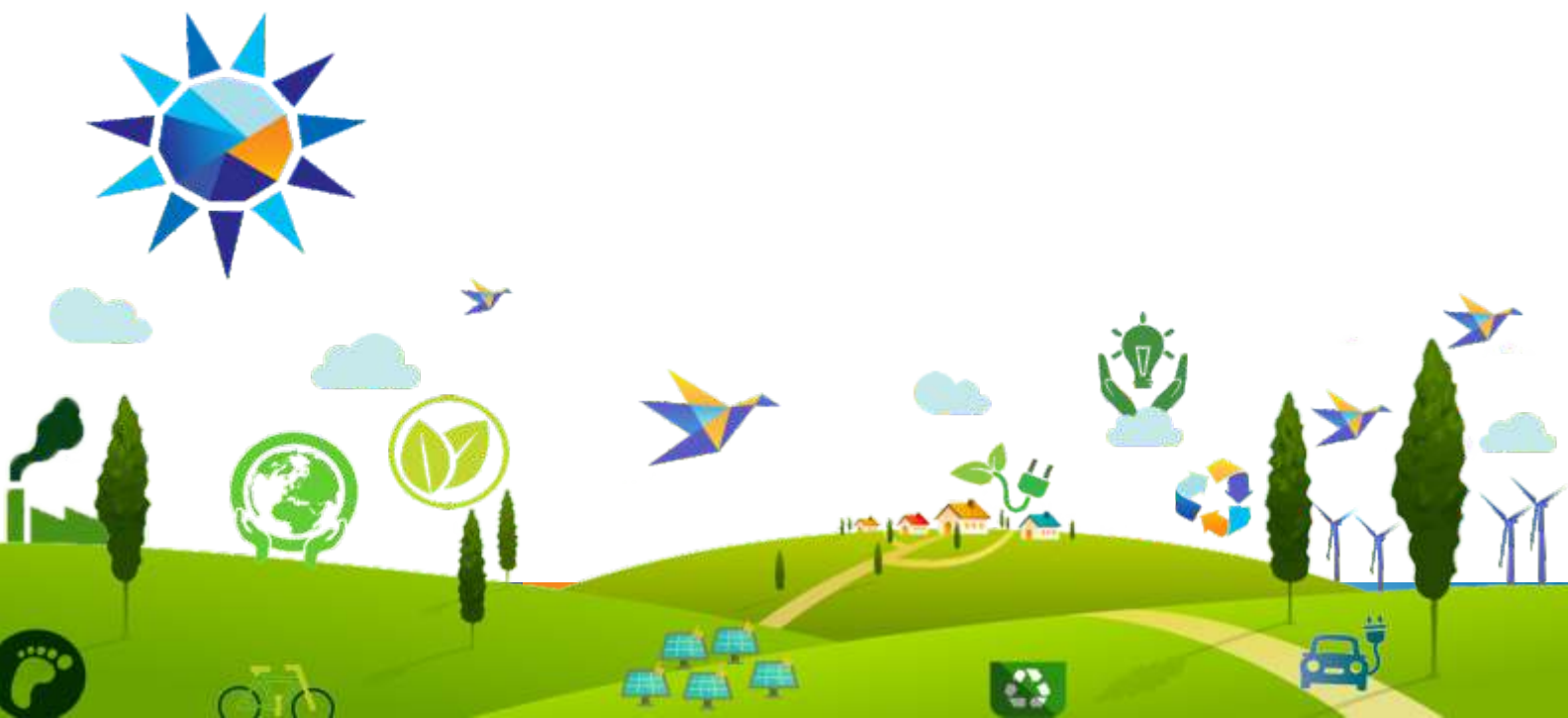
 A Larsen & Toubro Group Company

Sustainability Report 2016-17

# Future Focused Future Ready



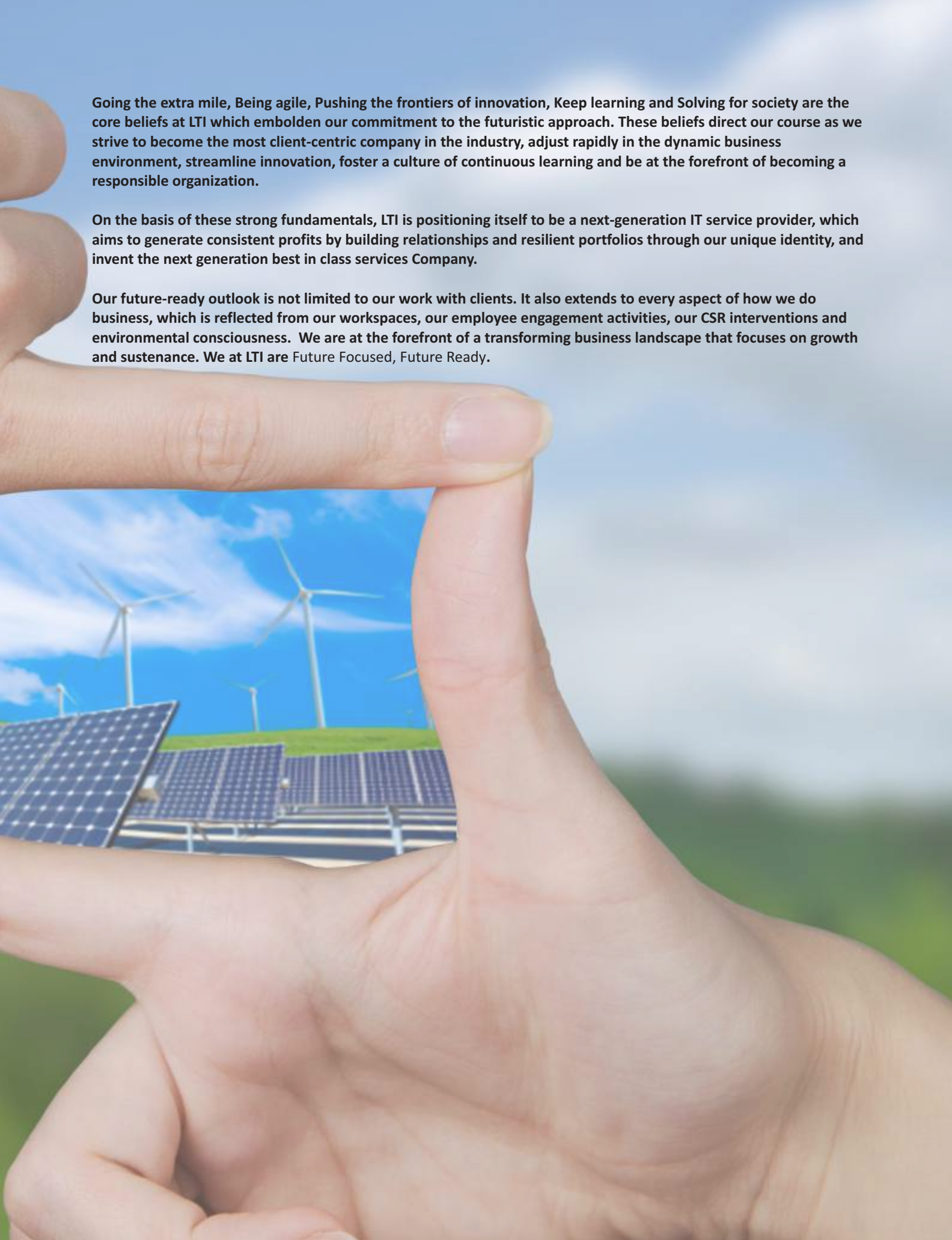


# Future Focused Future Ready

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The world is entering an epoch of fundamental changes. The way we live and do business is opening up new opportunities through digital solutions and service providers. Meanwhile, socio-political developments in different parts of the world are increasingly impinging on international business, introducing an additional dimension to the conventional interplay of market forces. This requires organizations of today to be agile and open to harnessing the power of digital and the connected world. The theme for our sustainability report seeks to educate stakeholders on our current and futuristic outlook towards sustainability.

As a future ready organization, LTI continually expands its IT infrastructure and has the requisite mindset and policies in place to be able to leverage disruptive technologies. This enables us to identify and address changing business and technology needs. These are imperative as we wish to position ourselves as a market leader and a disruptor. Our lucid outlook for the future, focus on emerging and establishing technologies and commitment to client- centricity enable us to successfully face these burgeoning challenges.

A close-up photograph of a hand holding a small, rectangular frame. The frame is held between the thumb and index finger, and it contains a landscape image. The landscape features a green field in the foreground, several rows of blue solar panels in the middle ground, and several white wind turbines in the background under a bright blue sky with light clouds. The background of the entire image is a blurred, bright blue sky with soft white clouds.

Going the extra mile, Being agile, Pushing the frontiers of innovation, Keep learning and Solving for society are the core beliefs at LTI which embolden our commitment to the futuristic approach. These beliefs direct our course as we strive to become the most client-centric company in the industry, adjust rapidly in the dynamic business environment, streamline innovation, foster a culture of continuous learning and be at the forefront of becoming a responsible organization.

On the basis of these strong fundamentals, LTI is positioning itself to be a next-generation IT service provider, which aims to generate consistent profits by building relationships and resilient portfolios through our unique identity, and invent the next generation best in class services Company.

Our future-ready outlook is not limited to our work with clients. It also extends to every aspect of how we do business, which is reflected from our workspaces, our employee engagement activities, our CSR interventions and environmental consciousness. We are at the forefront of a transforming business landscape that focuses on growth and sustenance. We at LTI are Future Focused, Future Ready.

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# Message from Non- Executive Chairman



## Dear Stakeholders,

I am happy to present Larsen & Toubro Infotech's (LTI) maiden sustainability report. While LTI has been part of the sustainability reporting journey since 2009, showcasing its triple bottom line performance through the L&T Group's sustainability report, this is the first independent report of the Company post its listing in FY 2017.

The report adheres to the Global Reporting Initiative (GRI) - G4 Guidelines and is independently vetted by a third party. It is also our annual communication on sustainability progress, in line with the precepts and principles of the United Nation's Global Compact.

### Digitalization for a sustainable tomorrow

LTI inherits its business culture and corporate governance practices, from the L&T Group. We incorporate environmental and social considerations into all our business operations and ensure that our engagements with stakeholders are conducted in keeping with the norms of good governance, ethics and transparency.

The Company has been at the forefront of architecting the digital strategy for the entire L&T Group, and simultaneously draws on L&T's real-world expertise in creating digital solutions for its clients. By virtue of its digital strength and a firm focus on the future, LTI is able to adapt to changes in the business landscape, mitigate climate risks and positively impact the lives of a much larger part of Indian population, as a part of its sustainability initiatives.

### Growth in an increasingly digitized global economy

LTI's investments in new service lines, partnerships and building a strong service and marketing engine are beginning to yield positive results across all performance parameters. Revenues are up by 11.2% year-on-year, while net income rose by 16.1% year-on-year. Margin expansion was on the back of a surge in digital revenue, which now constitutes 26% of total revenue.

In the age of disruption, our business verticals for Analytics, Internet of Things, Cloud, Artificial Intelligence or Machine Learning, Cognitive Sciences and Mobility saw unparalleled growth. They are expected to advance at a faster pace with the advent of Goods and Services Tax (GST) implementation, and increased penetration of smartphones and digital transactions.

### Going 'green' sustainably

The key to the success of any 'green' initiative is not the enthusiasm with which it is initiated, but the rigour and discipline with which it is continuously implemented. Over two years ago, LTI launched a 'Go Green' initiative to sensitize employees to the importance of maintaining the ecological balance. Company-wide initiatives include a 'Green Week', where corporate travel is substituted by videoconferencing, reducing travel costs and carbon emissions.

The Company has also invested in various energy conservation measures to reduce electricity consumption and carbon emissions, year on year. LTI's corporate office headquartered at Powai, Mumbai is a 'Green' building, with a LEED Gold rating – a prime example of our sustainability philosophy.

### Scaling the Digital Divide

LTI believes in 'Solving for Society'. Its multi-stakeholder approach towards achieving this goal is unique. As a corporate, it endeavors to go the extra mile to make a difference to society and the environment. LTI's employees participate in this co-learning journey and contribute towards achieving Sustainable Development Goals. Through its pan-India CSR programs, LTI has touched over 70,000 lives in 2016-17, a number that has been growing with every passing year.

As we go forward, we will increasingly leverage the power of digitalization and disruptive technologies to enhance our sustainability quotient across all key indicators, thereby benefiting all our stakeholders, and the planet at large .

I look forward to the support of all LTI stakeholders in this endeavor, and hope to see many more sustainability stories emerge in the years ahead.

Yours sincerely,  
**A.M. Naik,**  
Group Chairman,  
Larsen & Toubro  
Non-Executive Chairman,  
Larsen & Toubro Infotech Ltd.

Digital revenue constitutes  
**26%**  
of total revenue.

'Go Green'  
initiative to sensitize employees  
to the importance of  
maintaining the ecological  
balance

Touched  
**70,000 lives**  
in 2016-17 through its pan-  
India CSR program

# Message from Non- Executive Vice Chairman



**Dear Stakeholders,**

We live in an age of unparalleled volatility and complexity, where globally, organizations are facing increasing pressure to create and offer solutions that are both synchronous with these rapidly changing times and aligned towards building a sustainable planet. As a global corporation offering technology, consulting and digital solutions, LTI is focused on achieving both these objectives.

**Growth through customer-centricity**

Driven by a credo of 'Let's solve', we have over 20,000 innovators across geographies, keenly engaged in discovering and co-creating solutions for over 250 clients in 27 countries and, in the process, helping their businesses become future-ready. Our abiding principle of 'Client First' has helped us create a difference in a largely undifferentiated space. At the same time, we are ever-mindful of sensitizing ourselves, clients, partners and the entire ecosystem to the needs of sustainability.

**Green impact**

We have taken several important first steps towards building a cleaner and greener future. Our energy conservation initiatives have helped us achieve a reduction in electricity consumption to the tune of 8.5%. We have also supplemented our consumption of electricity with renewable or clean energy sources by entering into Power Purchase Agreements. As a part of our 'Go Green' initiative, we aim to further reduce our carbon footprint by minimizing executive travel and curbing carbon emissions.

**Digital Sakshar**  
an IT skill-based employability program for youth from underserved sections

Supplemented electricity consumption through  
**Power Purchased Agreements**

Aim to achieve a  
**'Zero Accident Credo'**  
across our 8 offices in India



### Reaching the last mile

We appreciate that the majority of India resides in her villages, and as part of our society outreach programs, we are proving to be a catalyst for social change. By leveraging technology and addressing grassroots issues, we are working towards the upliftment of underprivileged communities. To date, we have reached out and transformed over 70,000 lives pan-India through our CSR programs. These include unique interventions like **Digital Sakshar**, an IT skill-based employability program for youth from under-served sections of the community. As the world becomes more connected, our initiatives play an increasingly significant role in helping realize the dream of an inclusive India.

### Safety first

Ensuring the safety of our employees and stakeholders is a major focus area at LTI. We aim to achieve a 'Zero Accident Credo' across our 8 offices in India – each of which is BS OHSAS 18001:2007 certified.

As we continue to evolve our business, creating and co-creating solutions, we stay committed towards living a green life and spreading the message of sustainability through our intent, work and outreach programs.

Yours sincerely,

**S. N. Subrahmanyam,**

Chief Executive Officer and Managing Director,

Larsen & Toubro

Non-Executive Vice Chairman,

Larsen & Toubro Infotech Ltd.

Energy conservation initiatives have helped us achieve a reduction in electricity consumption to the tune of

**8.5%**

**20,000+**  
innovators engaged in discovering and co-creating solutions

'Client First' has helped us create a difference in a largely undifferentiated space

# Message from MD and CEO's desk



Dear Stakeholders,

At LTI, sustainability has always been a hallmark of our culture and a part of our DNA. The L&T group has been enriching millions of lives and that same spirit also forms the backbone of our commitment to solving for communities globally. In our 20<sup>th</sup> year, we are glad to embark upon our journey to LTI's standalone sustainability reporting.

Sustainability for us means a holistic and collaborative approach towards a better future, a future filled with innovations, caring for our natural capital, our workforce, and a future accompanied by financial growth. We conduct business responsibly, minimizing the environmental and social impact while addressing global challenges. Our theme 'Future Focused Future Ready' showcases the impact and progress we have made this year to forge an inclusive and brighter future.

## Financial growth

LTI is one of the leading tech consulting and digital solutions companies offering digital services to cater to a myriad of sectors including banking and financial services, insurance, energy and process, consumer packaged goods, retail and pharmaceuticals, media and entertainment, hi-tech and consumer electronics and automotive and aerospace. Our revenues have increased by 11.2% year-on-year, while net income has risen by 16.1% year-on-year. We have invested in new service lines and partnerships. One of our primary goals has been profitable growth with a resilient portfolio. Our digital offerings contribute to 26% of our revenue, which too has been growing year on year.

The top 5 service providers for 'Best Overall Experience' by enterprise clients.

- Everest Group



One of the Breakthrough 15 Sourcing Standouts in the EMEA and Americas in the Global ISG Index for 1Q17



11.2% Revenue increase

16.1% Net Income increase



### Product innovation

Disruption and technological advancement form the basis of our business and leverage an ecosystem of start-ups, academia and industry consortiums in the areas of exponential technologies like digital, analytics, IoT, automation and cloud. Mosaic Platform is one of our unique offerings with components such as Mosaic Experience, Mosaic Automation, Mosaic Decisions, Mosaic AI, Mosaic Things and Mosaic Security, which are accelerating digital transformation across industries. We have made strategic investments in upcoming technologies that help us expand the sphere of innovation beyond enhanced performance and cost efficiency, to a paradigm of a connected and smarter organization.

### Commitment to a better environment

LTI has achieved many environmental milestones this year, from achieving LEED Gold status for our headquarters in Powai by the US Green Building Council, Washington DC to taking up various initiatives on e-waste, energy consumption, water usage and waste disposal methods. These interventions were backed by persistent and proactive participation of LTIites. In FY 17, LTI has invested INR 15.8 million in energy conservation related projects which resulted in saving of 3.03 million units of electricity (kWh). We also adopted ISO 14001:2015 guidelines to streamline our processes and establish environment management systems.

### People approach

We foster an inclusive and diversified work environment. IT being a rapidly evolving sector, we encourage our employees to constantly learn, upskill, add digital capabilities and provide opportunities for the same through our Mosaic Academy. Our employee engagement initiatives make us one of the best companies to work for in the IT sector. Our CSR interventions focus on Education, IT Skills, Women Empowerment & Environment which involve active participation from our employees in our 1Step journey.

I hope this report informs you about our various initiatives during the year. At LTI, we will continue our efforts in building a world that is more sustainable.

Yours sincerely,

**Sanjay Jalona,**

Chief Executive Officer and Managing Director  
Larsen & Toubro Infotech Ltd.

₹ 15.8 Mn

Investment in energy conservation in FY 17

3.03 Mn

kWh units of electricity saved in FY 17

ISO 14001:2015

Adopted guidelines for Environment Management System

# About the Report

We at LTI have been a part of the sustainability journey under the Larsen and Toubro group ever since our inception. Through the group's sustainability report, we have been showcasing our triple bottom line approach year on year. The wide market outreach and large scale operations were the driving force for us to publish a standalone sustainability report in the financial year 2016-17. Hence, this report is a beginning to our independent sustainability reporting journey.

