LTI
Let's Solve

Solving for good

L&T | A Larsen & Toubro
Group Company

Solving for good

The world is coming together to solve global development challenges. Following a global call for action, the United Nations introduced the Sustainable Development Goals (SDGs), which are a set of 17 global objectives aimed at tackling the most pressing development issues by 2030.

1 NO POVERTY	**2** ZERO HUNGER	**3** GOOD HEALTH AND WELL-BEING	**4** QUALITY EDUCATION	**5** GENDER EQUALITY	**6** CLEAN WATER AND SANITATION	**7** AFFORDABLE AND CLEAN ENERGY
8 DECENT WORK AND ECONOMIC GROWTH	**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE	**10** REDUCED INEQUALITIES	**11** SUSTAINABLE CITIES AND COMMUNITIES	**12** RESPONSIBLE CONSUMPTION AND PRODUCTION	**13** CLIMATE ACTION	**14** LIFE BELOW WATER

While almost every nation has started devising policies and strategies to achieve these targets at the national level, the role of corporates is expected to be that of a catalyst. New-age technology and innovative thinking are key to developing solutions best suited to alleviate global issues while ensuring sustainable economic prosperity. LTI works to create solutions that catalyze change across its value chain.

'Solving for Good' is an expression of our intent to drive a solution-oriented mindset which we imbibe into our management philosophy to contribute towards the achievement of these global goals. The theme emphasizes on the fact that LTI solves problems for everyone, including its customers, employees and the society at large. This is further reinforced by articulating how we are building the right business practices to do right by the people and the environment.

This report narrates our value creation story across our internal and external stakeholders. This is our way of telling the world how we contribute to solving global issues for a better future.

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Overview

Founder Chairman's Message

Dear Stakeholders,

LTI draws the core elements of its sustainability philosophy from its parent company – Larsen & Toubro. While carrying forward the legacy, we have extended its principles to new geographies, widened its application to encompass new domains, and successfully enlisted emerging technologies to further the sustainability cause.

Our tag line 'Let's Solve' strikes a chord across all our stakeholders, with the implicit message that the world can no longer be viewed in binary terms. For customers, 'Let's Solve' is a call for collaborative engagement, as together we study problems and prise out innovation-driven solutions. For society, it is an acknowledgement that the environment impacts us collectively. While the Company continues to pursue growth, we simultaneously take steps to reduce adverse environmental impacts and contribute to the shared goal of reducing carbon intensity. To Team LTI, there is a continuing, every day stimulant – the challenge to break away from peers and set the benchmark.

In a world of increasing unpredictability, LTI has turned to new-age technologies to provide solutions that are beyond the reach of conventional modes and techniques. AI, automation, cloud, and analytics are the new tools that can offer our stakeholders greater assurance of desired outcomes.

We also intensified our efforts to develop Community Service programs which create value for the disadvantaged. Our attention is focused on Education, Empowerment and the Environment. In each of these three areas, our community initiatives are designed to serve long- term goals, and thereby, ensure sustainable outcomes.

The Company's third annual Sustainability Report is a score-card of our success in addressing global sustainable development objectives. I am certain that LTI will continue to record significant progress in contributing towards building a better and more sustainable future for all.

A. M. Naik
Founder Chairman

CEO and MD's Message

'Solving for Good' is the theme of our Sustainability Report for FY 2018-19, and I am pleased to share it with you. We have drawn inspiration from the United Nations' Sustainable Development Goals and our own mission for a better world by the year 2030.

Business Right

At LTI, we believe that technology is a key enabler in the context of global growth. We leverage the power of digital to create sustainable solutions for our clients which further catalyze societal growth and climate action. Our well-recognized solution to digitize sustainable forestry operations through IoT is not only transforming experiences in agribusiness, but also preventing revenue loss, artificial price suppression, biodiversity loss and climate change. Our AI-led automation of document digitization for oil reservoirs is reducing paper usage on the one hand and bringing in overall optimization in the resource extraction on the other. LTI has created life sciences solutions for the pharmaceutical industry that help reduce time in drug development, reduce cost of medication and expedite safety reporting of the marketed drugs, thereby empowering patients. Through increased transparency and disclosures, the Company has been able to instill stakeholder trust as well as efficiency in its operations. Guided by the global goals for sustainable development and by instituting new ways of working, we are strengthening our efforts to build an enterprise that is environmentally conscious, socially responsible and ethically strong.

People Right

Creating a work environment that is inclusive, empowering and balanced is on the top of our minds. From delivering outcomes that our customers expect, to solving social problems, our employees are the fuel that keeps our engine running. "Mission Ubuntu" is a testament to our commitment of enhancing the potential of our people through dedicated efforts. The idea is to bring about policy interventions that helps

employees throughout their journey with us to maximize their potential. In our commitment to provide a good workplace to our 28,000+ employees, we continue to be committed to improve diversity, increase learning opportunities and achieve zero work-related accidents.

Leveraging the power of digital for social impact is the core of our CSR programs. Centered on the 'Three Es' – Education, Empowerment and Environment, we are providing last mile high quality education through virtual classrooms to enhance learning outcomes of students in remote locations, and skills enhancement through digital literacy to increase employability among the marginalized. We are also helping increase the green cover through rainwater harvesting and planting more trees which can be digitally tracked for growth. Each of our programs is structured to create long-term value aligned to national and global priorities, reaching out to more than 158,000 lives during the year and irrigating over 700 acres of land. Through our 1Step CSR initiative, our associates have contributed 22,688 hours to make a positive impact on the community during the year.

Planet Right

Our recent listing at the FTSE4Good Index Series is a testimony to our sustainability commitment which aligns business performance to Environment, Social and Governance (ESG) aspects. Several steps are being taken to make our operations greener and less carbon intensive. Initiatives like replacing conventional equipment with new energy efficient equipment, HVAC plant optimization, UPS replacements and optimization, and installation of lighting transformers and motion sensors, have resulted in savings of 2.024 million units (kWH) during FY19.

Focusing our efforts on attaining carbon neutrality of our India operations by FY30, an increased emphasis is being given on sourcing energy through renewable sources for our office premises. A week in every month is earmarked as Green Week where travel for business

is restricted to curb emissions. Awareness drives to reduce, reuse and recycle resources in simple ways in our daily lives are conducted among our employees. With a strategic framework on resource optimization, LTI has climbed up the ladder in its Carbon Disclosure Project (CDP) reporting this year, scoring higher than average in its sector and in the Asia region.

I welcome you all, to follow our journey of value creation and problem-solving to build a better future for everyone. Let us solve for good!

Yours Sincerely,

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

Inclusion in the
FTSE4Good
index

>2 million
units electricity saved

>158,000
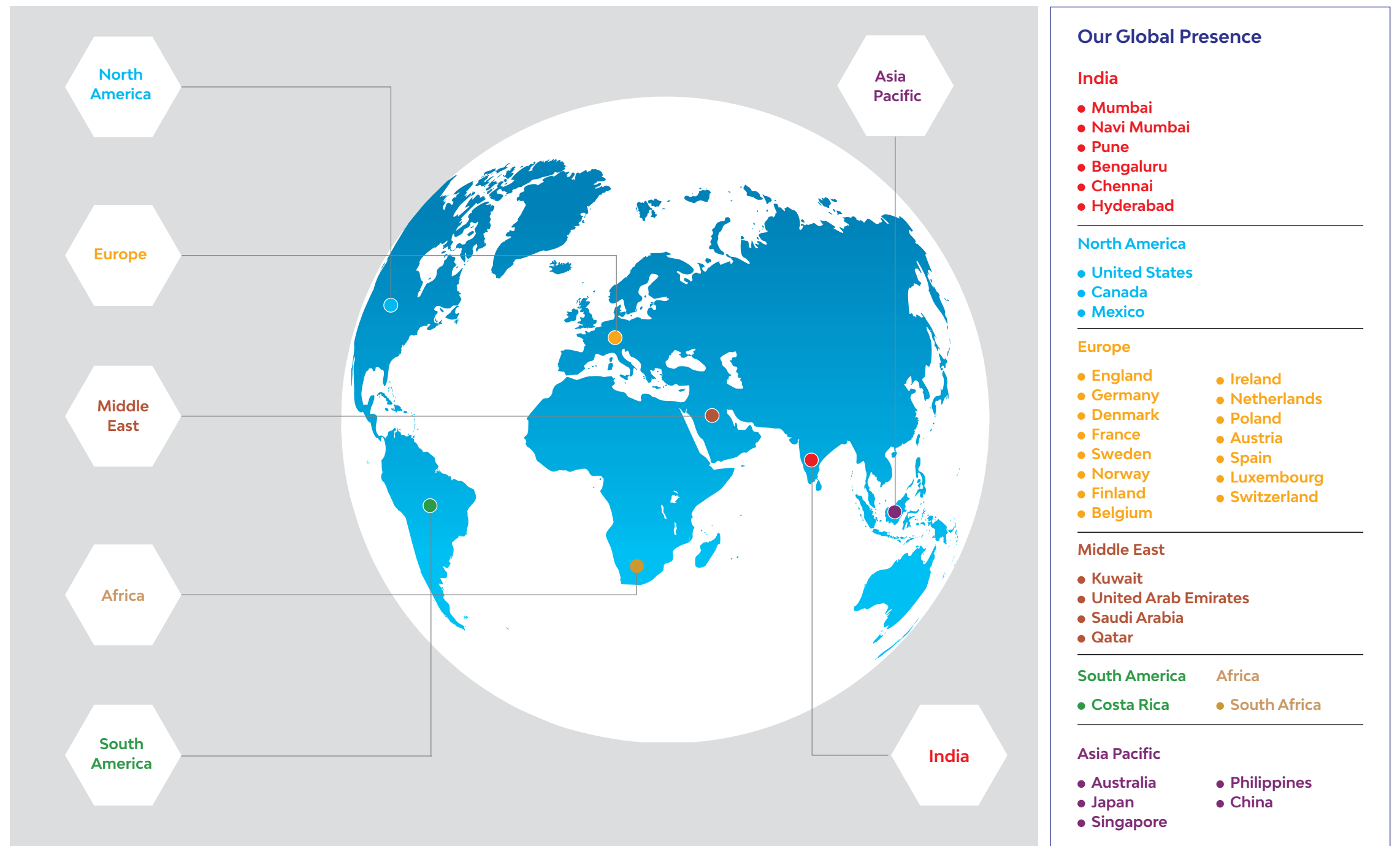beneficiaries through
community initiatives

