



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



# Performance on social goals



## Social vision 2030

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

### Material topics

### Ambitions

### Progress in fiscal 2024



#### Enabling digital talent at scale

- Extending digital skills to more than 10 million people, including employees, clients' workforce, students, teachers and communities by 2025

- Reached 11.75 million people through our digital skilling initiatives



#### Tech for good

- Empowering more than 80 million lives via TechForGood programs in e-governance, healthcare, and education by 2025

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



#### Diversity, equity and inclusion

- Creating a gender-diverse workforce at Infosys, with 45% women

- 39.3% women in the workforce



#### Energizing local communities

- Delivering 33% of work by leveraging flexible / remote work options

- ~84% of our employees leveraged remote working options



#### Employee wellness and experience

- Facilitating best-in-class employee experience and being recognized among the best employers in our key operating regions

- Recognized as global top employer in 2024 by the Top Employers Institute across 20 countries and five regions, for the fourth year in a row
- Recognized as India's Best Employers Among Nation Builders 2023 by Great Place to Work Institute, India for the third consecutive year



# Enabling digital talent at scale



## Enhancing skills and amplifying human potential

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



### Employees

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

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

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

### Foundation education program

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

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

30 lakh + learning days in fiscal 2024

### Continuous education program

#### Average training hours for employees

Men	72.02
Women	78.57
<b>Total</b>	<b>74.60</b>

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

1. **Technology playgrounds and professional skills simulators:** Infosys has leveraged cloud containers on a host of open-source technologies to create practical learning for our employees and give them hands-on experiences. We have over 180 technology playgrounds to enable learning through seamless experiences. In the last few months, gen AI-powered simulators have been a force multiplier for professional skill development. These simulators use a combination of animation and professional input to create different learning and teaching scenarios. In the current beta rollout, the gen AI professional skills simulators have been extended to 10,000 employees.

2. **Assessments:** We have a robust virtual proctoring and GenAI-backed mechanism that has helped us adopt subjective and more immersive practical learning assessments. The GenAI infusion has helped us craft creative assessments facilitating mock assessments and opportunities to prepare talent for a variety of interviews while giving them the ability to refine their responses too.
3. **Credentials:** The digital learning platform has leveraged blockchain to secure learning credentials for our learners and we have also reused the India tech stack of verifiable certificates to ensure we have clear authenticity and mechanism.

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

4. **AR / VR content:** We leveraged augmented reality / virtual reality (AR / VR) to create a visual learning pathway that gamifies the learning experience, complete with pit stops for reaching out to subject matter experts (SMEs), requesting and registering for training for a topic.  
**Case study:** During the COVID-19 pandemic, we leveraged AR / VR capabilities to create a self-driving game in Unity that would help learners imbibe the concepts. To democratize content creation, the authoring platform has a predefined component to help SMEs leverage AR / VR and 3D-content-creation capabilities, irrespective of their level of knowledge.
5. **Gamification:** We have a robust gamification component that helps all key stakeholders including leaders to create topical badges and provide a host of recognition and celebratory options for their teams. In addition, we have

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

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

### Other programs

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

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

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

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

### Clients

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

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

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



## Community Infosys Springboard, India

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



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

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



Through Infosys Springboard India, we have garnered

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

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

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



Infosys Springboard Lab on Wheels

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

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

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

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



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



## SightConnect

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

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

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

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

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

- **Cataract and red eye detection (clinical trials):** SightConnect uses a specialized AI model to analyze eye images for potential signs of cataract and red eye. Clinical validation for this feature is under way.

## Responsible By Design

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



# Diversity, equity, and inclusion



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

## DEI governance

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

## DEI leadership tool

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

## Building cultures of inclusion and belonging

### Learning

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

## Award for Excellence

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

## DEI Ally Award

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

## Employee Resource Groups (ERGs)

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

### Our ERGs include



Infosys Women's Inclusion Network (iWIN) for women employees and their allies



iPride for members of the LGBTQ+ community and their allies



Multicultural ERG (MERG) to celebrate a multicultural workforce and enable collaboration across cultures



iBELIEVE for our Black employees and the Black diaspora



Family Matters, focusing on building awareness on parenting, relationships, health and wellness



InfyVets for Infosysians who are military veterans and their allies



Young Employees Network (YEN) for the young and young at heart



InfyAbility for employees with disabilities and their allies



Hispanic Organization for Latinos. Creates a sense of community and belonging for Hispanic employees, provides development opportunities and fosters an inclusive work environment whereby this constituency can feel heard, valued, and supported.