The purpose of this report is to enlighten readers including our prime stakeholders such as, but not limited to our clients, shareholders, investors, regulators, communities, employees, suppliers and contractors about LTI's value creation. The report details the management's approach towards building a sustainable future for the business and society at large. It is our endeavor to publish our performance on an annual basis to provide the stakeholders, an unabridged and transparent view of the organization.

The report covers data and information across all the business verticals in India, covering 8 office locations for the year beginning April 1<sup>st</sup>, 2016 and culminating March 31<sup>st</sup>, 2017. The report framework is in line with the internationally accepted Global Reporting Initiative (GRI) Guidelines – G4, in accordance 'Core' option.

LTI is committed to providing an objective and accurate view of its data management processes and operations. This report has been externally assured by an independent third party Bureau Veritas, with whom LTI has no relation except for employing professional services for assurance of this report. For more details please refer to Assurance Statement enclosed in the Annexures.

LTI invites you to be a part of the journey in creating a better world and looks forward to receiving your feedback and suggestions pertaining to the activities or information in this report.

#### Contact details

**Shipra Sharma**

Head Corporate Social Responsibility

[sustainability@Intinfotech.com](mailto:sustainability@Intinfotech.com)

# Throwback 2016-17

Rated amongst top 5 service providers for "Best Overall Experience" by enterprise clients: Everest Group

Among Top 20 Global IT services companies

Client satisfaction index jumped 12 index points this year

Revenue stood at USD 970 million

First IT company to launch Facebook@Work

INR 65 million was spent on Corporate Social Responsibility

Policy Guru an employee engagement and feedback platform was launched

LTI Corporate Headquarters Powai received LEED Gold Certification

LTI acquired Augment IQ Data Sciences Private Limited

All development centers in India cleared surveillance audit of BS OHSAS

18001:2007 certification for occupational health and safety.



**LTI**

A Larsen & Toubro  
Group Company



# LTI at a Glance

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We are well on our way to transforming ourselves into a truly next-generation IT services partner. This necessitates us to be a 2-speed company operating simultaneously at two levels. On one hand we carry the legacy of the L&T Group that defines our values, beliefs and what we stand for, while on the other hand, we leverage our image as a new age organization to demonstrate exemplary performance by delivering profitable growth consistently and building a resilient portfolio.

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## 11-16

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- Our Industry
- Product Portfolio
- Supply Chain

# LTI at a Glance

“LTI will provide positive business outcomes for our clients, energize the IT vision of the group, and build an organization that is primed for the future.”

-A.M.Naik

LTI was incorporated in 1996 as a subsidiary of L&T and is now a publicly listed company on Bombay Stock Exchange (BSE) Limited and National Stock Exchange (NSE) of India Limited. Under the umbrella of the Group, we have explored new horizons in our journey as one of India's leading IT companies. Headquartered in Mumbai, the company serves its clients from offices in Pune, Bengaluru and Chennai leveraging its domain expertise, wide technological capabilities, efficient global delivery model, thought partnership and 'new age' digital offerings.

LTI has 43 sales offices across the Americas, Europe, South Africa, Middle-East, India and Asia Pacific sectors.

43

Sales Offices

27

Countries

250+

Clients



G4-3, G4-5, G4-6, G4-7, G4-8, G4-9, G4-13



As a global technology consulting and digital solutions company, we are helping more than 250 clients with IT solutions and accelerating their digital transformation. Fifty-seven new clients from diverse sectors were added in FY16-17. We provide our clients with application development, maintenance and outsourcing, enterprise solutions, infrastructure management services, testing, digital solutions and platform-based solutions. Our focus on Big 6 exponential technologies of Digital, Analytics, Automation, Internet of Things (IoT), Cloud and Security along with our investments in strategic acquisitions like AugmentIQ is changing the very constitution of the Company. Our Sales & Marketing, People and Delivery focus have now transformed into wider realms that are ready for next generation solutions.

### The Digital WoW

At LTI, Digital will not be just a set of capabilities. It will be a Way of Working (WoW). From Next gen delivery models, cutting edge capabilities, extreme domain focus to business outcome as a success metric and digital inside.

Typically our clients are large enterprises and include 52 of the Fortune Global 500 companies from diverse sectors like banking and financial services, insurance, energy and utilities, consumer packaged goods, retail and pharmaceuticals, media and entertainment, hi-tech and consumer electronics, automotive and aerospace, process and discrete manufacturing.

LTI inherits corporate, business culture, corporate governance practices and benefits commonality of many business verticals from the L&T Group. Our focus on client, scale, domain expertise, digital transformation and an array of intellectual property led to LTI being ranked the sixth largest Indian IT services company in terms of export revenues by NASSCOM.



### Our Industry

With a 3.9% growth of Global IT-BPM industry (excluding hardware), which stood at USD 1.2 trillion in 2016, Indian IT-BPM industry revenues (including hardware) stood at USD 154 billion in FY 2017. IT-BPM export revenues for the industry for FY17 were USD 116 billion, with a growth of ~7.4% over the past year. Domestic IT-BPM revenues were USD 24 billion, a growth of ~9% from USD 22 billion in FY16. IT-BPM export revenues are expected to grow by 7-8% in FY18, and the domestic market is likely to grow by 10-11% next year.

There has been a vast impact of digital technologies like Analytics, IoT and Cloud, Artificial Intelligence, Cognitive sciences and Mobility. With these segments showing maximum growth IT firms like us are focusing on re-skilling their manpower and partnering with niche players and platforms.

## Product Portfolio

LTI offers an extensive range of IT services to its clients in diverse industries such as banking and financial services, insurance, energy and process, consumer packaged goods, retail and pharmaceuticals, media and entertainment, hi-tech and consumer electronics and automotive and aerospace. Its range of services include application development, maintenance and outsourcing, enterprise solutions, infrastructure management services, testing, digital solutions and platform-based solutions. The Company serves its clients across these industries, leveraging its domain expertise, diverse technological capabilities, wide geographical reach, an efficient global delivery model, thought partnership and 'new age' digital offerings.

Our company is at a very exciting juncture, with new developments in the field of digital transformation. Our Mosaic platform accelerates the transformation with unique offerings like Mosaic Experience, Mosaic Automation, Mosaic Decisions, Mosaic AI and Mosaic Things. Industry analysts and experts are recognizing our capabilities and our clients need a partner who can help them navigate an increasingly complex technological landscape. Leveraging our real-world expertise, we partner with our clients to accelerate their digital transformation journey whilst solving their toughest challenges.

Nothing represents the converging world better than the horizon. We have adopted its colors - blue and orange - to represent the coming together of the physical and the digital and of our real-world expertise and our client centricity. We have truly amplified outcomes, enabling a leading financial services company to provide loan and insurance in minutes. Smart Support, chat bots and automated interactions have bridged the distance between industry and consumers. In the media industry we created value for our clients through recommendations on user-watching behaviour and profile, reducing viewer loss during advertisement breaks. We transformed plant utilization and fulfilment for a gas major by providing real time visibility into the gas plant & pipeline network and better pricing and fulfilment to help drive top line.

### 1. Analytics

Our Company is focussed on creating possibilities and delivering business outcomes through its mature offerings for Advanced Analytics, Data Science, Data Visualization, Big Data, EPM and Information Management. It offers an extensive range of services related to Analytics-as-a-Service, Data-as-a-Service, Big Data and Advanced Analytics solutions across various verticals, addressing their business requirements.

With a total expenditure of ₹270 million on research and development, our Company renewed the focus to deliver value to our clients through initiatives such as Beyond, Extreme Automation and Design Driven Delivery.

<p><b>Challenges</b></p> <ul style="list-style-type: none"> <li>• Gaining detailed visibility into spending across LoBs</li> <li>• Identifying saving opportunities</li> <li>• Tracking budget versus actual spends</li> <li>• Forecasting spending</li> </ul>	<p><b>LTI Solution:</b></p> <p>Our readily available solution components include data modeling, visualization and role-based information security.</p>
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**This resulted in a 15% reduction in operational costs and 5% spend avoidance through reuse.**



**Case Study**  
Implementation of Analytics for Leading Hi-Tech Manufacturer


## 2. Artificial Intelligence

Initiatives to harness organizational efficiency and improve client experience requires strategic investments, with an enterprise-wide digital transformation. AI and cognitive computing are the solutions and our company is working with dedicated efforts and investments to device 'AI Bots' that intelligently automate repetitive workflows for straight-through processing, boost productivity and optimize operational costs. Our Company's Mosaic AI platform is a comprehensive AI-based solution suite that helps businesses accelerate operational digitization. LTI is working on Deep Learning and Cognitive Computing to extract value from Natural Language Processing, with audio-visual integration, thus catalyzing Intuitive User Engagement.

## 3. Internet of things (IoT)

Our Company has a dedicated IoT practice, which enables clients to become more competitive in the new age economy by connecting the physical world with digital possibilities. Encompassing everything, right from smarter sensors to connected machinery, communication to real-time analytics and visualizations, the service offerings are oriented towards enhancing operations & production. The I2D Framework of Imagine, Innovate & Disrupt helps expand the sphere of innovation beyond enhanced performance and cost efficiency, to a paradigm of a connected and smarter organization. The company is involved in crucial solution integration and value added reselling partnerships with industry-leading IoT platforms such as GE Predix etc. These investments are already starting to yield results in client engagements and analyst interactions.

**Case Study**  
Leveraging Industrial IOT for Heavy Equipment Asset Management



**Challenges**  
The challenge was to increase utilization of high value assets through effective monitoring and preventive maintenance, leveraging machine learning.

**LTI Solution:**  
We provided a centralized system for fleet monitoring for health, fuel consumption, utilization, using rules engine, machine learning and alert workflows for recommendations. The solution also included a proactive detection of pilferage for items like fuel, spare parts and lubricants.

**The client gained a 30% increase in asset utilization due to the intervention.**

## 4. Automation

The strategic investment in this area includes a Mosaic automation platform which covers all aspects of automation, including robotic process automation, machine learning, software-defined everything, design thinking and includes a reusable asset library that fast-tracks implementation. Using the comprehensive automation framework and process re-engineering toolkit, companies can effectively drive strategic initiatives across business transformation, cost reduction and service experience enhancement.

Our Company undertook an enterprise-wide automation initiative to improve Service Delivery efficiency using the Mosaic Framework. The initiative yielded tangible service cost reduction benefits in 200+ chosen engagements. LTI has launched 5 Mosaic automation solutions, targeting IT service delivery automation that enabled multi-year AMS/ IMS deal wins throughout the year.



**Challenges**  
 One of the top ten media corporations in the world wanted to integrate and standardize diverse applications across Consumer Products, Rights and Legal portfolios. It was looking to establish a single window access and clearance across the three portfolios with automated documentation, drafting and management. The client sought a technology partner to provide L2 and L3 production support to all application across three portfolios.

**LTI Solution**  
 LTI implemented L2 and L3 production support for all applications across all the three portfolios-CP, Rights Management and Legal. The integration of diverse applications delivered a one-stop solution for the functions.

**The client benefited with an 80% reduction in time required to resolve technical problems, optimized resource allocation and superior decision making with faster and efficient process work flows.**

## 5. Block Chain

Our Company has a mature Blockchain practice and is working with global clients in BFS, Insurance, Energy & Utilities, Media & Entertainment, and Manufacturing to build industry solutions to deliver exponential operational efficiencies. We have built 12 solutions on Blockchain technology in various areas like Trade Finance, Travel Insurance and Supply Chain on various platforms like Ethereum, Hyper ledger and Corda.

### Our Supply chain

The impacts or externalities of businesses are frequently influenced by their supply chain processes. Supply chain is a core element of operations and our value chain consists of Human resources, Service providers, Materials and Equipment providers. The environmental and social impacts of supply chain are interlinked with the economic outputs as they help us avoid risks, meet all client needs and other requirements and protect the Company's reputation and brand value. They further help in meeting various business mandates of efficiency and cost optimization, which in turn makes our company thrive.

The scale and complexity of the recent supply chain makes it difficult for businesses to identify, influence and control these impacts. Hence, a supply chain management program is designed to understand and tackle these challenges.

**Supplier Code of Conduct**

At LTI, we believe that sustainability is an essential component of our business operations. We purchase raw materials, fuels, finished and semi-finished goods and services from suppliers to secure sustainable success of our customers by providing innovative solutions for products and services. We expect our suppliers to comply with applicable regulatory requirements and the Code of Conduct. Furthermore, we expect our suppliers to introduce suitable processes within their organizations that support such compliance and drive continuous improvements with regard to the requirements included in LTI's Code of Conduct.

### Risk Management

Our business revolves around technologies that evolve at a fast pace in a dynamic and uncertain environment with our operations and market presence increasing like never before. Business risks in the sector include regulatory pressures, technological obsolescence, digital disruption, business concentration, cyber-attacks, cyber-crime as well as climate risks. We have a robust risk management framework in place to identify, assess, quantify and mitigate these threats. The framework is governed and headed by the Board of Directors at the corporate level and they monitor the implementation of the risk management plan, ensuring that the systems are working efficiently.

The risk management committee works closely with every business unit assessing challenges and threats at each level for timely mitigation. The details of the risk management process, potential internal and external risks as well as mitigation approaches undertaken are discussed in detail in our Annual report.

### Risk Governance



G4-12, G4-14





# Dialog with our Stakeholders

“

At LTI, our stakeholders form an integral part of our decision making process. More often than not, open and transparent dialogs with our stakeholders have been the greatest source of learning. We engaged with our stakeholders through structured dialogs on sustainability. On our road ahead we plan to delve deeper by integrating sustainability in our regular communications with stakeholders at every level, thus strengthening our mechanism to identify challenges and opportunities in the sustainability portfolio.

”

**19-20**

- 
- Involving the stakeholders
  - Our Stakeholder's Feedback

# Dialog with our Stakeholders



"In a company, high trust materially improves communication, collaboration, execution, innovation, strategy, engagement, partnering and relationships with all stakeholders."

- Stephen Covey

At LTI, we believe that all stakeholders, collectively and individually, play a crucial role in shaping the company's future. We listen to our stakeholders through robust engagement mechanisms. This approach has empowered us to be where we are today with 250+ clients, including 50+ Fortune 500 companies.

## Involving stakeholders

We introduced our stakeholders to a new avenue this fiscal by taking their inputs on the sustainability agenda of the Company. We continually look towards our stakeholders to seek their feedback, which will help us increase our understanding and broaden our horizon in improving our non-financial performance. This being our first year of reporting, we have chosen to take small steps in a structured manner. We took into consideration the existing mechanisms on stakeholder engagement at LTI and further developed our stakeholder involvement plans.

## Identification and prioritization

At the onset we identified all the direct and indirect stakeholders for LTI. We achieved this through joint meetings with the senior management representing all the key departments of LTI. This was important as every department brought a unique perspective to the table, which helped us to arrive at our list of stakeholders.

At the stakeholder engagement sessions, all the attendees ranked the identified stakeholder groups based on:

- i) Stakeholder's influence on organization and
- ii) Organization's dependence on stakeholders

The ranks were based on collaborative discussions amongst the present departments, which were built on deliberations around the stakeholder group's impact on LTI.

We relied on different communication channels to speak to our stakeholders. Most of our stakeholder meetings comprised of brief sessions on building awareness about sustainability and its importance to LTI. The sessions were structured in such a manner that feedback could be sought on stakeholder's expectations from LTI and we understand their key areas of concern.



## Our Priority Stakeholders

Communication Channels	Stakeholder	Priority Areas
Employee forums Leadership forums Employee surveys	 Employees	<ul style="list-style-type: none"> <li>• Employee well being</li> <li>• Learning &amp; development</li> <li>• Talent management &amp; career opportunities</li> </ul>
Annual Investors meet	 Investors	<ul style="list-style-type: none"> <li>• Business continuity</li> <li>• Risk mitigation plans with respect to business</li> <li>• Fair &amp; transparent business practice</li> <li>• Compliance</li> </ul>
Client satisfaction survey	 Clients	<ul style="list-style-type: none"> <li>• Client privacy</li> <li>• Client satisfaction</li> <li>• Corporate governance</li> <li>• Product quality</li> </ul>
Annual meets	 Contractors & Suppliers	<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Ethical behavior &amp; business practices</li> <li>• Capacity building</li> </ul>
Need basis	 NGOs	<ul style="list-style-type: none"> <li>• Business impact on community</li> <li>• Community investment</li> <li>• Community development</li> </ul>
Ongoing	 Local Communities	<ul style="list-style-type: none"> <li>• Tending to educational and livelihood needs</li> <li>• Developing digital infrastructure and digital literacy</li> </ul>
Need basis	 Regulators	<ul style="list-style-type: none"> <li>• Legal compliance</li> <li>• Policy advocacy</li> </ul>
Periodic	 Academic Institutions	Talent attraction and recruitment



Company

Jan

Feb

Mar

Apr

May

3.5 ms

3.0 ms

2.5 ms

2.0 ms

1.5 ms

1.0 ms

0.5 ms

Report

# Things that matter at LTI

“

Growth is relevant only if you are going in the right direction. At LTI we have taken conscious steps to improve our sustainability agenda. Identifying the right focus areas and developing a comprehensive action plan is one of the major milestones in the sustainability journey. This year, LTI has begun identifying things that matter to us the most and would eventually progress into devising structured roadmaps.

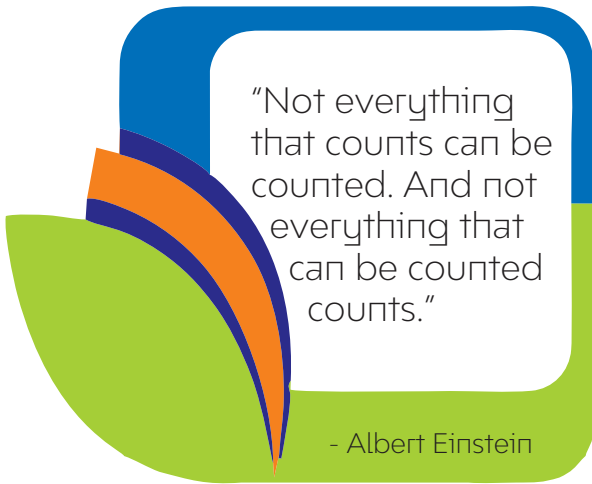
”

## 23-26

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- Approach towards materiality
- Our Material Issues
- Outcome of Materiality Assessment
- Key focus areas

# Things that matter at LTI



LTI believes that sustainability is all about creating a shared value. It is not only limited to achieving business prosperity but also about doing it in the right way. As we remain steadfast to the highest standards of ethics and transparency, we mapped and prioritized issues that are of significant relevance to us and have the potential to create a long term value for our stakeholders.

