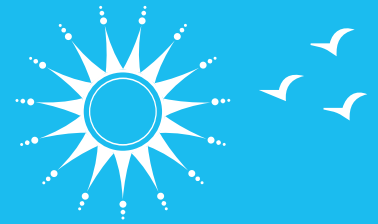




Our cover page is a tribute to Warli, a traditional Maharashtrian art that is more than 1,200 years old. More than just art, it is a medium for the Warli tribe to transmit their belief systems to their next generations. With fewer hutments and limited opportunities for growth, this rich culture is on the verge of extinction.

LTI, as part of its 1Step CSR focus, is reviving Warli by training tribal women, creating new opportunities for growth and leveraging technology to match them with urban and global markets. The program is catalyzing entrepreneurial skills and enabling women to earn sustainable livelihoods. Designed in partnership with UNDP and FUEL, the program has won a national award in the category of women empowerment. The program aims to train 2,000 women in parts of Mumbai and Thane by 2020.





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From the desk of the Founder Chairman

Dear Stakeholders,

Larsen & Toubro is one of the few Indian organizations to consistently report across its triple bottom line for over a decade. Over the last 22 years, Larsen & Toubro Infotech Limited (LTI), an L&T Group Company, has been solving complex business problems at the convergence of the digital and physical worlds. The Company uses disruptive technologies and digitalization to transform clients' businesses, thereby addressing the challenges of sustainable development with an impact-oriented approach.

I am happy to present the Company's second Sustainability Report. The report showcases how LTI is 'solving for society' by creating value for all its stakeholders, while embodying the principles of good corporate governance.

In a world of social inequities, technology plays a key role in leveling the field. LTI's CSR program, which leverages the Company's technology prowess with an aim to fulfil the vision of a Digital India, touching the lives of over 100,000 people in the last year alone.

I wish the Company all the best in its sustainability endeavors and am sure it will deliver an improved triple bottom line with every passing year.

Yours sincerely,

AM Naik
Founder Chairman





From the desk of the CEO & MD, LTI

Dear Stakeholders,

At LTI, we are committed to solving for society - inspired by our core beliefs and motivated by the rich heritage of the L&T group. Our second independent sustainability report showcases our performance on our sustainability initiatives.

Through our CSR initiatives, we strive to create opportunities for growth and prosperity and contribute to society. Our approach of solving critical issues in the areas of Education, Empowerment and Environment, has enabled us touch more than 100,000 lives during the year, with initiatives like:

- Leveraging technology, our digital classroom setup helps enhance the learning experience of students from government schools.
- Livelihood based initiatives with the intent of providing training and job linkages help empower youth, women and people with special abilities.
- Through 'Walk for a Cause' a pan-India initiative, in which our associates could track their health, a matching grant was contributed by us to plant trees in drought affected regions in Maharashtra.

The launch of 'Workplace', a collaborative platform, connecting all our employees has enabled better resolution of employee issues and faster communication. It has enhanced employee engagement, mobility, agility and collaboration across the organization.

24,000+
employees

300
clients

1,353
'I Lead'
Leaders

0
reportable
accidents



As a continuum of the vision of Larsen & Toubro Group, LTI has adopted a 'Zero Accident Vision' which aims to create a healthy and safe work environment for our employees, contractors and customers. We have an elaborate incident reporting system to facilitate real time reporting of untoward instances.

Our sustainability framework aligns business performance to Environment, Social and Governance (ESG) aspects. Our disclosures and elaborate reporting systems are aligned to internationally accepted standards and demonstrate our adherence to governance policies, and commitment to ethics. In accordance with the SEBI mandate, LTI has published its first Business Responsibility Report (BRR) for the year 2017-18.

With a focus on optimizing resource consumption, our efforts have been directed towards minimizing our emissions and waste through use of energy efficient technologies. LTI adheres to Green Building norms and our headquarters at Powai is LEED Gold certified. We have been participating in the Carbon Disclosure Project (CDP), a global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. The signing of Renewable Energy Power Purchase Agreements (PPA) for two of our offices, Powai and Bangalore, to supplement a part of our energy requirement through renewable energy showcases our action towards achieving the larger objective of reducing our carbon footprint. We offer green and efficient technology solutions and green products to clients to enable them to optimize their business processes and managing their environmental footprint.

This report aims to provide a holistic snapshot of our approach towards sustainability, the progress we are making and our future readiness. We promise to continuously innovate and amplify outcomes for our customers. The journey to create a sustainable world is long and arduous. It requires the continuous support of you, our stakeholders, to reach our goals.

Yours sincerely,

Sanjay Jalona

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

104,887
lives touched
through CSR

3,807.10 tonnes
of CO₂ reduced

1,007.22 Mwh
of solar energy
consumed



About the Report

Being a part of the Larsen and Toubro (L&T) Group, sustainability has been ingrained in our DNA since inception. LTI has been disclosing its sustainability performance since 2009. In FY2016-17, we published our first independent sustainability report in line with internationally accepted Global Reporting Initiative (GRI) Guidelines-G4, in accordance 'Core' option. This is our second sustainability report published in accordance with Global Reporting Initiative (GRI) Standards 'Core' option.

The report encapsulates data and information relating to the environment, social and governance aspects of the company for the period covering 1st April, 2017 to 31st March, 2018. We remain committed to providing an objective and accurate view of our data management processes and operations. The sustainability reports of both FY2017 and FY2018 are available on the LTI website: www.Intinfotech.com.

The reporting scope covers all our business verticals in India across eight offices located in:

- Mumbai, Maharashtra: 1 office
- Navi Mumbai, Maharashtra: 2 offices
- Pune, Maharashtra: 2 offices
- Bengaluru, Karnataka: 2 offices
- Chennai, Tamil Nadu: 1 office

The economic data has been covered for all our operations globally. The employee data includes relevant information pertaining to our Syncordis unit. Apart from this, there are no significant changes from the previous report in reporting scope, boundaries, organizational size, structure, ownership and locations.

We have highlighted performances in key areas including our business impact, people, processes, energy consumption, carbon emissions, water consumption, safety performance, waste generation, economic performance, CSR initiatives and the progress made so far. From a sustainability point of view, various identified risks have been duly highlighted in the report alongside mitigation strategies.

This report has been externally assured by an independent third-party, Bureau Veritas. LTI has no relation, except for employing the professional services of the said entity for the assurance of this report. For more details, please refer to the Assurance Statement enclosed in page number 93 of this report. We welcome feedback from our readers both on the contents of this report and the approach followed.

Contact details:

Shipra Sharma, Head, Corporate Social Responsibility,
LTI

Email: sustainability@Intinfotech.com

OUR GLOBAL PRESENCE

6th

Largest Indian
IT services
company

23

Delivery centers
globally, with

44

sales offices

27

countries in
the US, EMEA
& APAC





Driven by a client-centric policy and vision of fostering business innovation through digital transformation, Larsen and Toubro Infotech Ltd (LTI) is a global technology consulting and digital solutions company with a footprint in 27 countries. Our journey started in 1996 as the information technology arm of the Larsen and Toubro (L&T) Group, and today we are independently listed on both the Bombay Stock Exchange (BSE) and the National Stock Exchange (NSE) of India. We are present across the Americas, EMEA and APAC, with over 24,000 employees working in 23 delivery centers and 44 sales offices. Our vast experience extends to doing business with some of the world's largest companies, including 59 clients from Fortune 500 companies.

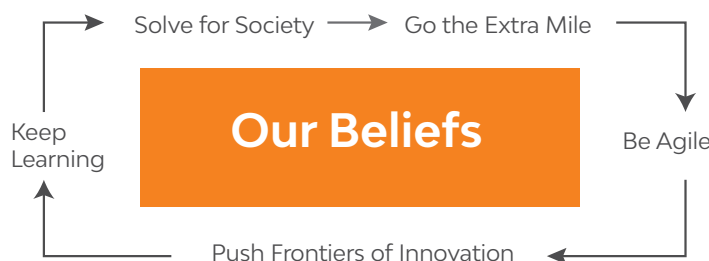


LTI Head Office located in Powai, Mumbai

Our sustained investments in exponential technologies, and an array of intellectual property, have provided us with a competitive advantage that allows us to offer differentiated services to leading enterprises across industries globally. Our focus on amplifying business outcomes has established us as the digital partner of choice for our customers.

The L&T Lineage

We leverage on the legacy and strengths of the L&T Group. From our parent, we have imbibed values such as an innovative and engineering mind-set, domain expertise, large program management capabilities, risk management culture, and corporate governance practices. The LTI beliefs outlined below are the driving force behind our amplified outcomes model:



Industry Associations and Participation

We participate in various industry association forums. When called upon to assist in framing of technology-related policies, we provide relevant insights. We have shared our inputs toward the 'Make-in-India' and 'Digital India' policies of the Government of India. We are working on projects like 'SMART Cities' which would result in the greater good.

We do not have a separate policy on public advocacy. However, the company lobbies with the Government through its membership of various trade associations. As a member of NASSCOM, we provide our views, opinions and inputs on the possible ways forward for various matters as and when called for by NASSCOM.

We are a member of the following associations:

- National Association of Software and Service Companies (NASSCOM)
- Bombay Chambers of Commerce and Industry
- Indo-French Chamber of Commerce and Industry
- Swedish Chamber of Commerce India
- Indo-Swiss Chamber of Commerce
- MIT-CSIR (Massachusetts Institute of Technology - Center for Information Systems Research)



How We Amplify Outcomes

Our business strategy and growth are client-centric. Our business model of ‘amplifying outcomes’ leverages digital technologies to transform clients’ business. We believe in building strong client relationships through our ability to go beyond the stated and obvious.



During the financial year 2017-18, 97.9% of our revenues were generated from existing clients, as compared to 95.5% in the previous year.

Our Business Strategy for Long-term Growth

Strengthening existing relationship through client centricity and partnering in transformation journey

Driving digital business by adopting digital ways of working

Investing in new technologies to build differentiated service offerings

Transforming as an organization to align ourselves in this dynamic world

Focusing on net new large transformation deals for growth

Expanding in new geographies

Investing in new avenues through partnerships, alliances and acquisitions



Awards and Recognition

Our Digital WoW (Way of Working) and digital transformation success are making waves in the IT industry. In the global arena, we have been felicitated with awards and recognition. Our CEO and Managing Director, Mr. Sanjay Jalona, was awarded the 'Exemplary CEO Award' by Businessworld. Our Chief Financial Officer (CFO), Mr. Ashok Sonthalia, received the prestigious FE CFO Award in the 'INR 1000 crore plus turnover' category from Financial Express.

Other Awards Received by the Company Include:

- Awarded Silver at Express IT Awards in the Analytics Solutions category
- Recognized as India Partner of the Year at Cloudera's 2017 APAC Partner Awards
- Award for CSR: Bestowed with Humanitarian Award for the reconstruction of Gandhi Study Center in Chennai
- Won in the 'Best Growth Performance – Software & BPM' category at the Dun & Bradstreet Corporate Awards

Recognitions

- Tops the 'Challengers' List in Everest Group's PEAK Matrix™ Service Provider of the Year 2018 Report
- Ranked as the Top Service Provider in France in the 2017 French IT outsourcing study conducted by Whitelane Research
- Positioned as a Leader in Zinnov Zones 2017 for Digital Services
- Positioned as a 'Leader' in the NelsonHall NEAT 2017 for IoT Services
- Positioned in the Leadership Zone in Overall and BFS segments of, Zinnov Zones for Robotic Automation Services 2017
- One of the leading players in Zinnov Zones 2017 IoT Technology Services for System Integration, Managed Services, Big Data Management, and Analytics
- Positioned as a 'Leader' for Digital Focus in NelsonHall's NEAT for Digital Testing
- Featured as High Performers in HfS Blueprint Report: Enterprise Blockchain Services 2017
- Rated highly as an Innovator for S/4 HANA Focus in NelsonHall SAP NEAT 2017
- Featured in HfS Blueprint Report: Enterprise Artificial Intelligence (AI) Services 2018
- Ranked among leaders in Property & Casualty and Life & Annuities categories in Novarica 2018 Market Navigator™ for IT Services Providers for Insurers.



LTI Received Humanitarian Award for the Reconstruction of Gandhi Study Center in Chennai



LTI Received Silver at Express IT Awards in the Analytics Solutions Category



EVALUATING CUSTOMER SATISFACTION

We evaluate customer experience of our service and project delivery at three levels:

- Transactional level: Feedback is gathered at multiple levels such as account, engagement and individual employees, and thoroughly analyzed. Based on the learnings, we take corrective actions wherever required, and then share the same with the client.
- Project level: We assess the satisfaction level of clients through an online 'Client Satisfaction Survey' tool. This enables clients to rate our services across different categories such as project execution, quality, communication, culture and value delivered. This feedback is taken for each project every six months.
- Through an independent, third-party consultant: Beside the above two levels of gauging customer experience, an annual Client Engagement Survey (CSat) is conducted by a research-led, independent consulting firm on behalf of LTI. The survey covers CxOs, as well as the senior and middle management, of our clients. As part of this survey, CxOs of our key clients are personally interviewed, and an online survey link is shared with all participants to provide an unbiased feedback.

The survey enables us to measure client experience on key parameters like satisfaction, loyalty, advocacy and business value for money. To increase the visibility of actions to clients, each engagement has three levels of communication. L1 communication involves acknowledging client feedback, and planning and validating actions. Through L2 communication, we share midterm progress on improvement actions. Finally, L3 communication entails conveying the closure of actions and value delivered. For the company, this survey is a very important exercise as it enables us to gather insights from clients to improve their experience, and deliver amplified outcomes.

Like in the previous financial year, we conducted a Client Satisfaction Survey through a third party. The Client Experience Index score remained above 51 like the previous year. The high satisfaction scores are driven by clients valuing the quality of deliverables, domain expertise and technical capabilities of LTI.

MARKETING AND COMMUNICATIONS

We invested in modern technologies to further strengthen our marketing ecosystem. This, along with the new branding rollout, has reinforced LTI's brand awareness and perception globally. The marketing team supports multiple initiatives to ensure that the brand delivers on the promise and supports lead generation and revenue generation initiatives. It also makes sure the company is viewed in a positive light by all stakeholders.

We comply with all trade-related norms and other regulations, as well as with voluntary codes concerning marketing communication, including advertising, promotion and sponsorship.

OUR SERVICE AND PRODUCT PORTFOLIO

With the convergence of the digital and physical worlds, we address the resulting challenges through our problem-solving techniques and technological advancements. We drive digital transformation across multiple sectors, including banking and financial services, insurance, oil and gas, logistics, pharmaceutical, healthcare, media and entertainment, process manufacturing, industrial manufacturing, and engineering and construction.

We are also revitalizing our enterprise service offerings (ERP) to help customers in their complex transformation programs, including their cloud journey.

Creating a Paperless Office for Our Clients

For one of our customers, India's largest oil and gas exploration and production company, we enabled automation of its day-to-day office activities and processes through our e-Office solutions. This helped the company eliminate movement of paper and files in the physical form.

Key impact of our solution included:

- Automated solution leading to 30% Turnaround Time (TAT) improvement and high operational efficiency.
- Increased productivity and scalability by 50%
- Reduced operating costs by 50%
- Excellent visibility and business-friendly reports
- 7800 trees saved per year



Our Product Portfolio

DATA AND ANALYTICS

We enable organizations to enhance their Business Intelligence capabilities using our Analytics and Information Management (AIM) services. Our Analytics and Big Data solutions are descriptive, diagnostic, predictive and prescriptive. They help solve complex business challenges. Our extensive range of services related to Analytics-as-a-Service, Data-as-a-Service, Big Data and Advanced Analytics solutions help enterprises across verticals achieve competitive differentiation by building an integrated BI and Analytics landscape.

Our Natural Language Processing (NLP) solution is a key technology enabling consumer analytics. We have strategically partnered with Lymbyc, a startup specializing in virtual data science, to jointly go-to-market for delivering personal assistants for business users.

INTERNET OF THINGS (IOT)

We offer enterprises a suite of Mosaic-powered IoT solutions and mobile apps, allowing them to gain a competitive edge, and enhance customer engagement and operational efficiency.

Oriented toward enhancing operations and production, our IoT services include smart sensors, connected machinery, communication, real-time analytics and visualizations. LTI's I2D framework of 'Imagine, Innovate and Disrupt' helps expand the sphere of innovation beyond enhanced performance and cost efficiency, to a paradigm of a connected and smarter organization.

Case Study

We helped a leading US-based multinational corporation, one of the largest suppliers of industrial and environmental machinery, increase their fleet optimization through IoT.

The manufacturer faced many challenges, ranging from optimization of fleet utilization and implementation of predictive service management to enabling its global service team to engage better with their aftermarket portal. The client also wanted to improve the user experience of its plant operators and maintenance technicians.

We started an IoT program to build a reference architecture for enhancing customer relationships through proactive post-sales services. We improved products and respective services by leveraging the Industrial Internet of Things (IIoT). We implemented real-time condition monitoring of pumps to help the manufacturer predict failures, and rolled out predictive analytics for service prioritization, better outage and spare parts planning.

The impact:

- 99% asset availability
- 8% reduction in unscheduled maintenance
- 12% reduction in production downtime



DIGITAL INTERACTIVE

Our Digital Interactive services focus on areas such as user experience design, front-end development, usability analysis, service design, enterprise content management, web content management, digital commerce, digital asset management and digital marketing. These services help our clients improve user productivity, reduce resource burden, improve credibility, and discover new revenue streams. Our proprietary platform-specific migration tools have also helped our clients move content between platforms seamlessly.

CLOUD

Cloud, alongside other disruptive technologies, is dramatically changing the business paradigm in the digital economy. Our dedicated cloud practice helps customers embrace public and private clouds, along with DevOps, for business transformation. The practice focuses on cloud native development, cloud migration, data center modernization, and highly efficient and automated operations. LTI has created a deep pool of certified resources and developed differentiated IPs and solutions to help customers adopt the cloud faster, efficiently and economically.

ARTIFICIAL INTELLIGENCE AND COGNITIVE (AIC)

Our AI services deliver business outcomes to enterprises, enabling them to redefine their business models and customer engagements. Our Artificial Intelligence and Cognitive (AIC) services foster AI transformation by embedding intelligence into various contexts and situations. This helps deliver seamless experiences to customers, and enhance operational efficiency, thereby freeing up human capital to focus on innovation and strategic decision making.

Driving enterprise-wide transformation initiatives to harness organizational efficiency and enhance customer experience requires strategic investments in solutions that leverage AI and cognitive computing. Our 'AI bots' solutions, built around our comprehensive Mosaic AI platform, intelligently automate repetitive tasks for straight-through processing, leading to higher productivity and lower operating costs.

CYBER SECURITY

Considering the cyber security and data protection challenges faced by enterprises in the digital era, we have developed industry-agnostic cyber analytics offerings. LTI offers customized services for cloud security, mobile security, cyber analytics, Big Data security and IoT security. Our Security Services framework is driven by an integrated Cyber Security Management Platform (CSMP), which in turn is powered by our proprietary intelligence and analytics suite, Mosaic.

Case Study

Our client is one of the global leaders in the business of oil refineries, midstream and refined petroleum products. Due to a variety of devices not being integrated, the client was facing multiple challenges, including the lack of alert monitoring and incident handling, and non-integration of vulnerability assessment reports with internal threat intelligence.

Our cyber security solution involved:

- 24x7 alert monitoring and initial analysis
- Deep analysis with experts
- Incident creation and follow-up
- Creation and removal of rules and policies
- SIEM administration
- Report and dashboard generation
- Vulnerability assessment of exposed assets (internal and external)
- IDS management: 34 types of devices integrated with SIEM to provide log feeds and generate alerts
- 577 devices integrated with SIEM Model-Hybrid (Onsite and Offshore)

Benefits delivered were

- Successful rollout of 24x7, proactive alert monitoring and analysis
- Responsive incident handling
- Improvement in overall security framework



BLOCK CHAIN

Our mature Block Chain practice enables global clients in BFS, Insurance, Energy & Utilities, Media & Entertainment and Manufacturing to build industry solutions that 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, Hyperledger and Corda.

AUTOMATION

We integrate automation tools in existing business workflows by leveraging process consulting capabilities, proven technical expertise. We develop strategies based on DevOps and lean methodologies.

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

We launched five Mosaic automation solutions, targeting IT service delivery automation that enabled multi-year AMS/ IMS deal wins throughout the year.

Case Study

We used the ANDON System for monitoring production lines for a global leader in Automotive Interiors. The client was looking for a deal management and pricing solution to handle these key challenges:

- Build ANDON system: Injection Molding Machines, Instrument Panel (IP) Line, Door Line, Console Line
- A support system for operator to prevent stoppages or downtime due to material, machine or quality
- A visual system for plant managers & supervisors to monitor and control/refine process (Stations, Assembly line, areas etc.)

Solutions

- Assessed and identified tags/ information required for ANDON from various data sources like Rockwell PLC, Hydra MES, InSequence
- Established communication between data source and common repository
 - Kepware ODBC and Data-logger to integrate PLC
 - SSIS (SQL Server Integration Services) package for
- Hydra & InSequence Database (MS SQL)

Benefits

- Overall Equipment Efficiency (OEE)
- Downtime (current shift & previous shift)
- Actual Vs Target
- Repair / shift
- Manufacturing Line
- Rebuilt / shift status



GENERAL DATA PROTECTION REGULATION (GDPR)

The General Data Protection Regulation, or GDPR, was adopted by the European Parliament in April 2016, and came into force on May 25, 2018. GDPR aims to harmonize data protection laws across EU member states. LTI is a data controller due to its presence in Europe as an employer. Simultaneously, we have become a data processor on account of processing data on behalf of our EU clients.

Our GDPR Smarthub helps enterprises:

- Conduct a jump-start assessment with industry-specific toolkits, which can scan text-based source code for PII, and depict variance on specific compliance parameters
- Establish a Privacy Assurance Office with best practices, policies and data stewardship; create a technology architecture to manage data subject consent, privacy by design and default, masking, subject access and rights, audit trails of personal data usage, and personal data maps for data accuracy and lineage identification
- Ensure smooth operations even after the May 25, 2018 deadline by testing for data pseudonymization and anonymization; generate constant insights to measure and monitor the health of compliance; manage identity, access and threats to future-proof systems; integrate the ticketing systems that capture subject rights and consent with solutions to enforce the rights

Our GDPR offerings include automation-assisted DPIA, rapid implementation techniques, intelligent reporting and partnerships with leading consulting and legal firms, and technology companies.