## Women

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



### Focusing on women's career progression

#### Some of our interventions in fiscal 2024

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

Since its inception four years ago, more than 500 women leaders have successfully completed

#### Parental leaves

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

various phases of their learning journey offered in partnership with Stanford GSB. The current focus is on artificial intelligence and its implications on business growth. IamtheFuture program has been recognized globally with various awards as well as internal awards. The strategic focus program continues with tremendous executive sponsorship.

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

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

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

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

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

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

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

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

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

**39.3% women in the workforce**



Women in Management program participants



## Restart with Infosys

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

## Family matters

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

**15+ sessions conducted**  
for employees globally

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

## Employees with disabilities

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

**Accessibility Living Lab** – Infosys Accessibility Living Lab is a unique learning space to experience digital accessibility firsthand. Through simulated interactions and real-world scenarios, the lab fosters empathy and awareness of accessibility challenges, introduces users to assistive technology



and facilitates the creation of digitally accessible solutions. The lab also features Infosys Accessibility Platform, an AI-first, cloud-ready accessibility and inclusivity solution with a patented audit tool to identify and fix accessibility gaps and AI-based functions to confirm inclusivity. The platform is being widely used by our clients like Indian government agencies and US-based financial firms for making their digital content accessible for all users.

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

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

## LGBTQ+

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

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

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

## Global recognition

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



# Energizing local communities



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

## India

### Infosys Foundation



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

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

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

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

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

### Development Center (DC) CSR groups

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

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

### Project Genesis

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

This year, Infosys BPM touched the lives of close to 7,000 students in the rural districts of Odisha, Karnataka, Maharashtra, and Andhra Pradesh with

the help of digital classrooms set-up by our NGO partners – eVidyaloka, MaunaDhwani Foundation, and Sparsha Trust.

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

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



## APAC region

### Australia and New Zealand

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

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

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

**Support for cancer research:** Infosys has successfully hosted its sixth consecutive Morning Tea event, demonstrating its continued support to Cancer Council Australia and contributing to essential fundraising efforts for cancer research and

support services. We also organized a blood donation drive in association with Australia Red Cross.

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

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

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

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



Future Leaders Program beneficiaries at the Australian Open 2023

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



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

## Infosys China

### Living Labs in China

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



## GREEN AMBASSADOR | Hangzhou DC

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



## SPRING - Giving Tree Program

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



## Malaysia

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

## Singapore

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

## Philippines

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

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

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

## EMEA

### UK

#### Infosys Springboard

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

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



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

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

#### Hackney School of Food

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



## Ukraine

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



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

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

1. **Digital Transformation Program:**

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

2. **Digital Learning Centres Program**

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

France



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

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

For the third year, as the digital innovation partner of Roland Garros, Infosys supported children across France explore STEM through the lens of tennis. Over two days, Infosys welcomed 60 children

from various schools to tennis, integrating a STEM program powered by Infosys Springboard, designed to inspire the next generation and empower them with digital skills.

**Christmas Toy Drive**

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

Netherlands



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

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

Switzerland



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

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

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



## Germany

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

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



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

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

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

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

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



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

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

## Romania

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

## Charity event

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



Toy drive during Christmas

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

## Poland

### Education

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

### Initiatives for employees and their families

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

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

## Corporate Social Responsibility (CSR)

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

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

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

Volunteers visited the Children's Home in Grotniki and donated school supplies. They also visited Dom w Łodzi and helped with creating handicrafts for the purposes of promoting the foundation and cleaning the orphanage. TeamKraków organized a collection for the Małopolskie Hospice for Children. TeamPoznań supported the animal shelter in Poznań Kobylepole. TeamWrocław joined the Szlechetna Paczka initiative where the team selected a family

in need and donated them the required essentials. TeamŁódź rolled up their sleeves to assist the Dom Foundation in Łódź and the Głowno Shelter.

## Czech Republic



Szlechetna Paczka initiative- Poland

**Blood donation:** The team of volunteers organized the fourth successful blood donation camp in collaboration with the University Hospital Brno's mobile Transfusion and Tissue Medicine team. This ongoing initiative, launched in January 2022, is a testament to our commitment to social responsibility and dedication to supporting the

Czech Republic's blood donor registry. The recent drive resulted in an impressive 17 blood donations, which have the potential to save up to 51 lives. A special recognition is given to the first-time donors, who comprised the majority of participants, demonstrating a growing commitment to this important cause.