### Approach towards materiality

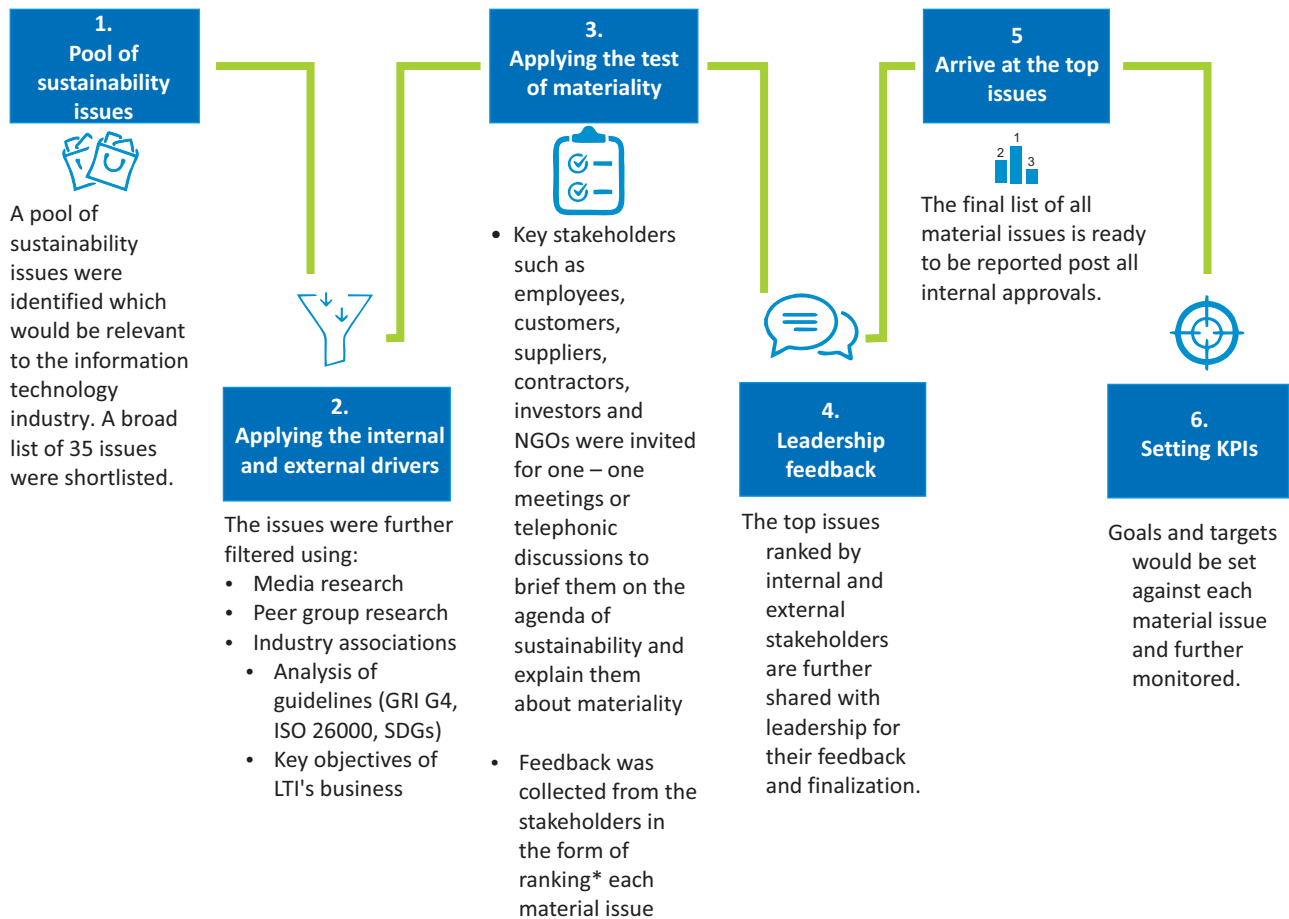
LTI identified its top sustainability topics through 'Materiality Assessments' based on the GRI G4 Sustainability Reporting Guidelines. The sustainability topics or key focus areas are issues which may be a result of our activities or may arise of our business partnerships, and are scrutinized from the lens of 'materiality'. By conducting this exercise, LTI ascertains the risks that matter to both our business as well as stakeholders

This approach has helped us with an opportunity to meet our key stakeholders and understand their expectations from LTI, along with their overall perspective about sustainability. We have delineated issues that resonate with our business priorities and objectives. It promotes a closer alignment between business strategy, performance management and reporting. The approach helps us develop a strategy and customize our reporting such that it is in sync with the interests and needs of our stakeholders.



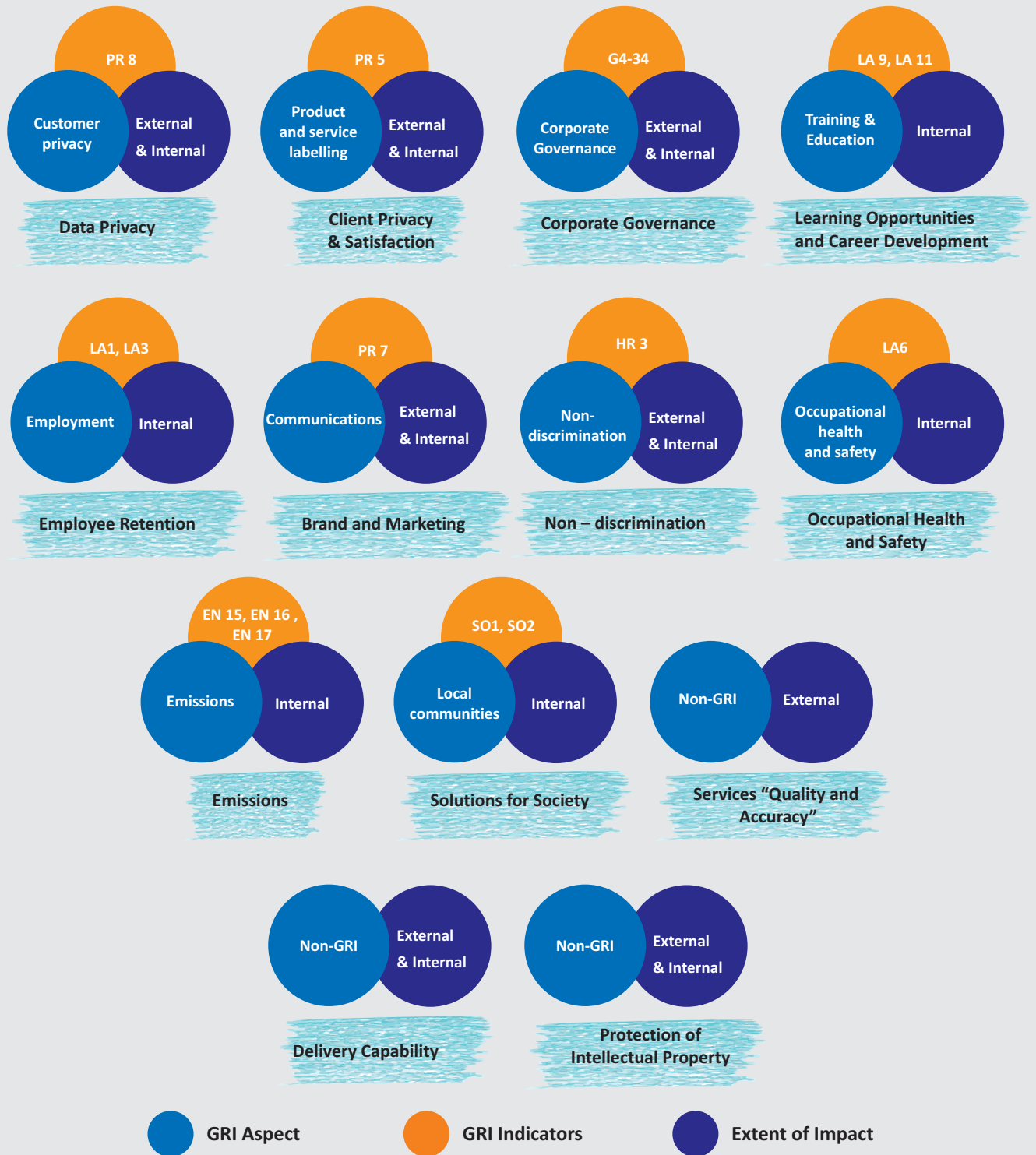
## Our Material Issues

In our endeavor to focus our efforts in the areas that matter the most to our internal and external stakeholders, LTI followed a structured approach towards materiality.



\*The ranking of material issues was on a scale of 1 to 4 (1 being least important and 4 being very important). The ranking was collected from different departments to get a holistic response. The issues that were ranked high by the management of LTI and the key stakeholders were selected for reporting.

Outcome of the materiality assessment and focus areas



\*For all material issues having an external impact the extent of impact is as follows:

1. Data privacy: clients/customers 2. Client privacy and satisfaction: clients/customers 3. Corporate governance: investors, shareholders, clients/customers 4. Brand and marketing: investors, shareholders, clients/customers 5. Services "Quality and accuracy": clients/customers 6. Delivery capability: clients/customers 7. Protection of intellectual property: investors, shareholders, clients/customers, regulatory bodies "







# Governance at LTI

“

In light of the global agreements, we aim to weave sustainability strategy in the socio-economic mosaic of our business outlook. Our values and beliefs guide us to shoulder the responsibility that we have towards our stakeholders. This accountability and the will to excel has led to the establishment of a robust governance structure that can foresee and equip itself for the challenges and opportunities of tomorrow.

”

**29-32**

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- The Board of Directors
- Our Values, Beliefs, Philosophy and Policies

# Governance at LTI



“The real mechanism for corporate governance is the active involvement of the owners.”

-Lou Gerstner



**Standing (L-R):** Sanjeev Aga, Sudhir Chaturvedi, S. N. Subrahmanyam, Sanjay Jalona, R. Shankar Raman, Aftab Zaid Ullah, Arjun Gupta  
**Sitting (L-R):** Shubhalakshmi Panse, Samir Desai, A. M. Naik, M. M. Chitale, Vedika Bhandarkar

We at LTI take pride in following the rich legacy of fair and transparent governance and disclosure practices implemented by the L&T group. In line with the group philosophy, LTI constantly endeavors to benchmark itself with the best practices in the IT industry. Our unique and prestigious heritage gives us unrivalled real-world expertise to solve the most complex challenges of enterprises across all industries.

### The Board of Directors

Our Board of Directors lays down procedures to drive the company in the direction of responsible growth. It aims to establish leadership for smooth operations and efficient administration. The vision set out by the Board trickles down in the organization at individual management levels in the form of strategic goals and targets, creating shared value for all. It comprises 12 directors, of which 3 Directors are Executive, 3 are Non-Executive and 6 are Independent Directors. Mr. A. M. Naik is the Non-Executive Chairman of the Company. The Board meets at least four times during the financial year. Additional meetings are held, if deemed necessary to conduct the business.

### The composition of the Board of Directors is as follows:

- Mr. A. M. Naik  
Non-Executive Chairman
- Mr. S. N. Subrahmanyam  
Non-Executive Vice Chairman
- Mr. Sanjay Jalona  
Chief Executive Officer & Managing Director
- Mr. R. Shankar Raman  
Non-Executive Director
- Mr. Aftab Zaid Ullah  
Chief Operating Officer & Whole-time Director
- Mr. Sudhir Chaturvedi  
President-Sales & Whole-time Director
- Mr. Samir Desai  
Independent Director
- Mr. M. M. Chitale  
Independent Director
- Ms. Vedika Bhandarkar  
Independent Director
- Mr. Arjun Gupta  
Independent Director
- Ms. Shubhalakshmi Panse  
Independent Director
- Mr. Sanjeev Aga  
Independent Director



CSR Governance

CSR governance at LTI is steered at the Board level through the CSR Committee of the Board. The Committee formulates the CSR policy and monitors it from time to time.

There is a robust CSR policy framework in place with an identified theme, strategy and approach. On the other hand, there is an Internal CSR

Executive team with leadership participation from different business units who periodically evaluate the effective implementation of all the projects as approved by the CSR Committee.

**Our Values, Beliefs, Philosophy and Policies**

Our tag line, "Lets Solve" keeps our team of more than 20,000 LTIlites motivated each day to provide effective business solutions to our clients and enable them to improve the efficacy of their business and technology operations, thus enabling them to deliver value to their clients, employees and shareholders.

LTI believes in innovation through hard work and learning, and this is reflected in the core beliefs of the company, which are:

1. Go the Extra Mile
2. Be Agile
3. Push Frontiers of Innovation
4. Keep Learning
5. Solve for Society

Our policies on Code of Conduct, Whistle Blower, Code of Fair Practices ensure our strong commitment towards ethics and provide a suitable mechanism to address issues pertaining to ethics and integrity. Additionally, Environment Health and Safety and Corporate Social Responsibility policies also form a part of the governance framework and help us perform our business efficiently and effectively.



### Code of Conduct

The company has set a benchmark on corporate governance through its code of conduct policy which is applicable to Directors, senior management, and other employees of LTI.

The code of conduct policy conveys LTI's rich legacy of fair and transparent governance and disclosures. The code provides guidance to uphold highest standards of ethical behaviour and maintain an honest culture which is always in the interest of the organization. This policy guides our employees to work in line with following values:

- |                                              |                                            |
|----------------------------------------------|--------------------------------------------|
| 1. Honesty, Integrity, Ethics                | 8. Working environment & dress code policy |
| 2. Respect for individuals                   | 9. Environment health & safety             |
| 3. Sharing of official Information           | 10. Sustainability                         |
| 4. Maintaining Confidentiality               | 11. Corporate HR policy                    |
| 5. Professional Engagement & Public Advocacy | 12. Risk Management frame work             |
| 6. Use of company assets & Brand logo        | 13. Gift policy                            |
| 7. Use of information technology             |                                            |



### Whistle Blower Policy

Good governance is an integral part of the existence of a company. It inspires and strengthens investors' confidence by ensuring the Company's commitment to higher goals and profits. This objective is achieved by adopting transparent procedures and practices, having in place effective machinery to address the concerns of all stakeholders, keeping shareholders informed about developments in the Company and ensuring effective control over the affairs of the Company.

Whistleblowing is a structured process, which encourages and facilitates employees to report without fear, any wrongdoings or unethical or improper practice which may adversely impact the image and/or the financials of the Company, through an appropriate forum.

The objective is to establish a vigil mechanism for directors and employees to report concerns about unethical behaviour, actual or suspected fraud or violation of the Company's /L&T's code of conduct or ethics policy.



### CSR Policy



## Corporate Social Responsibility Policy

### We are committed to discharging our Social Responsibility through:

- Partnership with communities in healthcare, education and skill-building.
- Undertaking Green initiatives.

Our 'My CSR' approach is based on the dedicated involvement of our employees, who get as much value out of the initiatives, as the recipient.

**Sanjay Jalona**  
CEO & Managing Director  
December 7, 2016



### Environment, Health & Safety Policy



## Environmental, Health and Safety Policy

### We shall:

- Continue to comply with all Environment, Health & Safety regulations, with full enthusiasm and vigor, in the belief that this will enhance the health and safety of our workplace and also that of our environment.
- Ensure unfaltering adherence to compliance processes, through a culture of awareness amongst all stakeholders.

**Sanjay Jalona**  
CEO & Managing Director  
December 7, 2016





# Building our Business Performance

## Go the extra mile

We will go farther to win the trust of our clients. We will strive to become the most client-centric Company in the industry. We will continuously adapt ourselves to the changing business realities of our clients.

We commit to our clients.

We go beyond to deliver.

We bring new ideas and thinking to the table.

We help our clients find success – it's where we find our own.

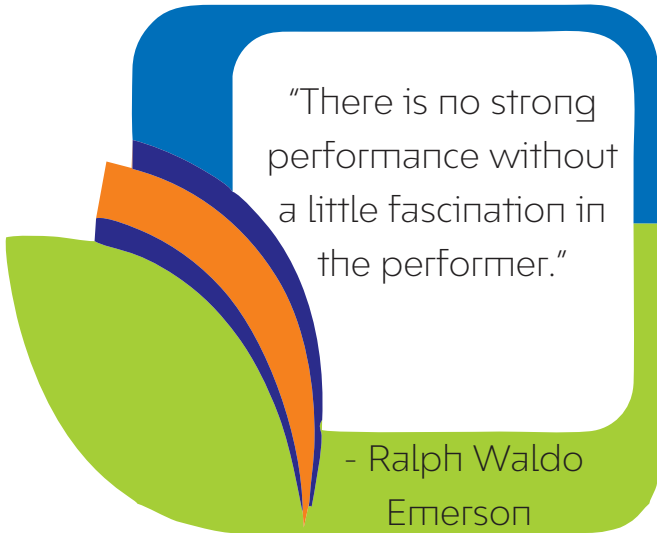
## Our Endeavor

It is our persistent effort to outdo our performance and strive for excellence in everything we do. Going the extra mile in delivering enhanced experiences over and above quality products has culminated into our industry leading revenue growth and a healthy financial performance. Strategic acquisitions have allowed us to strengthen our business portfolio and extend our global footprint winning larger deals against global majors. Owing to our belief, we have launched next-generation efficient operations with ground-breaking technological solutions whilst transforming client and employee experience.

**35-36**

➤ Building our business performance

# Building our Business Performance



In the age of disruption, our business verticals for Analytics, Internet of Things, Cloud, Artificial Intelligence or Machine Learning, Cognitive Sciences and mobility saw unparalleled growth and are expected to advance further at a faster pace with the smartphone penetration, GST implementation and digital transactions. Our zeal to explore advanced technologies and cutting edge devices working in tandem with engaging marketing efforts have yielded positive results across all performance parameters. Being current with technologies of the new age we endeavor to be exemplary transformation partners for our clients taking digital disruption to the next level by digitizing the 'core' of businesses today with the technologies of tomorrow. We have amplified outcomes through new business models lending our services to 52 of the Fortune 500 companies. Several accounts were opened with deal sizes of over \$1 million in the reporting year.

The defaults in commodity markets were limited and the global economic activity remained stable. Global IT-BPM industry grew by 3.9% and the IT-BPM market excluding hardware stood at USD 1.2 trillion in calendar year 2016. Indian IT-BPM industry revenues (including hardware) stood at USD 154 billion in financial year 2017.

For any financial performance related information, kindly refer LTI Annual Report FY 17 available on LTI website <https://www.lintinfotech.com/investors/>. As one of the leading IT firms in India LTI has achieved some noteworthy milestones this financial year. In the reporting period, LTI completed its first year as a publicly listed company. On a consolidated basis, revenue from operations and other income for the financial year under review were ₹66,876 million as against ₹ 60,361 million for the previous financial year, registering an increase of 10.8%. On a standalone basis, the revenue from operations and other income for the financial year increased by 10.0% and stood at ₹63,812 million as against ₹57,989 million for the previous financial year. The acquisition of AugmentIQ has helped enhance our big data platform and deepen the MOSAIC offerings.