About LTI

Founded in 1997, Larsen & Toubro Infotech Limited (LTI) is a global technology consulting and digital solutions company headquartered in Mumbai, India. We are a wholly-owned subsidiary of Larsen & Toubro Limited (L&T), and listed with the Bombay Stock Exchange (BSE) and National Stock Exchange (NSE). We have the distinction of being among the top 20 global Information Technology (IT) services companies, with more than 28,000 employees across 30 countries.

Our business centers enable clients to transform operations and help them deliver greater value to their customers, employees and shareholders.

North America

Europe

Middle East

Africa

South America

Asia Pacific

India

Our Global Presence

India

- Mumbai
- Navi Mumbai
- Pune
- Bengaluru
- Chennai
- Hyderabad

North America

- United States
- Canada
- Mexico

Europe

- England
- Germany
- Denmark
- France
- Sweden
- Norway
- Finland
- Belgium
- Ireland
- Netherlands
- Poland
- Austria
- Spain
- Luxembourg
- Switzerland

Middle East

- Kuwait
- United Arab Emirates
- Saudi Arabia
- Qatar

South America

- Costa Rica

Africa

- South Africa

Asia Pacific

- Australia
- Japan
- Singapore
- Philippines
- China

Our Market and Service Offerings

Industries served

Banking	Financial Services	Insurance	Oil and Gas	Utilities
Consumer Packaged Goods & Retail	Logistics	Hi-tech	Pharmaceutical	Healthcare
Media and Entertainment	Process Manufacturing	Automotive and Aerospace	Industrial Manufacturing	Engineering and Construction

Services

Automation	Cloud	Consulting	
Infrastructure Management Services (IMS)	Assurance Services	Cyber Defense Resiliency Service	Application Management

Products

Data and Analytics	Internet of Things	Digital Interactive	Cloud
Artificial Intelligence and Cognitive Practice	Cyber Security	Blockchain	Automation

Our Reporting Approach

The report for FY 2018-19 has been prepared in accordance with the requirements of Global Reporting Initiative (GRI) Standards: Core Option, and presents our performance against the key disclosures as prescribed by the framework. We have applied the GRI guiding principles for defining the content and quality to present the information in this report.

The last sustainability report was published in FY 2017-18. We publish our sustainability reports annually and our reports for the previous two years are available on the Company's website at: **https:// www.lntinfotech.com/social- responsibility/**

There are no significant changes from the previous report in reporting scope, boundaries, organizational size, structure, ownership and locations.

Data Management
The environmental data for India operations is sourced from the SoFi platform, which helps us in monitoring our footprint on a quarterly basis. The rest of the parameters are monitored through specific internal platforms, which are managed by the respective departments.

Restatements
There are restatements of data presented in the previous years' report which have been mentioned as footnotes at relevant sections within the report.

Assurance
This report has been externally assured by Bureau Veritas. The assurance was conducted as per the requirements of AA1000AS (2008) Type 2, 'Moderate' level. The scope and basis of the assurance have been described in the assurance statement which forms a part of this report.

Queries may be directed to
Email id: sustainability@lntinfotech.com

Reporting Scope and Criteria

1
Powai, Mumbai

2
Navi Mumbai, Maharashtra

2
Pune, Maharashtra

2
Bengaluru, Karnataka

1
Chennai, Tamil Nadu

Our offices

Awards and Recognition

Leadership Awards

Sanjay Jalona, Chief Executive Officer & Managing Director of the Company is listed among the Best CEOs in IT Services & Software category across all the listed companies in Asia and in the All-Asia Executive Team 2018 rankings by Institutional Investors

Sudhir Chaturvedi, Wholetime Director & President Sales of the Company, has been listed among the Top 100 Most Influential BAME leaders in the UK Tech sector by Inclusive Tech Alliance and among the Top 10 Highly Commended Disrupters

Sudhir has also been recognized as the 'Champion of Change' by the Indian Business Women Awards 2019, for his commitment and effort towards raising the value of workplace diversity and inclusiveness

Corporate Awards

ITSMA's Diamond award for Marketing Excellence

2018 Microsoft Partner of the Year award for App Innovation

2018 Stevie® Awards for Great Employers for its internal communications & employee engagement initiatives

2018 Gold Spotlight award for being ranked among the top 100 Annual Reports by League of American Communications Professionals (LACP)

'Digital Company of the year' and the 'most Admired Company of the year' award by BTVI Business Leader of the year

Analyst and Advisory recognitions

Positioned as a 'Leader' in NelsonHall NEAT for GDPR Services

Recognized as a 'Leading IT Service Provider' in Gartner's Competitive Landscape: Consulting and System Integration Service Providers for Robotic Process Automation Arup Roy, Cathy Tornbohm, August 9, 2018

Named a 'Leader' in Avasant's 2018 Blockchain Services RadarView™

Topped ITS Challengers List for the second consecutive year in Everest Group's PEAK Matrix IT Service Provider of the Year™ 2019 Report

Recognized as a 'Leader' for Business Process Transformation through RPA & AI in NelsonHall NEAT 2018

LTI is listed under honorable mentions in the Gartner's Magic Quadrant for Data and Analytics Service Providers, Worldwide, Jorgen Heizenberg et al., February 12, 2019

LTI's Mosaic recognized as one of the insights platforms in The Forrester Tech Tide™: Enterprise Business Insights And Analytics, Q1 2019 Report

Featured in Leadership zone in Zinnov Zones 2018 for IoT Technology Services

Named 'Leader' in Everest Group GDPR Services PEAK Matrix™ Assessment 2018

Recognized by ISG as a 'Leader' in their Next-Gen Application Development and Maintenance Services: U.S Market ISG Provider Lens™ Quadrant Report

CSR and Sustainability Awards

2018 CSR Times Award for Best Corporate in Women Empowerment

Certificate of Appreciation at the Sabera Awards for empowering people with special abilities

2018 Greentech Award for outstanding achievement in CSR

LTI's Sustainability Report FY 2017-18 has been ranked #25 worldwide and presented with the Gold Award by League of American Communications Professional (LACP) Vision Awards

Engaging for Good

Engaging for Good

Stakeholder engagement

Our stakeholder engagement process inspires confidence and builds trust, leading to long-lasting mutually beneficial relationships. Our four-step process includes identifying, prioritizing, engaging and understanding stakeholder expectations.

Stakeholder Identification

Understanding stakeholder expectations

Stakeholder Prioritization

Stakeholder Engagement
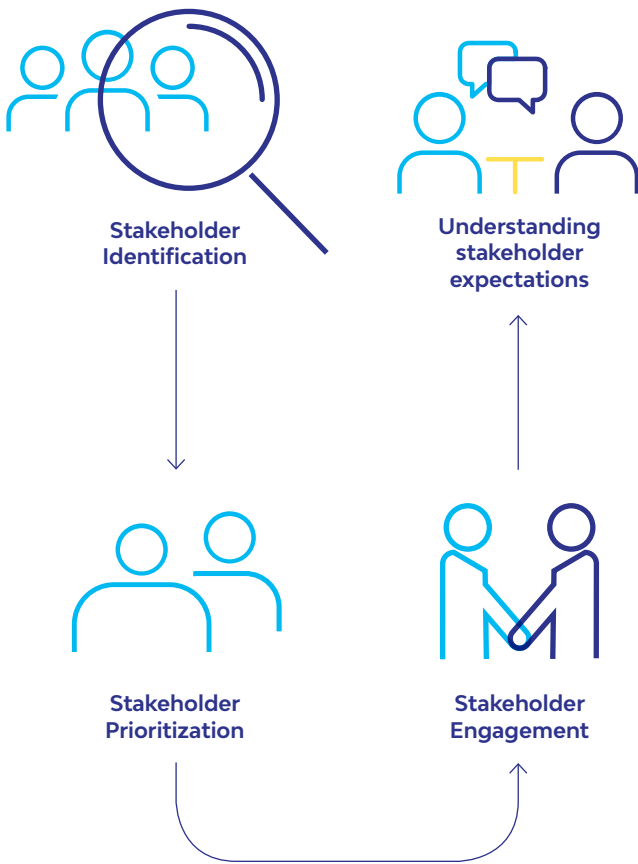
Clients

Communication Channels
Client satisfaction survey

Priority Areas
- Data privacy
- Client privacy
- Client satisfaction
- Corporate governance
- Product quality
- Occupational health and safety