## Diocesan charity partnership

### Bake-off

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

Infosys in Brno organized a charity "Bake off" event to raise funds to contribute towards the operation of "Lůžko milosrdného samaritána" ("The bed of good Samaritan"). This is a service run by Diocesan Charity as a support for victims of domestic violence. It helps all groups of people who decide to leave the aggressor immediately, often with children, without personal belongings, documents, and financial

resources. The two beds available at the Charity in Brno provide such people with a safe space in the crisis. We have raised 20 170 CZK / 840 USD. Additionally, Diocesan Charity Brno, ran 12-month long donation drive to help Ukrainian refugees become independent and integrated within the Czech Republic.

### Day of book event

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

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

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

## Ireland

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

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



Blood Donation Camp- Brno

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

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

### South Africa

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

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



Christmas Outfit Donation- South Africa

## Americas

### Infosys Canada

#### Food drive

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

#### Qareer Virtual Fair

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

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

### Costa Rica

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

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

### Puerto Rico

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

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

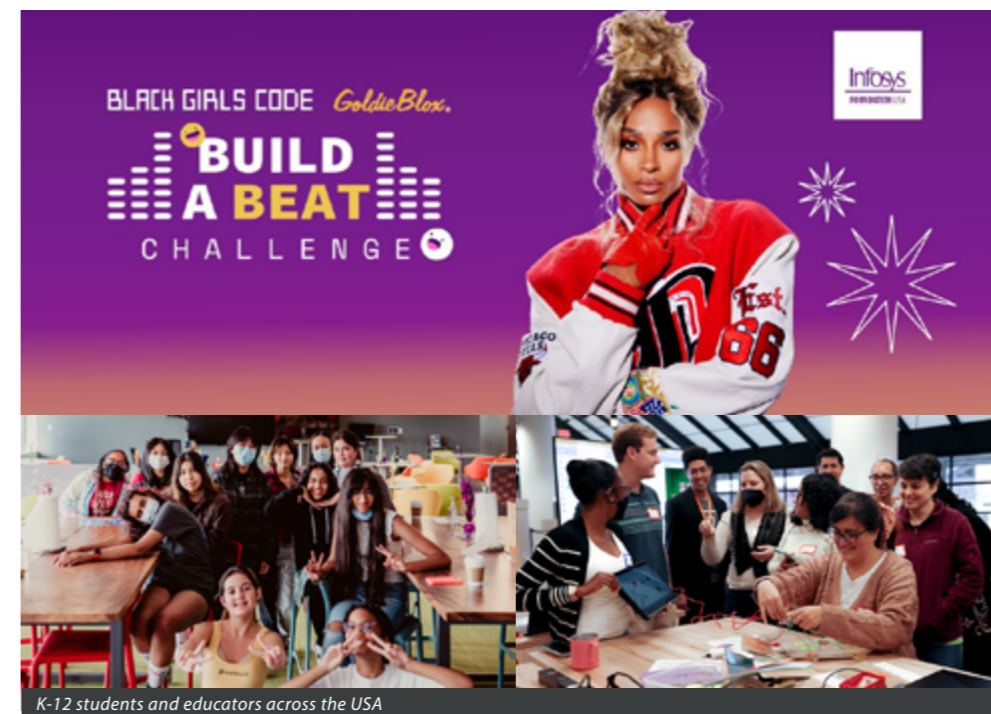
Every year, employee volunteers in Infosys Puerto Rico support Samaritan's Purse International Relief with their mission to provide gifts for children in need during the Holiday season. The donation

boxes filled with toys, hygiene products, and school supplies brought smiles and joy to the children while fulfilling their essential needs.

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

## Infosys USA

### Infosys Foundation USA



K-12 students and educators across the USA

Infosys Foundation USA is committed to expanding access to computer science and maker education for K-12 students and educators across the USA, while equally working to digitally upskill all learners for 21st century technology-enabled opportunities. Through its programming, signature initiatives

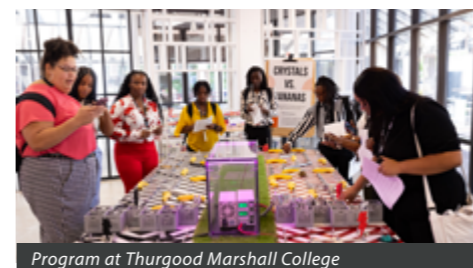
and the two digital learning platforms of Infosys Springboard USA, the Foundation reached 1.1 million students and 47,000 educators in fiscal 2024, taking the total number of students reached to over 25 million and educators to over 1 million.