Serving **52** of Fortune 500 companies



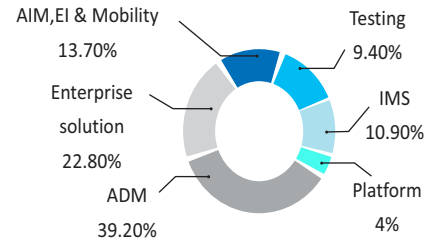
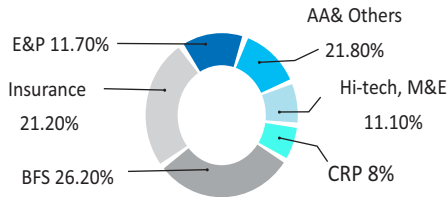
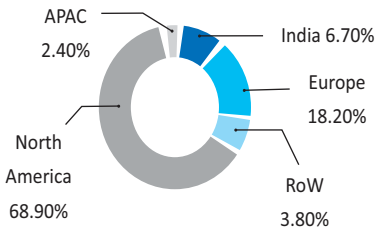
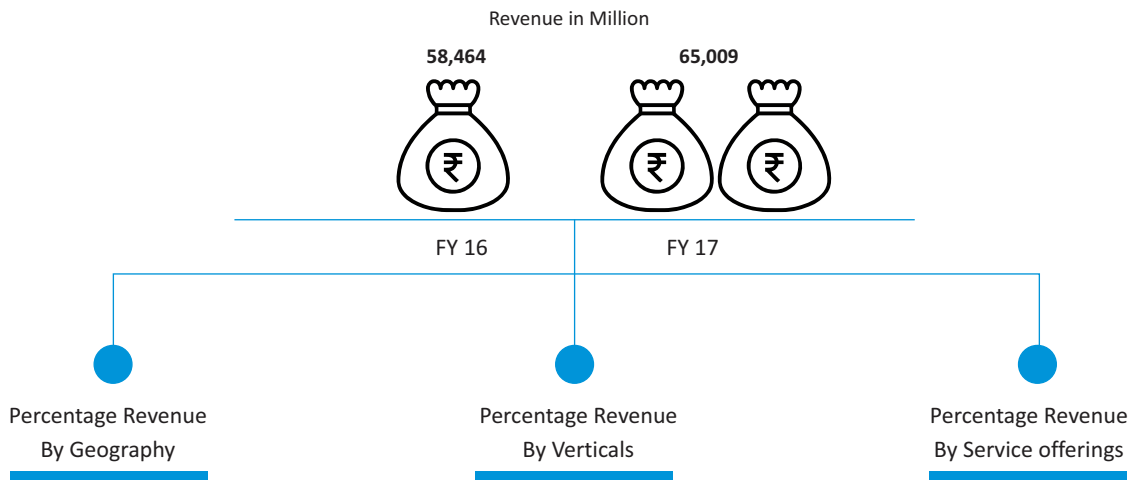
Total Income (including other income) growth of **10.8%**





In ₹ Million	FY16-17	FY15-16
(A) Economic value generated	66,876	60,361
Operating cost (less employee wages)	8,248	6,710
Selling Admin and other expenses (excluding community investment)	6,636	6,217
Employee wages & benefits	37,758	35,266
Dividend paid	1,610	5,467
Finance Cost	32	58
Corporate income tax	2,649	1,982
Community investment	65	23
(B) Economic value distributed (which is the sum of above expenses)	56,998	55,723
Economic value retained - Difference of (A) and (B)	9,878	4,638

The acquisition of AugmentIQ has helped enhance our big data platform and deepen our MOSAIC offerings.





# Conserving our Natural Capital

## Be Agile

In a world that is changing rapidly, we will respond speedily to opportunities and threats. We will adjust quickly to the dynamic business environment and work collaboratively with our ecosystem to delight customers.

- In the way we think and work.
- We respond faster to all our stakeholders' needs including environment.

## Our Endeavor

Our unwavering determination to respond to the challenges faced by our environmental milieu, inspires us to undertake interventions that plummet our footprint and enhance the natural capital. Being an agile organization capacitates us to take up initiatives to promote climate action. We garner support from our employees in the manner in which we work our way towards environmental stewardship, preparing for a promising future.

**39-44**

- Energy & Emissions
- Water
- Waste

# Conserving our Natural Capital

"The clear and present danger of climate change means we cannot burn our way to prosperity. We already rely too heavily on fossil fuels. We need to find a new, sustainable path to the future we want. We need a clean industrial revolution."

- Ban Ki-moon

The adverse effects of climate change require Governments, societies and businesses alike to come forward and take action. We at LTI, realize the grave risks that lie ahead if we fail to act now. The unpredictable weather patterns, rapidly depleting resources, unusually high temperatures, droughts and floods impose threat to our value chain and business continuity. Additionally, these conditions affect the health of our workforce, which is our most valuable asset. Our focus on the future has led us to envision an approach that capacitates us to adapt to the changing business landscape, endure climate risks and make sustainable progress in the right direction.

At LTI, our unbridled commitment to climate-action and sustainability inspires us to not only take up initiatives but weave in sustainability in our business strategy. We strive to safeguard the natural capital, securing a safer future for ourselves and the community at large.

As an IT company, we are cognizant that our major indicators of environmental footprint are our operating facilities, e-waste, energy consumption, water usage and waste disposal methods. We seek to continually improve, benchmark ourselves with industry peers and attain the highest levels in achieving carbon neutrality. The headquarters at LTI have conformed to the green building guidelines by US Green Building Council and this year for the first time we have disclosed our energy and carbon performance for 2015-16 under the Carbon Disclosure Project (CDP). We were ranked in 'Disclosure' category and we look forward to participate in CDP again in future years and continue to report with comprehensive data on emissions, targets, climate change and risk management processes.

All our office locations in India are accredited as ISO 14001:2015 certified campuses. This is our demonstration of streamlining our processes and establishing robust environment management systems.



Our Action Points



Energy & Emissions



We realize the importance of sustainable habitat and energy conservation and hence, take responsibility of our energy consumption and carbon emissions. We have adopted a multi-pronged strategy to integrate energy efficiency into overall operations across all centers. Stringent internal targets for energy performance in

conformation to a comprehensive action plan were assigned for all office locations. Awareness campaigns and events on energy conservation for employees were conducted throughout the year. We stressed on procuring energy efficient equipment and devices and started consuming renewable energy through third party purchases.

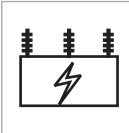


A robust monitoring mechanism was set up, that integrated smart metering with building management systems. This helped us in understanding techniques and practices that worked better in the different locations. Best practices were shared and adopted in line with our strategy.

**Replacement of CFL by energy efficient LED lamps**  
 5,500 LED light fittings were installed, in offices and common areas, having maximum operational hour



**Installation of lighting transformers**  
 30 Electromisers were installed on lighting load to reduce energy consumption



**Installation of electrically operated solenoid dampers**  
 The installation enabled isolating Central AC from unoccupied areas or intermittently occupied areas eventually decreasing load on the AHUs



**Power factor maintained near Unity**  
 Improving power factor results in decreasing electrical losses and voltage drops and increases available power



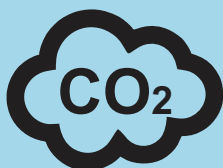
**Optimized operations of AC plants**  
 Secondary pumps of AC Chiller Unit were provided with Variable Frequency Drives to regulate the power consumption as per occupancy



**Motion sensors**  
 These were installed in locations with infrequent or intermittent usage



Several initiatives of energy reduction were taken up which resulted in saving 30.3L units of electricity (kWh) across all centers equivalent to 8.5% of the consumption last financial year.



The energy conservation initiatives contributed to decrease our direct and indirect emissions. The total emissions recorded in the reporting year were

36,231.55 tonne of CO<sub>2</sub>

Category	Used in	Measurement unit	Units	TCO <sub>2</sub> e	Total	
Scope 1	Diesel	DG sets	Liters	1,00,506	272.46	314.06
	LPG	Canteen	Kg	13,936	41.59	
Scope 2	Electricity	All offices	MWh	35,301	28,961.46	28,961.46
Scope 3	Bus	Employee bus	Km	7,24,846	307.94	6,956.03
	Cab	Shift cabs	Km	1,77,42,749	3,768.91	
	Air	Domestic travel	Km	1,64,52,410	2,879.17	
Grand Total (TCO <sub>2</sub> e)						36,231.55

G4-EN15, G4-EN16, G4-EN17

## 'Go Green' Initiative'

LTI launched 'Go Green' initiative in 2016 in light of the concerns over global warming. The initiative aimed to sensitize its stakeholders regarding the significance of maintaining an ecological balance in environment. Each month, one week is designated as a 'Green Week', wherein we request employees to minimize travel in order to curb emissions. Our employees resort to video conferencing and other virtual modes of communication as an alternative to travelling for meetings. The initiative has culminated in carbon reduction as well as savings in time and cost.

## LTI Headquarters – A Green Building

The built environment is one of the largest contributors of world energy consumption<sup>1</sup>. Urbanization, population explosion and the growth of the IT sector and related businesses in India have caused a steep rise in energy consumption<sup>2</sup>. Buildings themselves being resource intensive structures, when sustainably designed have a huge potential to decrease the environmental footprint. Green buildings can substantially reduce water, raw material and energy consumption ultimately resulting in curbing emissions and reductions in overhead costs. Additionally, green buildings create a healthy internal environment for occupants with thermal comfort, better ventilation and day light penetration.

In light of the above advantages, we took concerted efforts towards aligning the LTI Headquarters in Powai to the green building guidelines established by US Green Building Council (USGBC). We received the LEED Gold certification for Existing Buildings: Operations and Maintenance Rating System in 2016. The premises were evaluated across 9 categories, with 76 parameters under each category. The process involved rigorous documentation, keeping records and extensive tracking. Some of the newly adopted initiatives include motion sensors in washrooms, green-certified chemicals for cleaning, PET (polyethylene terephthalate) bottle recycling, environment-friendly refrigerants, replacement of CFL bulbs with LEDs, etc. The building has Energy Star Rating of 87 i.e. Building energy performance is better than 87% of such similar buildings. This was a significant milestone towards sustainability for LTI.

Ref:

1. A.AllouhiaY.El FouihaT.Kousksouba.JamilaY.ZeraoulibY.Mourada, Journal of Cleaner Production (2015)
2. Tathagat D., Dr. Dod R.D. IOSR Journal of Mechanical and Civil Engineering (2015)



The headquarters at LTI have conformed to the green building guidelines by US Green Building Council

**Water**

Water is a resource vital to the existence of humanity itself, and we understand that fresh water is a rapidly depleting resource. Our environment performance management systems monitor and track our water withdrawal on an ongoing basis. Meticulous tracking enables us to take appropriate measures to conserve water as well as sensitize LTIites regarding the issue. Being an agile organization we seek to instill sustainability values in our workforce and aim to influence their decisions even at the individual level.

In the reporting period, we have not affected any water resource significantly.

<b>Water Withdrawal by source in FY 2016-17: Quantity (KL)</b>	<b>1,46,038</b>	<b>Municipal water</b>
	<b>+</b>	
	<b>59,996</b>	<b>Ground water</b>
	<b>2,06,034</b>	<b>Total</b>

**Waste**

The rapid generation of waste is a looming threat that could result in a catastrophe if not managed immediately. Plastic waste is contaminating the oceans like never before and has been reportedly found on untouched remote areas. The IT industry creates a footprint with enormous amounts of e-waste, paper and plastic waste. We quantify and monitor our waste generation consistently and take efforts to decrease our footprint. At LTI, our e-waste is sent to authorized dealers that recycle this waste.

<b>Waste disposed at our premises in FY 2016-17 (Tonne)</b>	<b>10.52</b>	<b>Paper waste</b>
	<b>9.79</b>	<b>E-waste generated</b>
	<b>47.07</b>	<b>Canteen waste generated</b>





iBox-A waste Recycling initiative

## iBox – A Waste Recycling Initiative



Women preparing writing pads out of recycled papers

LTI as a part of its sustainability initiatives undertakes recycling of waste office papers, in collaboration with Parisar Bhagini Vikas Sangh (PBVS). The initiative called 'iBox' involves shredded documents to be sent to PBVS's dry waste collection center at Chembur, Mumbai, where women from marginalized communities, mostly rag pickers, are involved in segregating them into white paper, colored paper and plastic. Post this, the white paper is sent for recycling. Sixty percent of the recycled paper pulp is used for making new writing pads for LTI. Sale proceed from remaining 40% pulp is used for the cause of the development of these women.

Since its beginning in 2013, 16,811 kg papers across all Mumbai and Navi Mumbai locations have been recycled under the 'iBox' project and 6,817 writing pads with eco-friendly papers have been manufactured. In FY 2016-17 alone, 1.79 tonne of waste paper have been recycled, leading to a saving of 14 trees.



LTI  
So the Extra mile

LTI  
push frontiers of innovation

LTI  
push frontiers of innovation

# Well-being of our Workforce

## Keep Learning

We will foster a culture of continuous learning to keep the rate of learning faster than the rate of change. We will develop a learning organization with focus on technology, domain and leadership skills.

- Never stand still
- Learn new ways of working
- Develop new skills and approaches
- Grow as an individual, a professional and a colleague
- And help LTI grow in turn

## Our Endeavor

Keep Learning signifies our aspiration for the best in class. In a fast paced industry like ours where today's cutting-edge technology is redundant tomorrow, we take efforts at the organization and individual level to keep ourselves abreast with the latest trends and technological advancements. By persistently sharpening our skills and technical know-how, we aim to contribute productively to future client needs. LTI has also shaped a work environment to share, learn and collaborate, encouraging learning across levels and honing leadership skills. Team work and resource management is vital to LTI and we go beyond mere statutory benefits to promote employee satisfaction. Work conducive environment and a healthy work life balance is our employee's prerogative.

## 47-62

- Diversity and inclusion
- Employee benefits
- Health, safety & wellness
- Talent attraction and retention
- Performance management
- Employee engagement

# Well-being of our Workforce



Being in the service sector, the wellbeing of our employees is central to our performance. At LTI, we offer a work culture which is essentially enriching for our employees. As an employer of choice, we bring into play some of the best workplace strategies to foster a healthy, diverse and a collaborative atmosphere. We hire the best talent and value our proficient workforce. It is our constant endeavor to bolster career growth and development, offering learning opportunities, intellectually stimulating work environment and programs to hone skills. In order to instill a sense of purpose and motivate to strive for better we have designed a robust performance appraisal mechanism that enables acknowledging and rewarding exemplary performance.

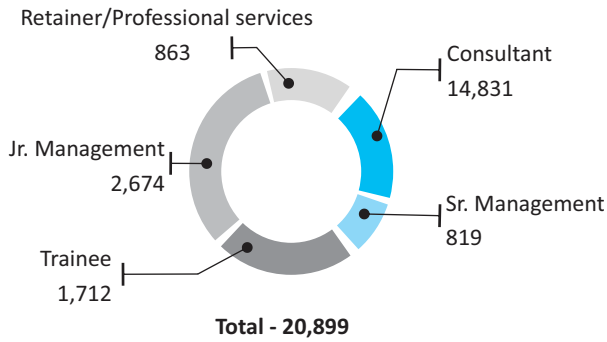
We believe that a Company's strength is in its diversity which brings to the table a gamut of ideas, driving it towards excellence. Our human resource policies such as the Equal Opportunity Policy encourage work-life balance and provide employee engagement forums for a vivacious and productive workforce. At LTI, we listen and engage in meaningful dialog with our employees and support a grievance mechanism so that they may reach out in case of any complaints. We stress on efforts to enhance employee retention and plan benefits that resonate with our employee needs.

#### Diversity and Inclusion

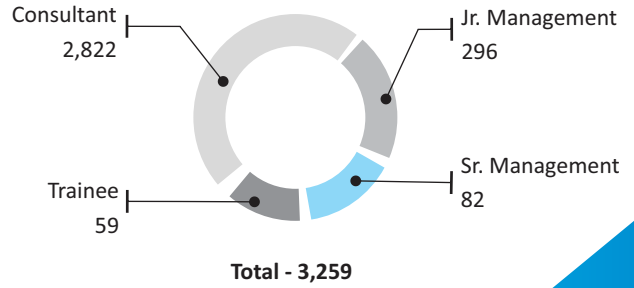
Diversity enables an organization to realize its full potential increasing its competitiveness through a plethora of ideas that it offers. The pool of experience, talent and expertise makes the company adaptable in market fluctuations and fosters creativity. Employees from various ethnicities and diverse backgrounds strengthen communication and embolden client relationships. There have been no cases of discrimination in the reporting year.

With a workforce of 20,899 people LTI endeavors to promote a diverse and inclusive culture with fair practices and equal opportunities and has no trade unions. These values are governed by our 'Equal Opportunity Policy'.

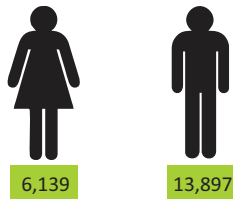
Employee strength by category



Employee turnover by category



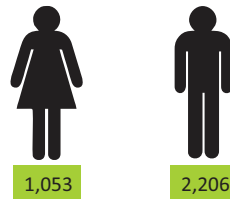
Employee strength by gender



Total  
**20,036\***

\*On Rolls + LTIFST count as on 31.03.2017

Employee turnover by gender

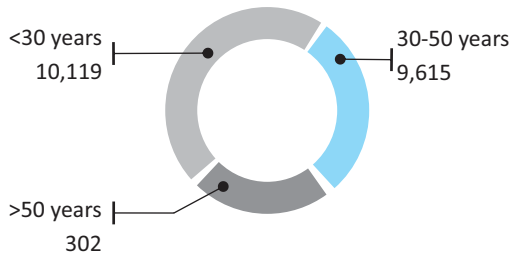


Total  
**3,259**

\*On Rolls + LTIFST Attrition Apr 16 - Mar 17

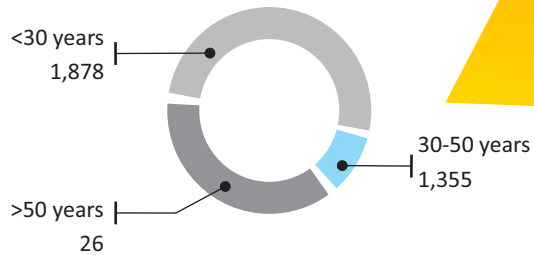
Our  
Workforce  
Details

Employee strength by age group



\*On Rolls + LTIFST count as on 31.03.2017

Employee turnover by age group



\*On Rolls + LTIFST Attrition Apr 16 - Mar 17

Employee strength by region



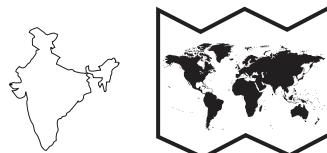
16,379

3,657

Total - **20,036**

\*On Rolls + LTIFST count as on 31.03.2017

Employee turnover by region



2,894

365

Total - **3,259**

\*On Rolls + LTIFST Attrition Apr 16 - Mar 17

G4-9, G4-10, G4-LA 1

**Employee Benefits**

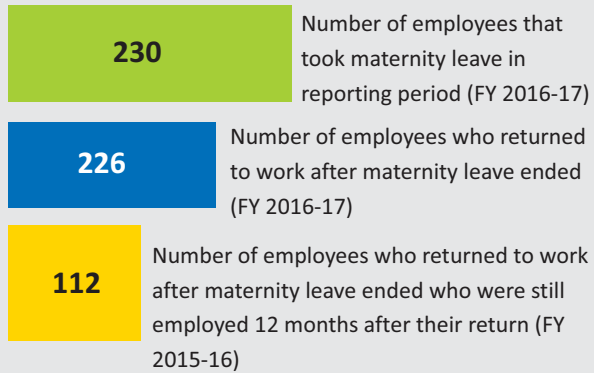
LTI stands for striking a balance between achieving the company's vision while ensuring a conducive work environment. We understand that work culture entails the ability of an organization to look after the needs of its workforce beyond compensatory benefit. Our full time employees avail benefits such as healthcare, maternity leave, insurance, post-retirement medical benefits, gratuity, pension and provident funds. Among others are benefits like encashment of leaves, scholarships, education for children of deceased or permanently incapacitated employees, annual health check-ups, holiday homes and medical insurance in accordance with the Company's norms. All the employees on-roll for LTI are eligible for parental leaves.