Employees

Communication Channels
Employee forums, Leadership forums, Employee surveys, 'Workplace' platform, Unified helpdesk

Priority Areas
- Employees well-being
- Diversity and inclusion
- Talent management
- Occupational health and safety

Investors

Communication Channels
Annual Investors Meet

Priority Areas
- Economic performance
- Corporate governance and compliance
- Business continuity
- Delivery capability
- Data privacy
- Occupational health and safety

Suppliers

Communication Channels
Regular supplier meetings

Priority Areas
- Capacity building
- Services, quality and accuracy
- Corporate governance
- Ethical behavior and business practices
- Delivery capability
- Protection of intellectual property
- Transparency

NGOs/Communities

Communication Channels
Regular

Priority Areas
- CSR
- Community development
- Tending to educational needs
- Developing digital infrastructure and promoting digital literacy
- Business impact on community

Regulators

Communication Channels
Need based

Priority Areas
- Legal compliance
- Policy advocacy

Academic Institutions

Communication Channels
Periodic

Priority Areas
Talent attraction and recruitment

Materiality Assessment

As a part of our business strategy, we assess our short, medium and long-term risks and opportunities. Looking at our internal and external environment, we identify topics which are expected to impact our business performance as well as influence stakeholder decisions. This helps in prioritizing topics of maximum importance to our stakeholders and us.

Material Topics Selection
- Sustainability topics identified by our peers, Global Reporting Initiative and other relevant frameworks
- Identification of topics based on risks and opportunities at an organizational level

Material Topics Assessment
Shortlisting topics based on significance of the economic, environmental and social impacts and substantive influence on the assessments and decisions of the stakeholders

Material Topics Prioritization
- Interaction with functional heads and senior management
- Inputs from internal and external stakeholders

We engaged with a selected group of stakeholders through various mechanisms to understand their concerns and expectations. The feedback was analyzed to arrive at the list of prioritized material topics.

This list represents the topics that are most material for our long-term sustainability, which forms the basis of our report. We have instituted systems to capture, address and resolve the concerns raised by our stakeholders, with the overarching aim of strengthening our relationship with them.

Material Topics

Client Privacy and Satisfaction

GRI Topic
Customer Privacy

GRI Standards
GRI 418-1

Learning Opportunities and Career Development

GRI Topic
Training and Education

GRI Standards
GRI 404-1, GRI 404-2, GRI 404-3

Green IT

GRI Topic
Non-GRI

Employee Retention

GRI Topic
Employment

GRI Standards
GRI 401-1

Data Privacy

GRI Topic
Non-GRI

Occupational Health and Safety

GRI Topic
Occupational Health and Safety

GRI Standards
GRI 403-1, GRI 403-2

Economic Performance

GRI Topic
Economic Performance

GRI Standards
GRI 201-1

Brand and Marketing

GRI Topic
Marketing and Labeling

GRI Standards
GRI 417-3

Energy Management

GRI Topic
Energy

GRI Standards
GRI 302-1

Employee Wellbeing

GRI Topic
Employment

GRI Standards
GRI 401-2

Innovation

GRI Topic
Non-GRI

Supply chain Management

GRI Topic
Child Labor
Forced or compulsory Labor

GRI Standards
GRI 408-1, GRI 409-1

Emissions

GRI Topic
Emissions

GRI Standards
GRI 305-1, GRI 305-2, GRI 305-3, GRI 305-4, GRI 305-5

Corporate Governance

GRI Topic
Governance

GRI Standards
GRI 102-18

Delivery Capability

GRI Topic
Non-GRI

CSR

GRI Topic
Local Communities
Indirect economic impacts

GRI Standards
GRI 413-1, GRI 413-2

Waste Management

GRI Topic
Effluents and waste

GRI Standards
GRI 306-2

Diversity and Inclusion

GRI Topic
Non-discrimination

GRI Standards
GRI 406-1

Stakeholder

Clients   Employees   Investors   Shareholders   Suppliers   NGO's/Local Communities

Materiality Matrix

The material topics were scored based on the significance to stakeholders as well as to our business. Our report showcases our performance on these material topics. The topics that scored highly on both these parameters have been considered critically important. The top material topics have been highlighted in the following matrix:

	Employee wellbeing	Client privacy
	Learning opportunities and career development	Data privacy
		Corporate Governance
• Supply chain	• Occupational Health and Safety	• Services, Quality & Accuracy
• Brand and Marketing	• Innovation	
	• Green IT	
	• Economic Performance	
	• Delivery Capability	
	• Employee Retention	
	• Energy Management	
	• Emission	
• Waste Management	• CSR	
	• Diversity and Inclusion	

SIGNIFICANT TO STAKEHOLDERS

Low to High

Low to High

SIGNIFICANT TO LTI

Sustainability Framework

Integral to our business philosophy is our approach to conduct our business sustainably through sound business practices which are socially responsible and environmentally friendly. This is codified in our sustainability framework

People Right

Business Right

Planet Right

Stakeholder Engagement

We engage with our stakeholders on a continuous basis and at every level, thereby strengthening our mechanism to identify potential challenges and opportunities.

Employee Wellbeing

We believe in holistic development of associates while ensuring an environment that is safe, healthy and equitable. We encourage career development and offer an environment that is not only conducive to work but also spurs creativity and innovation.

Diversity and Inclusion

We believe in providing equal opportunity to all and encourage diversity in the organization. It is our constant endeavor to make the work culture as well as community initiatives more inclusive and all-encompassing.

Human Rights

Equality is the fundamental right of every individual. We ensure a professional atmosphere that promotes equal employment opportunities and discourages discriminatory practices.

CSR

We strive to 'Solve for Society' by leveraging technology, with meaningful CSR interventions in education, empowerment and environment conservation.

Volunteerism

Through our CSR programs, we provide our employees a platform to contribute to the society and make a positive impact.

People Right

Client Centricity and Operational Excellence

We engage with our clients and take their feedback on a regular basis. We strive to achieve the highest level of operational excellence in our client delivery. Our five beliefs (refer page no. 25) articulate our way of doing business.

Disclosures and Transparency

We believe that transparency ensures stakeholder trust and efficiency in business operations. Beyond mandatory disclosures, we also report on globally accepted frameworks and standards thereby transparently disclosing key impacts and management approach.

Ethics and Code of Conduct

Our policies demonstrate a strong commitment towards ethics and provides a mechanism to address issues pertaining to the Code of Conduct.

Risk Management

We have a robust risk management framework which has been approved by the Board of Directors. This framework is a guiding yardstick to identify, assess, quantify and mitigate business risks.

Business Right

Resource Efficiency

Our focus is to reduce consumption of energy and water, and minimize waste and emissions. We are increasing our investment in a green infrastructure, with increased focus on operating out of green buildings.

Adopting a Low Carbon Strategy

By supplementing our energy requirements with renewable sources, switching to electricity saving measures and reducing travel, we are working on reducing our carbon footprint.

Green Cover

Through our CSR initiative of tree plantation, we look to increase green cover in communities. We also offset our emissions through community-based initiatives in clean energy.

Green Products and Services

We offer efficient technology solutions and green products to enable clients to optimize their business processes and manage their environmental footprint.

Planet Right

Sustainability Roadmap 2030

While the sustainability framework underscores the basic tenets we follow, our sustainability performance finds purpose, direction and objectivity through a set of specific objectives and commitments that we have set for ourselves in our sustainability roadmap. These commitments are not only business-centric but people and environment-centric as well. It is our firm belief that achieving these objectives will enhance our contribution to the achievement of the SDGs.

Employee Retention

Reduce attrition rate to **12%**

Learning Opportunities and Career Development

50% of new role requirements to be fulfilled by internally developed team members

Diversity and Inclusion

Increase diversity by **30%**

Emissions

Achieve **carbon neutrality** of Indian operations

Energy Management

- Increase share of renewable energy to **50%**
- Reduce **30%** electricity consumption compared to business as usual

Water

Reduce water consumption per FTE by **40%**

Corporate Social Responsibility

- Leverage technology to create opportunities for growth and prosperity through meaningful interventions in **Education, Empowerment and Environment**
- Touch **200,000** lives

Occupational Health and Safety

Maintain **zero** work-related accidents status

Our Contribution to SDGs

Our CSR initiatives under the Empowerment focus area aim to provide a decent livelihood to people from marginalized communities.

1 — NO POVERTY

Our efforts to provide mid-day meals to students in Government schools contributes towards enhancing access to safe, nutritious and sufficient food.

2 — ZERO HUNGER

We leverage technology for social good by upgrading technological capabilities of industrial sectors as well as social institutions.