Case Study

On the GDPR compliance front, companies find it challenging to identify where the private information resides in the large landscape of applications, databases, files, folders, logs, etc. Once the requisite steps for keeping them safe are identified, organizations need to manage subject rights requests, and respond quickly if and when a breach occurs.

Our GDPR team created iDiscover, an automated tool for scanning large volumes of structured and unstructured data, to identify potential vulnerabilities in a large application landscape within weeks, instead of the several months it took earlier. The automated tool also enables LTI's clients to ensure 100% coverage of systems and subsystems that rely on customer and employee data.

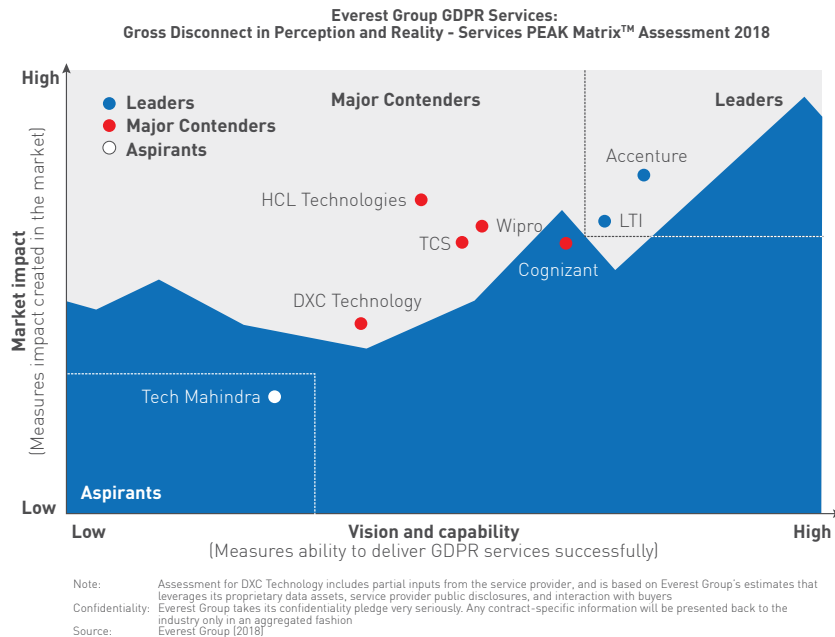
GDPR compliance is a continuous process and not an activity with a singular deadline.

“Corporate sustainability is about playing a positive role in the communities that organizations such as LTI operate in. Privacy is increasingly becoming a part of societal expectations. Our approach will most definitely be beneficial not just to our customers but also to LTI's employees and partners in the long run.”

Brijesh Prabhakar, AVP & Head of Assurance Services, LTI



In a recent survey carried out by the Everest Group, LTI emerged as major market leader in delivering GDPR services.



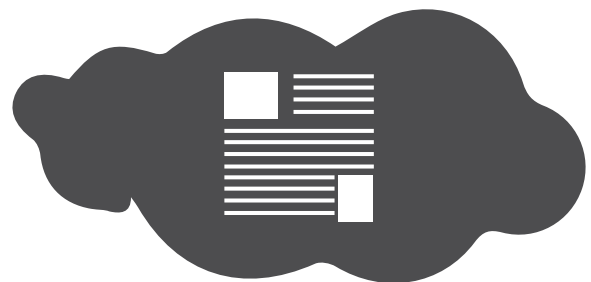
This assessment has been licensed for exclusive use and distribution by LTI

The Transformation Journey

While driving the digital transformation of leading businesses, LTI continued with the journey of its own transformation, 'Change from Within'. LTI 2.0, our deep-rooted transformation program that covers every part of the organization, has enabled us to be more agile, responsive and transparent. To reinvigorate this focus, a comprehensive brand launch and global rollout was executed during the reporting year. Our modern corporate identity reflects our aspiration to be the next-generation IT services company with a deep understanding of the convergence of the physical and digital worlds.

On the operations front, we made major changes in the organizational structure to align ourselves better with the overall strategy. Special task forces were appointed to drive key focus areas, changing the way the company works, interacts and collaborates within and outside.

With regard to IT, a massive revamp was undertaken to move away from all standalone, legacy systems, and replace them with a state-of-the-art, bespoke and tightly-coupled unified system for streamlining processes and activities. This exercise has benefited the organization immensely, by reducing the turnaround times and enabling faster retrieval of information. The 'Workplace' tool has now become the platform of choice for all collaboration within LTI, creating a unified front for information sharing and discussions, as well as becoming the hot bed for genesis of novel ideas.



Our modern marketing ecosystem is well positioned to understand and facilitate buyer journeys, and enrich their experience. Mature, integrated marketing campaigns support lead generation, while impactful account-based marketing programs foster effective cross-selling to existing customers. This has increased our presence in the industry with 96% placements in Top 2 tiers in industry ratings. With this in-house transformation, we are geared up to grow our engagements in both size and number.





Data

mining

“As a global IT company accelerating client growth through digital transformation, we focused on intuitive thinking to drive change and amplify business outcomes within the company.

Understanding how employees collaborate and communicate was important to enable innovation and improve agility at LTI.”

Kamal Shah, Chief Information Officer, LTI

70%
improvement
in app
performance

20%
rise in
employee
productivity

Reduced
cost and time

Analysis

Algorithms

Statistics

Global businesses are discovering the advantages of adopting cloud-based solutions instead of traditional, on-premise ones. Accelerated deployments, optimized costs, enhanced business agility and on-demand scalability associated with cloud and Software-as-a-Service (SaaS) models have made them popular with companies.

During the reporting period, we launched a company-wide transformation program-LTI 2.0. The goal was for us to become an agile, responsive and transparent company. Our IT infrastructure also underwent a major revamp. Streamlining all processes and activities through a bespoke and tightly-coupled unified system was another aspect of the program.

Human resource transformation was implemented in the core HR, recruiting and onboarding departments. Applications modernization underwent migration to a cloud server with enhanced Mobility, UX,

Conversational UI, Embedded Analytics, Cloud hosted XaaS and BOTS, making our systems simplified, personalized and integrated. Self-Service and Cognitive Analytics, Delivery Transformation - Order to Cash on S/4 HANA, Improved engagement for Presales and ODC setups, Improved Compliance, Cloud Pass and license, and Cost Management were facilitated. Mailbox Server transfer to MS Azure Service was completed for all employee systems.

A complete migration to Office 365 on cloud was completed for all employee systems. Legacy systems such as Empower, PSFT ESA, SAP FICO, Smiles, Aspire, Hirecraft and Taleo were replaced by simplified and digitized ones. All employees benefitted from this migration to the more productive and faster systems. Other systems specific to departments were updated to cloud server systems for process simplification. A total of 27 applications were moved to PaaS.

Making Business Efficient

- 70% improvement in performance of apps
- Cost savings due to enablement of self-service analytical tool
- MS teams helped improve employee productivity by 20%
- Reduced transport and travelling requirements, facilitating reduced costs and turnaround time
- LTI is the 1st organization to host SAP S4/HANA on Public Secure Cloud

Other Benefits:

1. Faster Collaboration
2. Enterprise Wide
3. Cost Effective
4. Scalable

Outcome: Increased elasticity in the performance of systems to efficiently handle 24,000 concurrent users

Benefits of implementing the Collaboration Tool for Webex:

Cost of Collaboration per employee dropped by

68%

4.7 million

calls on Webex with 43% on VoIP

Audio Ports increased by

20%

Loss of Productivity down to

0%

for tool access



Case Study

'Workplace' – A Collaborative and Transformation Tool

'Workplace' is a platform implemented by LTI in collaboration with Facebook. It serves as a platform to connect with customers, prospects and service vendors. It has connected all our employees globally, resulting in crowdsourcing of ideas and collaboration on various processes and functions including Human Resources, Internal Information Technology and Marketing. Employees can make informed decisions with respect to integration of third-party portals, innovative learning methods and dynamic training.

Our Artificial Intelligence business line, in collaboration with Internal IT, have built an entire suite of chatbot solutions, using technologies like Data Analytics, Natural Language Processing, Machine Learning, .Net programming, and Nodejs to execute this project.

Impact of 'Workplace'

Employee Experience:

Pairwise voting and selection of best answers

Insight from the community:

Helping business leaders make more informed decisions

Increased innovation and engagement of coworkers and customers

Employee Experience:

- Live video presentation
- Automated Helpdesk to help raise tickets during conversation
- Dynamic and effective training methodology

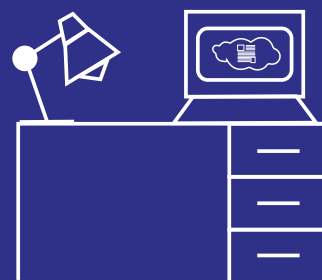
Benefits:

- 30% of IT Ticket volume automated; 35% reduction in TAT post workflow redesign
- One of our banking customers has adopted Workplace to provide employees with an entire ecosystem to augment their lifestyle and make work fun

Technology innovation has transformed the Way of Working (WoW).

Key derivatives of IT innovation:

- Agile LTI
- Reduction in turnaround times
- Faster retrieval of information
- A unified front for all information and discussions
- Generating unique ideas driving innovation



OUR GOALS FOR COMPLETE DIGITAL TRANSFORMATION OF LTI IN 2018-19 INCLUDE:



Protection of information

As a global technology company focused on fostering business innovation through digital and technological transformation of our clients' business, we recognize the importance of protecting the crucial data and information invariably entrusted on us by our clients. The rapid convergence of the 'digital world' and information highway has made organizations vulnerable to cyber crimes.

Our privacy and security policy on cyber crimes is implemented across the company. It is documented in the 'Corporate Information on Security' manual. The migration of our processes to secure cloud servers has added a robust platform to existing security checks and controls. Regular assessments and monitoring of our data security mechanisms are undertaken, with monthly risk assessments and biannual penetration testing by external vendors conducted. Vulnerability scanning for security risks is done on a bimonthly basis.

We are compliant with the HIPAA data privacy regulation for our United States-based clients, and GDPR data privacy norms for European and Nordic clients. We are registered for European Union data protection with the (ICO) Information Commissioner's Office of the United Kingdom.

We have constituted a GDPR compliance team who have analyzed the relevant conformance requirements for the company and created an organization-wide GDPR implementation plan. The team is responsible for monitoring and reporting to the leadership on compliance with GDPR. About 500 of our employees in the European Union and EEA participated in awareness sessions regarding GDPR compliance during the reporting period. There has been no breach of customer privacy or data for the reporting period 2017-18.







"Our client-centric approach and focus on building partnerships, undertaking strategic acquisitions and engaging with the startup ecosystem has enabled LTI to drive amplified outcomes for its clients. We ended the year with the largest deal in our company's history and clocked over 1 Billion USD in revenues."

Ashok Kumar Sonthalia, Chief Financial Officer, LTI

59

Fortune 500 Companies served as clients

97.9%

of revenues generated from existing clients

15.63%

growth in total income (including other income)

Industry Overview

The global IT-BPM industry grew by 4.3% in CY17, and the IT-BPM market excluding hardware stood at USD 1.3 trillion. The Indian IT-BPM industry's revenues, including hardware, stood at USD 167 billion in FY18. The industry added over USD 12 billion in incremental revenues last year. This represents a year-on-year growth of over 8% in USD terms. IT-BPM export revenues for FY18 are expected to reach USD 126 billion, implying a growth of 7.7% over the past year. Domestic IT-BPM revenues are estimated at USD 26 billion, a growth of 8% from USD 24 billion in FY17. IT-BPM export revenues are expected to grow by 7-9% in FY19, and the domestic market is likely to grow by 10-12% next year.

The convergence of the physical and digital worlds is blurring boundaries in conventional business processes such as finance and marketing. Even business models are undergoing a change, with the distinct lines between technology and non-tech companies getting blurred. Many companies, especially in the banking, automotive and manufacturing verticals, are rebranding themselves as technology companies.

Over the past few years, firms have made substantial investments in building their portfolio of capabilities around these technologies, and set up several labs and centers of excellence (CoEs) to deliver digital services to customers. The share of digital revenue is increasing rapidly, from about 14% in FY 2016 to 18+% currently, and is expected to reach 38% by 2025.

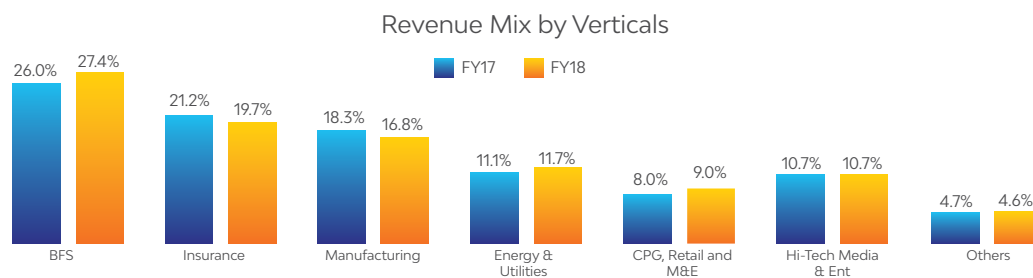
At LTI, we aim to be the digital transformation partner for clients to build their digital business and thrive in the digital era. Our use of new methodologies like Design Driven Delivery help collapse layers, and be more agile for clients. Our cutting-edge capabilities are creating new businesses and paradigms for clients. LTI exited the Financial Year 2017-18, with our digital business alone contributing to 33% of the revenues.

Our Economic Performance

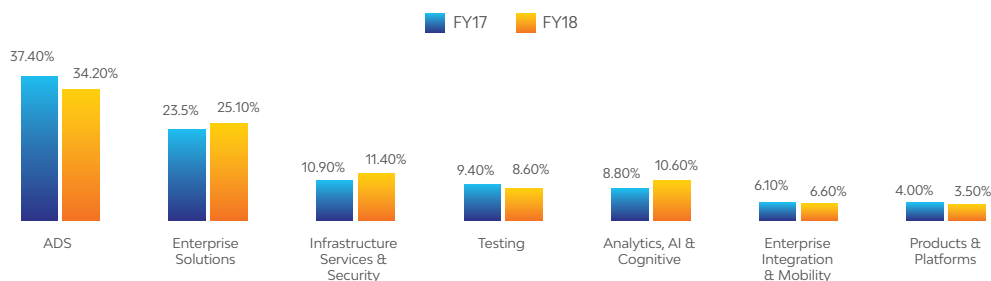
As an Indian IT major, LTI performed well with financial revenue from operations (excluding other income) increasing by 12.4% to INR 73,065 million for the year ended March 31, 2018; up from INR 65,009 million for the year ended March 31, 2017. The increase was primarily due to growth in the banking and financial services, energy and utilities and CPG, retail and pharma verticals. This was partially offset by lower revenue growth in our insurance and manufacturing verticals.

Our service growth was higher mainly in Enterprise Solutions, Infrastructure Services and Security, Analytics, AI and Cognitive, and Enterprise Integration & Mobility.

For any financial performance-related information, kindly refer to the LTI Annual Report FY 2017-18 available on LTI website, <https://www.intinfotech.com/investors/>



Revenue Mix By Services



On a consolidated basis, revenue from operations and other income for the financial year 2017-18 increased by 15.63% to INR 77,326 million, as against INR 66,876 million for the previous financial year.

On a standalone basis, revenue from operations and other income for the financial year 2017-18 rose by 16.46% to INR 74,318 million, as against INR 63,812 million for the previous financial year.

Economic Value		
Statement in INR million	FY 2017-18	FY 2016-17
(A) Economic Value Generated	77,326	66,876
Operating cost (less employee wages) (excluding community investment)	16,845	14,764*
Employee wages and benefits	43,289	37,153*
Dividend paid	3,034	1,610
Finance Cost	157	32
Corporate income tax	3,291	2,649
Community investment (rounded amount)	117	65
(B) Economic value distributed (sum of above expenses)	66,733	56,273
Economic value retained - Difference of (A) and (B)	10,593	10,603

*Note:- Reclassification of the values for the year 2016-17 has been carried out as per Annual Report for current year 2017-18.



Ethics and Governance

In line with the L&T Group's philosophy, we constantly endeavor to benchmark ourselves with the best practices in the IT industry. Our five beliefs - Go the Extra Mile, Be Agile, Push Frontiers of Innovation, Keep Learning and Solve for Society - articulate our business philosophy. As a company, we are committed to maximizing shareholder value, ensuring fairness, and building trust with shareholders, employees, customers, service providers and other stakeholders.

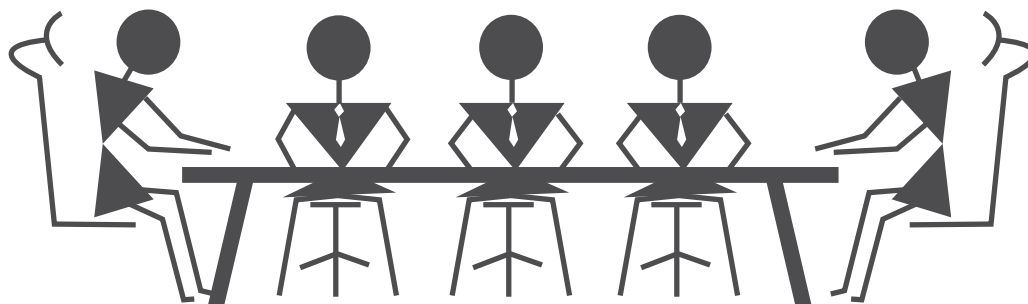
The values of the L&T Group remain our guiding principles in conducting business. We strive to comply with the best governance practices by adopting transparent disclosure standards to meet stakeholder aspirations and societal expectations.

Adherence to various Corporate Governance Codes ensures continuous enhancement and strengthening of the board's composition and its functioning, transparency, remuneration structures, and compliance levels.

THE BOARD OF DIRECTORS

Our Board of Directors lays down procedures to steer the company toward responsible growth. We have established systems and processes to ensure that the Board is well-informed and well-equipped to fulfill their responsibilities, and provide the requisite strategic direction for the company to create long-term shareholder value. The vision set out by the Board trickles down in the organization to individual managers in the form of strategic goals and targets, creating a shared value for all.

The Board comprises 12 directors, including three executive and non-executive members each, and six independent directors. The Board, which has one-woman director, meets at least four times during the financial year. Additional meetings are held, if deemed necessary, to conduct business.



The composition of the Board is as follows:

1. AM Naik: Founder Chairman
2. SN Subrahmanyam: Non-Executive Vice Chairman
3. Sanjay Jalona: Chief Executive Officer & Managing Director
4. R Shankar Raman: Non-Executive Director
5. Aftab Zaid Ullah: Chief Operating Officer & Whole-time Director
6. Sudhir Chaturvedi: President-Sales & Whole-time Director
7. Samir Desai: Independent Director
8. MM Chitale: Independent Director
9. Vedika Bhandarkar: Independent Director
10. Arjun Gupta: Independent Director
11. Sudip Banerjee: Independent Director
12. Sanjeev Aga: Independent Director

The Board has established six committees that collaborate in the decision-making process and deliberate upon issues for systematic functioning of the company:

1. Audit Committee
2. Stakeholder's Relationship Committee
3. Nomination & Remuneration Committee
4. Corporate Social Responsibility Committee
5. Strategic Investment Committee
6. Risk Management Committee

PERFORMANCE EVALUATION OF BOARD

The Nomination and Remuneration Committee and the Board have laid down the manner in which formal annual evaluation of the performance of the Board, its Committees, Chairman and individual Directors has to be made. The evaluation criteria includes evaluation of the performance of the Board and its Committees, Board composition and its structure, its culture, Board effectiveness, Board functioning, information availability, etc.

FAMILIARISATION PROGRAMME FOR INDEPENDENT DIRECTORS

At the time of induction of Independent Directors, we provide an induction program to enable them to understand the operation of the company and its subsidiaries, business, industry and the environment in which the company functions. We also update the Directors on continuing basis on any significant changes/developments in the company. During the reporting period, a visit to our Mosaic Experience Centre in Powai was conducted for the Directors, where they were familiarized with the latest technologies in the areas of Customer Experience, Advance Analytics,

Artificial Intelligence, Cognitive Automation. During the visit, multiple use cases like Customer Insight 360 on MOSAIC platform, AI-based entity extraction in Trade Finance, DICE and IoT Analytics for elevator were demonstrated.

The information is also available on the website of the Company: www.lintinfotech.com/Investors

CSR GOVERNANCE

CSR governance at LTI is steered at the Board level through the CSR Committee, which formulates the relevant policy and monitors it from time to time. There is a robust CSR policy framework in place, involving an identified theme, strategy and approach. There is also an internal CSR Executive team consisting of the leaders of different business units, which periodically evaluates the effective implementation of all the projects as approved by the CSR Committee.

In addition to the Sustainability report prepared as per GRI Standards, we have published our Business Responsibility Report (BRR) along with the Annual Report for the financial year 2017-18. The BRR is available on the company website: www.lintinfotech.com/investors

GOVERNANCE WITH ETHICS, TRANSPARENCY AND ACCOUNTABILITY

We are compliant with all regulations across all geographies we operate in. Our law-abiding culture originates from the L&T Group's unique heritage, which recognizes and adopts intellectual integrity and trustworthiness in all dealings as a core business value.

Our various policies and codes like Code of Conduct, Whistleblower Code and Code of Fair Practices highlight our strong commitment toward practicing ethics, and providing a suitable mechanism to address issues pertaining to ethics and integrity. The policies relating to ethics, bribery and corruption extend not only to the Board and our employees, but also our partners like suppliers, vendors, contractors and NGOs.

Additionally, Environment Health and Safety and Corporate Social Responsibility policies form a part of the governance framework and help us perform our business efficiently and effectively.