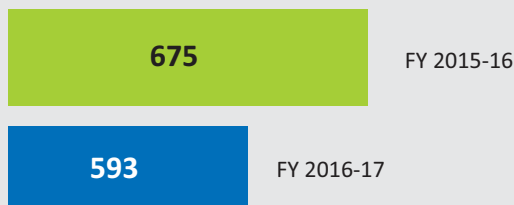
LTIites interacted with Ms. Linda Johnson, Sr. Information System Director–Travelers with women Leaders in TRV on healthy work-life balance Chennai.

Practices and services for our workforce are designed to create a support system so that LTIites do not have to choose between work and familial responsibilities. The crèche services were availed by 6 female employees in 2017 and 7 in the year 2016.

Return to work and retention rates after maternity leave :



Number of Male employees who availed the Paternity Leave:



**Hey Infoknights**

**Relaxation in rule**

**Leave Travel Allowance**



Now you can avail Leave Travel Allowance (LTA) by taking just 3 consecutive Earned Leaves

Watch this space for more changes in Leave Policy

Changes effective from 1st Jan 2017

**We Express**

"I appreciate various changes being introduced by team Catalyst and PolicyGuru regarding LTA norms and Leave Policy. These changes will encourage associates to avail eligible leaves and spare quality time with family members. I am sure it will improve Work-Life balance and recharge every individual allowing to work efficiently"

- Prashant Deshmukh to LTI Catalyst ideas ChangeAgent

## Health, Safety and Wellness

The wellbeing of our employees is vital to our organization. We value employee wellness which goes beyond physical health and safety with an overarching outlook. Structured wellness program is the key and LTI pays keen attention to building a robust framework that not only focuses on ergonomics and safety at workplace but wellbeing in a holistic sense.

Our practices are governed by the EHS policy which emphasizes on compliance to safety regulations and significance of awareness on health and safety.

### EHS Policy

We shall continue to comply with all Environment, Health & Safety regulations, with full enthusiasm and vigour, in the belief that this will enhance the health and safety of our workplace and also that of our environment.

Ensure unfaltering adherence to compliance processes, through a culture of awareness amongst all stakeholders.

### Our wellness programs

From tips and workshops on fitness to supporting employees in terms of emotional health, the wellness programs at LTI seek to build a positive environment and promote healthy habits among our employees.



#### Counselling services

Counselling services enable an individual to tap his or her inner resources to change behavior which is self-defeating and needs to be upgraded and made self-enhancing. Confidentiality is maintained throughout. The endeavor is to build a safe, non – threatening environment that inspires trust and caring. Counselling services from professionally trained counsellors were availed by LTIlites for:

- Building self-esteem and assertiveness
- Stress-related issues, interpersonal relationships and work-related concerns
- Marital discord , marriage enrichment
- Pre-marital counseling
- Psychological / Psychiatric problems
- Alcoholism and other addictions.



#### Awareness Campaigns

Awareness campaigns on pertinent issues are conducted periodically. The aim is to reach out to all the employees with information dealing with current issues through posters, banners, placards, stands placed at lunch rooms, street plays, quiz and film media.

Campaigns have been conducted on:

- Prevention of Tobacco Addiction and Substance Abuse
- Mental Health
- HIV/AIDS
- Prevention of Sexual Harassment at Workplace through campaign on "promoting women's rights' in association with Amnesty International, India chapter".
- Financial Management.



#### Yoga & Other Hobby Classes

Regular Pranayama and Yoga classes are held for employees throughout the year with different themes. We also have a program for stress-free lifestyle and hobby classes which include Zumba, Classical Music, Dance Movement Therapy, Kathak Class, Garba, Photography.

## Safety at LTI

Safety is an agenda driven by the top management at LTI with a well-defined structure and responsibilities of the Safety Committee. The committee is headed by a Management Representative (MR) and supported by a deputy MR and 5 sub-MRs. Each of the sub-MRs have a 10 member team who undergo the OHSAS 18001 audit and implement pertinent practices and procedures.

Our 8 corporate offices in India are certified under the internationally recognized consortium specification for Occupational Health and Safety Management Systems i.e., BS OHSAS 18001:2007. A safety manual to create awareness regarding safety practices and guide every employee is of utmost significance and we at LTI have established a comprehensive safety manual, emergency response procedure and an online incident reporting system. We also conduct a Hazard Identification and Risk Assessment (HIRA) at each location.

Once an incident is reported, a root cause analysis is conducted to provide appropriate solutions. These incidents are continuously monitored to prevent re-occurrence. A quarterly review of Occupational Health & Safety (OH&S) management is conducted through inspections and safety audits to ensure its continuing suitability, adequacy and effectiveness. Reviews include assessing opportunities for improvement and the need for changes to the OH&S management system, including the policy and objectives.

We aim to foster health & safety awareness and responsibility among our large workforce and conduct need based EHS training and workshops once in six months. Our safety teams, first-aid trainers and Fire Marshalls adhere to best safety practices and hence help in building a safe and healthy workplace that is conducive to the overall well-being of employees. We communicate safety instructions and conduct trainings through programs such as first-aid training, fire-marshall training, fire mock drills, emergency evacuation for our employees, contractor staff and vendors. We also conduct hygiene safety programs particularly for kitchen staff. We leverage our IT technology and software platforms to communicate health & safety related updates, news and communications to our employees besides conducting e-learning courses.

LTI is working towards zero accident goals in the current reporting year. There are no cases of work related fatalities, injuries and occupational diseases reported. Thus, we have reinforced safety across all business locations.



BS OHSAS 18001:2007 certificate





**Human Rights**

Respecting, promoting and protecting human rights at workplace is an absolute necessity and is the onus of the organization. We at LTI encourage diversity and inclusion and stand steadfast to our commitment to Human Rights. A comprehensive guide called the 'Employee Workplace Behavior Guidelines' has been conceptualized, that discusses corporate etiquettes expected of our employees. Several policies have also been established that ensure protection of human rights in various facets. We observe zero tolerance towards discrimination or harassment of any form.

**Anti-harassment Policy**

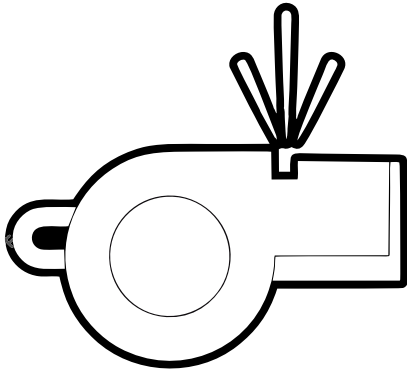
LTI ensures that the work place remains free of harassment based on gender, race, religion, national origin, age, sexual orientation or other protected classifications. The policy identifies harassment in different forms including visual displays, suggestive remarks, jokes, gestures, sexual demand, e-mails, propositions, or unwanted physical contact etc. We expect that all relationships among our employees will be free of bias, prejudice and harassment. Stringent adherence to this policy has been mandated as a condition of employment. In case of an incident, the issue is to be raised confidentially within 48 hours of the incident to the immediate superior, or any member of Management, or to the BU HR Head.



**Policy for Protection of Women's Rights at the Workplace**

We strive to foster an environment of mutual respect and dignity of all employees. Sexual harassment of employees is illegal, unacceptable and condemned. Therefore, we strive to protect all women employees from sexual harassment and take appropriate action wherever required. To address these issues a Local Complaints Committee has been constituted. All employees (permanent, contractual, temporary, trainees) are covered under this policy. During financial year 2016-17, the Company has received one complaint on sexual harassment, which has been resolved with appropriate action taken by the Local Complaints Committee.





**Whistle Blower Policy**

Ethics and integrity form the lynchpin of all our business practices and activities. We consistently emphasize on ethical practices and transparent mechanisms. A Whistle Blower mechanism has been established that safeguards us from corrupt practices and encourages and facilitates employees to report unethical behavior or misconduct without fear. The policy lays down the freedom to report and assurance of confidentiality and protection clauses in order to avoid the whistle blower from being victimized. Matters pertaining to personal grievance, dissatisfaction with appraisals and rewards, complaints relating to service conditions, company policies, suggestions for improving operational efficiencies, sexual harassment are excluded in the purview of the policy. The concerns raised are addressed by a Whistle Blowing Investigation Committee (WBIC).

**Grievance Redressal Mechanism**

We strive for a healthy and peaceful work environment that promotes equal opportunity. LTI respects the right of employees to voice their concerns and have a robust mechanism to address and resolve any issue pertaining to human rights.

The 'Grievance Management Guideline' lays down the procedure for issuing a complaint. The mechanism encourages employees to report their grievances so that managerial and administrative procedures and practices may be improved. We track each grievance or concern escalated by the employees and monitor our performance. We ensure that each case is resolved within a stipulated time frame, depending upon the nature or implications of the grievance.

There were no incidents of discrimination in FY 2016-17.





First-aid Training



Blood donation at LTI



SIG Workshop on cake making



Campaign on 'Awareness about Women's Safety and Women's Rights' by Amnesty International



Destressing Workshop on Clay for Healing for Employees

**Talent Attraction and Retention**

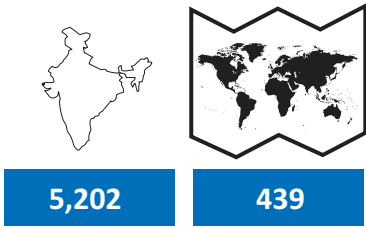
Talent management and retention is the cornerstone of our human resources practices. Talent and expertise in what we do is the pulse of the progress we have made. A renowned brand in the IT sector, LTI attracts and retains the best talent from colleges. Our recruitment processes are innovative and unconventional creating incredible candidate experience. The talent strategy adopted includes hackathons, online social media and improving learning and development by offering custom courses, conducting leadership programs and revamping fresher hiring models.

These hiring processes are supported by advanced in-house IT systems which are more digitally-focused. For high end digital competencies, we also recruit global talent in local markets.



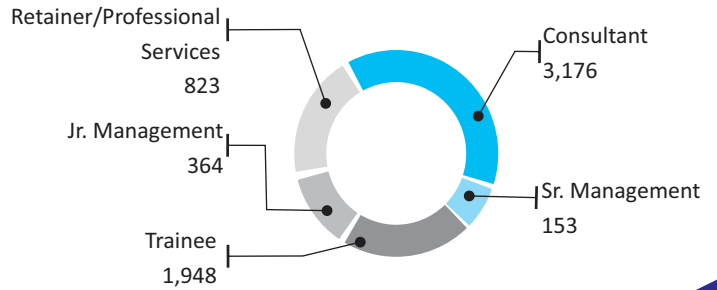
Amongst more than 230 business stakeholders, ideas from 7 teams were selected to work on. LTI was selected as their IT partner to provide technical coding and mentoring for hackathon.

New hires by region



Total - 5,641\*

New hires by category



Total - 6,464

\*On Rolls + LTIFST New hires Apr 16 - Mar 17

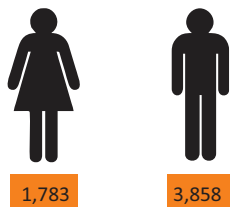
New hires by Gender

New hires by Region

New hires by Category

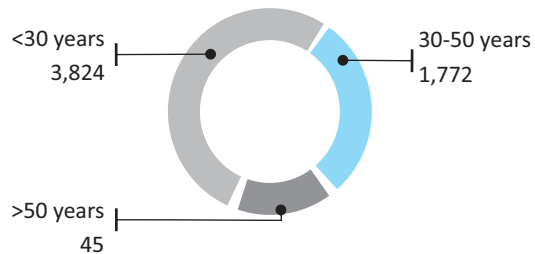
New hires by Age group

New hires by gender



Total 5,641\*

New hires by age group



Total 5,641\*

\*On Rolls + LTIFST New hires Apr 16 - Mar 17

\*On Rolls + LTIFST New hires Apr 16 - Mar 17

Retention of such proficient workforce is of great significance to us and we focus our efforts on job satisfaction measures, effective rewards and recognition, new benefits and compensation plans and above all employee wellbeing. We pay heed to employee needs and strive to provide our employees with interesting and challenging opportunities that will allow them to grow in the organization.

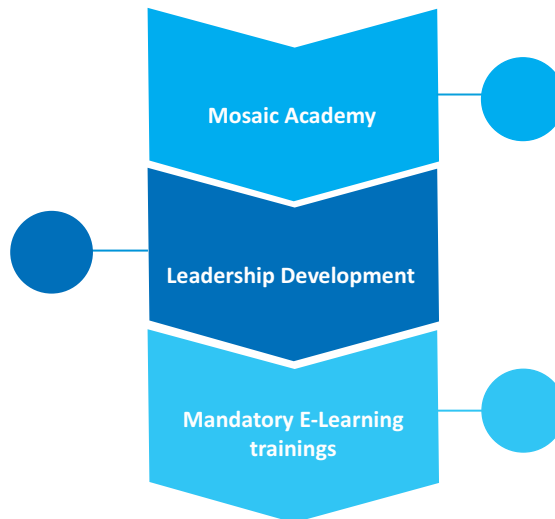
**Training**

The learning curve has a potential to influence the retention rates. We encourage career development and offer an environment that is not only conducive to work but also spurs creativity and innovation, stimulating an intellectual atmosphere with a gamut of opportunities to learn and ideate. Our trainings range from cross cultural awareness, business communication, interpersonal relationship to self-development and team building. These programs are led by an instructor and are web-based.

They are conducted regularly every month and are cadre and location-specific. In order to regulate the trainings conducted systematically, we prepare a location-specific training calendar based on the appraisal needs that are consolidated at the beginning of each year after a skill gap analysis.

**Leadership Development**

Leadership Development focuses on inculcating and enhancing leadership behaviors. It reaches out to existing leaders and strives to nurture future leaders. We also provide opportunities for higher education and mentoring.



**Mosaic Academy**

This is new digital learning delivery platform for our employees to stay relevant and add value to LTI. It is a cloud-based learning ecosystem for developing technical skills and domain knowledge through e-learning, group learning, virtual learning, social learning and collaborative learning.

**Mandatory E- Learning Trainings**

These were conducted on the following topics:

- Information Security Awareness
- Environmental, Health and Safety Policy
- Corporate Governance
- Safety Manual
- Incident Report

# Our Training records

**FY 2016-17**  
Training in Person-Days

**FY 2016-17**  
Behavioral Training in Person-Days

**FY 2016-17**  
Leadership Training in Person-Days

## Employee category



4,632	Sr. Management	790
20,430	Jr. Management	4,210
1,17,438	Consultant	61,456
13,606	Trainee	18,010
1,118	Retainer/Professional Services	198



152	Jr. Management	43
1636	Consultant	956
22	Retainer / Professional Services	9
Resigned		
		334



257	Sr. Management	70
616	Jr. Management	149
702	Consultant	321
Resigned		
		243



**Performance Management**

The organization's vision resonates with aspirations that are nurtured by our workforce and it is pivotal that these accomplishments and efforts are recognized. A balanced review of the performance allows individuals to gauge their career growth and take proactive steps to do better. At LTI, we have a robust performance management system that stresses on transforming work-life of our people.

Our five guiding principles such as 'be agile', 'go the extra mile', 'push frontiers to innovation', 'keep learning' and 'solve for society' require us to have an open mindset towards changes, work over and beyond the call of duty to serve clients, innovate on a day-to-day basis to transform the approach to work, continuously enhance the way of working and keep focus on welfare for the society.

A structured performance review through goal setting and appraisal is in place. Appraisal system is designed to eliminate all kinds of biases and employees undergo appraisal periodically. All employees define their goals, targets and set their Key Performance Indicators (KPIs).



Awareness workshop on beliefs

**We Express**

“The belief 'Go the extra mile' defines my persona in a nutshell...I strongly believe, if one wants to be successful and effective at work or in life, then one has to give the best and sincere efforts by pushing the limits. Just meeting expectations will make us part of the herd. But going beyond the call of duty and going that extra mile will give an edge and distinguish us from the crowd.”

- Ayesha to LTI Catalyst ideas ChangeAgent

**Percentage of employees receiving regular performance and career development reviews in FY 2016-17**

Employee category		
Senior Management		
<b>Male</b> 152 (87.9%)	164 (88.2%)	<b>Female</b> 12 (92.3%)
Middle Management		
<b>Male</b> 482 (98.6%)	569 (98.4%)	<b>Female</b> 87 (97.8%)
Junior Management		
<b>Male</b> 10,553 (99.0%)	1,5131 (99.0%)	<b>Female</b> 4,578 (99.1%)
<b>Total 15,864 (98.9%)</b>		

**Candid**

To make feedback an easy process and enhance accessibility we designed 'Candid'. It is a feedback mechanism for the managers from their respective teams enabled through a mobile app.

**Leadership Talent Review**

In order to build the leadership pipeline two dimensional reviews are conducted. Actions have been taken on the basis of employee's performance, potential and aspirations to do different kinds of roles.



### Employee Engagement

Employee engagement activities at LTI are driven towards enhancing employee performance, team work and learning. There is regular interaction with the workforce through dialog, effective communication tools and methods, on various platforms, to encourage and empower them. Our social collaborative platform 'Workplace' has revamped social and professional interactions between our employees. Around 20,000 employees from 27 countries connect, share, learn and collaborate through Workplace. We were the first organization in the IT services industry to explore it and partner with Facebook to help other companies roll out the platform. It hosts Special Interest Groups to enable ease of collaboration and ideation. It is also used for raising concerns. We also launched 'Policy Guru' on the platform to co-create and engage employees in making policy changes and review them for continued relevance to employee's needs and current practices across the organization.

Being an IT major, innovation is at the heart of our business. We empowered our employees to create a treasury of new ideas through an internal initiative called Going BEYOND. Close to 70 ideas have already been implemented across 20 clients globally.

### Workplace

20,000 employees from 27 countries connect, share, learn and collaborate through this social platform

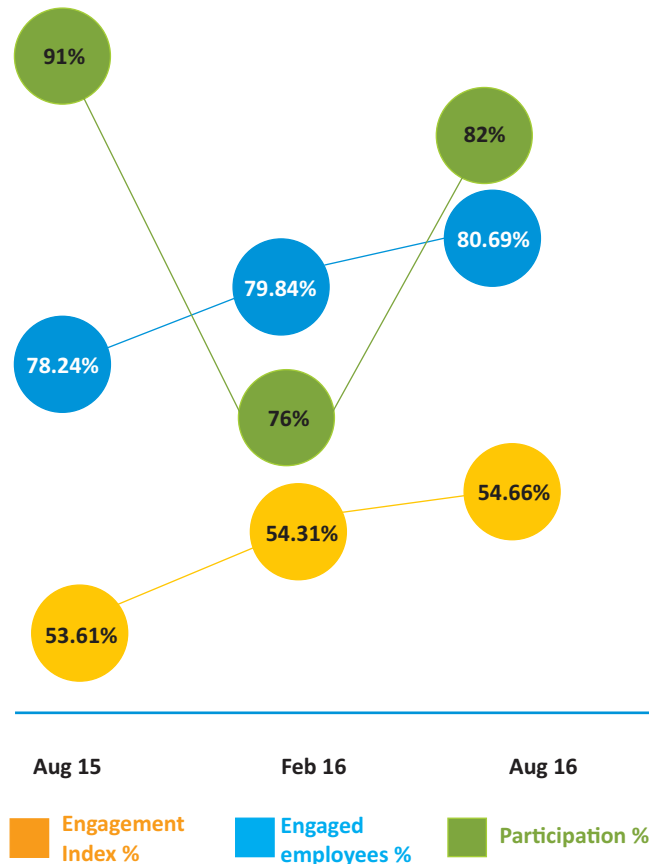
### Policy Guru

A platform to co-create and engage employees in policy changes

### Going BEYOND

70 ideas across 20 clients implemented through this engagement initiative

**Increase in percentage of Engaged employees, Participation level (%) and Engagement index**



“Shadow the Leader” was an initiative launched to allow LTIites to connect with leaders personally and spend a day with them. This opportunity was given to groom and inspire high potential talent.