9 — INDUSTRY, INNOVATION AND INFRASTRUCTURE

We actively promote diversity at workplace by empowering our people and providing platforms for society which creates equal opportunities for all.

10 — REDUCED INEQUALITIES

We ensure the continued well-being of our people and follow a principle of zero harm in our operations.

3 — GOOD HEALTH AND WELL-BEING

Our focus is on improving the quality of training internally and on quality of education for society at large.

4 — QUALITY EDUCATION

We have robust systems for optimum consumption of resources like paper, water and plastic, while ensuring reuse and recycling wherever possible.

12 — RESPONSIBLE CONSUMPTION AND PRODUCTION

We are taking decisive actions to make our operations carbon neutral as well as to provide clean energy to the society.

13 — CLIMATE ACTION

Our HR practice promotes an equitable workplace and in the community we strengthen the capacity of women to learn and earn a sustainable livelihood.

5 — GENDER EQUALITY

We endeavor to enhance our water use efficiency and ensure maximum recycle and reuse in our operations.

6 — CLEAN WATER AND SANITATION

We help in restoring biodiversity through tree plantations and freshwater replenishment through rainwater harvesting.

15 — LIFE ON LAND

We enable responsive, inclusive, participatory and representative decision-making with effective stakeholder dialogue.

16 — PEACE, JUSTICE AND STRONG INSTITUTIONS

We reduce the dependence on fossil fuel based energy by using energy efficient equipment and investment in renewable sources.

7 — AFFORDABLE AND CLEAN ENERGY

Through engagement with clients, suppliers as well as community, we enable creation of economic value in the form of income generation and equitable growth.

8 — DECENT WORK AND ECONOMIC GROWTH

We collaborate with our stakeholders to execute our initiatives towards sustainable development.

17 — PARTNERSHIPS FOR THE GOALS

SUSTAINABLE DEVELOPMENT GOALS

Business
Right

26%

Increase in revenue

80%

of internal communication is done through 'Workplace'

>50%

of focused reskilling done through Mosaic platform

We are the preferred digital partner to some of the world's leading enterprises across various segments. It is this trust that our clients place in us that drives our resolve to continue providing bespoke solutions and enable the rapid convergence of the physical and digital worlds.

While ensuring sound returns for our shareholders and investors, we intend to enhance our social and human capital. The bedrock of this vision is implementation of industry best business practices that are ethical and transparent and are further reinforced by a robust governance mechanism.

This section focuses on our strategy, business performance, customer experience and delivery excellence, outlining the achievements of FY 2018-19 and our ambitions for the upcoming year. We have also detailed our governance approach. The information on our Board and its members as well as the various committees which facilitate the effective management of the business is included in subsequent sections.

I often reflect upon the responsibility an enterprise has toward the communities it operates in, toward all its stakeholders, and toward the planet. As a company, this is one of our foremost responsibilities, be it for Environment, Education and Empowerment of underprivileged sections of the society. Our business activities have an impact on the society, and we want it to be a positive impact, at all times.

At LTI, we are committed to undertaking endeavors that reduce adverse impact on the environment. This commitment percolates to our global operations – where we strive toward greener ways of working. Our teams are actively reducing their environmental impact through a series of sustainable practices. We have set a goal for ourselves to work with a 'leave no trace' philosophy as our demonstration to conserve natural resources. We also observe Green Week once every month globally, to reduce carbon footprint due to business travel. Beyond our own operations, we are creating sustainable solutions for

our clients by helping them reduce their carbon impact.

As a technology-focused company, LTI is a continuous-learning enterprise. This means our employees must keep enhancing their skills and such trainings often necessitate extensive travel. To overcome this requirement, LTI's Mosaic Academy provides a digital platform for continuous, self-paced learning, thus helping our employees reskill and stay up-to-date, wherever they are located.

We have undertaken further efforts toward solving for good by positively impacting the society we live in, through our CSR programs. Beyond environment conservation and education, we focus on providing digital training for specially abled, enabling women empowerment through entrepreneurship programs, and by reviving the traditional art of Warli, in collaboration with UNDP.

I strongly believe our business would be good, if we are a "good" business!

Sudhir Chaturvedi

Whole-Time Director & President-Sales
Member of the CSR Committee

Sustainable Development Goals

1 NO POVERTY

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Our Beliefs

Go the Extra Mile

Be Agile

Solve for Society

Keep Learning

Push Frontiers of Innovation

Strategy and Markets in Focus

Business Strategy

Our business is deeply rooted in the belief that technology can be used for the betterment of the society. While we enable the convergence of the physical and digital worlds for our customers, we help bring about a transformative change that involves making processes more efficient, reliable and less carbon intensive. In the process, this change also enhances value creation and helps build stronger institutions.

At the forefront of this new world order are enterprises that are breaking away from conventional business models to introduce products and services with a social conscience. Our strong relationships with clients who are bringing disruptive innovation to the fore are bolstered further through investments in Platforms, Partnerships, Acquisitions and People. Initiatives like 'Beyond', 'Extreme Automation' and 'Design Driven Delivery' help in delivering rich and meaningful experiences to our clients and their customers, making us one of the Top 20 global IT firms.

We have expanded our presence to 29 delivery centers across the world with the inauguration of two new strategic global delivery centers in Poland and Johannesburg in the reporting year. These state-of-the-art centers reinforce our commitment towards offering excellent experiences to our clients, globally. The Johannesburg delivery center is a 30,000+ square feet state-of-the-art center with a capacity of 250 seats, and will help the Company expand its operations in South Africa across all sectors.

To increase our outreach, we focus on building our brand awareness. We have deepened our engagement with industry influencers and participate in major trade shows and conferences like SAP SAPPHIRE, Oracle OpenWorld, and Dreamforce. We have featured in major ratings and rankings for exponential technologies. During FY 2018-19, no cases were reported against non-compliance of marketing communications.

Further, we are well positioned to manage unexpected and emerging risks with the establishment of LTI's dedicated business continuity unit. We have identified key organizational risks and a mitigation approach which are described in LTI's Annual Report for FY 2018-19.

Partnering for Success

At LTI, we constantly try to achieve measurable impact by partnering with our clients to forge new paths, build unique solutions and inspire others to continue their efforts.

Even though communities have shared assets for thousands of years, a shared or P2P economy is a modern, disruptive and breakaway business model adopted by emerging new businesses. They leverage the power of Big Data, Advanced Analytics, IoT, Machine Learning and similar technologies to offer better-priced products and services via user-friendly online platforms. Committed to Powering the Breakaway Enterprise, LTI supports such new-age business models that are gentler and easier on the Earth's limited resources, thereby contributing by merit of being an enabler and technology services provider.

Many of the sustainability issues that we prioritize at LTI are enhanced by working with credible, knowledgeable and innovative partnerships, as well as collaborative initiatives as mentioned below:

Digitizing sustainable forestry operations

LTI partnered with one of the largest producers of timber in Africa to digitize their forestry operations. We prepared a blueprint and Minimum Viable Product (MVP) that helped in not only transforming experiences in agribusiness, but also in preventing revenue loss, artificial price suppression, biodiversity loss, and climate change.

This partnership required spending more than three months in the forest to understand the entire supply chain along with the process of licensing and logging. Scientists, forestry experts, flora and fauna specialists, and government officials were consulted to identify the potential loopholes that allowed unauthorized participants to exploit the system. The exercise helped LTI form the genesis for designing the digital Log Traceability Solution to meet client expectations.

Outcome:

1. **Preventing loss of revenue**
2. **Prevent artificial price suppression**
3. **Preventing loss of biodiversity and climate change**

Leading towards transformation through IoT

LTI partnered with the world's largest multinational elevator manufacturing and service company to enhance processes to reimagine the customer and technical expert experience using smart, IoT technology. A Big Data analytics layer helped predict the health of the equipment and execute a country-specific analytics model. We assisted in building real time dashboards for technical experts and customers for analysis and decision-making.

This helped the client in monitoring real-time and accurate information about their equipment, thereby increasing people safety while using elevators.

Pharmacovigilance applications embedding AI

8 DECENT WORK AND ECONOMIC GROWTH **9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**
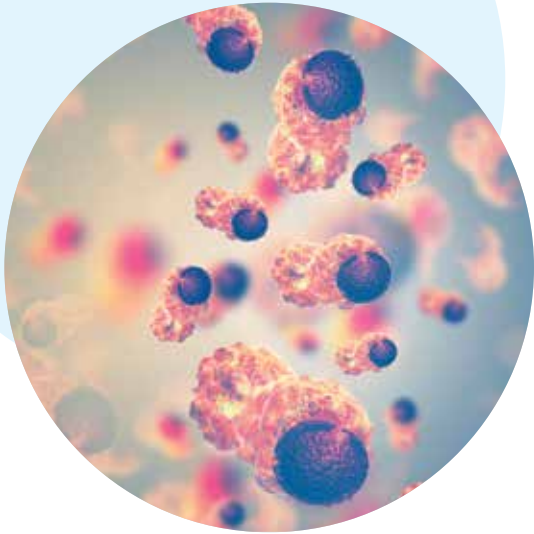
The current process of Pharmacovigilance reporting is lengthy and could risk the safety of people. We have developed an Artificial intelligence (AI) and Natural Language Processing (NLP) embedded Pharmacovigilance application where the narrative of the adverse event will be automated.