Kode with Klossy Providence coding camp

In fiscal 2024, the Foundation proudly expanded its impact with a focus on reaching under-represented communities. Through strategic partnerships such as Kode With Klossy, we empowered girls and gender-nonconforming youth with foundational coding skills through intense two-week summer coding camps. Through our partnership with the Technochicas 'Code It' program, we successfully engaged Latina girls in STEM fields. Additionally, our collaboration with Tech Kids Unlimited on the 'AI-for-All Minds' learn-a-thon offered neurodiverse students a platform to explore their interest in AI. Our joint initiative with Black Girls Code and GoldieBlox culminated in the successful launch of a nationwide music coding competition "Build a Beat with Ciara", reaching girls in underrepresented communities across the nation. Furthermore, our longstanding partnership with the Thurgood



Program at Thurgood Marshall College

Marshall College Fund as the official STEM sponsor of their TQR Summer Institute brought together nearly 90 dedicated black STEM educators. Last but not least, our impactful partnership with bp resulted in the first ever "Girls in STEM" mentoring program. Through this initiative, 20 mentors were connected with over 100 middle school students from marginalized communities in Houston, Texas, igniting their passion and enthusiasm for STEM.



TKU AI for All Minds Hackathon

### Infosys Springboard in the USA

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

### Pathfinders Summer Institute

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

### Pathfinders Online Institute

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

the Pathfinders Online Institute (POI) by integrating assessment and certification features, enhancing its usability and impact. Overall, The POI remains a vital resource hub for educators seeking professional development to improve teaching methods and engage students more effectively.

### Digital Academy

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



PENCIL Infy App Challenge

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

### Volunteering efforts

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

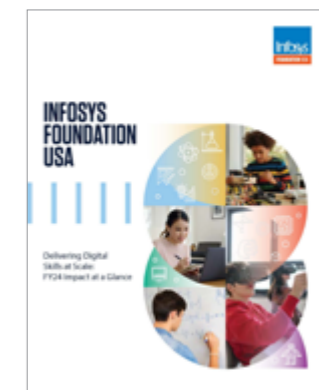
These initiatives reflect Infosys' commitment to nurturing talent, promoting diversity and inclusion, and making a positive impact in communities through employee engagement and volunteering efforts.

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

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

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

### Infosys Foundation USA - Impact





# Employee wellness and experience



SOCIAL

## Facilitating employee wellness and experience

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

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

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

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



Inspiring you to build what's next

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



Makes sure your career never stands still

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



And navigating further, together

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

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

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

## Career growth and learning avenues

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

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

**A Digital Quotient (DQ)** helps employees keep track of their digital skills. Those with a higher DQ have greater access to new opportunities and

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

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

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

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

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

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

## Infosys Leadership Institute

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

In addition to strengthening the succession pool through the Constellation program, there were specific programs designed to augment succession strength across the organization. With technology-led disruption becoming all pervasive, particularly driven by Generative AI, ILI curated a business-oriented certification program on AI by Kellogg. More than 400 leaders have enrolled in the program and this focus will continue in fiscal 2025. Leadership engagement and development continue to strengthen with about 95% of our leaders completing at least one significant leadership program this year, with more than 70% completing a certification program from an Ivy League Institution. Our leaders invested about 10,000 learning days equivalent to strengthen their leadership

capabilities. The third phase of the highly-acclaimed lamtheFuture program commenced in fiscal 2024, with a focus on building higher-order organizational and leadership capabilities, culminating in projects designed for business impact. More than 500 women leaders have completed various phases of this program, earning the ILI-Stanford GSB certificate.