We introduced Workplace@LTI ('Workplace') with an aim of harnessing the power of the digital world and making collaboration smarter. Since its launch, the platform has enabled better resolution of employee issues and faster communication. Its bigger reach has

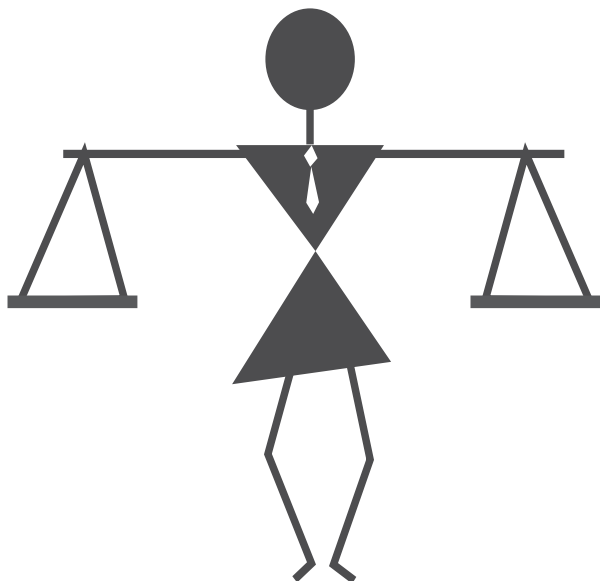


led to the instant resolution of issues across departments. Employees have a stronger say and can express their opinion anytime to everyone in the organization, including the senior management, thus breaking all hierarchies. Workplace has boosted transparency across the organization by empowering employees to post their thoughts on anything – be it on issues regarding with the food in the cafeteria or organization-level policy changes. Live feeds over Workplace have improved the communication channel between the employees and leadership. The platform played a significant role in keeping the organization connected to employees during the August 2017 flood in Mumbai. A number of programs and campaign launches, including All Hands Meet and Ask Me Anything (AMA), as well as the announcement of quarterly results, are being conducted over Workplace.

CODE OF CONDUCT

The Code of Conduct, framed for and adopted by the Board, applies to all the Directors and Senior Management of the Company. The Code is available on the Company's Website: www.Intinfotech.com/investors.

For the reporting period, all Directors and Senior Management personnel of the company have confirmed their compliance with the Code of Conduct. Principles and morals are essential ingredients of our sustainability, which are embedded in LTI's 'Employees Code of Conduct' and are adopted, adhered to and embraced by each employee in every decision making and business dealing of the company.



STAKEHOLDERS' GRIEVANCES

We have established various forums for redressing the grievances of our stakeholders. Employees' concerns are addressed through various policies and codes relating to whistleblowers, discriminatory employment, sexual harassment and so on.

WHISTLEBLOWER POLICY

Our whistleblower policy encourages and helps employees report concerns about unethical behavior, actual/ suspected frauds, and violation of the company's Code of Conduct. The policy provides adequate safeguards against victimization of persons availing the same, and offers direct access to the Chairperson of the Audit Committee. The Audit Committee oversees the implementation of the policy.

During the reporting period, four cases of grievances emerged under the whistleblower policy and were resolved.

Information about the Whistleblower Policy is available on the company's website www.Intinfotech.com/investors.

GOVERNANCE OF SUPPLY CHAIN

Today, sustainable supply chain management (SCM) is a business imperative as it influences the externalities of enterprises, and thereby their performance. An inherent risk in the supply chain processes translates into a risk to the economic output, reputation and brand value of the company.

Our suppliers play a key role in enabling us to optimize our clients' businesses. They help in mitigating both the environmental and social impacts on the business, while enhancing the business performance and meeting all client requirements.

Our supply chain management program recognizes the scale and complexity of a global supply chain and is attuned to protect the reputation and brand value of the company. We work closely with our suppliers to tackle challenges through strategies and initiatives that drive efficiency and cost optimization in supply chain processes.



Our value chain

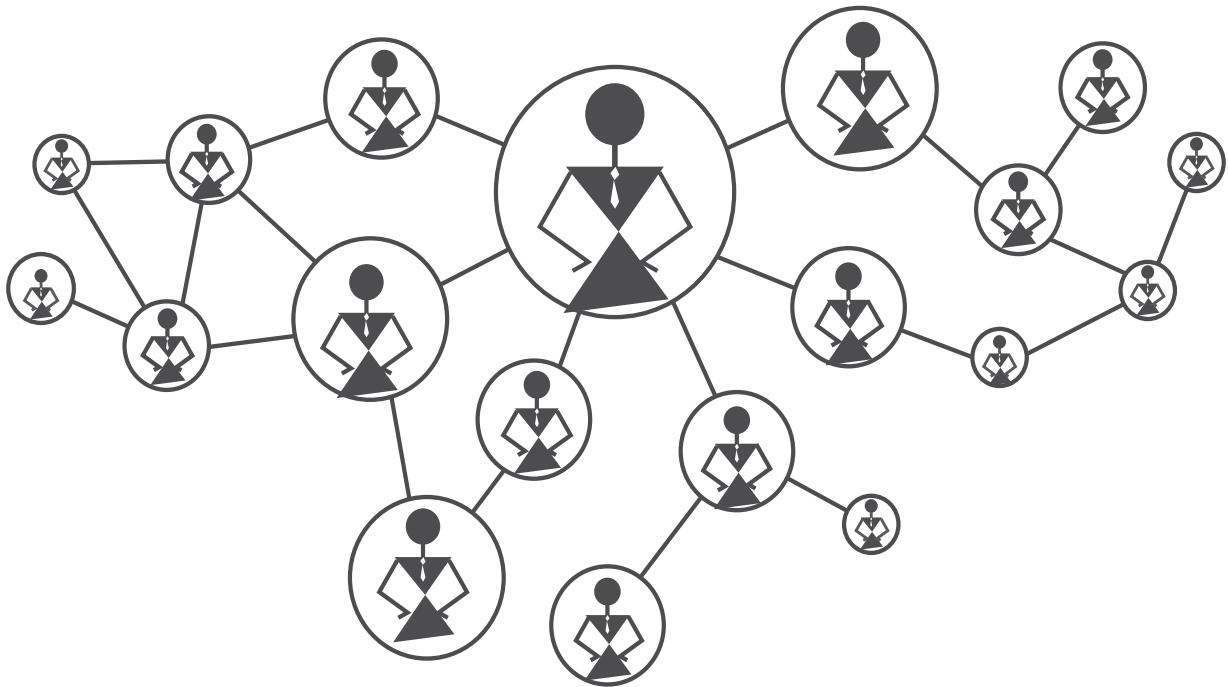


At regular intervals, we conduct meetings with our contractors and suppliers to understand and incorporate the learnings into our business practices

Most of our non-IT products are sourced locally, we ensure the procurement of high quality and energy efficient IT products from reputed suppliers.

We identify MSME suppliers and define them in the system during the supplier registration stage itself. Our interventions are designed to promote inclusivity, and we reach out to the marginalized communities as well as the specially-abled.

We are strictly against any form of child or forced labor. During the reporting period, no evidence of any form of child or forced labor being practiced in LTI was found.







“Our core LTI beliefs and the values of our parent, L&T, drive our sustainability initiatives, with a focus on adopting sustainable value aligned to our business as an Information Technology company. Our sustainability framework maps our key performance indicators to three aspects of sustainability – environment, social and governance – enabling us to make the business more responsive and transparent.”

Manjit Singh Bali, Head Global Corporate Services, LTI

The 5 LTI beliefs; cornerstone of our sustainability journey

3 aspects of Environment, Social and Governance to which our performance indicators are aligned

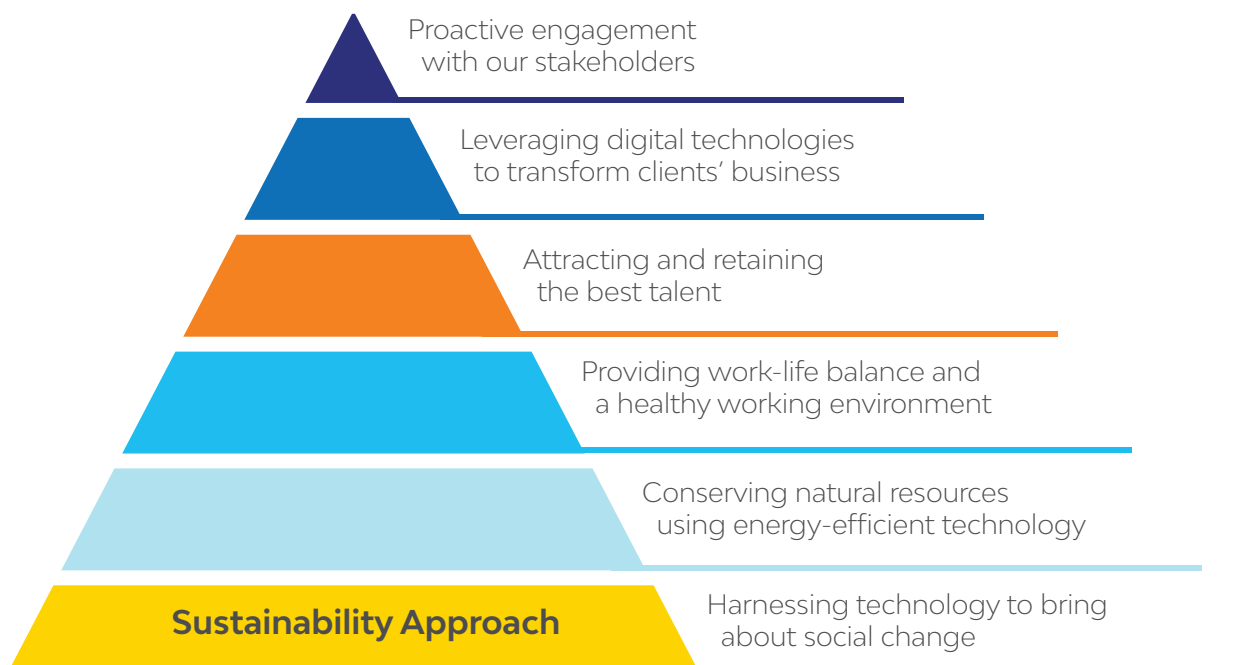
Goals aligned to UN SDGs

Sustainability is at the core of our business philosophy and environmental and social considerations aren't a byproduct of our business operations but a key concern. We believe 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. The five LTI beliefs – 'Go the Extra Mile, Be Agile, Push frontiers of Innovation, Keep Learning and Solve for Society' – articulate the right way of doing business.

The beliefs also form the cornerstone of our sustainability journey. Our sustainability goals are aligned with the UN SDGs, and included in the Corporate Social Responsibility section of the report.

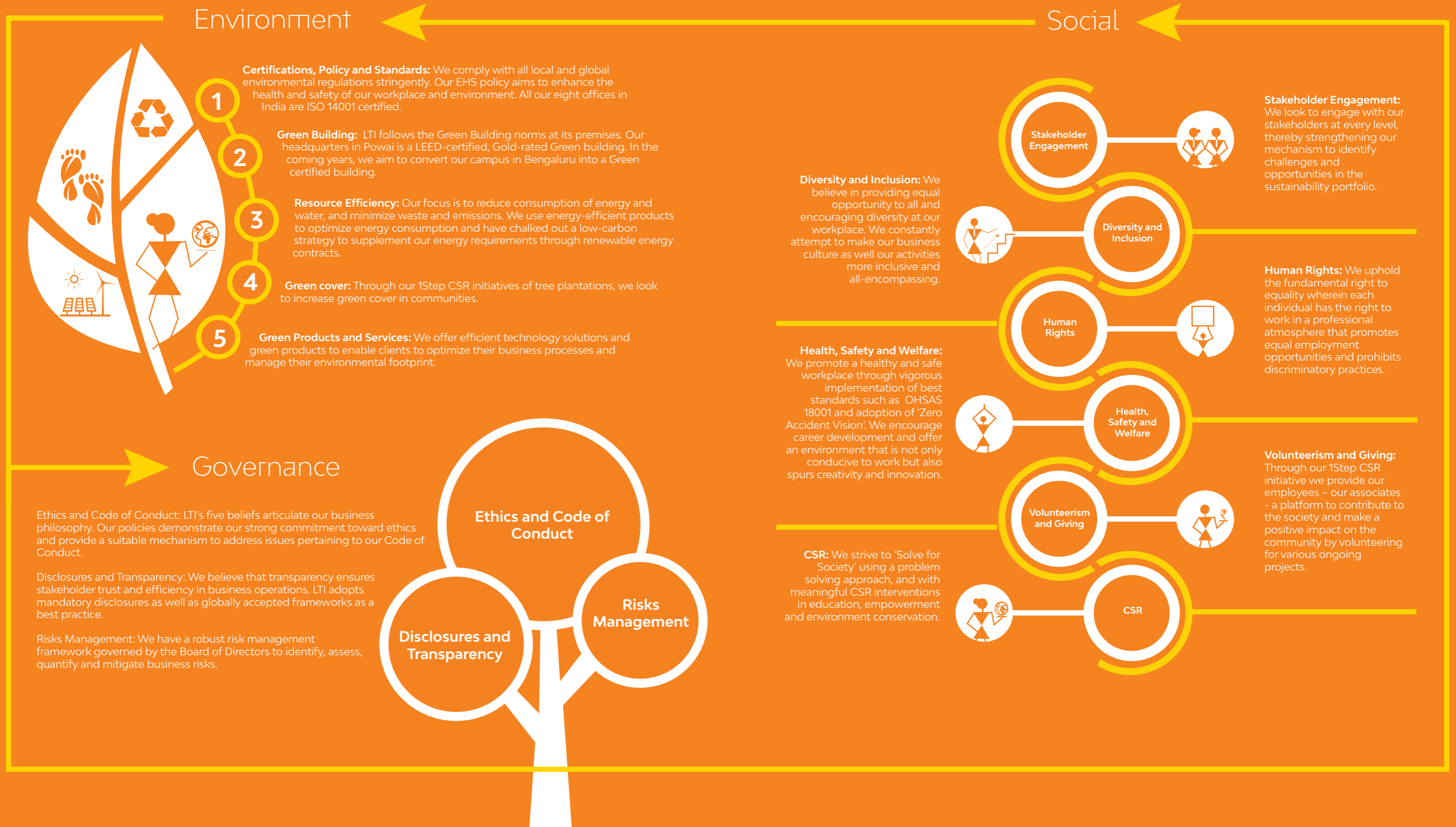


WE SEE THE KEY DRIVERS OF OUR SUSTAINABILITY APPROACH AS BEING:



The Sustainability Framework

Our sustainability framework reinforces our commitment to business sustainability, with our performance indicators aligned to three aspects – environment, social and governance



With the publication of our first sustainability report in the year 2016-17, we took conscious steps to improve our sustainability agenda and develop a meticulous process to identify and prioritize key relevant issues. This has enabled us to eventually devise a structured framework in our journey toward sustainable business.

Pool of Sustainability Issues

- A pool of sustainability issues relevant to the information technology industry were identified.
- Key concerns were shortlisted from the above issues.

Applying the Internal and External Drivers

- The issues were further filtered using: Media research, peer group research, industry associations, analysis of different guidelines (GRI, ISO standards, SDGs) and key LTI business objectives

Applying the Test of Materiality

- Key stakeholders such as employees, customers, suppliers, contractors, investors and NGOs were invited for one-on-one meetings or telephonic discussions to brief them on the sustainability agenda and explain about materiality
- Feedback was collected from the stakeholders in terms of ranking material issues

Leadership Feedback

- The top issues ranked by internal and external stakeholders are further shared with the leadership for their feedback and finalization.

Define Top Issues

- The final list of all material issues is ready to be reported post internal approvals.

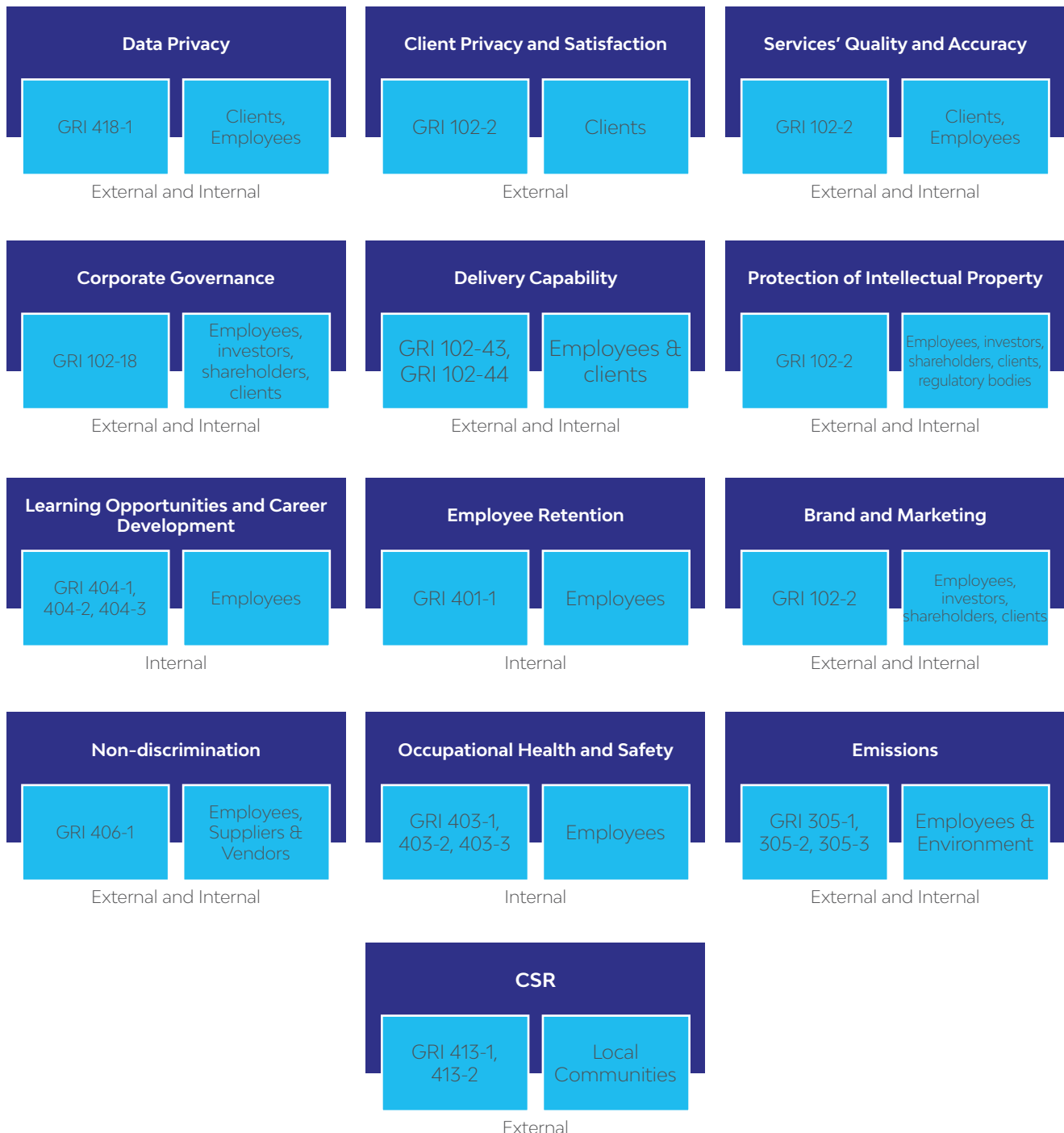
Setting KPIs

- Goals and targets would be set against each material issue and monitored.
-



For the sustainability reporting process relating to the 2017-18 financial year, we validated the material issues identified during the previous year with the internal leadership and operational management at LTI. No significant changes were found in the material issues, and hence, we have reported on the same topics deemed material as in the previous year.

Outcome of the Materiality Assessment and Focus Areas



*Note: External and Internal refer to the extent of impact



Stakeholder Engagement

We engage with our stakeholders through both formal and day- to-day interactions to take cognizance of their concerns. Open and transparent dialogues with our stakeholders have been the greatest source of learning. Going forward, we plan to delve deeper by integrating sustainability with our regular communication with stakeholders at every level, and strengthening our mechanism to identify challenges and opportunities in the sustainability portfolio. As we launched our first sustainability report in the previous reporting period, we prioritized and ranked our identified stakeholders into different groups, based on:

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

We rely on different communication channels to speak to our stakeholders and understand their key concerns. During the publication of our first sustainability report last year, we created a dedicated email address (sustainability@Intinfotech.com) for receiving queries from various stakeholders on sustainability issues.

We have multiple channels through which we maintain, connect and engage with our stakeholders. As part of our regular business, we proactively engage with key stakeholder groups including civil society organizations and media and industry associations to increase awareness about our business, explain our viewpoint and answer queries.

During the 2017-18 reporting period, we undertook periodic engagements with all stakeholders. Here are the various ways we engage with key stakeholder groups, the nature of engagement and their significance to our business:

Sr. No.	Stakeholders	Communication Channel	Priority Areas
1	Employees	<ul style="list-style-type: none"> • Employee forums • Leadership forums • Employee surveys • 'Workplace' platform • Unified helpdesk 	<ul style="list-style-type: none"> • Employees well-being • Learning and development • Talent management and career opportunities
2	Investors	<ul style="list-style-type: none"> • Annual investors meet 	<ul style="list-style-type: none"> • Business continuity • Business risk mitigation plans • Fair and transparent business practice • Compliance
3	Clients	<ul style="list-style-type: none"> • Client satisfaction survey 	<ul style="list-style-type: none"> • Client privacy • Client satisfaction • Corporate governance • Product quality
4	Contractors and suppliers	<ul style="list-style-type: none"> • Regular vendor meetings 	<ul style="list-style-type: none"> • Transparency • Ethical behaviour and business practices • Capacity building
5	NGOs	<ul style="list-style-type: none"> • Need basis 	<ul style="list-style-type: none"> • Business impact on community • Community investment • Community development
6	Local communities	<ul style="list-style-type: none"> • Ongoing 	<ul style="list-style-type: none"> • Tending to educational needs • Developing digital infrastructure and promoting digital literacy
7	Regulators	<ul style="list-style-type: none"> • Need basis 	<ul style="list-style-type: none"> • Legal compliance • Policy advocacy
8	Academic institutions	<ul style="list-style-type: none"> • Periodic 	<ul style="list-style-type: none"> • Talent attraction and recruitment



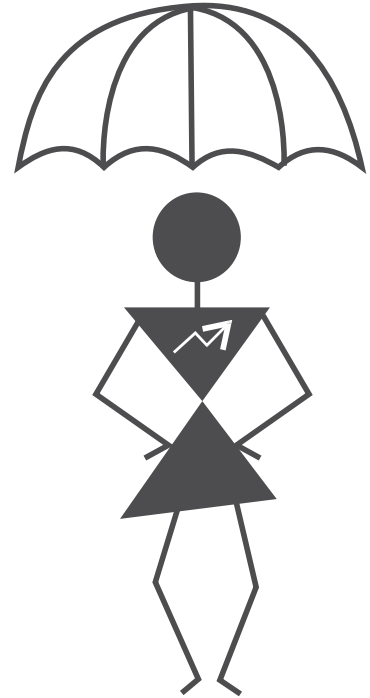
Managing Risks

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 and climate risks.