This will reduce time for narrative framing by almost 95% leading to timely submission of safety events to the regulatory authorities.

Skin Cancer Detection

3 GOOD HEALTH AND WELL-BEING **9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**

LTI has developed an artificial embedded mobile application for pre-biopsy analysis and detection of skin cancer. This application also helps to monitor the changes in skin lesions and tracks the effect of the therapy. Apart from the physical status of the skin lesion, it also helps to monitor the psychological distress associated with the cancer or its treatment.

The application has helped in precise selection of patients for biopsy.

Data Digitalization

One of our clients in the Oil & Gas industry wanted to re-evaluate its legacy reservoirs and adjacencies. More than 90% of the legacy data was in the form of hard copies which were difficult to access and had limited usability. The engineers working on-site wanted the data readily available at their workstations to make informed decisions. The data comprised of well logs, seismic surveys, maps, production reports, etc., corresponding to almost 12 million documents.

LTI used its expertise in AI-led automation to digitalize the documentation with a user-friendly interface, leading to intelligent quality assurance and data enrichment. Access to data became faster and efficient leading to a reduction in time by 40-60% and cost reduction by 30%. Paper usage has also reduced drastically.

Solvation

'Solvation' was our inaugural global customer conference held in Orlando, Florida, where 46 of our clients participated. This conference provided a platform for engaging with customers and brought together industry leaders, technology specialists and thought leaders from around the world.

The event provided a unique opportunity to discuss the latest technology trends and to solve the most complex challenges of a converging digital and physical world.

29

Technology for Sustainability

"We endeavor to leverage technology to help our clients become Breakaway Enterprises and power them on a journey of sustainable growth by anchoring on our 4-pillar strategy of Operate to Transform, Data-Driven Organization, Experience Transformation and Digitizing the Core. A Breakaway Enterprise is one that can disrupt as also embrace disruption in today's changing environment.

Today, the staggering pace of technological advancement commands that organizations invest in capabilities and reinvent operating models to stay relevant. LTI has a strong focus on innovation through its various initiatives within and outside the company. We also partner in the skills transformation of the entire ecosystem by not just investing in our employees' reskilling, cross skilling and upskilling needs but also that of our clients and by collaborating with alliance partners, vendors and academic & research institutes."

Nachiket Deshpande
Whole-time Director & COO, LTI

Consistent focus on development through Centers of Excellence to upgrade technological capabilities and deploy sustainable offerings

Sustainable Development Goals

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

17 PARTNERSHIPS FOR THE GOALS

Automated Platforms for Delivery Excellence

Revenue Projection
We implemented a system for revenue projection to reduce manual efforts of revenue forecast consolidation, backtracking the changes and reconciliation with resource requests.

SAP Business Planning and Consolidation
We enabled the process to prepare consolidated financial statements for all legal entities of LTI including subsidiary and associate companies thereby reducing reconciliation efforts and eliminating human errors.

Paperless Claims using Concur
We have simplified the process of raising claims by making it paperless and thereby reducing the effort for employees as well as the turnaround time.

Project Workbench
This platform is developed for project and delivery managers to get a view of internal and external resourcing, providing them support from proposal to project completion stage. It provides benefits in extension of contracts, hiring or training individuals, evaluates financial and operational health of projects, and in managing project resources.

MYLTI
This BOT-enabled portal helps employees to integrate all notifications, tasks and key events for an individual personally to increase employee productivity. The portal connects all applications within LTI, touching every aspect of employee management.

SAP Treasury
We enabled business functions to automate and smoothen the tracking of treasury instruments in SAP with Finance, thereby reducing errors and the effort of manual data entry and enabling real-time processing.

Travel – Self-service
The development of this feature enabled employees to book travel tickets directly and reduce dependency on back office staff. The service facilitated access to negotiated rates, greater visibility of bookings and access to emergency tools helping the organization meet duty of care obligations.

Marketplace for Employees
This development enabled employees to see how they stack rank against open opportunities within the organization, establish connection with leadership of potential next projects and see what more they need to learn to scale themselves up for their dream job within LTI.

96.6%
of revenues generated from existing clients

Automation initiative implemented for more than

100 key accounts covering about

320 engagements

Deploying Analytics-as-a-Service using Mosaic Decisions

One of our clients conducted manual customer surveys that required investment of 300,000 hours and USD 12 million a year for data collection, validation and analysis.

We helped the client provide consulting services in the health, wealth and career space by migrating their campaign management process to the Amazon Web Service (AWS) cloud leveraging Mosaic. We designed and built a cloud-based campaign system that allowed the client to better manage its customer information, efficiently collect survey data, gain global analytics insights, cut down on IT licensing and support costs and better engage customers.

This project led to a reduction of manual efforts by 90% and annual savings of USD 7 million. It also enhanced user experience and provided data validation in real time.

One of our clients in the automobile industry wanted to automate their claims investigation system. These claims pertained to fire and safety hazards, vehicle parts wear and tear and carbon emission from the client's dealers. This would lead to faster identification of the root cause of an issue and subsequent implementation of corrective action.

LTI implemented a quality data repository system to perform market analysis and to address vehicle quality related issues. LTI also implemented a problem reporting and problem management system used by quality engineers and quality managers to analyze and manage problems and claims.

The automation of claims investigation has resulted in elimination in downtime, improved performance and better reporting and analytics. This has also resulted in improved passenger safety due to effective resolution of fire and safety claims. It has also resulted in improved product delivery to customers with speed, affordability and a low carbon footprint.

Revamp of claims investigation system

Client Centricity and Satisfaction

Consistent with the objective of delivering long-term sustainable value for all our stakeholders, we continue to provide superior services to help our customers create, grow and protect value in a sustainable way.

During FY 2018-19, we have worked with multiple clients and developed solutions across a range of industry sectors. To improve existing workflows, we integrate automation tools and strategies based on DevOps and lean methodologies. One of our strategies includes a Mosaic platform which covers all aspects of automation, viz. Robotic Process Automation (RPA), Machine Learning, software-defined everything, and Design Thinking. It is a converged platform offering improved solution experience to its users. It enables digital transformation for clients and brings an insight-driven approach to decision-making.

The Mosaic platform helps Project teams realize automation benefits with RPA, AI and cognitive solutions. This year, the automation initiative has been implemented for more than 100 key accounts covering about 320 engagements.

Mosaic automation being the key focus area, the cloud and infrastructure group invested in Cloud and Power BI to provide next-generation digital operation solutions to our clients. We have successfully moved 90% of our applications to the public cloud. This has helped by improving resilience, enabling self-service, lowering of IT costs, reducing time-to-market and delivering better service quality compared to traditional OnPrim server farms. Power BI dashboards have been implemented in the areas of utilization, forecast, and CXO analytics by integrating with applications such as CRM, iManage, Core and resource requisition, etc. Now, there is a single dashboard for all employees above manager level to view their performance on an ongoing basis. This helps boost operational efficiency and reduce turnaround time.

We have created an open environment to capture feedback, resolve any concerns and enhance our ability to improve our services through a structured approach. This enables us to enhance our ability to retain the loyalty of clients and improve their confidence in our organization.

The 'Client Satisfaction Survey' enables clients to rate LTI across parameters like project execution, quality, communication, culture and value delivered. This helps us obtain client feedback every six months. In addition to project level, feedback can also be taken at a transactional level, engagement level or individual employee level.

Furthermore, the annual third-party customer experience survey incorporates satisfaction, loyalty, advocacy, and business value for money. This survey includes various levels of clients right from the CXO and senior management to the middle management level.

Three levels of client feedback

- Project
- Third-party Client Satisfaction Survey
- Transactional
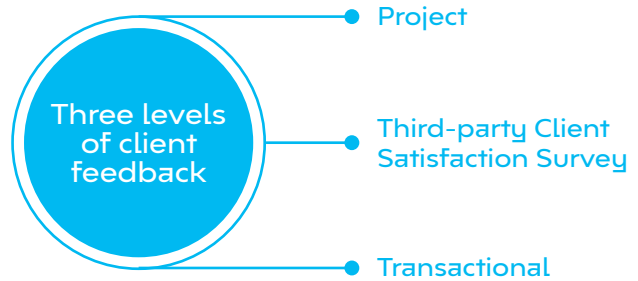
There is an increase in Experience Index by 0.9 and Net Promoter Score (NPS) by 4 in FY 2018-19 as compared to the previous year.

Customer Data Privacy and Information Security

We are compliant with General Data Protection Regulation (GDPR) and Health Insurance Portability and Accountability Act (HIPAA) data privacy regulations for our United States-based clients, and data privacy norms for European and Nordic clients. We are registered for European Union data protection with the Information Commissioner's Office (ICO) of the United Kingdom. There have been no reported cases and penalties incurred for breach of customer privacy or data for the reporting period FY 19.