**We Express**

“As a kid I always thought of how it would be to hold a Senior and prestigious position in an organization, 'Shadow a Leader' initiative just made this dream come true by providing me an opportunity to spend a day shadowing our organization's COO - Aftab Ullah. I had read about Aftab on various forums and respected him immensely but I must say that my firsthand interaction with him has elevated my respect for him.”

-Kishor Salunkhe to LTI

**Rewards & Recognitions**

We believe in encouraging our employees through thoughtful and attractive reward schemes. We recognize the efforts they took in achieving these milestones and inspiring their colleagues.



Valuable Performance Award at Scintillation Event, Chennai

Scintillations, our Annual Awards are categorized as follows:



These awards recognize exceptional performers under most valuable and valuable categories

**Individual Awards**



Exceptional team work demonstrated by a team to successfully implement a project is rewarded at the BU or organization level. These awards are based on themes such as client centricity, service delivery, excellence, automation and innovation.

**Project or Team Awards**



The location with stellar performance receives a trophy

**Best Location Award**



The award was introduced to recognise and felicitate excellent performance demonstrated by 'Women In LTI Leadership' roles

**Will Award**



This is also a project or team level award for outstanding performance.

**Special Recognition Award**

XOXO

Additionally, we have another awarding scheme called XOXO for those who excel, outperform, exceed and outshine.

**XOXO Award**



**Other Schemes:**

**Pat on Back**

Year round award for any special contribution done

**MAESTRO Award**

Award for Managers and seniors for their consistent contributions

**PRIDE Award**

For consistent diligent and superlative ways at work

**DREAM Award**

For the team which delivers like a dream.



Functional Leadership Award at L&T CFO Forum



Leadership Connect



Family Day at LTI



Employees at yoga session



Employees attending workshop on responsible parenting



# Solving for Society

## Solve for Society

We will be a good neighbour everywhere we operate. We will be at the forefront of becoming a responsible organization through our holistic approach towards society.

- We think big and think global
- We think about creating solutions for society.
- We create opportunities for growth and lend a helping hand where it's needed.

## Our Endeavor

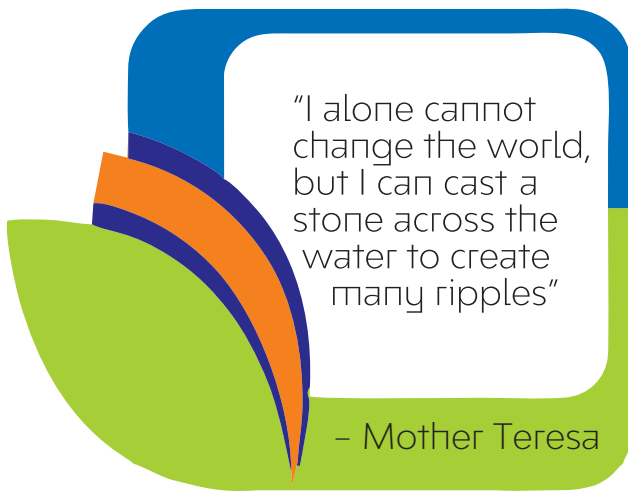
We have come a long way since we first embarked upon community initiatives. Our belief in Solving for Society entails being a responsible organization that feels the pulse of the local communities wherever we operate. Our role as an IT major calls upon us to create opportunities in terms of building capabilities in communities by leveraging technology for providing improved infrastructure in education, enhancing skills for employability, thereby creating an inclusive India.

Sustenance of humanity is inextricably associated with green cover and other ecosystems. Our solutions for society also seek to create a collective impact for conserving environment taking steps to address climate change. Collaborative efforts from our employees further enhance our commitment towards solving for society.

## 65-84

- Digital focus
- Making an Impact
- Our thrust areas

# Solving for Society



## Digital Focus

There is a dire need to educate and capacitate our communities to adapt to transitioning technological platforms. We, at LTI, leverage our expertise in IT to provide meaningful solutions to the society and enable them to connect with the new technological wave.

## A Step Taken

Our futuristic efforts are centered around making youth competent and employable, as well as supporting an inclusive and equal culture. We seek to widen the access to technology through our programs in IT skills and education. These initiatives not only offer the infrastructure, but also provide the technical know-how and follow a hand-holding approach

Our interventions are designed to promote inclusivity and reach out to the marginalized communities as well as the specially abled.

01

### Children

We support schools by creating virtual classrooms and enhancing academic infrastructure.



02

### Youth

We strive to increase employability through trainings in vocational skills and digital literacy.



03

### Women

We aim to bolster the drive for women empowerment and encourage self-reliance.



Environment forms an important component of corporate citizenship at LTI through which we endeavor to enhance our green cover by collective efforts of volunteers, LTIites as well as our clients and guests. It impresses upon our cohorts an inclination for responding towards environmental concerns.



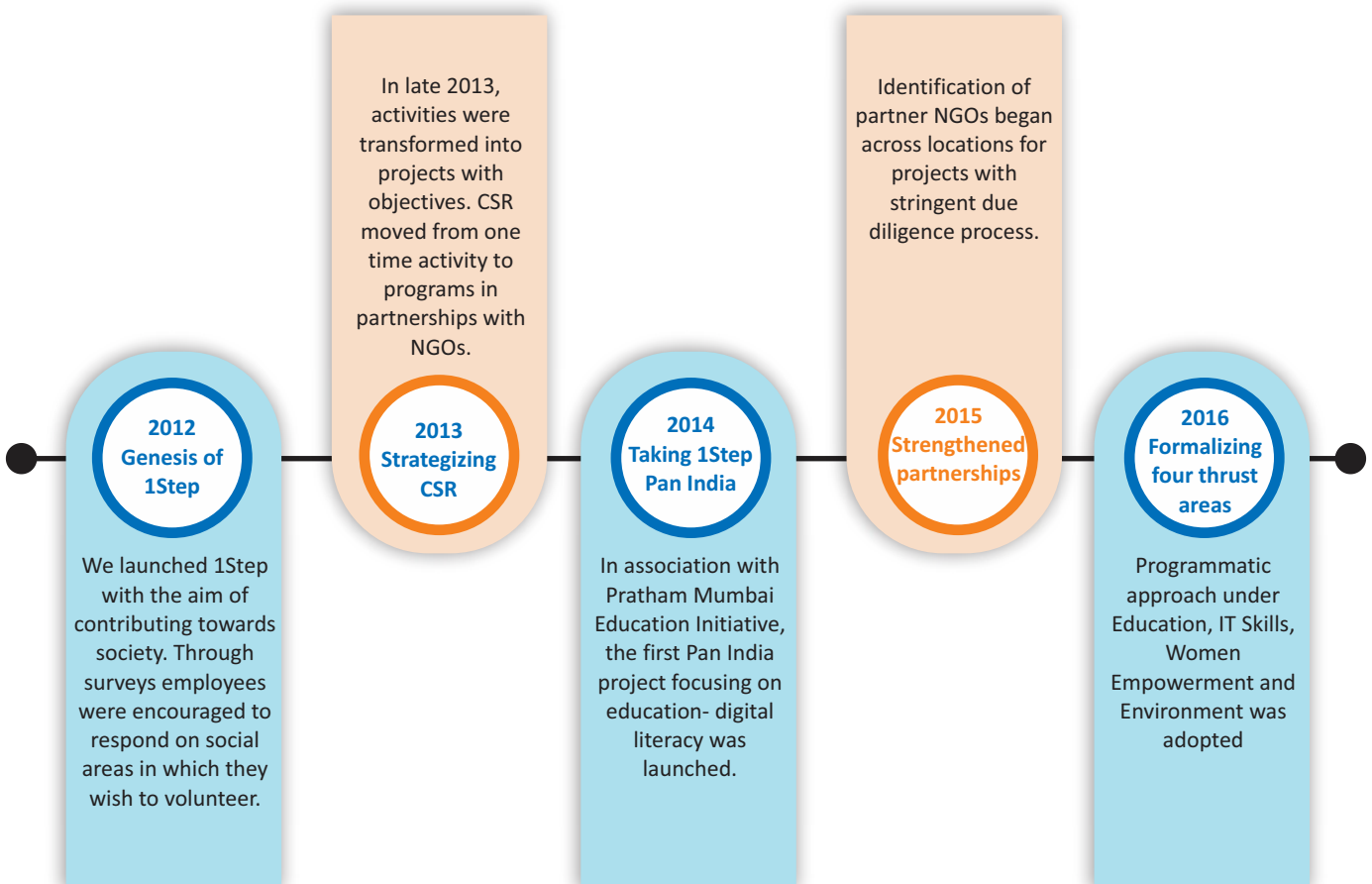
### Our Principles

A meaningful positive impact on the society that we live in brings to the table a spirit of optimism and a sense of purpose, unlocking the power of people to achieve. We at LTI have always been mindful of our responsibility towards being good corporate citizens. Whether it is complying with local laws and regulations, demonstrating high ethical business standards or making conscious efforts by active participation towards community service, the elements of corporate social responsibility have always been fundamental to the way we run our business and is deeply integrated with the core values of LTI.

### Volunteerism Focus

We encourage an environment of volunteerism and wish to ensure that LTIites, who participate in various initiatives, grow as complete individuals, by bringing forth the leader in them who will drive change, rise above the situation and most importantly develop a holistic perspective towards life.

### Stepping Stones in our CSR Journey



**Making an Impact**

In order to combat global crisis pertaining to poverty, planet and to ensure prosperity, the UN Sustainable Development Goals or Global Goals were adopted by 193 countries in 2015. A set of ambitious targets have been taken up by India and the national development agenda was aligned with the global goals. Our CSR strategy has taken up certain unique initiatives, aligning our approach to these goals. LTI is advancing towards cohesive development through programs that tackle sustainability challenges by building capabilities, upskilling the marginalized and the under-privileged, empowering women to earn a livelihood, providing opportunities to the specially-abled, investing in infrastructure for education, increasing green cover as well as fostering a culture that emphasizes on the importance of volunteering. We have channelized our efforts that leverage our strengths as an IT major in the country.



**Our Approach**

We follow a multi-stakeholder approach and involve our communities, employees, clients, the Government and NGO partners to execute our CSR activities. We compare shortlisted projects and create objective measurements to choose projects.





**Our Thrust Areas:**

The age of disruption calls for a workforce that can embrace the complexities of the digital world. Our CSR programs have been conceptualized to empower communities and bring about a positive change. We capitalize on our strengths to equip our communities so that they may address the needs of tomorrow. Thus, our programs have been streamlined under four thrust areas namely:



Education



IT Skills

Women  
Empowerment

Environment

With a dedicated team of volunteers, we help enhance the skills of marginalized youth and women, improve the quality of education for children of marginalized communities, provide special education and skills for the physically and intellectually challenged people and address the critical issue of environment conservation. Our projects help promote sustainable community development, with a commitment to promote the cause of creating a more inclusive society. LTI through their CSR initiatives in FY16-17, touched the lives of more than **70,000** people who got educated & empowered to lead a better life.

**Education**

A fast growing economy like ours increasingly requires young minds with leadership skills, strong values, ability to perceive and gauge scenarios and decision making ability. We seek to empower our communities through education so that they may nourish and pursue their aspirations. Creating digital infrastructure to provide enhanced learning opportunity, thereby, providing high quality education to students in rural India is one of our key interventions.

**Virtual Learning**

Digital literacy is undoubtedly the biggest challenge in this digital era, especially when it comes to rural India. Millions of children are growing up without an inkling of what the Internet is, how to use it and most importantly, how to benefit from it. There are schools, but without adequate infrastructure and shortage of teachers. This is when the real problem starts.

Reaching out to  
**5,750** children  
in Karnataka and  
Tamil Nadu

To address this issue, LTI is partnering with eVidyaloka in Bengaluru and Association for Rural Women's Education for Liberation (ARWEL) in Chennai to set up virtual learning platforms in Government schools. With the help of our NGO partners, LTI is reaching out to 5,750 children in Karnataka and Tamil Nadu. In the coming years, we are poised for growth to take this initiative to the next level.

With eVidyaloka, a Bengaluru based NGO, LTI is empowering 15 schools with digital infrastructure (accompanied with a power backup) across Karnataka to teach subjects like Science, Maths and English for class 5<sup>th</sup> to 10<sup>th</sup> standards with the support of local communities, in order to address shortage of teachers. The objective is to improve the learning level of the children and reduce dropout rates in these schools.

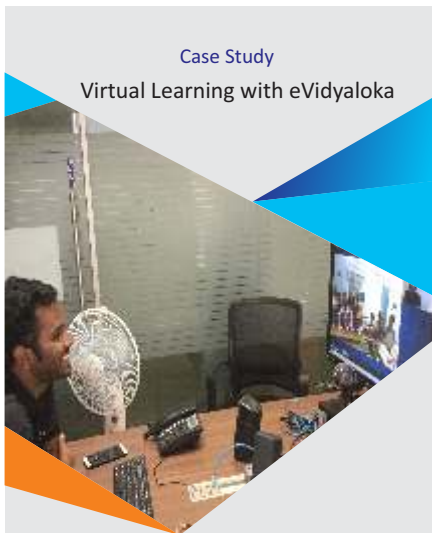
Regular online parent-teachers meetings are conducted to increase participation of the key stakeholders i.e., the parents, into the school system. The reverse enrollment of students from local private schools, back into Government school has been our biggest success so far.

15 schools  
Empowered with  
digital infrastructure  
across Karnataka

With ARWEL, our relationship began way back in the year 2015, as a support towards Chennai flood relief. With the help of the Department of Education at Chennai, LTI gradually started setting vLearn Digital Classrooms in 10 schools with the objective of reducing dropout rates, increasing attendance and holistic academic development of the students.

These schools were provided with computer systems and high speed internet to enable online training sessions with the help of LTI volunteers in English, Mathematics and Science subjects for 6 to 9 standards. Concurrent training sessions were conducted for 1step volunteers on teaching methodologies. These workshops also benefitted regular school teachers in innovative ways of teaching.

10 schools  
Setting vLearn  
Digital Classrooms  
for students in Chennai



Case Study  
Virtual Learning with eVidyaloka

In 2016, LTI in partnership with eVidyaloka, initiated the identification of a deserving school, in Dharwad in Northern Karnataka for achieving its objective of virtual learning in Government schools. In Baad, a secondary school was therefore selected for the project. The program was driven to be a change agent and the local partner started a dialog for the feasibility of such a project with the local community. Few individuals from the village community, took up the issue with the School Development and Monitoring Committee (SDMC), which constitutes all key stakeholders including the school principal, parents, village Sarpanch and few other representatives. An action plan was initiated to revive the non-functional school which was far away from the village. The plan included:-

- Obtaining a BSNL broadband connection in the school
- Posting a security guard, funded by the parents and other villagers of the school.

Today, LTI is proud to be a catalyst in making Baad a school with full attendance and Government teachers working in tandem with eVidyaloka remote volunteer teachers. Our volunteers are passionate about teaching and making a difference in the quality of education being provided in rural Karnataka. Owing to the innovative and interactive teaching methods, teachers from other schools in the vicinity also attend eVidyaloka classes to improve their understanding of English.

The class assistant, a local person from the community is deployed to facilitate the online classes has developed a keen interest in teaching Science and also take up session's offline with the students to enhance their understanding.

### Inclusive Education

Equitable opportunities for children with disabilities is the vision of Quizabled – a special quiz for differently abled children. That is how Quizabled came into being in 2016 as a platform to encourage such children in the field of quizzing, enhancing knowledge base and intellectual capacities with reasoning abilities.

It was the first quiz of its kind in the country to give specially-abled children self-confidence and to create an interest for information gathering in an innovative manner. LTI, in partnership with Seva-In-Action, initiated this program across the Bengaluru district.

This quiz enabled teachers to become more aware of the significance of training their students on not just academic, but also general affairs and consequently more students participated in subsequent years.

100 special schools

200 children



Quizzes are fun, and now they are inclusive

**Encouraging Student Learning**

In partnership with Vigyan Ashram, the Introduction to Basic Technology project helps rural youth, in drought-prone Pune area, learn vocational skills by experimentation and encourages rural entrepreneurship. Vocational skills in electronics, engineering, agriculture and food processing are taught through the program to make learning enjoyable for children. We reached out to 1,500 school children through this Project.

Digital learning centers have been set up for student learning across LTI office locations. One such center is located in the heart of Laxminagar vasti, Pune where children of migrant communities are trained in basic computer skills. Along with computers, the children have access to a library at the center to inculcate an interest in reading. Our volunteers conduct interactive sessions on the importance of computers in today's digital world with the children. Presently 100 children are a part of this program.

1,500  
School children  
reached for vocational  
skills training

100  
School children  
are part of digital  
learning initiative



Students undergoing practical training at the Project site.



Volunteers enjoying teaching session with the children at the Community Center.



Volunteers enjoying teaching session with the children at the Community Center.

## IT Skills



At LTI, we endeavor to impart digital training to youth and make them employable to meet industrial needs. This is done with an aim to align our CSR focus to what we know and understand best and enable us to get maximum participation from our employees. With the help of our implementation partners, we are diligently working across Mumbai, Pune, Bengaluru and Chennai to achieve this objective.

## Digital Sakshar

With an aim to enable youth from marginalized sections to be a part of ongoing Digital India growth story, LTI has designed 'Digital Sakshar', our flagship program, in partnership with Pratham Infotech Foundation and Pratham Education Foundation. The initiative aims to train adolescents and youth from the under-served communities across Mumbai, Maharashtra in Basic IT and soft skills in order to enhance their employment opportunities. Digital Sakshar has evolved as a plug and play model and LTI plans to replicate the same near its offices across Maharashtra in the next phase. Through this program, LTI has been able to link youth from marginalized communities to major recruiters in IT and ITES, Retail and Sales, Finance & Insurance, Hospitality and BPO sectors.

Digital Sakshar aims to train adolescents and youth from under-served communities in **Basic IT and soft skills** to enhance their employability opportunities

Pratham Infotech Foundation and Pratham Education Foundation with LTI, together designed this innovative model for enabling employability among youth aged 14-30 years through a hybrid digital and group learning method. The program started with 10 schools centers in Navi Mumbai in the FY 2016.

The objectives of the program encompasses:

1. Imparting basic computer knowledge to youth from underserved communities in and around Mumbai.
2. To enable the youth to further enhance their employability by conducting soft skills session.
3. To assist the youth in finding employment through exposure to job fairs.
4. To link the first generation job seekers to the job market

An ERP portal is used to maintain, update and track the defined project metrics.