We have a robust risk management framework in place to identify, assess, quantify and mitigate these risks. The Board of Directors governs the framework at the corporate level, monitoring the implementation of the risk management plan, and ensuring that the systems are working efficiently. The risk management committee works closely with every business unit, assessing challenges and risks at each level for timely mitigation.

Risk management activities carried out during 2017-18:

- Strong governance to drive risk management across the organization:
 - Conducted six meetings of the Risk Operating Committee (ROC) with a focus on governance and implementation of the risk management framework
 - Conducted one Risk Management Committee (RMC) meeting to have an oversight by the Board and leadership ensuring effective implementation of the risk management framework
 - Appraised the Audit Committee of risk management activities on a periodic basis
- ERM maturity improvement activities planned and initiated
 - Enhance risk management in the organization by strengthening the first line of defense
 - Risk management in strategic decision making
 - Periodic risk scorecard
 - Develop risk management portal to aid implementation and monitoring of the framework
- Strengthen issue management process
 - Strengthen the issue management process to track audit observation through Incident, Process and Coverage remedy



The details of the risk management process, potential internal and external risks, as well as the mitigation approaches adopted, are discussed in detail in our Annual Report.







"People are our greatest asset. Fostering a culture of transparent governance, LTI aims to catalyze innovation and productivity among its workforce. This approach enables us to differentiate ourselves among our industry peers, both on client as well as community experience front."

Ajay Tripathi, Global HR Head Services, LTI

24,139
employees

29.43%
women
employees

14.8%↓
attrition
rate

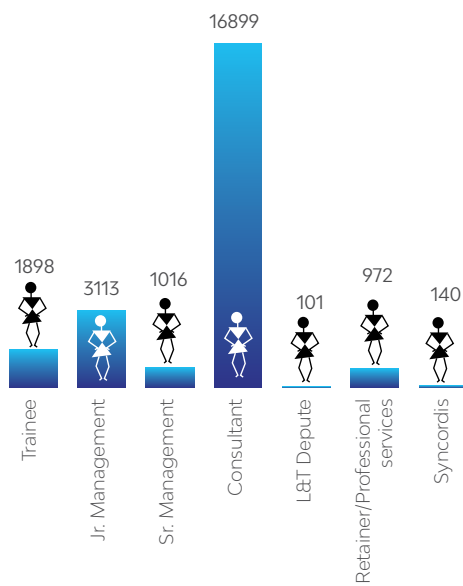
Our People

Our workforce is our most valuable asset as the growth and success of the company depends on the contribution of our people. Our goal is to create a meritocratic organization that empowers employees to take the right business decisions, by providing an open, safe and motivating work environment.

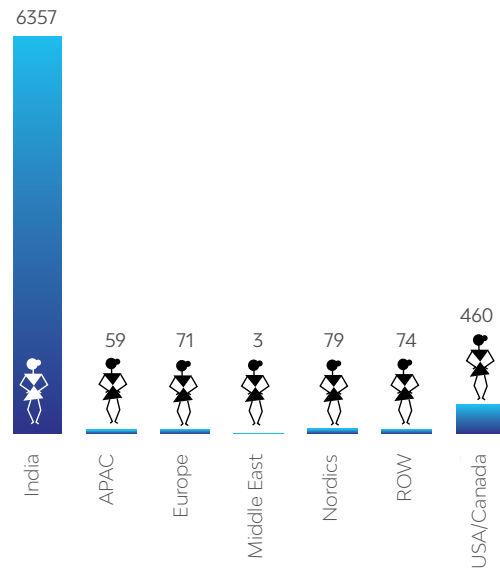
We commit to nurturing the 'happiest' people by creating an environment that promotes learning and growth, and enables us to build a next-generation organization with a focus on fostering innovation, delivering business value and driving thought leadership.

We have framed robust and progressive Human Resource policies to keep the talent force motivated through merit-based career progression, job enrichment and performance management. The performance management system provides rewards, remuneration and personal development opportunities to attract and retain key employees.

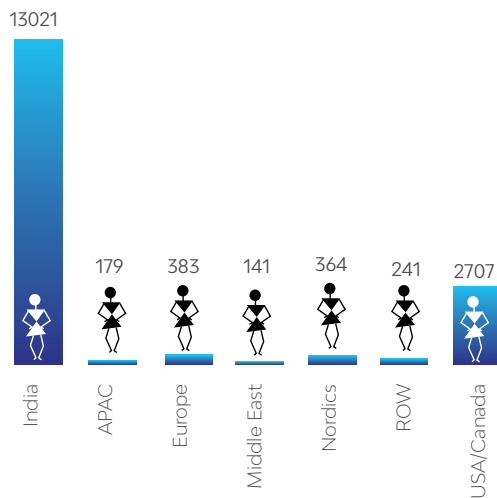
Employee Break-up by Category



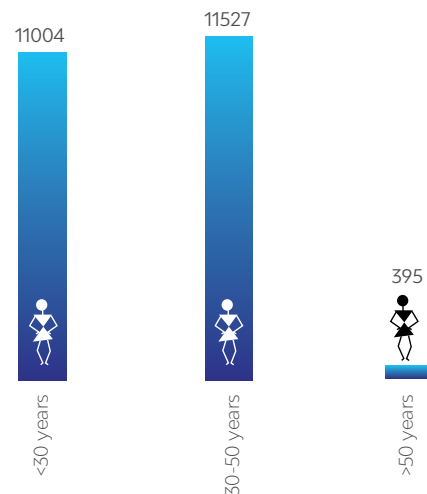
Employee Break-up by Region (Female)



Employee Break-up by Region (Male)



Employee Strength by Age

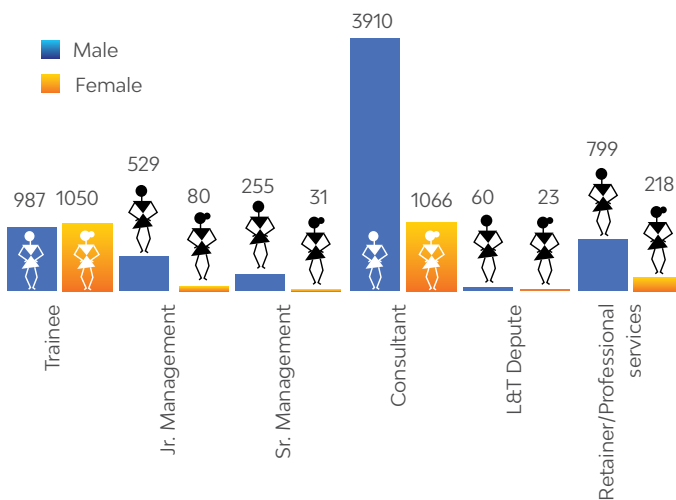


* Note: Employee Strength by age - Only on the rolls of LTI

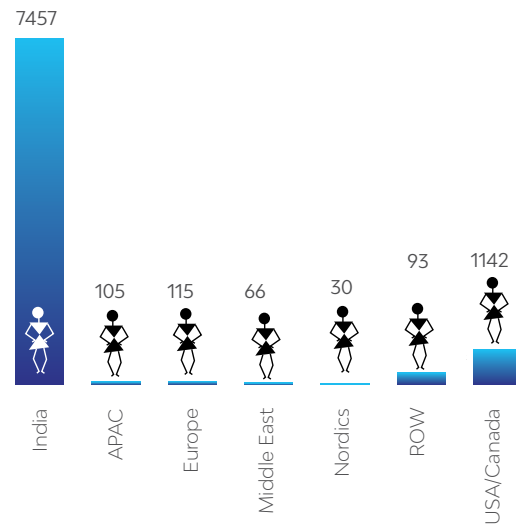
For the 2017-18 reporting period, the number of LTI employees stood at 24,139, including the workforce of Syncordis that was acquired by LTI. Women employees constitute 29.43% of our workforce, along with 14 specially-abled employees.

We are an equal opportunity employer, encouraging work-life balance and hosting various engagement forums for our employees to have open dialogues with the management. Our credo is: 'Big enough to deliver, but small enough to listen'. We prohibit any employment decision being made based on religion, race, caste, descent, color, sex, sexual orientation, nationality or region, or any other characteristic as protected by law. We uphold the fundamental right to equality wherein everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices. There have been no cases of discrimination in the reporting year.

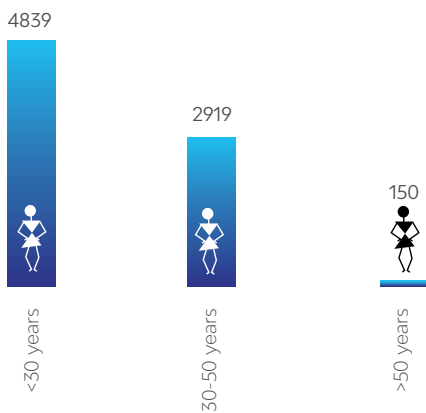
New Hires by Category



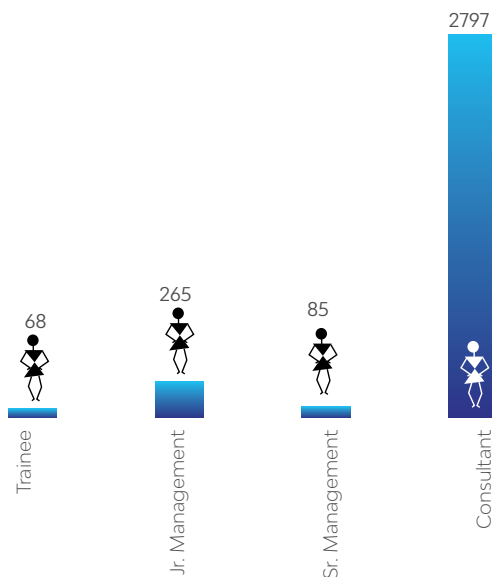
New Hires by Region



New Hires by Age



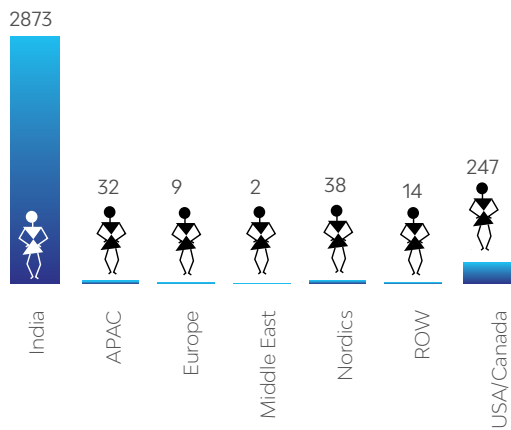
Employee Attrition by Category



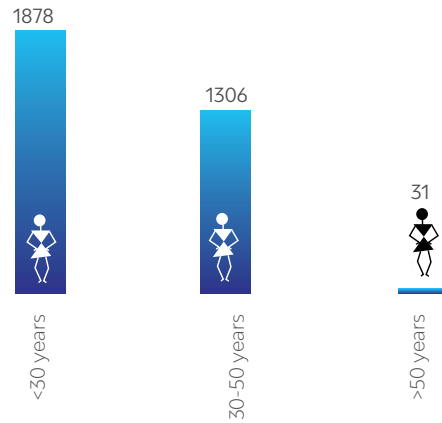
* Note: New Hires by age - Only on the rolls of LTI



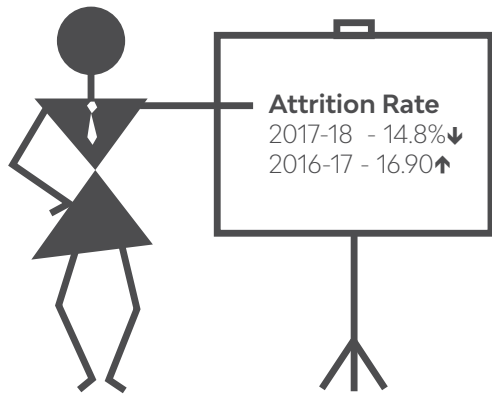
Employee Attrition by Region



Employee Attrition by Age



* Note: Employee Attrition by age - Only on the rolls of LTI



Our attrition rate for the reporting period of 2017-18 was 14.8%, lower than the attrition rate of 16.9% for the previous reporting period of 2016-2017.

* Note: Attrition rate includes only voluntary resignations.

Leadership and Talent Development

Our recruitment processes are innovative and unconventional, creating incredible candidate experiences. We look to attract the best talent from top engineering institutes, business schools and graduate colleges, with a view to building a strong talent pool for the future.

Some of our recruitment strategies include:

- Hackathons
- Digital strategies
- Leadership development

Talent management is a challenge in a competitive IT industry with a high demand for highly skilled personnel. Our strong and progressive Human Resource policies are framed to keep the talent force motivated through merit-based career progression, job enrichment and performance management. Talent Strategy focuses on every employee from a new recruit to an experienced employee.



BEHAVIORAL PROGRAMS

We encourage career development, and offer an environment that is not only conducive to work but also spurs creativity and innovation to stimulate an intellectual atmosphere for opportunities related to learning.

Our trainings cover a wide range of topics, including cross-cultural awareness, business communication, interpersonal skills, leadership development and team building.

We also conduct on-demand, instructor-led programs for different employee groups.

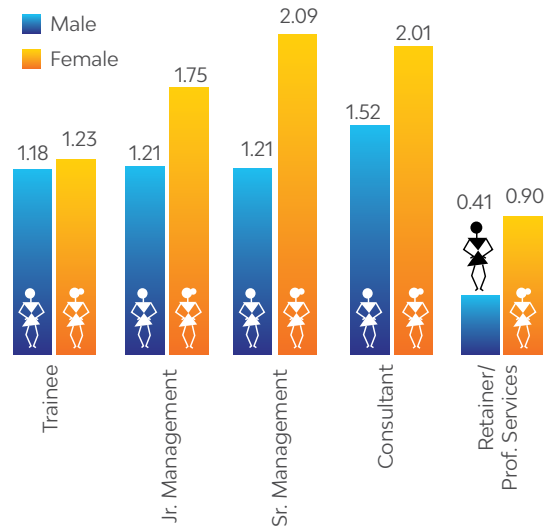
We offer varied platforms for learning and development aimed at fostering self and organizational growth.

LEADERSHIP DEVELOPMENT

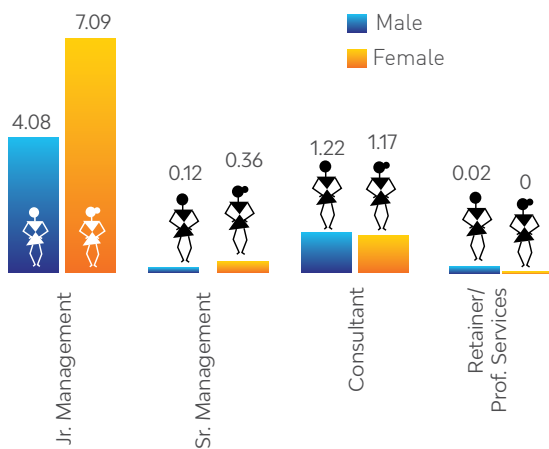
We believe in refueling the 'Leadership Growth Engine' since good leadership drives an organization's success. Our innovative training and leadership programs tap into an individual's leadership potential so they can successfully lead projects, oversee direct reports, and participate in strategic discussions to transition from being an individual contributor to a team leader.

We launched two leadership development programs - I LEAD and I LEAD PLUS - in July 2017. The digitally driven programs on Workplace were made available to our employees across 16 countries. These programs are targeted at first-time managers and senior managers, respectively.

Behavioral Training:
Avg. hours of training per year per employee category



Leadership Training:
Avg. hours of training per year per employee category



I LEAD certificate



Felicitation of I LEAD program



I Lead Leadership Program:

The 'I LEAD' leadership program focuses on helping first-time leaders excel in their roles. This intensive program is designed to boost their readiness for performing their roles effectively.

I Lead Plus Leadership Program:

The 'I Lead Plus' leadership program focuses on empowering managers to practice the leadership skills that will help them become engaging managers who build confident, inspired, empowered and enthusiastic teams. Inspired by social media, we use collaborative training methods such as peer-to-peer learning,

knowledge sharing, videos, case studies and polls to enhance learning outcomes. Both 'I Lead' and 'I Lead Plus' stress on research-oriented learning, incorporating standardized content that can be applied globally.

1,353 leaders participated in 'I Lead' and 'I Lead Plus' during the 2017-18 reporting period.

	No. of participants	Percentile Savings in Cost as Compared to 2016-17
I LEAD	804	87.99%
I LEAD Plus	549	89.64%



"I Lead is a very good program for developing the leadership skills of new leaders, as it covers a variety of important competencies. Since the program is conducted using the digital platform, participants can conveniently go through the course. The business skills module has been well appreciated by some of the members who attended this program."

Dinesh Yawale, Head, Digital Integration Practice, LTI



Beliefs Workshops: 'Beliefs' is an interactive classroom session with an end goal of inculcating our cultural values and beliefs across every business track and transaction. We present the concepts of LTI's five beliefs and communicate to each employee the importance of them aligning themselves with the same. Success stories, challenges and ways of creating a conducive environment to augment team work and foster a 'cool' culture is discussed. Between October 2017 and March 2018, we covered around 7,000 employees through face-to-face workshops held in India and overseas.

Catalyst: The 'Workplace' platform is used to transform the employee experience and contribute to a positive change through collaborative efforts of employees as change agents, or 'catalysts'. Employees post their queries and ideas on the Workplace platform. The Operations committee periodically listens to the catalyst issues flagged by each functional representative and recommends changes in the proposed solutions.

Delivery Partner Program: This program is specially designed for delivery managers, with inputs and participation from key leaders and domain experts, to help them run and manage accounts effectively.

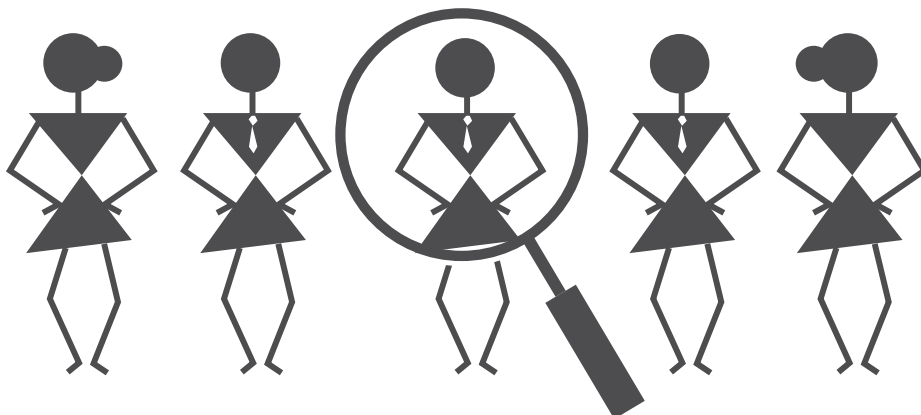
Impact Program: It is a top talent program for leaders within LTI. The program aims to engage our top talent and build the leadership pipeline across the organization.

Diginus Voyager: A series of soft skill programs were launched in July 2017, using different methodologies in a digital format. Handpicked MOOC programs from top international universities and eLearning platforms were provided to the employees.

iRise: iRise is a flagship program to build the sales leadership pipeline at LTI.

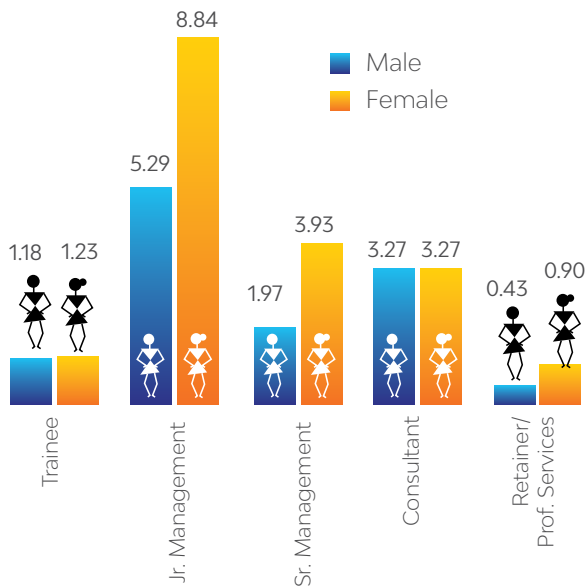


I LEAD Participant Felicitated by Senior Leadership





Global Talent Strategy Initiatives:
Avg. hours of training per year per employee category

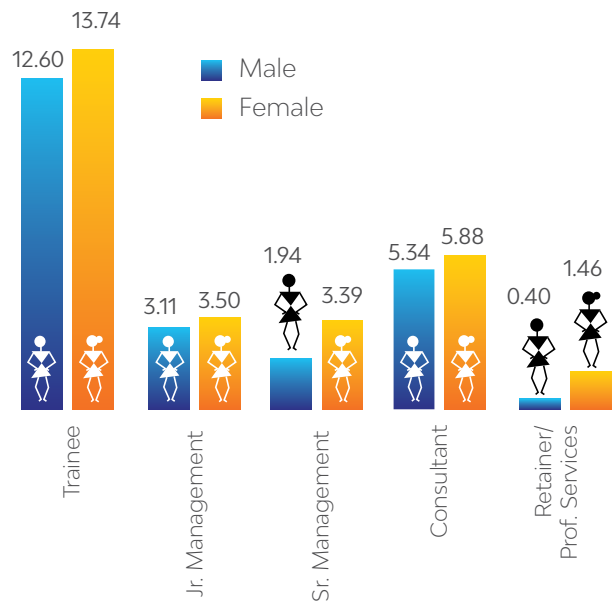


Employee from LTI Bengaluru Certified Under I LEAD program

Mosaic Academy

Learning is a continuous process and employees should get an opportunity to learn anytime, anywhere. We provide a unique platform, known as Mosaic Academy, where people can enroll themselves for any technical learning and access more than 600 courses. These courses vary in depth and complexity, covering beginners' courses, as well as intermediate, advanced, comprehensive and certification ones, which help employee reskilling and upskilling.