Various initiatives were undertaken during the reporting period to enhance our tools and solutions and make them more proactive. The initiatives for enhancement of our cyber security posture during FY 2018-19 are listed below:

- Network Access Control (NAC) to check security posture health prior to providing access to corporate network, and block rogue systems and access points
- Virtual Patching solution for enterprise critical servers to reduce vulnerable attack surface against known and unknown threats, including zero-day threat protection
- Hard Disk Encryption (HDE) with removable media encryption
- Privileged Identity Management (PIM) for effective management processes
- Limiting the number of privileged accounts
- Revamping of Information Security User Awareness Training
- Assessment on online Learning Management System (LMS) portal
- Patch management for Mac / iOS devices

Additionally, half-yearly Phishing Simulation Exercises were conducted across the enterprise to check susceptibility and to train defaulters. We have also established a Host Intrusion Prevention System (HIPS) component enabled in Symantec Endpoint Protection agent in a client offshore dedicated center (ODC) to ensure that systems that are non-compliant to the latest AV definitions are quarantined until remediation.

Global Delivery Centers

LTI has inaugurated two global delivery centers in Poland and Johannesburg to expand its global operations. The objective is to create and deliver cutting-edge digital solutions for clients in the areas of Big Data, Cloud, SaaS, IoT and Digital Transformation. Customers will also experience the convergence of physical and digital worlds at the latest Mosaic Experience Centers. Both centers feature a 24×7 command center to monitor and support infrastructure, network, and security of customer operations. These have considerably improved our delivery capabilities in the African and European regions.

Moreover, the Johannesburg center is situated in a 4-star rated office premise (as per the Green Star Office Design rating system) with 74% of the usable area.

Business Resilience and Crisis Management

We ensure continuity of critical businesses and functions in order to protect the organization, safeguard client services, sustain stable financial markets and retain customer confidence.

We proactively manage 'Business Disruption Risk' by running a Business Continuity and Resilience (BC&R) program compliant with globally and locally applicable laws and regulations. Our work is aligned to relevant industry standards like ISO 22301 and NIST framework.

LTI's BC&R program is designed to ensure safety and welfare of employees, and to protect and ensure the availability of all information and information processing assets. It also helps maintain operations and continued support to clients for all types of projects. Our Crisis Management Framework ensures that we can respond in the best possible way to a crisis/disruptive event and to manage impact, if any, with topmost priority given to employee safety.

Supply Chain Management

Across our three main purchasing categories – Human Resources (HR), Services, Materials and Equipment – we ensure the implementation of our Supplier Code of Conduct. The Code demands adherence to laws applicable to the jurisdiction of suppliers which explicitly state compliance to laws governing anti-bribery, trade controls, anti-trust, conflict of interest, labor practices, human rights, health, safety and environment. Our contracts ensure prevention of any form of child or forced labor. During the reporting period, no incident of child or forced labor was reported at LTI . We go beyond compliance to create value not just for our clients but the entire value chain. We work diligently with our suppliers to stay agile and mitigate potential risks.

Workplace

LTI was the first company in its sector to adopt 'Workplace' by Facebook in 2016. In the last three years, this platform has helped us in transparent internal communication. Workplace enables seamless top-down communication and knowledge sharing through leadership posts, updates on organizational changes, new wins, media news, quarterly results, live feed of events, HR updates, etc.

People collaborate through groups on Workplace. We have around 403 groups where our associates actively engage to raise questions, seek solutions to issues, share customer stories and to solve queries. About 92% of our Workplace accounts have been claimed by employees, with almost 850 posts being generated every week. Also 80% of our communication to employees is email free.

Through automation, we saved 670 Full Time Employee (FTE) equivalent hours in FY 2018-19 in our operations.

Managing Business Responsibly

As on March 31, 2019, the Board of Directors comprised 11 Directors, six of whom were independent. The distinct roles of the Founder Chairman and the Chief Executive Officer and Managing Director are clearly defined. The Board has constituted five committees namely – Audit Committee, Stakeholders' Relationship Committee, Nomination and Remuneration Committee, Corporate Social Responsibility Committee and Risk Management Committee – as per the requirements of the Companies Act, 2013 and SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015. Besides the above statutory committees, the Board has also constituted a Strategic Investment Committee which inter-alia deals with and is responsible for identification, reviewing and approving proposals for acquisitions and investments.

LTI has a strong Risk Management Framework and process to ensure that risks to business objectives are proactively identified, assessed, and appropriately mitigated on an ongoing basis. The Risk Management Committee ensures that the Risk Management Framework and policy is in place and monitors the implementation of the Enterprise Risk Management (ERM) Framework.

Our Risk Management Framework[1], comprises three lines of defense – Self Risk Assessment, Compliance and Control Assessment and External Checks. The framework is governed by the Board's Risk Management Committee and overseen by the Board of Directors. Our existing risk management principles go beyond the requirements of the precautionary principles and address the mitigation measures related to environmental, social and economic risks.

The Company has put in place a Code of Conduct for its Directors and Senior Management in terms of the provisions of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015. There is a separate code of conduct for LTI employees. The Code of Conduct elaborates upon values, responsibilities and commitments to be followed by all employees of LTI. The Company has a well-defined and a structured framework for redressing grievances that emanate from our stakeholders pertaining to ethics, conduct and integrity. The Human Resources and Secretarial departments resolve grievances from employees and shareholders respectively.

The Company's whistleblower mechanism operates under various forums to resolve the grievances of several stakeholders, with a special thrust towards providing safeguards against victimization of the whistleblower. We also ensure the implementation of the Supplier Code of Conduct across our value chain. The Supplier Code of Conduct demands adherence to the laws applicable under the jurisdiction of suppliers. It deals with anti-bribery, trade controls, antitrust, conflict of interest, labor practices and

human rights, health, safety and environment. We go beyond compliance to create value not just for our clients but for the entire value chain.

The Company believes that compliance with regulatory laws has become a catalyst for Corporate Governance and a robust statutory compliance system is vital for effective conduct of its business operations. The Company ensures that the appropriate business processes and adequate tools are in place for adherence with all the statutory obligations.

Keeping this in mind, the Company has put in place a framework on "Global Corporate Compliances" which outlines the Company's philosophy towards a compliance culture, understanding compliances, coverage, approach, responsibilities, reporting matrix and trainings. The framework focuses on taking up compliance as an integral element for conducting business, and creates a corporate culture characterized with integrity and law-abiding behavior. The Company also engages external consultants to review and update the compliance requirements for new geographies and also to update the existing list of compliances applicable globally to LTI. Audit assurance on Compliance Management is sought on a regular basis through the Company's Internal Audit team.

We have a Board-level Corporate Social Responsibility (CSR) committee that supervises the formulation and implementation of our sustainability strategy. Apart from formulating and recommending to the Board its vision vis-à-vis the CSR Policy, the Committee also periodically reviews the Company's sustainability performance.

Further details of our governance structure can be found in our financial filings and on the corporate governance section[2] of our Investor Relations website. We also publish a Business Responsibility Report (BRR)[3] as per the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG - SEE) as issued by the Ministry of Corporate Affairs, Government of India.

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[1] Annual Report 2018-19
[2] https://www.lntinfotech.com/investors/#tab-investor-id-3
[3] https://www.lntinfotech.com/wp-content/uploads/2019/06/LTI-BRR_revised.pdf?pdf=download

In order to gain a more holistic understanding of our stakeholder concerns and their future demands, we continuously participate in various industry forums, academia and other relevant organizations so as to contribute to the knowledge-sharing process, and gain crucial information that can help LTI in its future endeavors.

We provide relevant insights which help in framing technology related and other policies, as and when called for. We have also shared our inputs towards 'Make-in-India' and 'Digital India' policies of the government. We are actively working on projects like 'SMART Cities' that ultimately result in larger public good.

We are members of the following associations:

- **National Association of Software & Service Companies (NASSCOM)**
- **Bombay Chambers of Commerce & Industry**
- **Swedish Chamber of Commerce India**
- **Indo-Swiss Chamber of Commerce**
- **MIT-Center for Information Systems Research (MIT-CSIR)**

Memberships and Association

Economic Performance

On a consolidated basis, revenue from operations and other income for FY 2018-19 increased by 26.06% to ₹ 97,481 million, as against ₹ 77,326 million for the previous financial year. On a standalone basis, revenue from operations and other income for FY 2018-19 rose by 24.27% to ₹ 92,362 million, as against ₹ 74,318 million for the previous financial year.

During FY 19, 96.6% of our revenues were generated from existing clients, as compared to 97.9% in FY 18, and 95.5% in FY 2016-17.