## Return to office and hybrid model of work

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

## Employee experience and engagement

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

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

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

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

## Celebrating and rewarding excellence

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

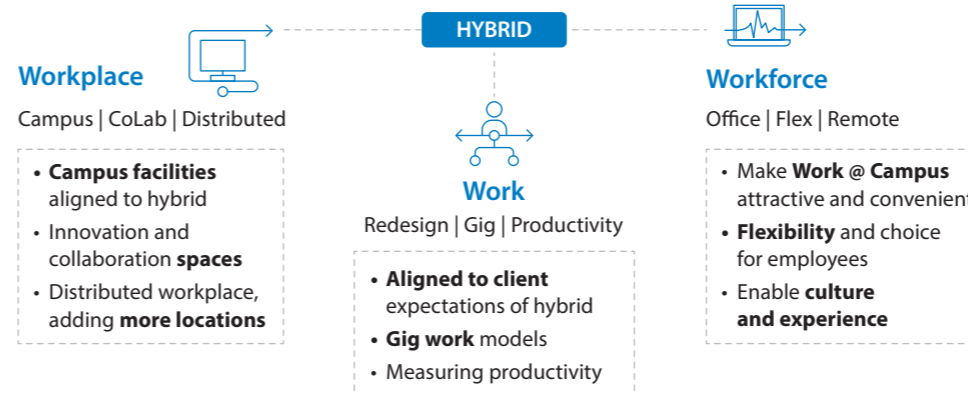
**RISE** our rewards and recognition program celebrates a performance-driven culture through leveraging an integrated digital platform for an elevated experience.

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

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

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

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



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

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

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

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

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

## Employee care and connect

Our wellness efforts are powered by the award-winning **Infosys' Health Assessment and Lifestyle Enrichment (HALE) program**. HALE is a non-monetary employee benefit and has been recognized as the best internal brand with great recall and participation. Our wellness philosophy stands on the four pillars i.e. Physical, Emotional, Social well-being and Safety. Our interventions are co-created with extended teams, business units, and external partners and cater to the needs and asks of our employees. Our philosophy at HALE

is a proactive approach to health and lifestyle enrichment aimed at increased awareness and overall well-being, resulting in reduced stress levels, a safe work environment, a happier workforce, and improved productivity levels.

## Resolution hubs (formerly the Internal Complaints Committee)

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

## Employee satisfaction

Infosys has a robust mechanism to gauge employee sentiments and feedback called Pulse. Pulse collects ongoing and real-time feedback from employees anonymously on key organization-wide themes that shape an employee's experience at Infosys such as work, learning and careers. We poll the entire organization through a micro survey every quarter. In addition to this, we also poll our employees on select tenure-based milestones and specific events including onboarding, job rotation, and appraisals. This cumulative understanding of employee perception, and feedback from actual events and milestones have strengthened our sensing architecture to obtain richer insights of

employee experiences. To drive change across the organization, all managers have access to a real-time customized dashboard with feedback from their respective teams, which enable them to engage with their teams better and address any concerns. This dashboard has multiple views and advanced analytics such as heatmaps, trendlines, sentiment analytics to enable the managers to prioritize focus areas according to their teams.

Graph of three year ESAT (in %)



## Performance management

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

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

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

## Human rights

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

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

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

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

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

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

## Occupational Health and Safety

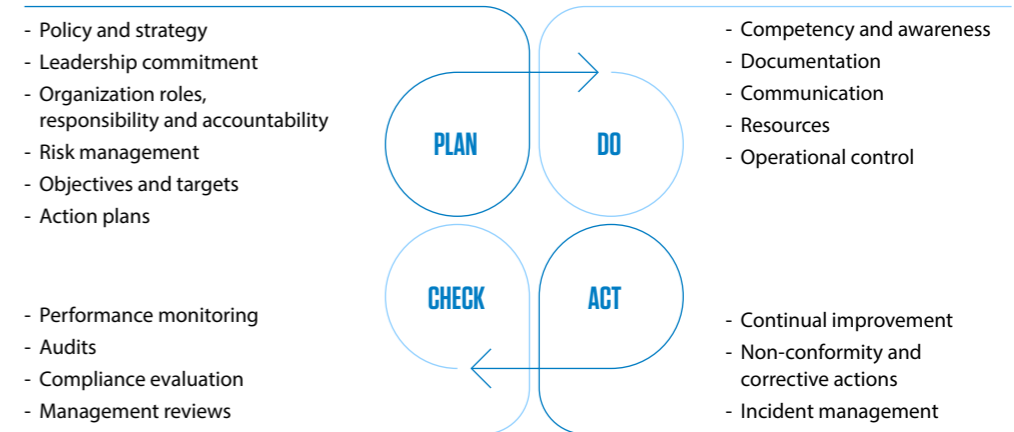
Infosys acknowledges that Occupational Health and Safety (OH&S) is one of the key aspects of sustainable business practices and hence OH&S is integrated into our ESG framework. OH&S policies, processes, and practices at Infosys promote physical, mental, and social well-being of employees in the workplace.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