Technical Training
Avg. hours of training per year per employee category



PERFORMANCE MANAGEMENT AND DEVELOPMENT

Performance management and development is a key tool in optimizing the workforce, while ensuring we achieve our strategic goals. For us, performance appraisal is a standardized, integrated process focused on institutionalizing a recurring and effective feedback system. Our performance appraisal system is based on key performance areas (KPA) and competency assessment ratings, with a structured evaluation comprising goal setting and appraisal in place. New recruits, trainees and temporary employees are excluded from this exercise.

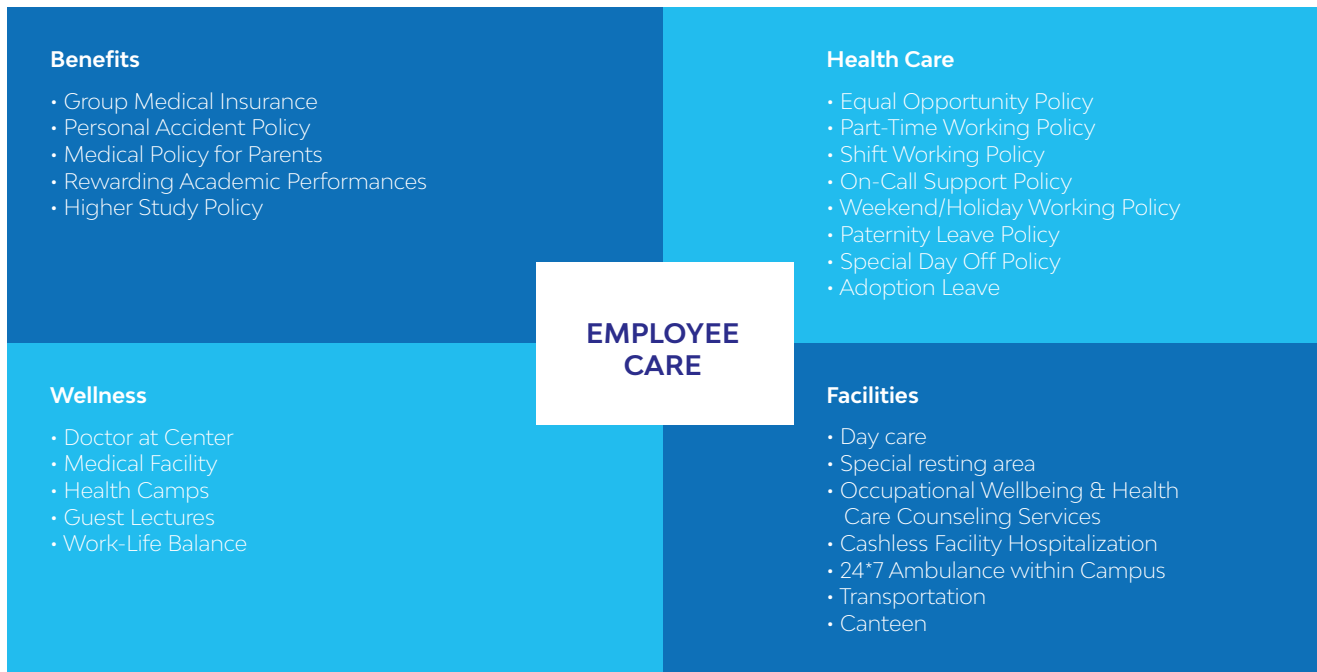
The performance management and development system provides the foundation for a culture of productivity, growth and excellence. During the reporting period of 2017-18, 18,415 employees received regular performance appraisals

Performance Appraisal*	Male	Female	Total
Total Number of Employees	16922	7077	23999
Total Number of Employees receiving regular performance appraisals	13112	5303	18415
Percentage	77.48%	74.93%	76.73%

* Note: Data excluding Syncordis

CREATING A STIMULATING WORKPLACE

Employees are our intellectual capital and we strive to provide a stimulating and motivating workplace for them. Our human resource policies build a supportive ecosystem that encourages a work-life balance. We believe in nurturing a work environment that rewards and recognizes excellence and offers benefits beyond compensation. We provide additional benefits such as scholarships, education for children of deceased or permanently incapacitated employees, annual health checkups, holiday homes and medical insurance. All employees on the payrolls of the company are eligible for parental leave, and get benefits such as provident fund, gratuity and life insurance. Employees who satisfy various criteria and have served LTI for at least 15 years, are entitled to post-retirement medical benefits.



MATERNITY LEAVE

310

Number of employees who took maternity leave in 2017-18

162

Number of employees who resumed work after maternity leave ended in 2017-18

120

Number of employees who were still employed 12 months after their return from maternity leave in 2016-17

Employee Engagement

We believe in constantly pushing our employees to go the extra mile and pursue their beliefs and interests beyond their work profile. We engage them by providing various services and platforms to pursue their individual interests. Some of the services and opportunities include:

Special Interest Group (SIG)

- Employees with similar interests can form a group and pursue their interest.
- Encourage others to participate in group activities

1 to 1 help and counseling services

Collaborating with '1 to 1' we help address the personal and psychological needs of our workforce. Our employees can avail of:

- a) Health and risk assessment
- b) Saathi: a 3-mode free counseling services

Location-based fun events, various cultural activities and competitions are organized during the festive seasons, including Family Day celebrations.

Location events cultural activities and competitions

Encouraging innovation through:

- Got an Idea: Employees can log in the 'Got an idea' platform to share their ideas
- Beyond: The Beyond initiative focuses on client centricity, encouraging employees to think out of the box and innovate

Ideation and Innovation Platforms

This platform enables employees to showcase their talents, ideas, innovation and share feedback on the company's initiatives.

Workplace and LTI apps



Family Day Celebrations

We believe in promoting a conducive workplace that makes our employees feel proud to showcase it to their families. For us, the families of our employees are equally important. The LTI Family Day celebration is a much-awaited event for our employees and their families. We encourage all our employees to bring their families to the workplace and interact with their co-workers as well as the senior management. A variety of team building activities are conducted on the Family Day, along with fun interactions for all ages to enjoy!

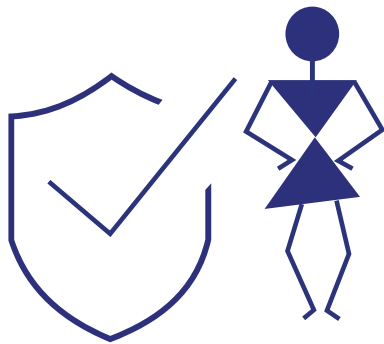


Equal Opportunity and Employee Rights

We are an equal opportunity employer and believe in creating a workplace based on mutual respect and dignity for all, irrespective of race, religion, nationality, gender, sexual orientation and caste. We have an anti-harassment policy applicable to all our employees. The policy identifies various forms of harassment, with stringent adherence to the policy being a mandatory condition of employment.

We encourage diversity and inclusion and are committed to upholding the Human Rights outlined under the UN charter. We have framed the 'Employee Workplace Behavior Guidelines', which define workplace etiquettes. Various policies ensure protection of human rights across different facets. We have zero tolerance toward discrimination or harassment of any form.

Policy for Protection of Women's Rights at the Workplace



Sexual harassment of employees is illegal, unacceptable and condemnable. We constitute a Local Complaints Committee as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Rules, 2013. All permanent, contractual and temporary employees, as well as trainees, are covered under this policy.

During the financial year 2017-18, the company received three complaints on sexual harassment, which were resolved following appropriate action taken by the Local Complaints Committee.



Women Employees Playing Throwball on Women's Day



Women Employees Participating in Self-Defense Training on Women's Day



Healthy and Safe Workplace

Health and safety are among the core focus areas of our sustainability framework, and we have adopted a 'Zero Accident Vision' as a progressive step, in line with the LTI beliefs and the legacy of L&T Group. The Zero Accident Vision aims to create a healthy and safe working environment for our employees, contractors and customers through implementation of rigorous systems and procedures. For the 2017-18 reporting period, we had no recorded incidents of fatality, injuries and accidents.

We leverage technology and follow various standards to address issues related to health and safety at the workplace. Our operations in India have been OHSAS 18001 certified since 2015, with regular surveillance audits of our health and safety systems ensuring robust compliance. Our EHS policy governs all our practices, emphasizing on compliance with safety regulations and building awareness regarding health and safety. We have established a comprehensive safety manual and an emergency response procedure, along with an online incident reporting system.



Eight LTI Offices in India are BS OHSAS 18001:2007 Certified



Office Security Personnel Attending In-house Safety Training Sessions



Internal Mail Circulated to Employees for Awareness on Eye Check Campaign

A conclave on EHS was organized by the Corporate EHS team of our parent, L&T Group, in February 2018. EHS representatives of all business units and companies of L&T Group, including LTI, participated in the conclave, reaffirming their commitment to realizing L&T's vision of 'Zero Accident' by 2021.



HEALTH AND SAFETY MANAGEMENT



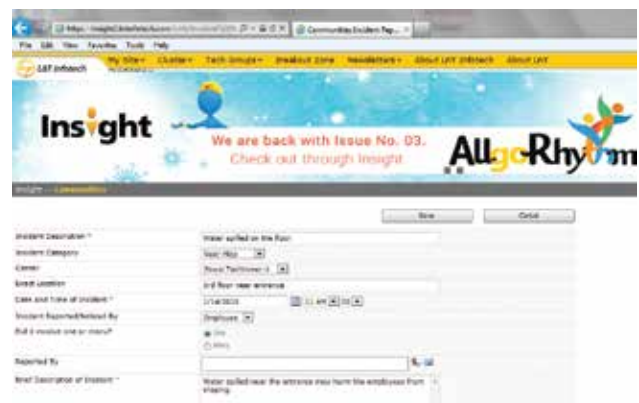
Health and safety at LTI is driven by our top management, with a periodic review of the concerned procedures carried out by the Executive Committee, which also undertakes various initiatives in this regard. We have a formal Safety Committee in place to spearhead the implementation of safety practices and initiatives. The panel, led by a Management Representative (MR), also includes a deputy Management Representative and six sub-Management Representatives. Each sub-Management Representative leads a 10-member team that undergoes the OHSAS 18001 audit and implements pertinent practices and procedures. All our employees are represented at the formal health and safety committee of LTI.

Critical Factors of Our Health and Safety Management:

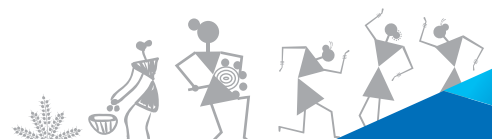
- Adherence to our 'Zero Accident' Vision and EHS policy
- Implementation of systems and practices as per OHSAS 18001 standards
- Hazard Identification and Risk Assessment (HIRA)
- Online reporting of near misses and incidents
- Fostering a culture of health and safety through employee awareness and training

We use technology to create awareness among our employees and establish a system to record and identify occupational health and safety incidents. A safety manual on best practices and procedures is explained and made available to every employee.

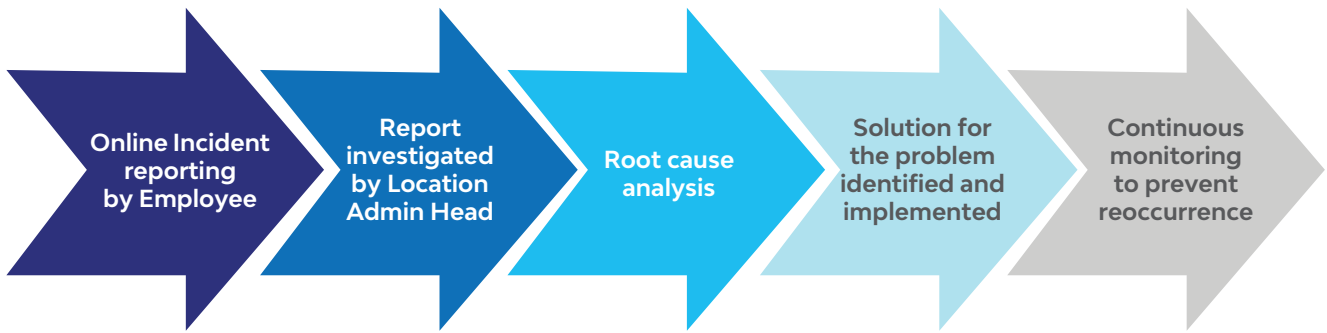
We have established an online incident reporting system for occupational health and safety. Employees can use it to report incidents of unsafe practices, conditions or near misses. Each reported incident is recorded and resolved by the Admin Head of the given location, following a thorough investigation and root cause analysis, to avoid recurrence. Employees who reported the incident are informed of the corrective actions taken through emails, to apprise them of incident closure.



Snapshot of Online Safety Incident Reporting System



OUR ONLINE REPORTING SYSTEM



An annual review of health and safety management is conducted through inspections and audits to ensure its continuing suitability, adequacy and effectiveness. Reviews include exploring opportunities for improvement and considering changes to the health and safety management system, including the policy and objectives.

Beside safety teams, we have first-aid trainers and fire marshals, who drive employee awareness, demonstrations and mock drills to ensure the company adheres to the best health and safety practices.

Every year, we celebrate 4th July – the birth anniversary of L&T co-founder, Mr. Henning Holck Larsen – as the L&T Safety Day across all the companies belonging to the Group. On Safety Day, the importance of health and safety is emphasized upon through various activities conducted for employees, such as a drawing competition on road safety and workplace safety.



Regular health checkups are conducted for our employees through in-house doctors available at all our campuses in India. Employees can avail these services for illness or medical consultation.



Flu Vaccination Administered to Employees During a Health Checkup Campaign Organized by In-House Medical and Welfare Team



Employees Undergoing Eye Screening Examination Arranged by In-House Medical and Welfare Team

AWARENESS AND TRAINING

Through the 'Workplace' platform, employees get awareness and training on topics related to health and safety, wherein they are regularly apprised on relevant news and updates. A need-based EHS training and workshop is conducted for employees, beside regular training through e-learning courses.

We conduct regular training and awareness on safety and ergonomics. Various health initiatives like cancer awareness and detection camps, eye camps and nutrition workshops are conducted by professionals from hospitals such as Apollo, Fortis and Seven Hills.



Cancer Awareness Sessions Conducted for Women Employees



BMI and BMD Camp Held for Employees

Our concerns regarding health and safety are extended not only to our employees but their families too. We conducted several workshops and sessions on mental health, career counseling and recreational activities for the children and parents of our employees.



Art and Craft Session Conducted for Children of Employees



Board Games Conducted for Children of Employees





Conserving
Our Natural
Capital

We, at LTI, acknowledge the importance of preserving natural resources, and consuming them in a responsible manner. We are cognizant that the major indicators of environmental footprint are consumption of resources-energy, water and waste. As an IT service company, our business operations consume significant amounts of energy, thereby impacting carbon emissions.

We use the SOFI platform to monitor and measure resource consumption across our India operations, tracking indicators like energy, emissions, water and waste. Responsibility of environmental issues is carried out by the corporate sustainability team as per the EHS policy. They regularly collect the relevant data from all the office campuses to analyze the impacts and map the progress of our sustainability performance, thus continuously seeking measures for improvement.

At the top management level, the heads of Corporate Services and CSR & Sustainability monitor key environmental indicators under the sustainability framework. They report to the board, which reviews and monitors the environmental and sustainability performance from time to time.

We use technology across our initiatives to reduce our carbon footprint, while preserving precious resources like energy and water across our campuses.

Our Strategic Focus on Conserving Our Natural Capital:



Resource Efficiency



Leveraging Technology



Resource Conservation

Energy, Water, Waste, Emissions are Our Key Environmental Indicators



3,807.10 Tonnes
of CO₂ reduced



2,126 Mwh
recurring annual
energy savings





RESOURCE EFFICIENCY

We are aware that as a services company with a large employee base and need for large office spaces, we must responsibly optimize resource efficiency. Our strategy is to integrate the efficient use of resources – energy, water and waste – into all our business operations, with a focus on climate action and carbon mitigation. Toward this objective, we have committed to participating in the Carbon Disclosure Project (CDP) and disclosing the energy and carbon performance of all our offices in India.

We have stringent internal targets for energy performance, aligned to our sustainability approach. We emphasize on procuring energy-efficient equipments and sustainable habitats for reducing our energy consumption.

We are working toward the use of sustainable habitat, renewable energy and energy-efficient products to reduce our carbon emissions and combat climate change.

SUSTAINABLE HABITAT

As part of our climate change mitigation strategy, we ensure our buildings follow Green Building norms to the extent possible, and all old equipment is replaced with new energy-efficient ones. Our headquarters at Powai is a Gold Rating, LEED Certified campus, and adheres to the guidelines set by the US Green Building Council (UGBC). Depending on the availability and feasibility, we look at using leased premises that follow green building norms. Our campus in Airoli is a leased facility located in a certified green building complex. One of our campuses in Bengaluru will be certified as per Green Building norms in subsequent years.

Our BEE-certified internal energy auditor conducts periodic energy audits for all our offices in India.

We engage with our employees regularly through our environmental awareness campaigns, explaining the importance of saving energy. We conduct 'LED' awareness drives frequently for encouraging and influencing employees to buy energy-efficient equipment for offices and homes.

ENERGY EFFICIENCY

We embarked on installing LED as our major source for lighting equipment across all our offices in India. All conventional CFL lights were replaced by efficient LED lights that generated the maximum returns, in terms of cost efficiency as well as energy consumption. The lighting equipments in the common areas, which account for the maximum light consumption, were replaced with efficient LED.



Energy Efficiency with LED Lights

4,150

Total no. of LED installed across all India offices

300 tonnes of CO₂

Estimated yearly average reduction in carbon emissions



INCREASING RESOURCE EFFICIENCY:

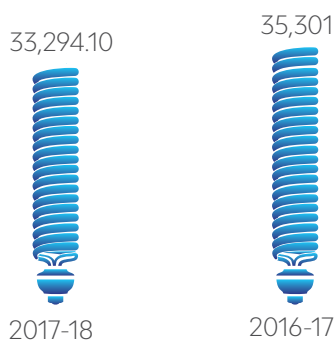
To save on travel costs and carbon emissions, we implemented a bus facility for employees working in shifts at our Airoli campus. These employees were otherwise using cabs and private transport to reach the office. Basis the success of the pilot, we launched the full-fledged bus service in October 2017.

Within six months of its implementation, the bus service has saved us an average of 18 tonnes of CO₂.

ENERGY CONSUMPTION

Our indirect energy consumption during the reporting period of 2017-18, was 33,294.1 Mwh for all our India operations. Due to our various energy efficiency initiatives, we have accrued a recurring annual savings of 2,126 Mwh.

Total Indirect Energy Consumption
in Mwh - LTI India



Energy Source	Unit	2017-18	2016-17
Indirect Energy			
Electricity	Mwh	32,286.88	35,301
Solar	Mwh	1,007.22	-
Direct Energy			
Diesel	GJ	4,856	3,779
LPG	GJ	476	688
PNG	GJ	842	-

We commissioned the use of piped natural gas (PNG) provisioned by Mahanagar Gas in the canteen of our Airoli campus, as an efficient and renewable fuel replacement for LPG. Not only did it help in reducing the direct energy consumption, but it also facilitated the delivery of fresh food right from the Pan-to-Plate. **Electricity consumption on the floor reduced by almost 45%.**

CARBON EMISSIONS

Our carbon mitigation strategy is to track and measure all our energy and carbon emission sources and use of renewable energy.

Towards this, we have included indirect carbon emissions due to international travel by the employees of our India operations in Scope 3. We are also in the process of measuring the carbon footprint of our overseas operations, which we'll be reporting in subsequent years.

During the reporting period, two out of our eight locations in India, Powai and Bengaluru, entered into Power Purchase Agreement (PPA) with renewable energy dealing agencies for installation of solar energy. 1,007.22 Mwh of solar energy was consumed at these two locations during the reporting period of 2017-18.

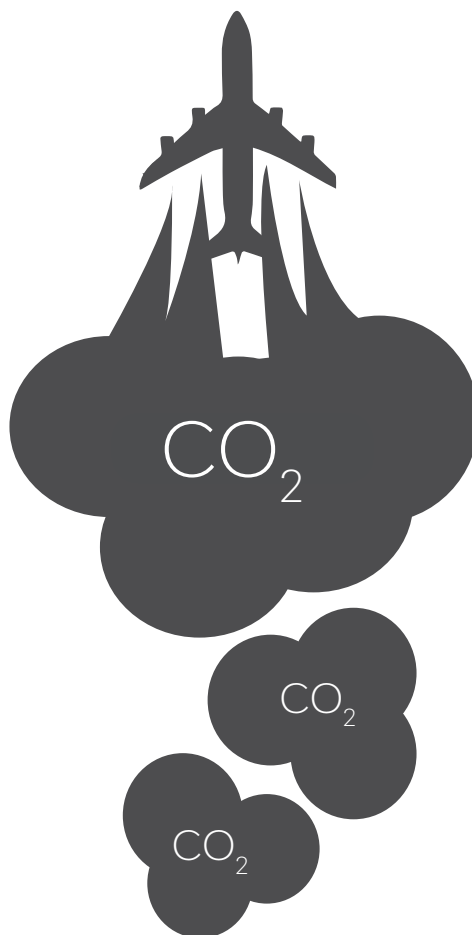
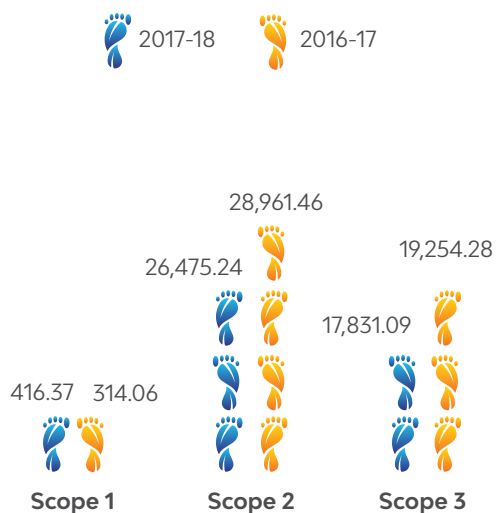


Solar Power Purchase Agreement



Category	Energy Source	Measurement Units	Energy Consumed	Carbon Emissions in (TCO ₂ e)	Total Emissions (TCO ₂ e)
Scope 1	Diesel	Kg	107,469	342.43	416.37
	LPG	Kg	9,643	28.78	
	PNG	SCM	20,963	45.16	
Scope 2	Electricity	Kwh	32,286,884	26,475.24	26,475.24
	Solar	Kwh	1,007,218	-	
Scope 3	Employee Bus	Km	611,824	331.41	17,831.09
	Employee Cab	Km	19,742,935	3,564.78	
	Domestic Travel	Km	15,222,292	2,663.90	
	International Travel	Km	64,405,709	11,271	
				Grand Total (TCO₂e)	44,722.70

Carbon Emissions in TCO₂e - LTI (India)



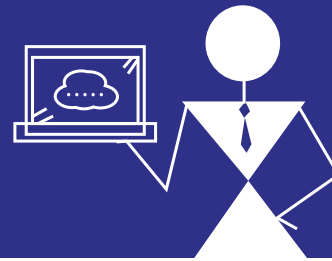
* Note: We have restated Scope 3 emissions for 2016-17 with the addition of emissions due to international travel (2016-17), which were not included in the previous year. The baseline year for the emissions is 2016-17. The calculation methodologies are as per ISO 14064-1 standard, IPCC and WBCSD GHG protocol.