Revenue Mix by Verticals (%)

	FY 2016-17	FY 2017-18	FY 2018-19
BFS	26	27.4	29.4
Insurance	21.2	19.7	17.9
Manufacturing	18.3	16.8	15.9
Energy & Utilities	11.1	11.7	10.7
CPG, Retail & Pharma	8	9	10.2
Hi-Tech and M&E	10.7	10.7	11.6
Other	4.7	4.6	4.4

Revenue Mix by Services (%)

	FY 2016-17	FY 2017-18	FY 2018-19
ADM	37.4	34.2	31.6
Enterprise Solutions	23.5	25.1	27.2
Infrastructure Services &...	10.9	11.4	11.4
Testing	9.4	8.6	8
Analytics, AI & Cognitive	8.8	10.6	11.1
Enterprise Integration and...	6.1	6.6	7.5
Products and Platforms	4	3.5	3.2

Statement in ₹ million	FY 2018-19	FY 2017-18	FY 2016-17
(A) Economic Value Generated	**97,481**	**77,326**	**66,876**
Operating cost (less employee wages) (excluding community investment)	20,733	17,785[4]	15,489[5]
Employee wages and benefits	54,668	43,289	37,153
Dividend paid	4,499	3,034	1,610
Finance cost	106	157	32
Corporate income tax	5,123	3,291	2,649
Community investment (rounded amount)	224	117	65
(B) Economic Value Distributed (sum of above expenses)	**85,353**	**67,673**	**56,998**
Economic Value Retained – Difference of (A) and (B)	**12,128**	**9,653**	**9,878**

[4] Note: Restatement for FY 2017-18: Other expenses added as a part of operating expenses
[5] Note : Restatement for FY 2016-17: Other expenses added as a part of operating expenses

For any financial performance-related information, kindly refer to the LTI Annual Report FY 2018-19 available on LTI's website at: https://www.lntinfotech.com/investors/

8 DECENT WORK AND ECONOMIC GROWTH

Value Created
More than 26% increase in revenue as compared to FY 2017-18.
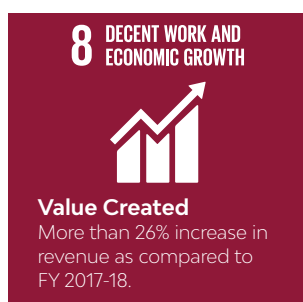
Acquisitions

The transformational journey of the breakaway enterprise requires a multitude of competencies and capabilities to work synergistically and cohesively together. At LTI, we believe in capturing and leveraging our myriad strengths through strategic mergers and acquisitions to help power the breakaway journey of our clients. We remain focused on continuously strengthening our digital capabilities through new acquisitions and partnerships. We announced two acquisitions in the current year. In January 2019, we acquired Ruletronics, a pure-play Pega® consulting and implementation company with offices in the UK, USA, and India. In February 2019, we acquired Germany-based NIELSEN+PARTNER (N+P), an independent Temenos WealthSuite specialist. This acquisition is synergistic to the acquisition of Syncordis that LTI announced in FY 18.

People

Right

"LTI derives its strength from a young and agile workforce. Employees are ambassadors of our superior delivery and client commitment. HR is entrusted with the responsibility of nurturing this diverse talent pool and fulfilling the evolving aspirations of the workforce. The success of HR today hinges upon governance by policy and time-bound solutioning through robust processes. We leverage technology to achieve these twin objectives, providing a rich employee experience."

Ajay Tripathi
Global HR Head Services, LTI

Sustainable Development Goals

| 1 NO POVERTY | 2 ZERO HUNGER | 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION |
| 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS | 17 PARTNERSHIPS FOR THE GOALS |

7.1% increase in employee volunteering

Transformation series called 'Mission Ubuntu', which supports employees throughout their journey

28,000+ Employees working out of 29 Delivery centers

We believe in doing right for people, be it our employees or the community. Our employees are the strength of our organization and help us achieve greater heights. We invest considerable resources into creating a meritocratic organization that empowers people to work creatively and drive innovation. We are an equal opportunity employer, and accord human rights the highest importance. Our progressive HR policies are centered around providing a positive experience to our employees.

Keeping in line with our belief 'Solving for Society', making good use of our technical expertise and our network of partners, we conceptualize and implement programs to address the needs of the society. From alleviating poverty to providing quality education, inclusion and climate action, we are committed to doing our bit towards the sustainable development agenda. Our CSR focus areas are Education, Empowerment and Environment.

This section focuses on our people and communities and describes how LTI nurtures relationships with them. To ensure that we continue to have a social license to operate, it is critical that our communities in which we operate not only trust us, but also view our Company as one that can contribute to the sustainable development of their future.

Our People

Being a people-centric business, the ability to discover and develop the right talent is critical to our sustainability. This year, our focus has been on promoting homegrown talent and on paying close attention to the entire lifecycle of each employee.

As on March 31, 2019, the total number of LTI employees stood at 28,169, and women employees constitute around (about) 30% of our workforce. We also have 17 specially-abled employees working with us.

Employee breakup by category

2,948
Trainees

3,421
Jr. Management

1,200
Sr. Management

18,849
Consultants

138
L&T deputes

1,209
Retainers/Professional Services

404
Acquired Capabilities
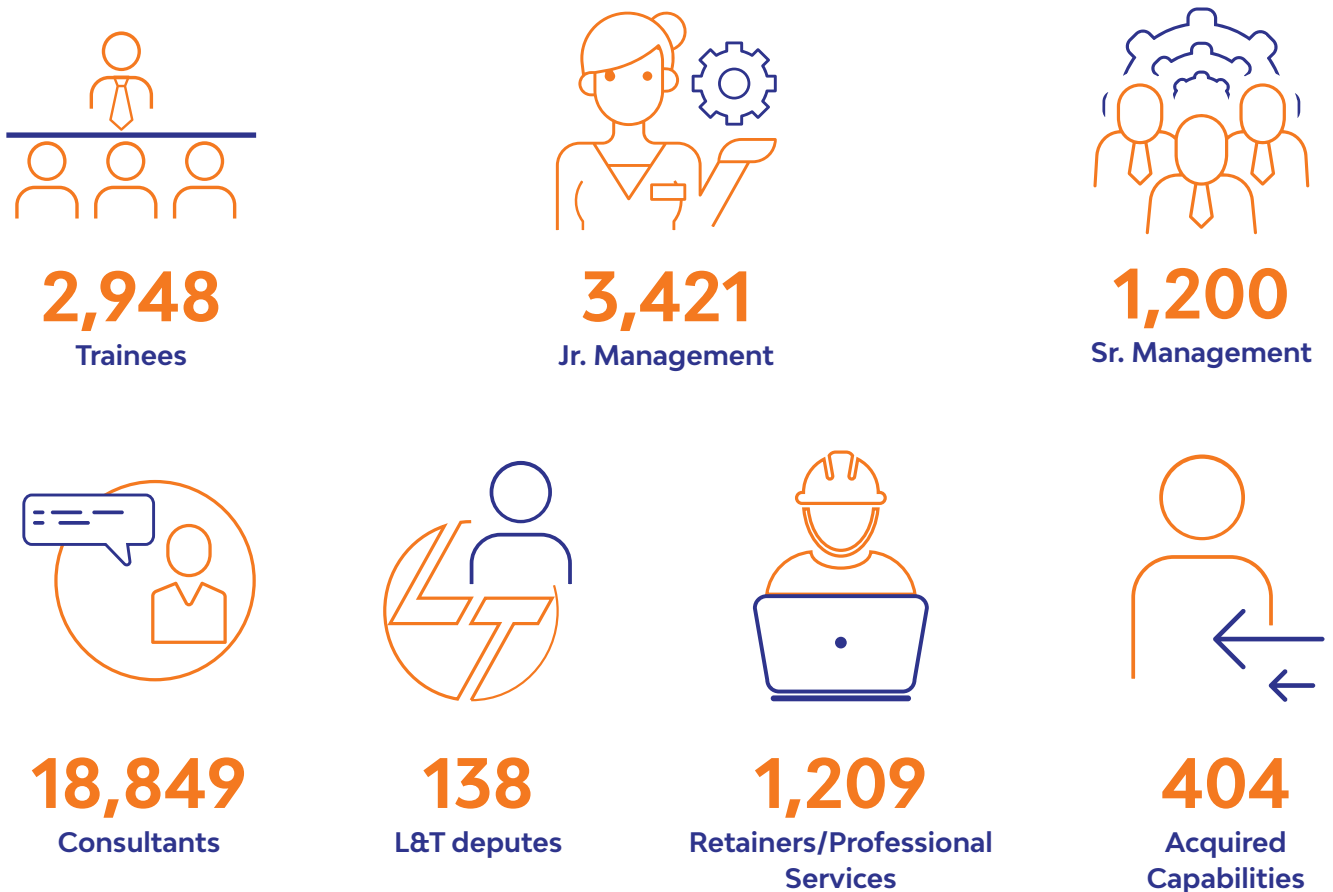
Employee Breakdown - Regionwise
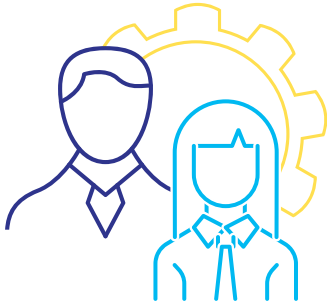
22,690 India	**482** Nordics
314 APAC	**259** ROW
600 Europe	**3,649** USA / Canada
175 Middle East	

We endeavor to create a workforce of the future not just by keeping up with disruptive technologies but also by ensuring generational diversity. Our workforce comprises 48.63% employees below the age of 30, and 49.49% employees between the age of 30 and 50, indicating a well-balanced age diversity. During the reporting period, we have hired 10,063 employees across all our operations of which more than 30% constituted women workforce.

Our attrition rate stands at 17.5% for this year.

