surveys to gauge customer satisfaction for our major services.

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

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

0

b. Percentage of data breaches involving personally identifiable information of customers

0