The carbon emissions in 2017-18 decreased by 3,807.10 Tonnes of CO₂ as compared to the carbon emissions reported in the previous financial year.

We continue to work on reducing our emissions arising from business travel, by introducing a 'Go Green' week program, wherein employees will not travel anywhere for a week, designated as 'no travel' week, every month. We use the 'Workplace' platform, which has driven more collaboration and engagement between employees, as well as Webex to help employees cut back on travel, and thereby, reduce carbon emissions.



LEVERAGING TECHNOLOGY



We leverage technology to track, measure and mitigate our environmental footprint. Using IT-enabled processes, we have also been able to monitor our resource consumption, especially water and waste. All IT infrastructure products including PCs, printers and applications are procured based on our EHS policy and adhere to stringent energy norms.

Case Study

INCREASING THE COOLING TOWER EFFICIENCY AND REDUCING POWER CONSUMPTION

At our campus in Bengaluru, we introduced the Whirler, an eco-friendly online condenser cleaning system to increase the efficiency of the cooling towers. With the Whirler, the inlet and outlet valves of five cooling towers were replaced, as were the resin, multiport valve and media through softener maintenance. The commissioning of these activities was completed on 25th January 2018.

Pre-whirler implementation	Post-whirler implementation
A/C plant condenser approach was going very high.	A/C plant condenser approach reduced from -10.83°C to -13.33°C within 30 days.
Descaling of the condenser occurred frequently once in four months.	Condenser approach is maintained at -13.33°C till date i.e. after four months of chiller operations
Manual valves of all five cooling towers were not working, resulting in continuous functioning of the towers.	Now only two-three cooling towers run on an average. Thus, operations in terms of costs and reduction of energy of three cooling towers are saved.
All the eight condenser pumps were running continuously.	Three-Four condenser pumps run on an average preventing the running of four pumps
Cooling Tower water hardness levels were very high.	With the RO plant operations, the hardscale formation has reduced due to the softener.

Estimated power savings realized due to implementation of the system was worth INR 1.7 million per year. The average per day consumption was reduced from a range of 825-1140 Kwh per day to 450 Kwh per day, after implementation during the reporting period.

Estimated Annual Savings of
INR 1.7 million

Estimate Yearly Savings
of an Average
158 Mwh



Initiatives Where We leverage Technology:

- Use of electronic sensors to optimize energy consumption
- Hibernation of personal computers for saving energy
- Using Webex and 'Workplace platform' to reduce travel
- Optimized operations of our AC units

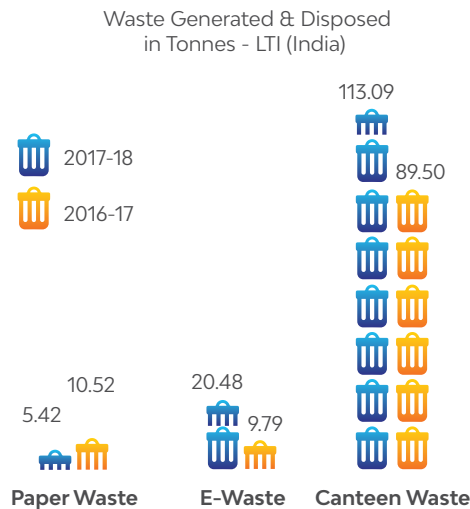
As per our sustainability approach, we also look at introducing 'eco-friendly' and energy-efficient product offerings.



Our focus is to reduce water consumption and ensure efficient management of waste generated at our campuses.

WASTE MANAGEMENT

We track and monitor our waste generation, and use automation and other technologies through our e-Office solution to reduce paper usage. The hazardous e waste is sent to government-authorized dealers for recycling as per the state-specific pollution control board guidelines. Non-hazardous waste is disposed using the waste disposal facilities available at all our campuses in India. For 2017-18, emissions and waste generated were within the permissible limits, as defined by the pollution control board both at central and state levels (CPCB/SPCB).



* Note: We have restated Canteen Waste data for 2016-17, as we recalibrated the measurement of waste management data.

We recycled about 278 kg of paper waste from our office in Shivajinagar, Pune and recycled plastic waste like PET bottles. Organic waste converters were set up at our campuses in Mahape (Navi Mumbai), and Bengaluru for producing manure for gardening.



EVALUATING OUR WASTE MANAGEMENT PROGRAM

We carried out a review of our current waste management processes in order to streamline the process of recycling the waste generated at our premises. To understand the quality and quantity of the waste, we conducted a waste audit in January 2018 at three of our offices located in Mahape, Airoli and Powai, through a third-party organization.

The evaluation of the types of waste helped us formulate an effective and efficient waste management plan along the following lines:

- Roll out an effective recycling program for all waste generated
- Implement best practices to reduce waste volume
- Launch employee awareness campaign regarding recycling and waste management
- Train housekeeping staff to recover maximum waste

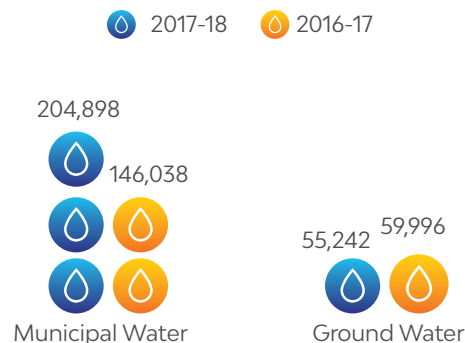
WATER CONSUMPTION

With climate change increasingly causing environmental degradation, India is facing a crisis of availability of fresh water. Water conservation is essential to combating the depletion of this precious resource.

At LTI, we use automated meters and sensors, alongside our environment performance management systems, to monitor and track our water consumption on an ongoing basis.

- Periodic awareness campaigns are conducted to sensitize employees regarding water conservation.
- Use of faucet aerators in domestic taps to reduce water consumption
- We have installed water-less urinals using hygienic urinal screens at our campuses in Powai, Airoli and Bengaluru.
- Use of STP recycled water at most of our offices in toilets and for gardening requirements

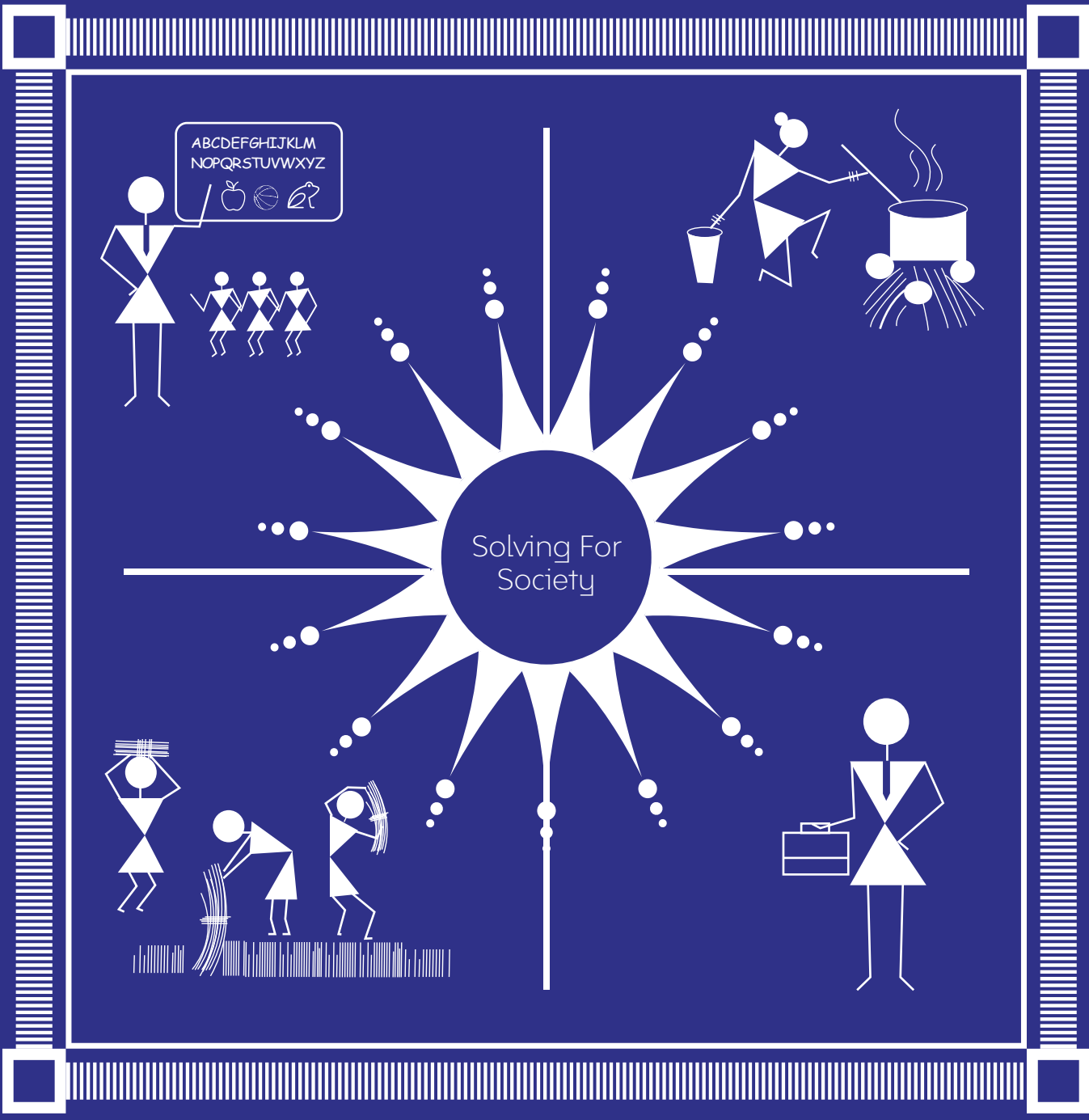
Water Consumption in KiloLiter - LTI India



Note: The increase in water consumption is due to the addition of water consumption at Hinjewadi Campus, which has been estimated and added in this year's report.

*The reported figures for ground water withdrawal are only for the two locations of Powai and Whitefield in Bengaluru. At other locations, it is not feasible to monitor this data, since we occupy shared spaces in at least 4 locations.





ABCDEFGHIJKLM
NOPQRSTUVWXYZ

Solving For
Society



"At LTI, one of our core beliefs is 'Solving for Society'. Through a problem-solving approach, we endeavor to make a positive impact with meaningful CSR interventions in education, empowerment and environment conservation.

Volunteerism forms the genesis of 1Step. Our associates contribute by adding value to the programs and learning as much in the process as much as they give back to the society."

Shipra Sharma, Head CSR, LTI

**104,887
lives**

touched through
our CSR projects

5,293

LTI associates
volunteered
their time for
strengthening
our CSR
programs.

**14,051
hours**

volunteered
by 1Step
ambassadors

LTI fosters a culture of caring, trust and continuous learning while meeting the expectations of all stakeholders and society at large. As a responsible corporate citizen, we strive to make sure our CSR initiatives contribute toward inclusive growth by empowering communities and accelerating development.

Given the legacy of the L&T Group, we are committed to providing sustainable development solutions for the society. Our 'Shoshin' approach enables us to apply the perspective of a beginner's mind to work on these solutions and make them meaningful by getting involved in implementation. Ever since the launch of 1Step, our CSR initiative, LTI's employees have been encouraged to volunteer for a social cause of their choice. Thus, by bringing together like-minded stakeholders, LTI's CSR program is consistently evolving into a robust platform for cross-learning and grassroots-level engagement.

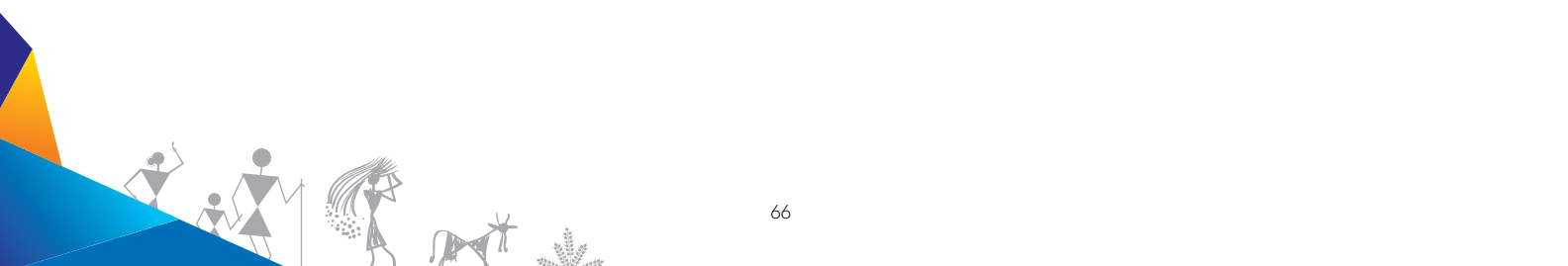


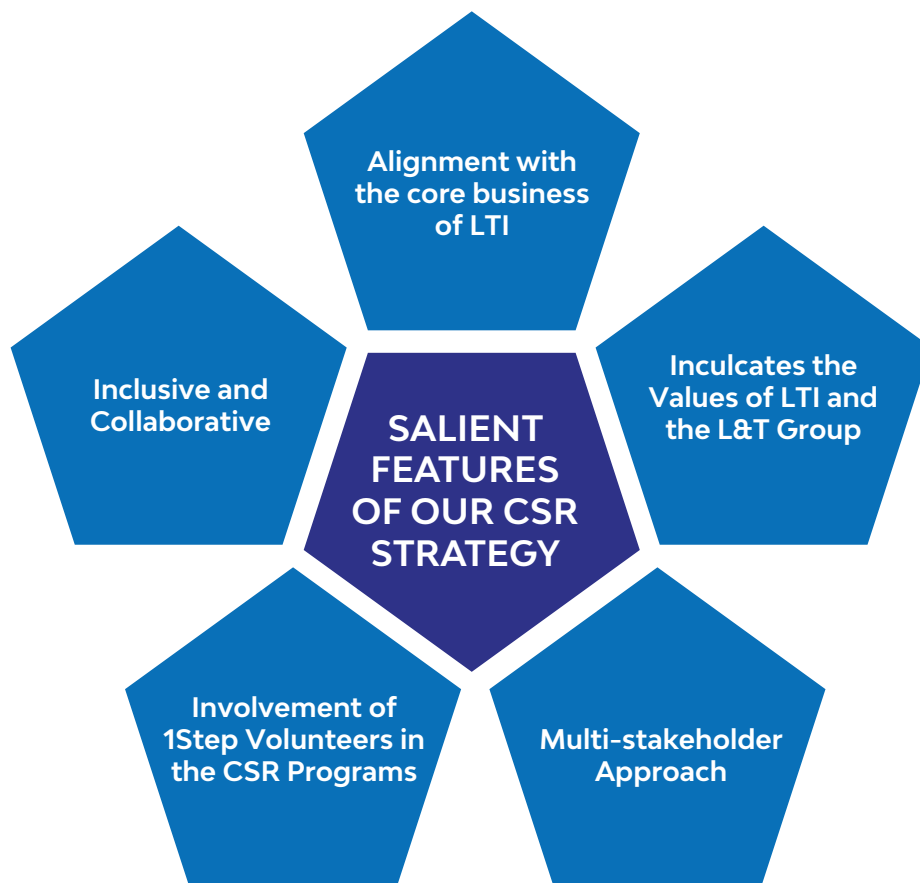
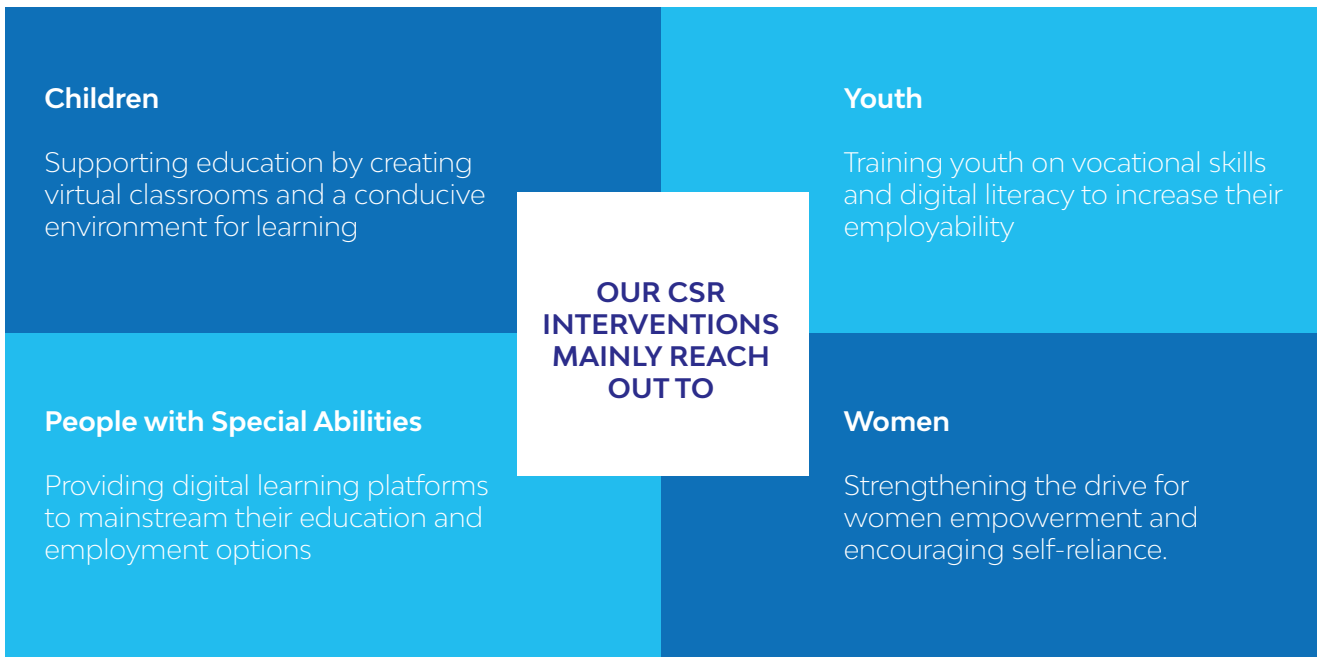
Our CSR strategy is aligned with the UN Sustainable Development Goals (SDGs). We run programs that enhance learning outcomes for students belonging to marginalized communities, reduce school dropout rates, expand the skills of under-privileged kids, and empower women to earn livelihoods. LTI also tackles sustainability challenges by providing opportunities to the specially-abled, increasing green cover, and fostering a culture that emphasizes on volunteering.

Aligned with the SDGs



In compliance with the provisions of the Companies Act, 2013, we have a Corporate Social Responsibility ('CSR') Policy in place. The policy is approved and monitored by the Corporate Social Responsibility (CSR) Committee under the Board of Directors. The primary purpose of our CSR philosophy is to make a meaningful and measurable impact on the lives of the economically, physically and socially challenged communities.





Being an IT company, we leverage technology as part of our CSR approach, to uplift the quality of life for marginalized communities and enhance the green cover. We use an inclusive and collaborative model wherein our partners are involved in the project right from the beginning. Interacting with and cross-learning from our communities, clients, the Government and NGO partners enables us to effectively implement our approach for addressing climate change and solving for society.



Our Key Focus Areas
in Implementation of
Our CSR programs:

- Education
- Empowerment
- Environment





Education is essential for the overall development of the society. It improves the quality of life in communities by bringing them out of the poverty cycle. Our objective is to enhance the learning experience of students in government schools across India, so that they stay in schools, understand subjects better and learn the life skills essential for growth.

- **Virtual Learning:** These programs leverage technology to improve learning outcomes.
- **Experiential Learning:** These programs embrace the philosophy of 'learning while doing' to enable clear understanding of subject matter, and make learning engaging and productive.
- **Mid-Day Meal Program:** The program aims to enhance the nutrition level of children, thereby ensuring higher attendance and lower dropouts.

427
schools supported

62,807
children benefitted

Virtual Learning

LTI has set up virtual learning platforms in partnership with eVidyaloka and ARWEL, across government and government-aided schools in Maharashtra, Karnataka, Tamil Nadu and Andhra Pradesh. Our associates and volunteer teachers teach science, English and mathematics in these schools, using video conferencing tools. Concurrent training sessions relating to the teaching methodologies are conducted for our 1Step volunteers.

The program aims to enable students, many of whom do not have access to technology, to receive an enhanced learning experience based on their curriculum and acquire critical soft skills.



LTI Volunteer Delivering Virtual Classes Through Interactive Session for Remote Schools



We provided digital infrastructure to 95 Government schools during the reporting period of 2017-18. Through digital media content, 27,900 children received enhanced learning experience in English, Mathematics and Science. The digital learning experience motivates children to stay in schools, with the increase in class attendance reflecting a significant improvement in the quality of education.