Attendance of students in classroom



Number of companies attending job fair



Status of Infrastructure



Number of laptops distributed



Enrolled Vs mobilized students



Number of students who get placed

The uniqueness of the program is allotment of laptops to groups of 5 trainees each, in the communities where we operate. This encourages and facilitates self-learning and peer-to-peer learning among trainees along with classroom learning, which is at centers especially set up in local schools. The Pratham Infotech staff monitors weekly progress and this is further supplemented by workshops from LTI volunteers. Job fairs are conducted at the end of each batch. A strong alumni network is created for peer-to-peer interaction to enhance job opportunities. Self-involvement is an integral component of 1Step. LTI volunteers visit nearby schools of their respective localities and groom these trainees to make them employment-ready



Youth at the Digital sakshar job fair with the offer letter.



Volunteering at digital sakshar school center.



Youth of Digital Sakshar group learning with laptop



Khan Huda Mariyam had been enthusiastic about getting an education in computers and had not been able to afford the tuition. Under the Digital Sakshar program she was able to pursue her ambition and is now well versed with Microsoft office tools and internet. "I have given 3 interviews (in Goregaon job fair) and I got selected for marketing in Inorbit mall located in Malad. I will like to work in order to help my family financially. My aim is to become a graphic designer, which I will definitely pursue in future."

**Khan Huda Mariyam Batch II,  
Twaheed School center in Malad.**

### Vocational Trainings

LTI, with its commitment to digital training, has set up computer literacy centers across different cities where it operates. Through these centers, training on basic computer skills, Tally, MS Office tools is imparted to enhance employability of the youth from marginalized sections

LTI, in partnership with an NGO called Aarambh, started computer training centers in Navi Mumbai for the youth from marginalised communities in Navi Mumbai. The participants undergo training in basic computer skills and tally for employability. Basic qualification for enrolment under this program is education till higher secondary level (i.e. standard 12). We trained 230 people in Navi Mumbai under this initiative. Twenty-five per cent of the participants are placed in banks, retail BPO and data operators. 1Step volunteers conducted sessions on Saturdays for soft skills, communication, interview skills for making the youth employment ready.

Vocational training in basic computer skills and tally for the youth from marginalized communities in Navi Mumbai.

230 people trained and 25% placed in banks, retail BPO, data operators.



1Step volunteer taking a session with youth at Rabale community center

### I Learn- I Earn

Improving vocational training and creating economic empowerment opportunities for people with disabilities is a critical element for enhancing the quality of life. LTI partnered with Sujaya Foundation to conceptualize an Experiential Learning Program in August 2016 to encourage a milieu, which fosters equal opportunity for all. The first phase of the project called I Learn – I Earn focuses on empowering the differently abled youth (age group- 18-25 years) by training them in basic and advance digital literacy, and providing them with employment opportunities in data entry and paid internships through data entry operations.

We also provide economic advancement opportunities for youth with Borderline Intellectual Disabilities in a BPO type set up. It gives them a chance to learn and earn through the real time outsourced projects from corporate organizations. The project is currently catering to 36 differently abled youth. NMMC's 'ETC' (Education, Training and Service Center for PWDs) felicitated Sujaya Foundation (Project I Learn I Earn) for their contribution and effort in the field of disabilities.



I learn-I Earn: empowering the different abled youth by training them in basic and advance digital literacy

Currently catering 36 differently abled youth.

#### Case Study

#### Stories from I Learn I Earn



Khushbu, aged 19 years is a confident girl and is enthusiastic to learn. Despite having a hearing disability, Khushbu has the capacity to grasp concepts quickly. She joined I Learn- I Earn Program, hoping to enhance her computer related skills and typing. She is currently in her internship stage and does data entry very well. She hopes to complete her education and work in a good company to support her family.



### eLearning center

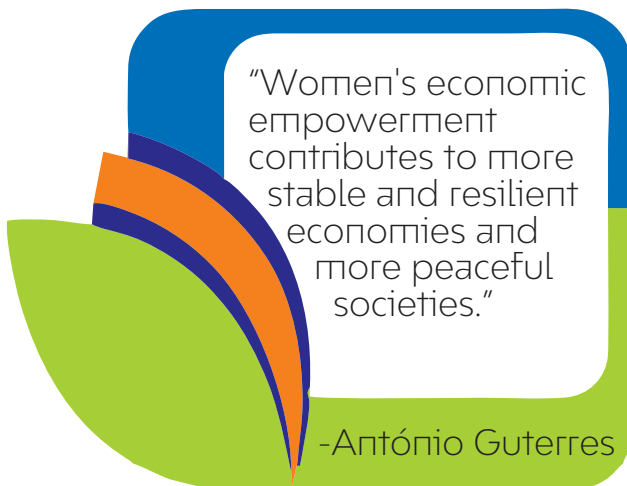
Another initiative in Chennai, which aimed at imparting vocational skills to special needs students, was initiated in partnership with Arvind Institute of Vocational Excellence to help them earn a livelihood. Through this center, 15 youth with different sets of abilities were trained during 2016-17.

Case Study  
Stories from Arvind Foundation



Vinoth Kumar who suffers from dyslexia had his first exposure to computers at the Institute in September, 2015. He has a natural flair for computers and an uncanny memory for computer hardware. As part of the basic computer training given to our special needs students, we have taken our students a few times to nearby offices. He takes great interest in talking to the office staff, in understanding the data entry job that is given to him and executes it to the best of his abilities.

### Women Empowerment



In line with our efforts for equal opportunity, LTI extends special support to women from marginalized communities encouraging entrepreneurship and self-reliance, instilling confidence and promoting growth. We also encourage Women Self-Help groups to set up stalls for sale of goods produced by them at our office premises.

### Papad factory in Satara

In collaboration with Aarambh, LTI has set up a Papad making factory in Satara for the rural women. Through this initiative we aimed to transform lives of these women, generating local employment opportunities and making them financially independent. It enabled them to support their families and fostered an environment where they could work together, helping each other in the unit and discussing their problems, leading to a more cohesive community.

These women were used to making papads at home and we realized that some additional training can help them convert this into a livelihood opportunity. They were trained on working with the machinery which capacitated them to increase the production by more than 50% with consistent quality.





Women working at the production unit, Satara, Maharashtra



Women entrepreneurs at the Papad making factory site

The products now have a FSSAI quality certification with improved hygiene and shelf life and a brand which has increased the marketability. The women also underwent training in marketing for selling papads locally and creating a market in other cities. It has a demand among various corporates, small shops and malls in Satara and Pune. The project has transformed the lives of more than 50 women through direct employment at the factory, as well as more than 100 beneficiaries through various allied services under this project. The intervention not only provided a source of livelihood, but also instilled respect for the women within their families and communities resulting in their decisions being valued in the society at large.



Women working at the Papad making factory.

Case Study

Stories Papad making initiative



Sitaradevi Mishra was eager to put her child in an English medium school. As she joined the papad-making unit, her dream of educating her child in a good school was fulfilled. Her self-confidence has also increased as she enjoys the work she does and this has given her respect in the family. The intervention has enabled women to earn a livelihood of ₹ 3,000 to ₹ 3,500 per month

## Environment



At LTI, we are conscious about reducing our footprint on the environment and have undertaken environment conservation activities like increasing the green cover and issuing green certificates through a multi stakeholder approach.



Employees

Volunteer in tree plantation drives



Communities

Participate in increasing the green cover



Clients

Felicitated with 'Go Green' Certificate



The Company organized tree plantation drives across its locations pan India in FY 2016-17 on the occasion of World Environment Day throughout June and July 2016. These plantation drives were held at Chelekere Lake, Kalyan nagar and Army ASC center in Bengaluru, Mann Reserve Forest, Chatushrunji Hills and Yeor in Maharashtra. With the active support of 336 employees and their families and friends, we successfully planted 1,217 trees.

We have done away with the practice of felicitating clients, special guests and employees with bouquets and instead we give Tree Certificates. In association with an organization, we plant two trees per certificate. In FY 2016-17, 185 individuals were felicitated through Go Green certificates of which 135 were clients and 50 were employees. The plantation area can be traced through a unique certificate number given on each certificate. The name of the certified person and date of certification is visible on the NGO's website.

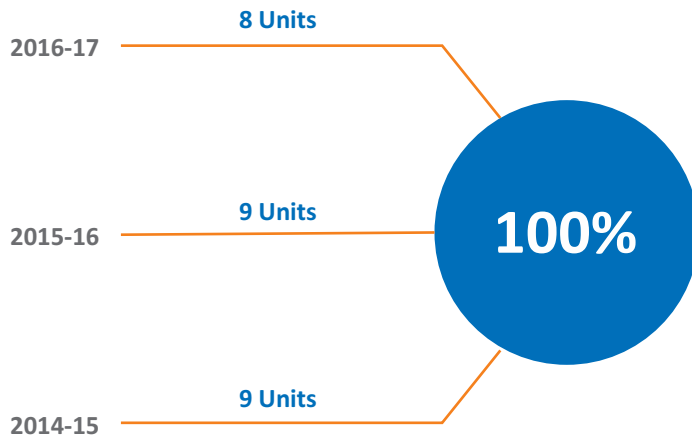
Go Green Certificate  
"It is a unique and special way of felicitating clients. We appreciate the concept and feel proud that we have been involved in the small steps taken towards sustainable development "

Feedback from an LTI client



**Impact on Local Communities**

In the reporting period there were no operations with significant actual and potential negative impact on the local communities.



In collaboration with an external agency Sattva Media and Consulting Pvt Ltd, LTI conducted impact assessment of 11 projects with 636 beneficiaries in thrust areas of IT skills, Education and Women empowerment.

Percentage of operations with implemented local community engagement, impact assessments and developed programs

At LTI, we assess projects based on parameters such as

**Project shortlisting process**

Our interventions are designed at the grassroot and strategic level and follow a structured approach to achieve their goals. We engage with the stakeholders and solicit their suggestions in order to ideate and develop interventions, which resonate with their views. These programs sometimes involve NGO or implementation partners which undergo an extensive due diligence process to eliminate risks. In the project shortlisting process, there are some overriding aspects such as choice of locations, no political interference etc. LTIites extend their support to the initiatives and collaborate with the communities through these projects. We are keen on understanding how far we have come and gauge our progress through impact assessment studies.



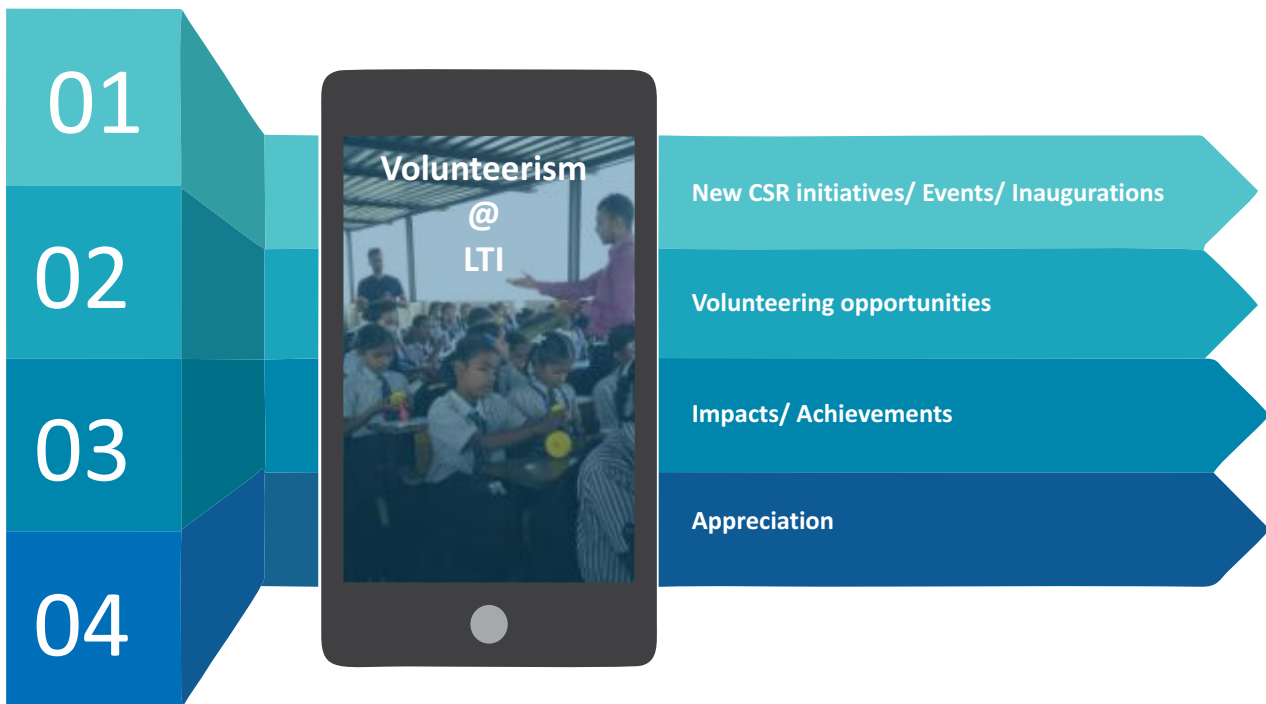


**Volunteerism**

We, at LTI, are keen on fostering a culture of collaboration and inclusion through extensive volunteer programs that sensitize LTI-ites enabling progress towards achieving social change and having a meaningful impact.

At LTI, we look at Corporate Social Responsibility as much for the upliftment of the community, as it is to foster the growth and development of ourselves. Volunteering allows individuals to interact with local communities, honing their networking capabilities while creating awareness. The impact made on the society is measureable which gives volunteers a sense of satisfaction and achievement.

The CSR team at LTI is called 1Step and we have been actively involving and recognizing associates to encourage volunteerism to a large extent. Volunteers participate in most of our interventions at various stages. Our People Engagement platform called FB@Work is the primary means of communicating information regarding our CSR initiatives to our associates. The forum hosts updates on new CSR activities, volunteering opportunities & appreciation, one time social events, impact of the CSR programs, achievements and testimonials. Our posts were liked by around 12,800 associates and this fiscal approximately 3,500 associates from LTI volunteered for CSR.



### New CSR Initiative

### New CSR Initiative

**Aarti Ware** added 7 photos to the album: 9 February 2017 in LTI\_1STEP\_CSR  
February 9 - 📷

1Step - A CSR Initiative of L&T Infotech inaugurated the "IoT LAB FOR INDUSTRIAL RESEARCH AND ADVANCED STUDIES" under the educational support. This project is named as "Agrim" a Hindi word which means to advance and be ahead.

As part of this project 1Step CSR has set up an IoT lab for the educational development of M. Tech and Ph D. students. 1step is also providing the "Research fellowship" to two students for three years to support the research development.

The following dignitaries were present for the programme along with CSR team and L&T Infotech volunteers-

Padrmashree Dr. Phatak from IIT Bombay,

Ms. Sandra Shroff- Chairperson-Board of Governance- VJTI and Chairperson- United Phosphor limited

Dr. O. G. Kakded- director VJTI

Pramod Kulkarni- Head Americas – Manufacturing SBU and IIOT

Kavindra Sharma- Executive - Consulting Delivery

### Volunteering opportunities

 **1step to LTI\_1STEP\_CSR**  
March 13 - 📷

#1stepBengaluru ! How about a tour to #TheAkshayapatra Kitchen ? — 😊  
feeling wonderful.



## New CSR Initiative



1step to LTI\_1STEP\_CSR

February 12 · 🌐

...

From Neha khare-1StepMahape team thanks our 1step champions Anuja Das Vinayak Mate and Parthkumar Amin for your rocking sessions at project Udaan and project Yes We Can at Navi Mumbai. Your guidance in teaching English and soft skills to our children would help them 😊 write to [neha.khare-Neha.khare@Intinfotech.com](mailto:neha.khare-Neha.khare@Intinfotech.com) to participate





The senior leadership team at LTI has always been instrumental towards CSR. During a budget meet at L&T's Leadership Development Academy (LDA) at Lonavala in 2017, eight bicycles were assembled for children from marginalized communities by around 50 LTI leaders as part of team building exercise . These children from villages near Pune walk a distance of 5 to 7 km daily to attend school.



Left picture: Our CEO, Mr. Sanjay Jalona with senior leadership team helping to assemble bicycles for the children from villages.



Case Study

CITI Global Community Event 2016

With our multi-stakeholder approach, we have been collaborating with our business partners through volunteer sponsorship for environmental and social causes. A global community event was organized by our business partner, CITI bank on the Global Volunteering Day for their employees. LTI joined hands and wholeheartedly participated in the event organized at Maharshi Karve Stree Shikshan Samstha, Kothrud at the Karve campus which is spread over 25 acres. The objective of the exercise was to clean the school campus before the children return from their vacations.

Innovation  
Branding  
Solution  
Marketing  
Analysis  
Ideas  
Success  
Management

### Technology Innovation SYSTEM

Yield



Innovation  
Branding  
Solution  
Marketing  
Analysis  
Ideas  
Success  
Management

134123:45



# Driving Innovation

## Push frontiers of innovation

We will stay ahead of the technology curve by investing in technologies relevant to industries we operate in. We will streamline innovation by empowering people.

- We are never satisfied with the status quo.
- We always innovate and implement new solutions.
- We provide fresh thinking as a catalyst to action.
- We push the frontiers of what's possible.

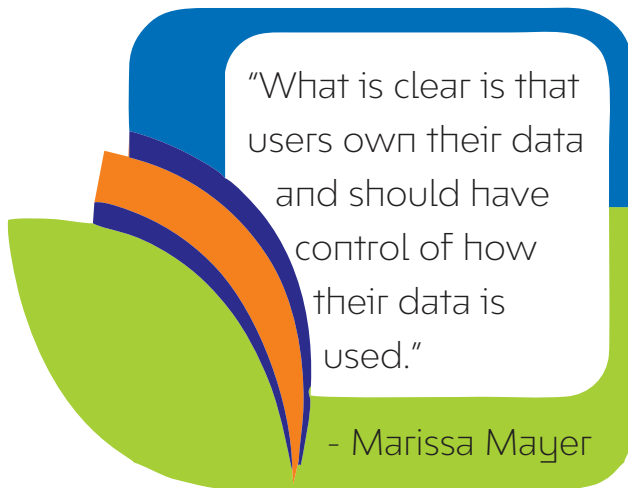
## Our Endeavor

We strive to solve our clients' toughest challenges through best in class technological capabilities and the conviction to improve. The will to push the frontiers of innovation brings to the table fresh thinking for implementing better solutions. We execute exponential technologies and enhance client experience showcasing what they don't see today. This makes our clients future ready for exploring newer possibilities. We partner with tech-niche start-ups to evaluate and identify business potential of technologies. As client-centric company we value client experience as well as security of their data. We have modern controls to combat imminent risks of the new technological wave and ensure data privacy and security.

**87-89**

- Client centricity
- Client feedback management

# Driving Innovation



LTI focusses on creating possibilities and delivering business outcomes through its mature offerings for Advanced Analytics, Data Science, Data Visualization, Big Data, EPM and Information Management. We offer services related to Analytics-as-a-Service, Data-as-a-Service, Big Data and Advanced Analytics solutions across various verticals, addressing business requirements. Needless to say, our clients entrust us with magnanimous volumes of invaluable data. Our conviction towards ensuring proper data management and eliminating the risk of data privacy is undeterred. Data could be under threat due to technical failures, cyber-attacks and disruption in business. We remain prepared to deal with challenges and threats with respect to privacy, which is vital to our clients. Our Privacy Policy governs our Data Privacy and Protection mechanism at LTI as documented in Corporate Information Security Manual

Data privacy breach is a breach of data security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored or otherwise processed.