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

## Management System

The robust Health and Safety Management system at Infosys has enabled us achieve certification to ISO 45001:2018 standards across all India locations, including Infosys Limited and its subsidiaries, in line with our HSE strategy. The management system is implemented across locations globally based on applicable legal requirements and internal benchmarks and are a part of our internal audit coverage. At the helm of our Health, Safety, Environment Management System (HSEMS) is our

Chief Risk Officer. The effectiveness and adequacy of the HSE framework, its execution and HSE performance are evaluated through periodic management reviews. The internal-external issues and opportunities for the organizational context are identified. Interested parties (including all our stakeholders), their needs and expectations, our expectations, legal requirements, owners, and mode of communication are also documented.



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

### a. HSE policy

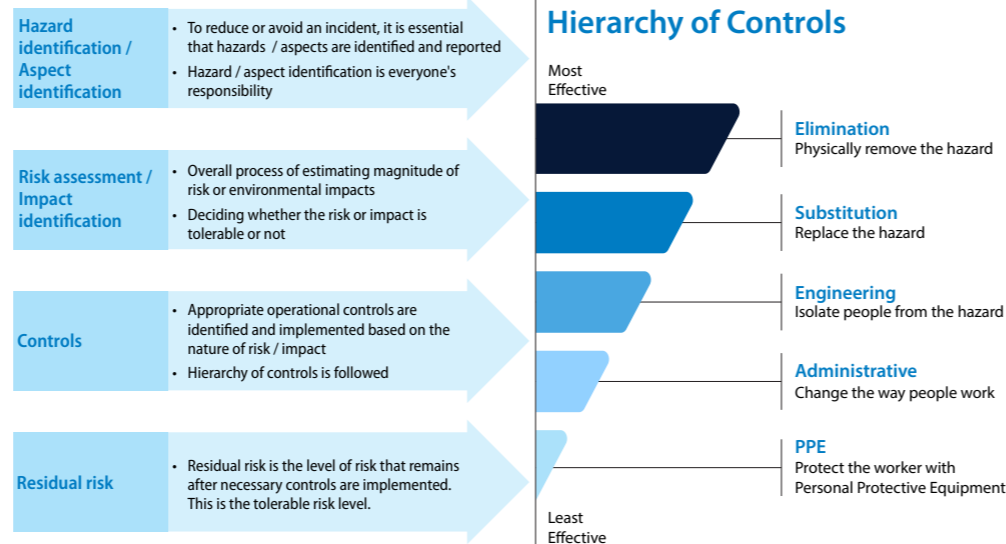
Our Health, Safety and Environmental policy enunciates our philosophy and commitment towards management of key HSE aspect and has played a pivotal role in advancing our initiatives and realizing the intended outcomes on OH&S.

[Link to HSE Policy](#)

### b. Risk management

Ozone is based on the Demings cycle and has a focused risk-based approach in identification and implementation of operational controls in line with hierarchy and effective mitigation of hazards. Risk assessment is proactively conducted to identify hazards for all existing / new / modified activities, processes, products or services and the implementation of measures to minimize or control impacts and monitor them in a structured manner. Risk assessment is proactively conducted

on a yearly basis or at the beginning of a new process or activity. Reactive risk assessments are also carried out at least once every quarter. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls are implemented, the document is revisited to assess the residual risks. A ranking is done based on the severity and probability of the risk. The Occupational Health and Safety (OH&S) hazards in the workplace are communicated to all concerned stakeholders who are also consulted when there are changes in operations. Relevant OH&S hazards are identified, and appropriate operational controls are implemented. During training, the hazards are shared along with directions on ways to reduce the risk. Employees are also consulted during development and review of policies and procedures to manage risks. Emergency response procedures for different scenarios are established and mock drills are conducted to evaluate our preparedness, response, and learnings.