The digital experience has enabled students to gain the confidence to participate in various events like the National Student Innovation challenge – a platform to nurture critical thinking, leadership and creative problem-solving skills among rural and urban students.

Community Story

HOW VIDYA LEARNT TO SPEAK IN ENGLISH?

Vidya studies in Standard VIII at the local government higher primary school in Veerapura village of Dharwad district in Karnataka. She was struggling to construct sentences and translate from her native language of Kannada into English. She had never attended a digital classroom before. Suchitra Hegde, a 1Step volunteer, guided and helped Vidya address the problem. The methods of instruction delivered virtually boosted the girl's morale and enabled her to enjoy the learning experience. Songs and rhymes based on the curriculum topics in English were sung at the beginning of every class, accompanied by stories narrated by the volunteer.

- The volunteer's usage of picture compositions, designed specifically for rural children, helped Vidya overcome her difficulties with the English language.
- Videos showing conversations in English by native speakers helped Vidya and her classmates familiarize themselves with the spoken English language.



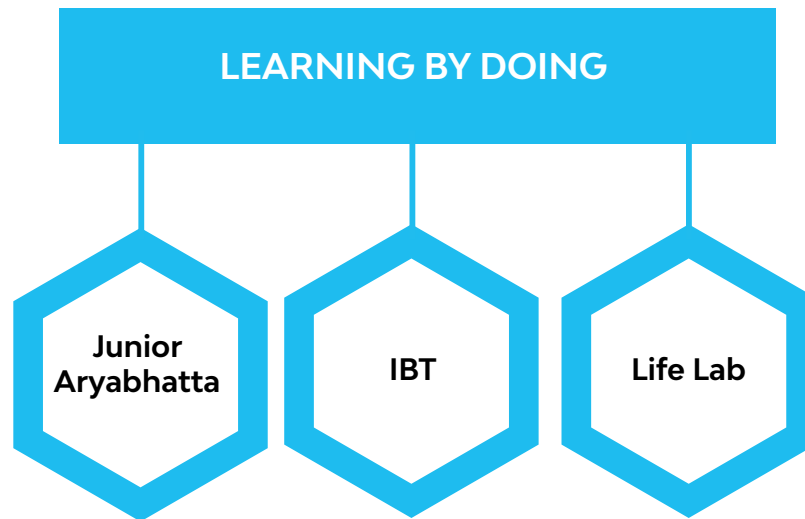
**Vidya, a Std VIII Student
from Veerapura, Koppal
Karnataka**

SUCCESSFUL OUTCOME

While assessing Vidya's progress, we noticed that she was happy over now being able to speak English fluently and construct small sentences. Seeing Vidya frame three complete sentences during the assessment, her parents were overwhelmed. Her parents said: "Earlier, our children were disadvantaged in terms of employment opportunities, due to their lack of English knowledge. Now we are happy they are talking in English at home, forming sentences!"



Experiential Learning



JUNIOR ARYABHATTA

The Junior Aryabhata program, conducted in partnership with Akshar Bharati, aims to provide laptops preloaded with academic software to students hailing from marginalized communities. This makes learning an enjoyable activity. Teaching children also brings a smile to our volunteers' faces, beside motivating them to do more. Through the program, students get to learn the basics of computers and enhance their learning skills. Over 9,000 students spanning 30 schools in and around Pune are already enrolled into this program.



Volunteers Taking a Basic Computer Class at a School in Pune

Community Story

Mayuri studies in Standard VIII and lives on the outskirts of Pune with her father, who works at a construction site as a daily wage worker, and her mother who works as a housemaid. Her parents cannot afford to buy Mayuri a computer with their earnings, which are barely enough to support her education. Through Junior Aryabhata, Mayuri received a laptop for the first time and could learn and practice during school hours under the guidance of her teachers and our volunteers. She now enjoys using the laptop to learn basic computer skills like Paintbrush, Word and Excel. Mayuri today can dream of getting a job in the field of computers.



IBT

The 'Introduction to Basic Technology' (IBT) program is based on the philosophy of 'learning while doing' and is being implemented in schools from Standards V to VIII. Over 3,500 students are already benefiting from this program, which is being implemented in partnership with Vigyan Ashram. Students are taught the following aspects using experimentation methods, and in alignment with the curriculum of Science, Mathematics and Social Sciences:

- STEM (Science, Technology, Engineering, Mathematics) program in school
- Learning while doing pedagogy in school
- Project-based learning
- Socially Useful Productive Work (SUPW)
- Community services
- Integration of 'work activity' with school curriculum



IBT-Students from Sumati Balbhavan, Katraj explaining about nursery activity

Indicative technologies taught to the students as part of the IBT program include:

1. Agriculture & Animal Husbandry:

Drip irrigation, sprinkler, vermicomposting, vermi wash, humidity chamber, AQUA portal, nursery technique, azolla culture, weather SMS, seeding tray, vaccination, poultry, age estimation, rice cultivation, crop using (SRI) mulching, silage, feed concentrate for animals, pest control, soil testing

2. Energy & Environment:

Solar cooker, LED lighting, biogas, soak pits, watershed, smokeless stoves (check dam construction), earthing, inverter computer applications, plain table survey, GPS

3. Food Processing:

Solar drying, food preservation, drying of vegetables, medicinal plant cultivation, mosquito control (guppy fish breeding), making phenyl, liquid soap, water testing, healthy diet, soya milk, blood testing

4. Engineering:

Ferro cement, bamboo treatment, agriculture tools, ventilation, low-cost housing, toilets, pedal power, fabrication, plumbing, construction



Students Showcase their IBT Projects at the Science Exhibition



Community Stories

1. SETTING UP DRIP IRRIGATION

Some students of the Sumati Balvan School, Katraj, Pune created 'Green' magic. These children come from families which cannot afford private education. The families work on a daily wage basis in nearby factories and construction sites.

The children identified a space near their school that could not retain water and looked barren. They decided to make the area green, by using the skills they had acquired in their IBT class to set up a drip irrigation system.

After studying the area and the requirements through information gathered about the soil, land and materials, they constructed the grid.

In addition, they built a water tank using their welding skills, which they had learnt in the IBT class.

Today, the land has become fertile enough to grow kitchen garden vegetables like spinach, fenugreek and brinjals, using drip irrigation. Students involved in this project were happy to see their efforts bear fruit and appreciated the skills they developed in the IBT classrooms. Without these, they could not have converted the area into a green and fertile land.



A Student from IBT School Explaining the Drip Irrigation System

2. LEARNING TO USE THE 3D PRINTER

Children in IBT schools learn how to write the software program for making 3D objects and feed the same to a 3D printer. The children at Sumati Balvan school in Katraj, Pune, who are always enthusiastic about using the printer, have built academically relevant models like the model of eye, as well as fun objects including key chains and small play objects.



Students Demonstrating How to Print 3D Objects



LIFE LAB

Life Lab is a science education project where children learn science through innovative experiments. It covers 1,132 children from Standard III to Standard VIII across seven government and semi-aided schools in Mumbai and Navi Mumbai. In partnership with Women's Organization of Social Cultural Association (WOSCA), we have provided scientific experimental kits, alongside classes, to make science learning fun and innovative.

Community Story

STUDENT'S PROJECT CONNECT

Shivani Gupta is studying in Standard VI of Samata Hindi School, Turbhe. She found it difficult to understand science through the conventional method. This inhibited her from asking or answering questions in the class. The lack of a well-equipped science laboratory in the school prevented students like Shivani from physically experiencing theoretical concepts.

TRANSFORMATION PROCESS:

When we conducted a 'Run Birdie Run' activity to illustrate the different types of motion, Shivani enthusiastically took part in each session. She paid complete attention to the sessions and completed the activity with all the materials provided.

OUTCOME:

Throughout the activity, we observed she was very interested in making the model and answered questions asked during the sessions. At the end of the activity, Shivani felt she had understood the scientific concept behind the types of motion.

SHIVANI SAYS:

"We did 'Run Birdie Run' activity in our science class. It was a nice experience for me. I made a model from the materials provided and understood the different types of motion. I found I can answer all questions now. I enjoyed doing this activity."



Students Performing Science Experiments at a Government School in Mumbai

IIOT LAB AT VJTI

LTI partnered with Veermata Jijabai Technological Institute (VJTI), the prestigious technological institute of Maharashtra, to establish a state-of-the-art Industrial Internet of Things (IIoT) lab under its AGRIM project. Under this unique and non-traditional CSR model, students understand and investigate socio-environmental issues and address the same through indigenously developed technologies. The initiative provides infrastructural and financial support including technologies like IoT, Cloud & Edge Computing, Data Analytics and Cybersecurity for making clean tech and renewable energy more economical and affordable. As part of this program, we especially focus on students from the economically weaker sections of the society, to support their higher education requirements.



Students from LTI IIoT Lab Showcasing their Project which Won a Prize in Mitsubishi Electric Cup

THE IMPACT OF THE IOT LAB

Increase in research paper publications	Recognized by Central Government of India and selected as Operational Technology Center	The students won at Global Cyber Challenge Hackathon and were felicitated by the Honorable Prime Minister
Won a prize at the Smart India Hackathon	Fellowship and consumable support for 2 PhD research scholars	Students developed a mobile app for the visually challenged
Students won at Ernst & Young Hackathon		

AVITRA – THE AI ROBOT

AVITRA is an artificial intelligence robot created by students at the LTI-backed IIoT lab in VJTI. It is inspired by the Fukushima nuclear disaster in Japan, where shutting off critical nuclear reactor processes had exposed human life to harmful radiation. The prototype won the People Choice Award in NVIDIA Global Challenge, which saw 2,369 entries from 80 countries. The same model had also reached the zonal round of a competition organized by the Defense Research and Development Organization (DRDO) in 2018.



QUIZABLED

Quizabled, an annual quiz competition organized by us, aims to provide equitable opportunities for children with special abilities including visual impairment (VI), hearing impairment (HI), cerebral palsy (CP), intellectual disability (ID) and autism spectrum. The distinctive event, held in partnership with 'Seva In Action', is aimed exclusively at specially-abled children across schools in Bengaluru. It enables these students to expand their knowledge and self-confidence. The program is a first-of-its-kind quiz event in India, where differently abled participants get an opportunity to showcase their knowledge and intellect.

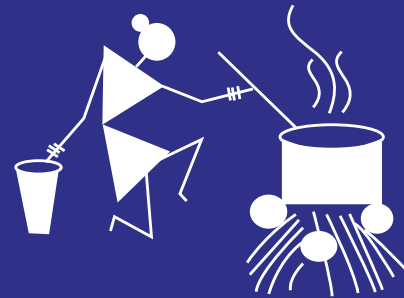


Specially-abled Children Participating in Quizabled

In the year 2017, 544 enthusiastic children from 200 special schools participated in the preliminary rounds of Quizabled, with 168 children being shortlisted for the finals.

Mid-Day Meal Program

We partnered with the Akshaya Patra foundation to fight against classroom hunger, by ensuring unlimited nutritious meals for children to enhance their education.



Many students in government schools come from marginalized communities, where their parents barely earn enough to provide one meal a day. The lack of a nutritious diet and food affects the overall development and growth of children. Providing mid-day meals in schools can positively impact the physical, social and cognitive development of children, leading to eradication of hunger and enhanced education quality. Serving mid-day meals has helped improve the nutrition levels in children, thus boosting their attention span in classrooms. Mid-day meals have also served as a motivation for children to stay in schools and perform better.



Mid-Day Meal Distribution Vehicle Supported by LTI

Maintaining hygienic standards is important while cooking mid-day meals, as well as during the delivery and distribution of the same. LTI has helped Akshaya Patra address the distribution challenge by providing food distribution vehicles that are equipped to keep the meals hot, as well as maintain the nutritional value. During the year 2017-18, LTI partnered with Akshaya Patra to deliver hot and nutritious meals to 17,500 children across 75 schools, with the help of its food distribution vehicles and 1Step volunteers.



VOLUNTEERING FOR AKSHAYA PATRA

LTI associates volunteered for Akshaya Patra, putting in 300 hours of effort to help provide healthy meals to children. The volunteers visited the kitchens to see the food preparation and engaged with the children and conducted educational programs. Our volunteers also celebrate the birthdays and anniversaries of the students at their schools by serving lunch and eating along with them. The involvement of our associates in these events shows their care, compassion and motivation toward contributing to a better society.

Community Story

Santhosh studies in Standard III at the GMPS Domlur school in Bengaluru. His parents could not afford three meals every day. But after joining the school, he is now able to savor nutritious meals daily, due to the Mid-day meal program. Access to high-quality meals has helped Santhosh concentrate better in his class. Each day, he and his friends look forward to seeing the bus carrying the meals.



LTI Joins Hands with Akshaya Patra to Eliminate Classroom Hunger



EMPOWERMENT

We believe in and work toward fostering an inclusive society by empowering marginalized communities through vocational training, and focusing on the development of youth, women and people with special abilities. We endeavor to make a difference to the society, both at a macro and the grassroots level.

Enhancing Employability through Empowerment Includes:

- Employability-based digital and vocational training for marginalized communities
- Entrepreneurship programs for women
- Enabling the specially-abled to earn a livelihood



Digital Sakshar

Digital Sakshar, a key program of our 1Step CSR initiative, aims to offer training courses in digital literacy, soft skills, learning skills and workplace leadership skills to the youth and women from marginalized communities.

The youth belonging to marginalized communities often lack access to technology and tools that can help enhance their presentation and communication skills, which are necessary to find good-quality jobs. The unique feature of the Digital Sakshar program, which we co-designed with Pratham Infotech, is the personal involvement of LTI associates and the allotment of laptops to groups of five at community centers. The laptops enable the youth to practice and revise skills that are taught during the classroom sessions, thereby facilitating self-learning and peer-to-peer learning.

Our 1Step volunteers supplement classroom education by providing training on basic IT skills and spoken English and conducting workshops on soft skills. These programs help improve the employability of students and boost their confidence to appear for interviews and find good-quality jobs. In addition, job fairs are conducted at the end of each batch.

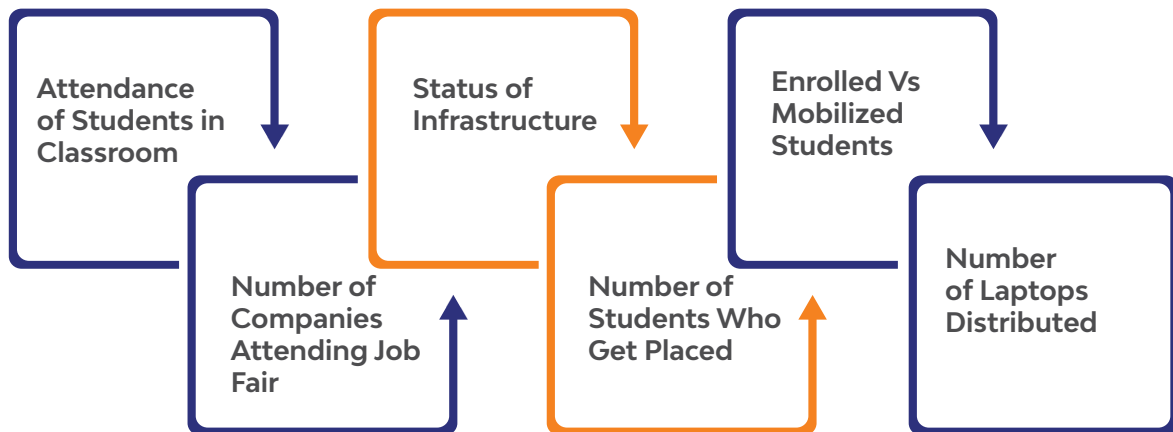


Youth Felicitated with Certificates Post Completion of Digital Sakshar Course



Youth Attending the Interview Sessions Post Completion of Digital Sakshar Course

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





14,350 Youth Benefitted through Digital Sakshar

Digitization has touched every aspect of our lives today. The workforce serving in the not-for-profit sector is finding it increasingly difficult to cope with the rapidly changing needs of the industry. They are still dependent on manual data collection, data processing and reporting. Upgrading skills involves cost and time, which again could be difficult for employees to pursue alongside their fulltime job. Keeping this in mind, the Digital Sakshar project reached out to them and enrolled 22 candidates. Post completion of the course, they are now confident and well-equipped to use technology for doing their work efficiently.

Community Story

Darshana Devendra Parab, aged 42, is a community organizer working with a non-profit organization, earning about INR 10,000 a month. She visits the communities assigned to her to convey information regarding pre- and post- pregnancy care, medicines, injections, and hospital schedules to pregnant women and members of their family. Post visits, she records her interactions and prepares reports. However, due to her lack of knowledge about computers, she had to rely on someone else to assist her in documentation. She signed up for the Digital Sakshar course and learnt basic IT skills that she now uses to work on reports and documentation independently.

“Now I can make entries myself, prepare reports and do documentation without anyone’s help. I feel confident and my colleagues appreciate me. I would like to thank LTI for giving me this opportunity and helping me change for the better.” – Darshana Devendra Parab.



Vocational Training for Employability

Community Stories

SEVALAYA SKILLS PROGRAM

In Chennai, we have collaborated with Sevalaya to provide training in Tally and e-publishing to unemployed youth, in order to help them get jobs and lead a productive life. Under this initiative, we trained over 109 youth during the year 2017-18.

"I joined Sevalaya to learn Tally and e-publishing, and following the completion of the course, I secured an internship at Jouve India Pvt. Ltd. I am now working in a Trade US team and received 'The Shining Star of the Year 2018' award within six months of joining. My heartfelt thanks to Sevalaya and LTI for giving me this career opportunity and making my life happy and productive."

- N. Sandhiya, Trainee QC, Jouve India



Sandhiya, a Beneficiary of Tally Course Receiving an Award.

PROJECT E-GYAN

In Mumbai, the E-Gyan project aims to empower underprivileged youth by delivering basic and advanced digital literacy skills, alongside government certifications awarded by Maharashtra Knowledge Corporate Limited (MKCL). In partnership with Vatsalya, more than 20 types of basic and advanced courses were provisioned to over 150 beneficiaries in 2017-18, with a view to enhancing their employability.

The computer training center with CASP at Pune helps youth and women from nearby communities learn basic computer skills. Courses on Word and Excel have improved their confidence and enabled them to seek better employment opportunities. This project has helped more than 60 youth and women improve their employability skills.

Vitthal Parab, who belongs to Jawhar, a village in Maharashtra, has an agricultural diploma. Vitthal enrolled in DTP at our computer center in May 2017. His dream was to earn his livelihood independently and support his family.

Showing keen interest in his courses, Vitthal successfully completed basic and advanced computer learning through E Gyan, securing more than 75% marks. He got selected in GVK Group at Airport Authority Terminal II as a garden supervisor in September 2017.



Volunteer Teaching Soft Skills at Computer Center



Students at E-Gyan Computer Center

RURAL YOUTH BPO

Sustainable growth in India is linked to channelizing the immense potential of its growing young population, with a special emphasis on providing job opportunities in the rural areas.

To meet the huge challenge of creating a skilled young workforce, LTI has formed a partnership with Rural Shores and Agrani India Foundation. The alliance will set up BPOs in rural India to provide the youth with employment opportunities in emerging sectors.

Under this program, rural youth are provided three months of skill training at three centers – Sonari in Uttar Pradesh, Budhi in Madhya Pradesh and Letibunga in Ramgarh, Uttarakhand. Post training, the youth handle customer queries over voice and email. They also work in publishing divisions. The program has already benefited 550 youth across three project locations.



Rural BPO center at Sonari, Uttar Pradesh

Community Story

"I was 18 years old with no knowledge of English and no real experience of using a computer. I learnt to use a computer and got skills training at B2R, the rural BPO center supported by LTI.

Post training completion, I got employed as a part of publishing delivery team at B2R. Due to my stable job and income, I am now able to pay for my brother's college education and repair my house in the near future." - Mamta Joshi, Letibunga Rural BPO Center



Mamta Joshi



Women Entrepreneurship

With rural and marginalized women being our key stakeholders as part of LTI's focus area of empowerment, we are working toward enabling them to earn a better livelihood. We conduct vocational training in tailoring and beautician courses and help set up papad making factories. Our other initiatives on this front include reviving traditional arts, and providing hand holding support for entrepreneurship.

REVIVING WARLI

The Warlis are the largest tribe living on the northern outskirts of Mumbai. Although they do not have a manuscript of their own, they use their art as a method of communication, as well as for passing on their knowledge from one generation to the next. These drawings revolve around community traditions such as group dances, harvesting and cooking. They also capture real-life events of the tribe members and often portray the different components of nature. Nature is an important aspect in the lives of the Warli tribe. They use a bamboo stick to paint on a red-ochre background canvas with white color, which is usually rice paste. Fewer hutments and decreasing demand for Warli paintings signaled to us the need to catalyze a revival of the art form.

We partnered with UNDP and FUEL to revive Warli and link products with urban markets. This is a unique community-based model where training is provided at the door step, ensuring regularity and convenience of learning. These women are then linked to markets to help them earn a sustained livelihood.



Women Making Warli Art Products at the Community Center



Women Making Warli Products during Training Sessions



A Stall Set Up at LTI Powai Office with Warli Products



HOW ARE WE REVIVING WARLI

WHY

- Create social entrepreneurs by enhancing Warli art skills of tribal women
- Use technology to match them with urban markets

WHAT

- Plan to reach out to 2000 women by 2020 in Mumbai and Thane
- Aim to enable women to earn competitive wages as a sustained livelihood

- 250 women in Aarey Colony and Bhiwandi have been trained
- They are being connected with retail outlets and e-commerce platforms

PROGRESS

“It has been a proud moment for UNDP to be associated with LTI for creating a positive impact on the lives of women in the tribal hamlets of Aarey, Sanjay Gandhi National Park, and Thane. Despite living in and around the big metropolitan city of Mumbai, there are millions of such underprivileged women who dream to be independent and support their families with additional incomes in whatever way they can.

With implementation support from FUEL and knowledge partnership of UNDP, the project ‘Women Artisans Skill Enhancement Project’ has taken its first step toward creating a value chain of 250 women making handicraft products in Warli, Terra-cotta and Clay. We train them to make marketable products. The excitement of these tribal women while making and selling the products gives us immense satisfaction and happiness! I’m thankful to LTI for giving us this opportunity to bring smiles to the faces of these women through economic empowerment.”