Generating awareness among employees regarding security breaches is of utmost importance. LTIites are trained during their induction and awareness mailers are sent periodically to all employees.

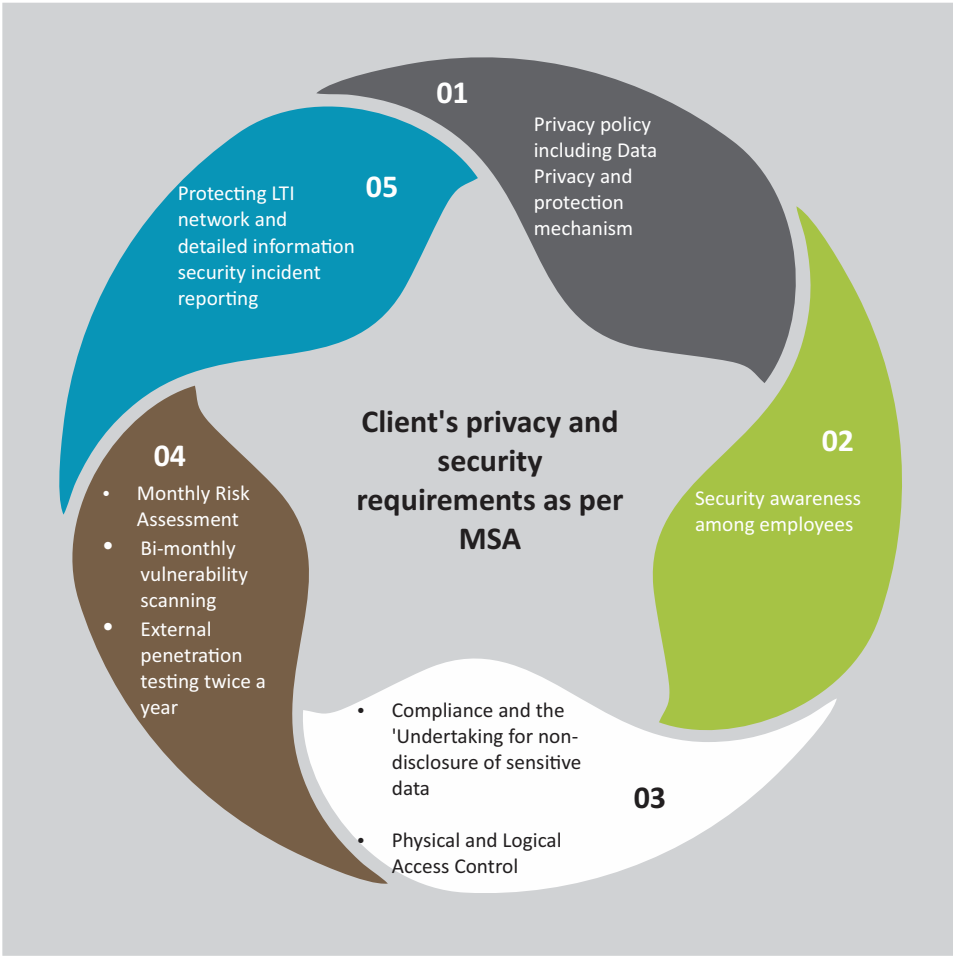
Project-specific and client sensitive personal data handling controls are implemented for preventing privacy breaches as per the client's privacy & security requirements as drafted in their MSA, such as HIPAA data privacy regulation for the US based clients and EU Data Protection Directive, a.k.a. GDPR data privacy regulation for the Europe and Nordic region clients. LTI is registered entity for EU data protection in the (ICO) Information Commissioner's Office of UK.

LTI ensures compliance and the 'Undertaking for non-disclosure of sensitive data like Personally Identifiable Information, Protected Health Information, Payment Card Information, is signed by the designated employees and the personnel accessing the client's systems. Physical and logical access controls are implemented for the end users and their machines, with restricted access based on the need to know basis. In order to stay abreast with the potential risks, risk assessment is carried out every month and Vulnerability Scanning is conducted bi-monthly. Moreover, an External Penetration Testing is carried out twice a year.

Protecting the LTI network from cyber-attacks is imperative and hence, an IBM ISS ProventialIPS is deployed with daily signature update working on proactive preventive mode. Stringent firewall rules apply to block unwanted traffic. Routers, switches, servers, desktop machines and laptops are hardened as a preventive measure to protect them from the external cyber-attacks.

McAfee Whole Disk Encryption is installed on laptops for data leakage prevention. Every 4 hours Rapid Release updates are deployed on all servers and end points through Symantec End Point Protection software agent. Patch management ensures applying patches on servers and end points periodically.

TrendMicro Anti-APT with Deep Discovery Inspector monitoring servers and end points prevent Zero Day Attack in the network.



Privacy breach is immediately reported to security and privacy officer or the local InfoSec engineer of the center for further actions required for its closure. A detailed information security incident report is prepared, which records the incident category, severity, compromises, origin, cause and medium of discovery. The breach report is tracked with Root Cause Analysis, corrective action and correction with its detail. The final copy of this report is then presented to management. Non-Compliance with the Data Privacy and Information Security policies may result in counseling, warnings or disciplinary proceedings extending up to termination of service. There were no data privacy breach complaints received in the FY 2016-17.

**Client Centricity**

Our clients are the lynchpin of our business and we endeavor to embolden our long lasting relationships with them through deliverables that are unparalleled in quality. Innovation is at the heart of our business strategy as we seek to solve for the future. We leverage our talent and expertise in the domain to provide the best in the market. Clients experience value creation through the power of exponential technologies at the Mosaic Experience Center in Mumbai and Le Lab Paris.

At LTI, we are committed to client-centricity through our two-speed approach to provide the best solutions to tackle today's challenges and constantly innovate to keep them relevant and future-proof. This requires convergence of digital & physical boundaries to enable end-to-end solutions, convergence of technologies and skills to facilitate rapid realization of ideas and convergence of business context & knowledge to generate meaningful insights in shortest possible timelines.

With the advent of digitalization and the increased focus on the adoption of digital technologies to simplify work at the convergence of digital and physical boundaries, we have developed Intellectual Property to cater to this changing environment.

For this, we have created an ecosystem that covers primary aspects of the digital revolution, namely, Mobility, Omni-channel, Social, Analytics, Internet of Things and Cloud technologies - in short, MOSAIC.

With LTI's MOSAIC platform, we are uniquely positioned to address this need for convergence with an inherent engineering mindset - an identity and legacy of the L&T Group.

It is a converged platform, which offers data engineering, advanced analytics, knowledge-led automation, IoT connectivity and improved solution experience to its users. Mosaic enables organizations to undertake quantum leaps in business transformation and brings an insights-driven approach to decision-making. It helps deliver pioneering Analytics solutions at the intersection of physical and digital worlds.



**Client Feedback Management**

This process gives guidance for receiving client satisfaction feedback and handling complaints raised by any client to whom we provide any kind of services. It enhances client satisfaction by creating an environment open for feedback, resolving the complaints received and enhancing the organizations ability to improve its services. It enhances the ability to retain client loyalty and improve their confidence in the organization's commitment. There were no incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship in FY 2016-17.

Third party client satisfaction survey

- Online web survey is conducted for various respondents including CXO, senior and middle management
- Structured questionnaire with satisfaction on a 7 point scale and NPS on an 11 point scale
- Client experience measured on satisfaction, loyalty, advocacy, business value for Money parameters

Results of Experience Index  
 Increase in Experience Index by 28% in year 2016-17



# Awards And Affiliations



**1**

Positioned as a Leader in The Forrester Wave™: Application Outsourcing Capabilities Of Midsize Offshore Vendors, Q4 2016




**2**

Rated amongst top 5 service providers for "Best Overall Experience" by enterprise clients : Everest Group



**3**

Positioned as a 'Leader' in NelsonHall NEAT 2017 for RPA and AI in Banking



**4**

Positioned in the leadership zone in Zinnov Zones 2016 IoT Technology Services Report




**5**

Rated amongst leading players in Zinnov Zones 2016 Media & Technology across Entertainment, Broadcasting and Publishing Segments



**6**

Earned coveted Top 50 spot in ranking of Global Technology Providers to Financial Institutions. LTI Ranked #4 amongst India-based companies: 2016 IDC Financial Insights FinTech Rankings




**7**

Positioned as a 'Leader' in the NelsonHall Software Testing NEAT in the Overall Category



**8**


Positioned as a "Major Contender" and "Star Performer" on Everest Group's Big Data & Analytics Services in Global Insurance PEAK Matrix™ 2016



**9**

Positioned as a "Major Player" & "Star Performer" in Everest Group's Insurance AO PEAK Matrix™ 2016





**10**

Positioned as a "Major Contender" in Everest Group's Digital Services PEAK Matrix™ Assessment, 2016



**11**

Featured as a "Major Contender" & "Star Performer" in Everest Group's Testing PEAK Matrix™ 2016



**12**

An Americas Sourcing Standout and one of the Top Service Providers in the Breakthrough 15 list of the Global ISG Index™



**13**

Gartner included L&T Infotech as a representative vendor in Market Guide for BI and Analytics Service Providers, Asia/Pacific and Japan.



**14**

Received Ramakrishna Bajaj Quality Award for CSR



**15**

Sujaya Foundation 'I learn I earn' Project of LTI won the Best Disability Project in CSR



**NASSCOM**



**Bombay Chambers of Commerce and Industry**



**Indo-French Chamber of Commerce**



**Swedish Chamber of Commerce, India**

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## INDEPENDENT ASSURANCE STATEMENT

### Introduction and objectives of work

**BUREAU VERITAS** has been engaged by **Larsen & Toubro Infotech Limited** (hereinafter abbreviated “**L&T Infotech**” or “**LTI**”) to conduct an independent assurance of its **Sustainability Report** for the year **2016-17**. This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the **Sustainability Report 2016-17** are the sole responsibility of the management of **LTI**. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

### Scope of work

The assurance process was conducted in line with the requirements of the Assurance Standard **AA1000AS (2008) Type 2 and ‘Moderate’** assurance. The scope of work included:

Data and information included in Sustainability Report 2016 for the **reporting period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017**;

Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;

Evaluation of the Report against the main principles of the AA1000 Assurance Standard (2008)<sup>1</sup>

- Inclusivity
- Materiality
- Responsiveness

Evaluation of the Report against the principles of Accuracy, Accessibility, Balance, Clarity, Comparability, Reliability, Timeliness and Stakeholder Inclusiveness, as defined in the GRI Sustainability Reporting Guidelines G4 “**In accordance - Core**”;

### Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

1. Visited LTI's Powai office in Mumbai on 12.06.17, 10.01.18 to 11.01.18 and interviewed relevant personnel. The assurance process was conducted by Bureau Veritas' experienced assurers and sector specialists. LTI also operates from facilities in other cities such as Pune, Bangalore & Chennai. Remote interviews were conducted with select personnel at these locations, who manage various sustainability aspects.
2. LTI had submitted sustainability performance data on reported GRI indicators. The data pertaining to each location visited was sampled and audited by Bureau Veritas through the process above described.
3. The data was audited on a sampling basis. Data on various GRI sustainability indicators was verified for the locations that were visited. Later, it was confirmed that the same verified data went into preparation of the final data within the Sustainability Report 2016-17.
4. Bureau Veritas reviewed evidence of stakeholder engagement activities that had been undertaken by LTI prior to the preparation of the Sustainability Report. The methodology and criteria chosen in order to determine aspects material to LTI were also reviewed for their appropriateness.

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

### Our findings

On the basis of our methodology and the activities described above, it is our opinion that:

Nothing has come to our attention to indicate that the reviewed statements within the scope of our verification are inaccurate and the information included therein is not fairly stated;

It is our opinion that LTI has established appropriate systems for the collection, aggregation and analysis of quantitative data such as Environmental, Health & Safety and Human Resources, Labour & Community interventions as well as Product and Investor related data.

<sup>1</sup> Published by AccountAbility: The Institute of Social and Ethical Accountability  
<http://www.accountability.org.uk>

**Alignment with the principles of AA1000AS (2008)****Inclusivity**

There is nothing we came across that would suggest that LTI does not have processes in place for engaging with a range of key stakeholders including socially responsible investors, shareholders, suppliers & contractors, Government officials, local community representatives and employees.

**Materiality**

We did not come across any finding to indicate the Report does not address the range of environmental, social and economic issues of concern that LTI and its stakeholders have identified as being of highest material importance. The identification of material issues has considered both internal assessments of risks and opportunities to the business, as well as stakeholders' views and concerns. The material issues were identified by a defined process of stakeholder engagement.

**Responsiveness**

There is no indication that LTI has not responded to those issues it has identified as material and has not demonstrated this in its policies, objectives, indicators and performance targets. The reported information can be used by the organisation and its stakeholders as a reasonable basis for their opinions and decision-making.

**Evaluation against Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines**

Bureau Veritas undertook an evaluation of **LTI Sustainability Report 2016-17** against the G4 Sustainability Reporting Guidelines. This included cross checking the GRI index table against all the reference documents to provide an opinion on the self-declared GRI reporting option.

Based on our work, it is our opinion that the **Sustainability Report 2016-17** has been prepared in accordance with the GRI G4 Reporting Framework including appropriate consideration of the reporting principles and necessary indicators to meet the requirements of **GRI G4 Reporting Option "In accordance- Core"**.

**Limitations and Exclusions**

Excluded from the scope of our work is any assurance of information relating to:

Activities outside the defined assurance period stated hereinabove;

Positional statements (expressions of opinion, belief, aim or future intention) by LTI and statements of future commitment;

Our assurance does not extend to the activities and operations of LTI outside of the scope and geographical boundaries mentioned in the report as well as the operations undertaken by any other entity that may be associated with or have a business relationship with LTI;

Our assurance of the economic and financial performance data of LTI is based only on the audited annual reports of LTI and our conclusions rely entirely upon that audited report

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the Report.

**Statement of independence, impartiality and competence**

Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Social and Environmental management with almost 180 years history in providing independent assurance services.

Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day to day business activities. We are particularly vigilant in the prevention of conflicts of interest.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health & safety information, systems and processes an excellent understanding of Bureau Veritas standard methodology for the Assurance of Sustainability Reports.

**Bureau Veritas (India) Private Limited**

72 Business Park, 9<sup>th</sup> Floor, MIDC Cross Road 'C', Opp. SEEPZ Gate #2, Andheri (East) Mumbai-400 093 India.


**Sanjay Patankar**

Lead Assuror  
Manager- Sustainability & Climate Change Services  
**Bureau Veritas (India) Pvt. Ltd.**


**Rupam Baruah**

Technical Reviewer  
General Manager (East Region)  
**Bureau Veritas (India) Pvt. Ltd.**

Date: 01-March-2018

# GRI Index

General Standard Disclosures				
	Description of the indicator	Page No	Reason for omission	External assurance
<b>Strategy &amp; Analysis</b>				
G4 1	Statement of MD & CEO	1 - 6		Yes
<b>Organizational Profile</b>				
G4 3	Name of the organization	Cover Page		Yes
G4 4	Primary brands, products and services	13, 14, 15		Yes
G4 5	Location of organization's headquarters	11		Yes
G4 6	Number of countries where organization operates	11		Yes
G4 7	Nature of ownership and legal form	11		Yes
G4 8	Markets served	11		Yes
G4 9	Scale of organization	11, 35, 36, 48		Yes
G4 10	Employee profile	48		Yes
G4 11	Percentage of employees covered by collective bargaining agreements	-	There are no trade unions at LTI.	Not Applicable
G4 12	Organization's supply chain	16		Yes
G4 13	Significant changes during the year	11, 12, 35		Yes
G4 14	Precautionary approach or principle	16		Yes
G4 15	Externally developed charters, principles or other initiatives to which the organization subscribes	92		Yes
G4 16	Memberships of associations	92		Partially

Identified Material Aspects & Boundaries				
G4 17	Entities included in the organization's financial statements	7		Yes
G4 18	Defining report content and aspect boundaries	25		Yes
G4 19	Material aspects	25		Yes
G4 20	Aspect boundary within organization	25		Yes
G4 21	Aspect boundary outside organization	25		Partially
G4 22	Effect of any restatement of information provided in previous report	–	Not applicable as it is LTI's first report.	Not Applicable
G4 23	Significant changes from previous reporting period in Scope, Aspect and Boundaries	–	Not applicable as it is LTI's first report.	Not Applicable
Stakeholder Engagement				
G4 24	Stakeholder groups engaged by organization	20		Yes
G4 25	Basis for identification and selection of stakeholders	19		Yes
G4 26	Organization's approach to stakeholder engagement	20		Yes
G4 27	Key topics and concerns raised through stakeholder engagement	27		Yes
Report Profile				
G4 28	Reporting period	7		Yes
G4 29	Date of most recent report	-	Not applicable as it is LTI's first report.	Not Applicable
G4 30	Reporting cycle	7		Yes
G4 31	Contact point for questions regarding report or its content	7		Yes
G4 32	'In accordance' option the organization has chosen and GRI index	7, 95, 96, 97, 98		Yes
G4 33	External assurance	7, 93, 94		Yes
Governance				
G4 34	Governance structure of the organization	29, 30, 31, 32		Yes
Ethics and Integrity				
G4 56	Organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	31, 32		Yes

Specific Standard Disclosures				
<b>CATEGORY: ECONOMIC</b>				
<b>MATERIAL ASPECT: ECONOMIC PERFORMANCE</b>				
G4 - EC 1	Direct economic value generated and distributed	36		Yes
<b>CATEGORY: ENVIRONMENTAL</b>				
<b>MATERIAL ASPECT: EMISSIONS</b>				
G4 - EN 15	Direct GHG emissions (Scope 1)	41		Yes
G4 - EN 16	Indirect GHG emissions (Scope 2)	41		Yes
G4 - EN 17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	41		Yes
<b>CATEGORY: SOCIAL</b>				
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>				
<b>MATERIAL ASPECT: EMPLOYMENT</b>				
G4 - LA 1	Total number and rates of new employee hires and employee turnover by age group, gender, and region	48, 56		Yes
G4 - LA 3	Return to work and retention rates after parental leave, by gender	49		Yes
<b>MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY</b>				
G4 - LA 6	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities, by region and by gender	51		Yes
<b>MATERIAL ASPECT: TRAINING AND EDUCATION</b>				
G4 - LA 9	Average hours of training per year per employee by gender and by employee category	58		Yes
G4 - LA 11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	59		Yes
<b>SUB-CATEGORY: HUMAN RIGHTS</b>				
<b>MATERIAL ASPECT: NON-DISCRIMINATION</b>				
G4 - HR 3	Total number of incidents of discrimination and corrective actions taken	53		Yes

SUB-CATEGORY: SOCIETY				
MATERIAL ASPECT: LOCAL COMMUNITIES				
G4 - SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs	80		Yes
G4 - SO2	Operations with significant actual or potential negative impacts on local communities	80		Yes
SUB-CATEGORY: PRODUCT RESPONSIBILITY				
MATERIAL ASPECT: PRODUCT AND SERVICE LABELLING				
G4 - PR 5	Results of surveys measuring customer satisfaction	89		Yes
MATERIAL ASPECT: MARKETING COMMUNICATIONS				
G4 - PR 7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes	89		Yes
MATERIAL ASPECT: CUSTOMER PRIVACY				
G4 - PR 8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	88		Yes







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