



Waste management

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



The 5R principle of waste management

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

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

Waste handling at source

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

Material recovery from waste – Recycle

Biogas

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

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

Composting

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

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

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

Construction and demolition waste

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

Other waste

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

Material recovery from waste – Reuse

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

Waste to energy: Co-processing

Co-processing achieves a superior environmental performance as compared to landfill and incineration, which can be demonstrated through lifecycle assessment of waste. The process involves use of waste as a raw material or source of energy in place of natural mineral resources and fossil fuels. Waste with a high calorific value that cannot be recycled or repurposed is typically chosen for co-processing. Some waste materials collected by Infosys are sent to be co-processed, including tetra

packs, tea bags, rubber waste, paper packaging, low-value plastic, plastic gunny bags, thermocol, foam, carpets, discarded mop refills, ceramic waste, flex banners, artificial grass mats, floor mats, glass waste, etc.

Waste disposal options

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

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

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

E-waste management

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

requirements and extent of resource circularity in their process.

TRUE Zero Waste Certification

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

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

Waste vendor evaluation

At Infosys, our green procurement policy ensures rigorous vendor evaluation. Waste vendors undergo a detailed vendor site audit against several regulatory requirements. Post this, commercial

proposals are invited and scrutinized to ensure they comply with requirements. The proposals are then shared with the commercial team for further negotiations, if any. Once this process is completed, a formal agreement is entered into with the vendors. A total of 83 vendors are being evaluated as per the compliance. Vendors are audited annually based on the waste vendor checklist.

Employee engagement on waste

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



Case study – Building demolition and recycling

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



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

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

Our demolition strategy tackles a building in two phases:

1. **Interior disassembly**

Here, we focus on giving materials a second life. Workstations, chairs, and office furniture are examined for resuability. Depending on the condition, we either reuse them within Infosys or hand them over to authorized / approved

vendors who refurbish and resell them in the secondary market. This reduces the demand for new furniture production and keeps valuable materials out of landfills.

2. **Main structure and exterior deconstruction**

This emphasizes sorting the waste at source during the demolition stage while paying careful attention to the possibility of reusing materials, including:

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

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

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

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

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

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

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



Glass is carefully dismantled for reuse



Environmental compliance

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

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

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

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

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