Aafreen Siddiqui Sherwani, State Focal Point, UNDP Maharashtra



MANUFACTURING OF PAPAD

With training and support provided by LTI in partnership with Aarambh, women of Rahimatpur and Renavle in Wai district of Maharashtra set up papad (Indian wafer) manufacturing units in their villages. The FSSAI-certified units are now enabling them to market their goods across India.

Minakshi Gaikwad and Suman Chaudhary, both housewives from marginalized communities, joined the papad manufacturing unit at Renavale in Satara district in Wai. Within three months, they learnt mechanized and manual processes. Today, they are confident and able to financially support their families.



Women working in Papad factory at Wai, Pune

I Learn I Earn

'I Learn I Earn' is an experiential learning program designed to empower the specially-abled aged 18 to 25, by training them on vocational skills and creating employment opportunities through Sujaya Foundation. These youth, including those with borderline intellectual disabilities, are trained in basic as well as advanced digital literacy in a BPO setup. The program gives these specially-abled youth an opportunity to learn and earn through real-time projects outsourced by corporate organizations.



Specially-abled Youth at the Center

Community Story

Ashish Jadhav, 20, is a second year student of cCommerce with a physical disability which has affected the movement of his hands. Ashish actively participated in soft skill sessions, English language conversation sessions and various volunteering activities. He got selected by HDFC Bank as a data entry operator and feels happy and empowered to be able to live a financially independent life.

"I Learn I Earn program has helped my self-esteem, with supportive trainers helping me learn new things. I also thank the LTI volunteers for guiding me in Excel."



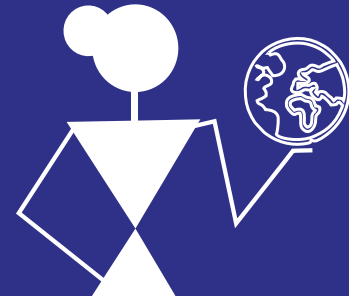
Ashish Jadhav, an I Learn I Earn participant with special abilities now works as an operator at a Private Bank



ENVIRONMENT

At LTI, we work with multiple stakeholders, particularly our clients, employees and communities to serve the cause of a greener environment by:

- Increasing green cover
- Undertaking water conservation programs



INCREASING GREEN COVER

Environment conservation is at the heart of our CSR initiatives, and we look to increase the green cover in and around our communities with the help of our 1Step volunteers.

LTI felicitates its clients and employees with tree plantation certificates. Each certificate supports plantation of two trees on special occasions. Plantation drives have also been undertaken across Maharashtra, Karnataka and Tamil Nadu to supplement our efforts for a greener environment.

A new initiative, 'Walk for a Cause', designed to converge the physical and digital was introduced across our locations in India. Under the initiative, LTI associates were motivated to track their health parameters through a mobile app, and match this by planting trees.



LTI Volunteers Plant Trees as Part of Environment Conservation

14,324
trees were planted through such initiatives in 2017-18.



Walk for a Cause

'Walk for a Cause' was an exclusive, pan-India initiative undertaken by LTI that saw the participation of 1,620 volunteers, who walked to support the cause of a greener environment. As part of the program, LTI associates were motivated to track their health through a mobile app, and LTI made contribution for planting trees in drought-affected regions, as a part of our 1Step CSR initiative. Over INR 1 million was raised and 11,562 trees planted in the Nimbhora village.



Volunteers Participated in 'Walk for a Cause' Initiatives to Plant Trees

Our CSR representatives were accompanied by 10 volunteers during the visit to Nimbhora. Volunteers from LTI assessed the need for tree plantation in the village and nearby forests. A plantation drive through GrowTrees was carried out by the volunteers and villagers. Nurturing and protection of these trees was ensured through a system of participation of local organizations and villagers.

This project has benefited the local Kolam tribals by providing them with employment opportunities, from the nursery stage to harvesting activities. The forest serves as an additional source of sustenance for these people, as it provides fruits and cooking firewood, bamboo for house construction, grass as fodder, raw material for making brooms and mats, leaves for making plates or utensils, etc. The trees supported by LTI will also offset carbon emissions once they attain maturity.

"I came to know that our latest CSR activity involved tracking our walks/jogs with IMPACT app to raise money for a noble cause - a tree plantation drive. This CSR activity will always be special, as this has not just helped me get fitter and improve my stamina, but also helped me guide others; showing us how teamwork is the key to moving forward."

Nigel Pinto, LTI – Pune



Pangea EcoNetAssets Pvt Ltd
G3, Sechurade, Justice Vyas Road, Colaba, Mumbai - 400 005
Tel: 91 - 22 - 2288 1301, 2284 2897 Fax: 91 - 22 - 2283 0176
www.grow-trees.com
CIN: U74900MH2010PTC2016483

August 10, 2018

Ms. Shilpa Sharma
CSR Head, LTI
Powai

Re: Walk for A Cause initiative with Grow-Trees.com

Dear Ms. Shilpa,

We, at Grow-Trees.com are grateful to **Larsen and Toubro Infotech** for their support of our **Trees for Rural Communities** project in Nimbhora, Maharashtra comprising of 11,562 trees. Tree are planted as part of CSR and Sustainability initiative of Walk for a Cause at Nimbhora village, Yavatmal district of Maharashtra. Walk for a Cause is an employee engagement campaign conducted by Larsen and Toubro Infotech, India to support tree plantation and environment conservation cause. The Nimbhora village tree plantation project will benefit the members of the Kolam tribe by providing them with employment opportunities in the nursery stage, and during planting and harvesting activities. The forest serves as an additional source of sustenance for them. They will collect various vegetables (drumsticks), fruits from the forest; use bamboo, firewood, grass and collect leaves for leaf plates (utensils) etc. These trees are nurtured and protected by local NGO and villagers' participation. A year after plantation, independent auditors appointed by Grow-Trees.com will audit the project site and replant the number of trees that did not survive the first year.

On April 7, 2018, the top performers of Walk for a Cause and CSR representatives of LTI visited the Nimbhora village to assess the importance of tree plantation for the inhabitants and wildlife around Nimbhora. Volunteers also participated in a tree plantation drive along with the villagers. Thanks to the generous contribution we have received through **Larsen and Toubro Infotech**, Grow-Trees.com has been successful in creating approximately **954 workdays of employment** and offsetting **2,31,249 kgs of carbon dioxide annually** once the trees reach maturity.

We greatly appreciate your support and commitment to the environment and our work.

Sincerely,

For Pangea EcoNetAssets Private Limited



Ms. Supriya Patil
Head of Global Business & Strategy

Grow-trees.com Our Tree Plantation Partner - 'Walk For A Cause' Program

WATER CONSERVATION

LTI, in collaboration with the Deshpande Foundation, has implemented a rain water harvesting project in the drought-prone regions of rural Karnataka. During the reporting period, 30 farm ponds were constructed using a JCB heavy construction machine provided by LTI. These ponds act as reservoirs for rainwater, ensuring the water is stored and lasts throughout the year. With improved access to water, farmers get more yield, and can cultivate more than one crop annually, thereby increasing their revenue.

The farm ponds have also helped farmers better utilize their lands, which earlier were barren due to the degeneration of water sources. The project has benefitted about 25,000 farmers across two villages in Hubbali, Karnataka, exemplifying a successful model of partnership between LTI and farmers.



Farm Ponds Being Dug up at Hubbali



Hanumareddi Negali in his Farm Pond

Basavareddy V. Meti, a farmer from Dharwad district in Karnataka who benefitted from the project, said, "I own six acres of land in a rain-fed area, and was vulnerable to yield loss on account of low rainfall. We approached Deshpande Foundation and LTI to guide and help us in constructing farm ponds. With these farm ponds, we can now store water, and grow two or more crops, thus increasing our yield for all the six acres."

Volunteerism at LTI

At LTI, we believe employee volunteerism is a strong motivational engagement tool that enables overall development and holistic growth of an individual.

Through our 1Step CSR initiative, we provide our associates a platform to contribute to the society and create a positive impact on the community by volunteering for various ongoing projects.

During the 2017-18 financial year, we conceptualized a recognition platform called '1Step Ambassadors' and felicitated associates who have gone beyond the call of duty to make a difference.

5,293 LTI associates volunteered their time toward strengthening our CSR programs.



1Step Ambassadors' Felicitation at Founder's Day



JOY OF GIVING

Every child has the right to enjoy good books as part of growing and learning, and it is important the stories they read are set in surroundings familiar to them and in a language close to their culture. On the occasion of the 'Joy of Giving' week, LTI launched a pan India donation drive in partnership with Pratham Books, wherein LTI associates bought a book for their loved ones or for those children who could not purchase one themselves. Our associates also collectively donated 1483 kilograms of clothes and utility items to over 50 families through 'Goonj'. LTI made its premises available to self-help women groups free of cost during the week, for them to set up stalls and sell their products. The initiative resulted in proceeds worth up to INR 1.46 lacs being generated, which further supported the ongoing programs of these groups.

CAPACITY BUILDING SESSION FOR NGO PARTNERS

As a step toward creating a wider stakeholder knowledge base, we organized a capacity building session for our not-for-profit partners in Navi Mumbai recently. The 1STEP CSR team of LTI conducted the session in collaboration with our human resources and training departments, with the partners being briefed about LTI's CSR goals and vision. To understand their challenges, a session on financing and billing was also undertaken. Participants were encouraged to adopt a problem-solving approach for configuring solutions and the way forward.

Our soft skills trainer, Mr. Girish, emphasized the importance of setting goals and understanding project milestones and advanced planning. These inputs benefited our NGO partners and helped them understand their projects better.



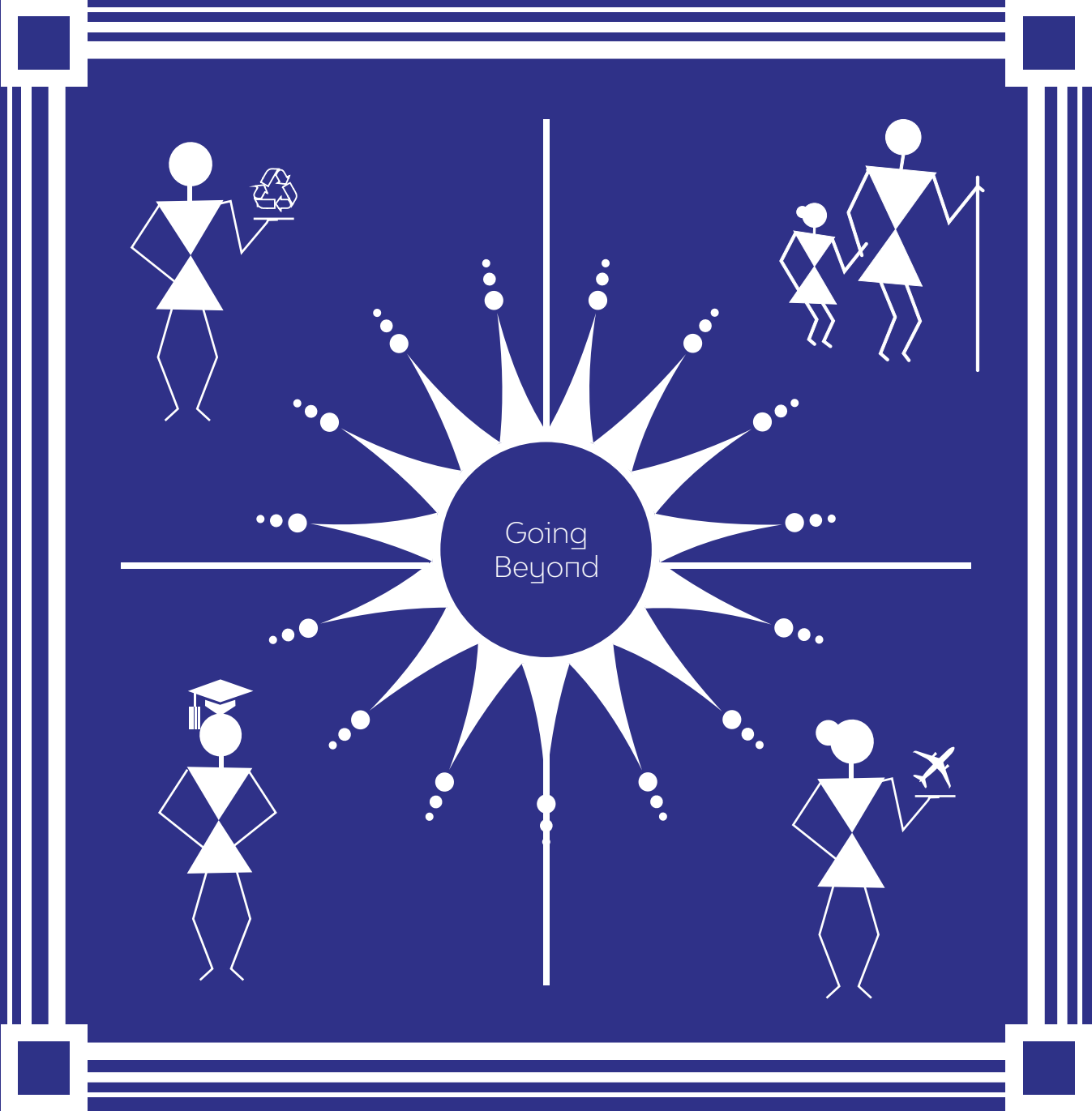
Presentation by NGO Partner During Capacity Building Session

In 2017, we had completed an impact assessment study of key CSR projects relating to our focus areas of education and empowerment, which were being executed in Maharashtra, Karnataka, Tamil Nadu, Uttar Pradesh and Madhya Pradesh.

Sattva Media and Consulting Pvt. Ltd., which carried out the study on behalf of LTI, concluded that the CSR programs are strongly aligned with the company's business interests. The study highlighted the collaborative relationship between the NGO partners and our CSR team.

During the reporting period, our business operations had no significant impact on the local communities.





Going
Beyond

LTI Overseas

South Africa and Metro Africa Winter Drive - Supporting the Homeless

Larsen and Toubro Infotech South Africa, in collaboration with Metro Africa, embarked on a Homeless Winter CSI drive on 28 July, 2017. Johannesburg has below freezing temperatures during winter and the homeless people on the streets have a hard time coping with the cold. To ease their survival in the freezing temperatures, 12 volunteers from LTI worked alongside the Metro team to assist with the preparations for the event. The volunteers split into 3 teams; the first team cooked nutritious food containing rice, vegetables, and mince, whilst the second team prepared blankets and the third team packed the clothes for easy distribution. The team left at 10:30 pm for distribution of food, clothes, and blankets to the homeless people in and around Johannesburg CBD. The volunteers distributed provisions to approximately 1800 people living on the streets of Johannesburg.



Volunteers Distributing Blankets and Clothes to Homeless People on Streets of Johannesburg



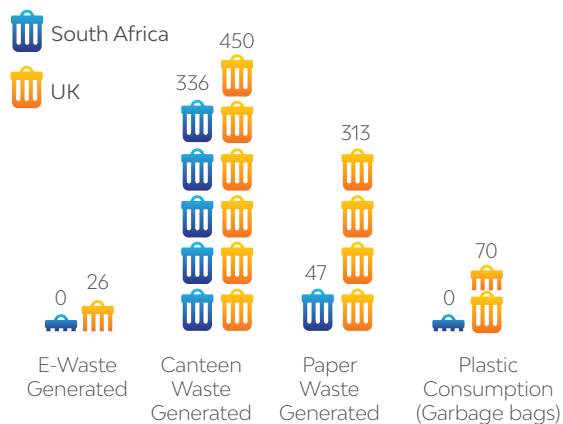
Volunteers Preparing Nutritious Food for Homeless People on Streets of Johannesburg

Australia - Scholarships For Exceptional Students

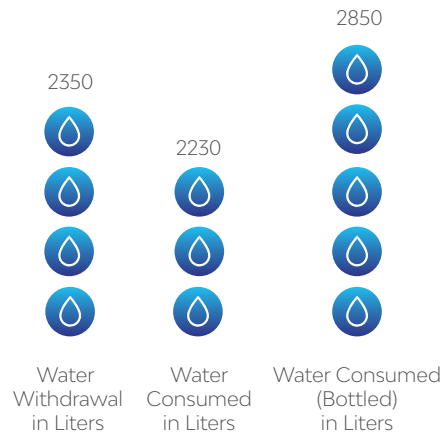
LTI Australia sponsored education for meritorious students identified by the University of Melbourne, by donating AUD 142,812. Two outstanding Australian students were recently awarded scholarships, based on their exceptional performance and achievement in their undergraduate studies within the field of computing and information systems. The students, who expressed their gratitude at being relieved from the financial burden of their education, expressed an eagerness to pursue higher education in the given fields.

Environment Overseas

Waste Generated at few of our Overseas Offices



Water Consumption for LTI Operations in the UK



Glossary

Sr. No.	Full form	Abbreviation
1	Advanced Distribution Management Systems	ADMS
2	Artificial Intelligence	AI
3	Artificial Intelligence and Cognitive	AICv
4	Asia Pacific	APAC
5	Ask Me Anything	AMA
6	Association for Rural Women's Education for Liberation	ARWEL
7	Australian Dollar	AUD
8	Bombay Stock Exchange	BSE
9	Bureau of Energy Efficiency	BEE
10	Business Financial Solutions	BFS
11	Business Responsibility Report	BRR
12	Carbon Disclosure Project	CDP
13	Central Pollution Control Board	CPCB
14	Chief Executive Officer	CEO
15	Chief Financial Officer	CFO
16	Client Engagement Survey	CSat
17	Corporate Social Responsibility	CSR
18	Cyber Security Management Platform	CSMP
19	Data Protection Impact Assessment	DPIA
20	Defense Research & Development Organization	DRDO
21	Environmental Health and Safety	EHS
22	Europe, Middle East and Africa	EMEA
23	European Union	EU
24	Food Safety and Standards Authority of India	FSSAI
25	General Data Protection Regulation	GDPR
26	Global Reporting Initiatives	GRI
27	Hierarchical File System	HfS
28	Human Resources	HR
29	Indian Rupees	INR
30	Industrial Internet of Things	IIoT
31	Information Commissioner's Office	ICO

Sr. No.	Full form	Abbreviation
32	Information Technology	IT
33	Instrument Panel	IP
34	Internet of Things	IoT
35	Introduction to Basic Technology	IBT
36	Junior	Jr.
37	Key Performance Area	KPA
38	Kilogram	kg
39	Kiloliter	KL
40	Larson & Toubro	L&T
41	Larson & Toubro Infotech	LTI
42	Leadership in Energy and Environmental Design	LEED
43	Liquefied Petroleum Gas	LPG
44	Liter	L
45	Managing Director	MD
46	Massachusetts Institute of Technology - Center for Information Systems Research	MIT-CSIR
47	Megawatt Hour	Mwh
48	Microsoft	MS
49	Mid-day Meal	MDM
50	National Association of Software and Service Companies	NASSCOM
51	National Stock Exchange	NSE
52	Nationally Determined Contributions	NDC
53	Natural Language Processing	NLP
54	NelsonHall Vendor Evaluation & Assessment Tool	NEAT
55	Non-Governmental Organization	NGO
56	Open Database Connectivity	ODBC
57	Original Equipment Manufacturer	OEM
58	Overall Equipment Efficiency	OEE
59	Piped Natural Gas	PNG
60	Platform as a Service	PaaS
61	Power Purchase Agreements	PPA



Glossary

Sr. No.	Full form	Abbreviation
62	Reverse Osmosis	RO
63	Risk Management Committee	RMC
64	Risk Operating Committee	ROC
65	Security Information and Event Management	SIEM
66	Senior	Sr.
67	Software as a Service	SaaS
68	South Africa	SA
69	SQL Server Integration Services	SSIS
70	Standard Cubic Meter	SCM
71	State Pollution Control Board	SPCB

Sr. No.	Full form	Abbreviation
72	Structured Query Language	SQL
73	Sustainability Development Goals	SDGs
74	Turnaround Time	TAT
75	The United Kingdom	UK
76	United Nations Development Programme	UNDP
77	The United States of America	USA/ US
78	US Green Building Council	UGBC
79	Veermata Jjabai Technological Institute	VJTI
80	Way of Working	WoW



Assurance Statement

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 **2017-18**. 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 2017-18** 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 2017-18 for the **reporting period 1st April 2017 to 31st March 2018**;
- 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)¹
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact
- Evaluation of the Report against the principles of Accuracy, Accessibility, Balance, Clarity, Comparability, Reliability, Timeliness and Stakeholder Inclusiveness, as defined in the **GRI (Global Reporting Initiative) Standards²** on Sustainability, 2016.

Methodology

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

1. Visited LTI's Powai office in Mumbai on 26.06.18, 29.06.18 & 17.08.18 and interviewed relevant personnel responsible for sustainability performance. Bureau Veritas' experienced assurers and sector specialists, on-site and off-site, conducted the assurance process. The off-site assessment consisted mainly of desk review of the draft Sustainability Report. LTI operates from facilities at Airoli, Navi Mumbai and in other cities such as Pune, Bangalore & Chennai. Remote interviews were conducted with select personnel, wherever required, who manage various sustainability aspects.
2. LTI had submitted sustainability performance data on reported GRI indicators. The data pertaining to the same was sampled and assessed by Bureau Veritas through the process above described.
3. The data was assessed 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 2017-18.
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 or that the information included therein is not fairly stated;

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

² GRI Standards are published by the Global Reporting Initiative, P.O. Box 10039, 1001 EA, Amsterdam, The Netherlands and can be downloaded from the GRI web site www.globalreporting.org



- 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.

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.

Impact

There is no finding from our assessment that LTI had not monitored, measured or has not been accountable for its actions related to its material topics and their effect on the broader ecosystem

Evaluation against Global Reporting Initiative (GRI) Sustainability Reporting Standards

Bureau Veritas undertook an evaluation of **LTI Sustainability Report 2017-18** against the GRI Standards. 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 2017-18** has been prepared in accordance with the GRI Standards including appropriate consideration of the reporting principles and necessary topics and disclosures within each topic, to meet the requirements of **GRI Standards 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.

No member of the assurance team has a business relationship with LTI, its Directors, Managers or officials beyond that required of this assignment. We have conducted this verification independently and there has been no conflict 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

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Date: 23-Aug-2018



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LTI
Let's Solve