### b. Incident management

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

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

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

### d. Training and awareness

At Infosys, the embedding of HSE culture in the organization is ensured through competency development. Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. Training includes awareness building, mock drills, classroom sessions and periodic demonstrations. HSEMS training is also a part of our employee induction program. To enable continuous learning, a HSE

awareness module is available on Lex, our internal learning platform. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher training. ESG frameworks also highlight the importance of employee engagement and stakeholder communication. Companies should actively engage with employees, involve them in decision-making processes, and provide channels for them to voice their concerns and feedback. This includes regular communication on OHS policies, procedures, and performance, as well as providing avenues for workers to report incidents, near-misses, and suggestions for improvement. Trainings are conducted either in physical or virtual modes.

### e. Participation and consultation

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

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

## Safety interventions

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

## Safety promotions

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

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

Employees are educated on the adoption of safe and healthy work practices through regular communication, trainings and interventions on

key issues related to occupational health and safety hazards. In compliance with the regulatory requirements, robust reporting processes including reporting on occupational health issues have been adopted so that corrective actions can be taken, and preventive measures are implemented.

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

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

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

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

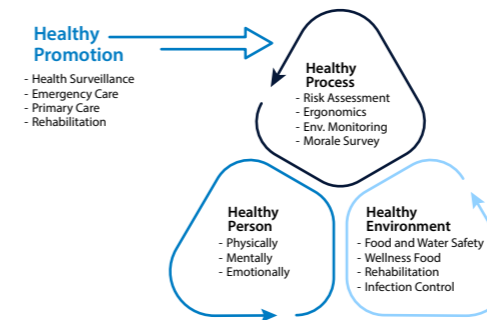
In fiscal 2024, the theme of the Safety Month held in March was "Focus on Safety Leadership for ESG Excellence". Various employee engagement activities were conducted to enhance awareness on HSE such as:

- Communication and endorsement of the safety pledge by employees.
- Quiz competitions designed to test the knowledge of employees about safety measures and to create awareness on safety practices.
- Poster competitions aimed at encouraging people to express their creativity while promoting safety.
- Safety slogan competition where participants came up with creative and impactful slogans.

- Medical camps covering general health check-up, eye checks, blood sugar monitoring etc., to promote physical well-being of employees.
- Safety mailers to employees and In-house training sessions by the HSE teams on topics such as first aid, fire safety, ergonomics, construction safety, road safety and electrical safety.
- Exhibitions on Personal Protective Equipment's (PPE) and safety equipment, including unique exhibits like seat belt convincer, alcohol impairment vision goggles and driving simulations.

## Occupational health

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



### a. Medical services

We have established first aid centers on our campuses in India. Some of the first aid facilities operate on a 24\*7-hour basis. The intent is to provide immediate attention to employees during emergencies and guide them to hospitals as may be required. Our telemedicine portal continues to operate enabling employees to consult our occupational health center

### c. Road Safety Week (India)

Celebrated in January, the programs included:

- Sessions articulating the importance of road safety
- Communication to employees on defensive driving

doctors online, in India. The consultation records were automated during the year. We also have tied up with various hospitals to attend to emergencies. Large campuses have fully equipped ambulances ready for use and where required we may call upon the generic ambulance services. We provided wheelchairs and stretchers across campuses for emergency use. In overseas locations, we work with local service providers for enabling health services and with the local authorities as regulated by the law of the land. Trained first aid representatives are available across campuses as well.

### b. Health Risk Assessment (HRA)

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



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

#### c. Programs on ergonomics

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

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

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

glare and hence reduce such instances. Workstation assessments are conducted to identify and provide aid to employees to improve the ergonomics of their workspace.

#### d. Physical and emotional wellbeing

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

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

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

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

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

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

#### f. Programs for mothers

Infosys provides an inclusive environment and expectant mothers are also taken care of. As most campuses are huge, we enable transportation of such personnel to their buildings from the bus bay. During evacuations,

care is taken that expectant mothers are separately evacuated to identified safe assembly points and are always escorted to ensure their safety. "Pregna Care", a professional healthcare program is designed especially for expectant mothers and aims to provide maximum comfort to the mother. To ensure the health and wellbeing of the mothers and to avoid discomfort during this time, it is essential that proper exercises are part of their everyday routine. This program is implemented across a few locations in India and comprises:

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

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

## Work environment improvement

#### a. Indoor air quality

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

and we are confident that our efforts will ensure a safe, healthy, and comfortable working environment for everyone.

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

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

#### b. Lux levels and noise levels

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

#### c. Promoting green seal chemicals

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

## Awards and recognition

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