Improving Employee Experience

We have begun a transformation journey 'Mission Ubuntu', which supports employees throughout their journey with relevant policy interventions for performance enhancement. This further strengthens our position as a meritocratic organization, where fairness, fearlessness, and humility are valued. We provide our associates with an empowering workspace that inspires excellence.

We provide rounded professional development for all our associates through learning platforms designed to enhance their skillsets. These platforms are customized training programs to augment our internal competency and are aligned to industry requirements and best practices. Starting with the on-boarding process with iVerify, other innovative initiatives like iRise, iLead, iLead Plus and Diginius Voyager further help associates in their learning and development. During the year, we imparted more than 33,000 person-hours of training to our workforce across levels. This includes behavioral, technical and leadership courses conducted through classroom as well as web-based trainings.

iRise

iRise is a six-month training and on-boarding Global Sales Leadership Program designed to create future sales leaders. The program entails the mentoring of B-School graduates from premium colleges by LTI leaders and industry experts. Each participant received 1200+ training hours on over 120 topics provided by nearly 150 facilitators. Post this the graduates are allocated to our top global accounts at international locations.

iLead

iLead focuses on developing and boosting the leadership skills for first time leaders. During the reporting period, we have conducted five batches and seen participation from nearly 900 employees.

iLead Plus

iLead Plus uses the same principles as iLead on developing leadership skills. It empowers managers and helps them create confidence, inspiration and enthusiasm in their respective teams. The training program inculcates techniques like peer-to-peer learning, knowledge sharing and exchange of thoughts, etc. During the reporting period, we have conducted four batches with a participation of 400 employees.

Diginius Voyager

Diginius Voyager is a holistic open platform that drives a learning culture in the organization through behavioral classroom workshops, massive open online courses (MOOCs), higher education through external institutes, online learning through workplace, webinars, etc.

iVerify

This is a digital on-boarding process introduced to enhance transparency. This platform provides automated background verification process thereby reducing the on-boarding time and meeting compliance requirements.

Driving Employee experience - The digital way

Mosaic Academy

The current multi-generational workforce needs an evolved platform for learning and development. It is imperative to provide them with a flexible module they can access from anywhere.

At LTI, we introduced Mosaic Academy, a digital learning platform which promotes continuous learning with the help of more than 2,000+ technical courses along with cloud-based labs and assessments for practice. The Mosaic Academy provides an end-to-end learning experience and the flexibility to access courses as per convenience. Employees can access various levels of courses like beginners, intermediate, advanced, comprehensive and certification levels. The platform comes with a leadership dashboard which helps employees to keep a track of their courses along with their team members.

This year, the Mosaic Academy has been utilized by 12,000+ employees who have taken 36,000+ courses to upskill their technical capabilities. Course utilization has also increased by 170% as compared to the last financial year.

Shadow the Leader

'Shadow the leader' is an interesting initiative aimed to give an exposure to employees about the roles and responsibilities of the senior management. Employees shadow a manager for the entire day to get a peek into what a normal day looks like in the life of a leader. Prakash and his team shadowed the Head of Europe Delivery Unit for an entire day. They not only attended all his meetings and calls, but also joined him for his lunch and coffee breaks.

This activity gave Prakash and his colleagues insights into the responsibilities of a leader. They realized that leaders need to make many critical decisions while being future-focused. An initiative like this connects the employees with their leaders and inspires them.

Good Health and Safe Workplace

We are aligned to the L&T Group's 2021 vision of 'Zero Accident' and have a robust health and safety policy. To ensure effective implementation of safety measures, a Management Representative (MR), has been appointed and is supported by each LTI location's admin heads that are designated as deputy MRs. All our operations and processes have been reviewed to identify any possible safety risks and hazards and have been documented in the Hazard Identification and Risk Assessment (HIRA) registers. An online incident management portal has been instituted to enable employees to report any safety-related incidents. This safety performance is reviewed by the MR and deputy MRs biennially.

We regularly monitor and upgrade our systems through audits and inspections to meet the compliance requirements. An integral aspect of our EHS system is the online platform "ISO Corner". All our operations in India are ISO 45001 certified. During the reporting period, we observed no work-related injuries, incidents or fatalities in the organization.

Physical security standards have been implemented with the objective of safeguarding assets and providing a safe environment to all our stakeholders.

To propagate a culture of safety, we conduct regular training and awareness sessions for our workforce. During the reporting period, 430 hours of training was imparted on safety covering hands-on training for fire-hydrant systems, first aid training, emergency preparedness and ergonomics. We have appointed employees as fire marshals to conduct and monitor mock drills on a half-yearly basis. Safety manuals and emergency response procedures have been provided to all employees.

ISO 45001
certified

2,000+ ERT
members

About 10% of our workforce forms a part of the health, environment & safety team and contribute significantly in overall management system.

- LTI has NIL rates of injury, occupational diseases, lost day, absenteeism and work-related fatalities in the reporting year.

- We organize several health talks and sessions through medical experts on various health-related issues ranging from Keep Fit, eye check-up camp, sleep apnea, ENT tests, awareness on harmful effect of tobacco, gynec talk, yoga, flu vaccination etc.

- As part of simulation exercise, we conduct a facility evacuation drills every six months through an external fire safety consultant which involves evacuating the fire facility followed by a detailed training program and briefing on safety procedures. In addition, all our ERT members undergo floor marshals fire fighting training and first aid training and get an opportunity to operate fire extinguishers as part of training. Training happens every six months and coincide with our facility evacuation drill. We have close to 2,000+ ERT members who are trained every six months.

Diversity and Inclusion

Our Diversity and Inclusion program was developed based on employee feedback and industry best practices. We provide equal opportunity to all our people and encourage a healthy work-life balance. We have developed policies to ensure there is no discrimination at the workplace based on gender, nationality, religion, caste, creed, etc. We have zero tolerance for any form of workplace harassment.

We aim for gender balance at all levels within the organization and implement various initiatives to foster equality. We conduct mentoring and development programs to support career progression for our women. We have approximately 15% women in managerial roles. Moreover, 30% of the total workforce comprises of women.

We are committed to creating an inclusive environment for our employees and ensuring compliance to national and international standards pertaining to human rights.

We also launched Minerva, an exclusive forum for women to collaborate on Workplace across a wide range of subjects. During the reporting period, no cases were reported on discrimination at the workplace. Our 'Employee Workplace Behavior Guidelines' act as a foundation for workplace etiquettes.

15%
women in managerial roles

30%
of the total workforce are women

Inclusion at LTI

One of our employees diagnosed with Rheumatoid Arthritis faced restrictions in mobility. Modifications were made in infrastructure and facilities to make the workplace more inclusive based on employee feedback. The employee's shift timings were changed to suit convenience with approvals from the client and a separate cab facility was provided for pick-up and drop.
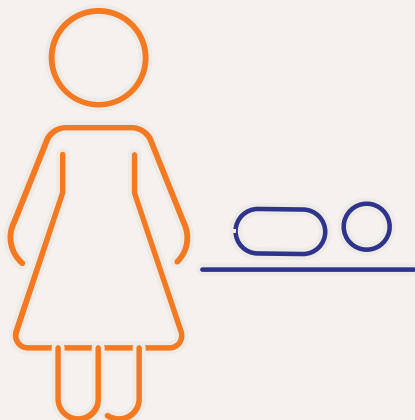
Parental Leave

All eligible employees can avail parental leaves as per the organization's policy. This year 1,076 employees availed this benefit.

297
Employees who availed maternity leave in FY 2018-19

779
Employees who availed paternity leave in FY 2018-19

278
Employees who returned to work after maternity leave ended in FY 2018-19

218
Employees who returned to work after maternity leave ended (FY 2018-19) and were active on March 31, 2019

Performance Management and Development

At LTI, performance management and development is believed to be essential to optimize the productivity of our people and to align their goals with that of the organization. Performance appraisal is a standardized and integrated process for effective feedback.

100% of eligible employees have received performance appraisals. We are committed to the all-round development of our employees. We strive to provide a range of benefits to our employees and thus help them lead holistic lives.

Benefits
- Group Medical Insurance
- Personal Accident Policy
- Medical Policy for Parents
- Rewarding Academic Performances
- Higher Study Policy

Wellness
- Medical Facility
- Health Camps
- Guest Lectures
- Annual Medical Check-up

Health Care
- Equal Opportunity Policy
- Part-Time Working Policy
- Shift Working Policy
- On-Call Support Policy
- Weekend/Holiday Working Policy
- Paternity Leave Policy
- Special Day Off Policy
- Adoption Leave

Facilities
- Day Care
- Special Resting Area
- Occupational Wellbeing & Health
- Care Counseling Services
- Cashless Facility Hospitalization
- 24*7 Ambulance within Campus
- Transportation
- Canteen

Being a Good Neighbor

1Step, LTI's exclusive community engagement platform, is the demonstration of our commitment to the SDGs. Keeping technology at the core, our CSR aligns global, national, regional, internal and external stakeholders' interests in making a positive difference to the larger goal of poverty alleviation and climate action.

In compliance with the provisions of the Companies Act, 2013, we have a CSR policy that focuses on:

- Education
- Empowerment
- Environment

Our initiatives are primarily driven by the CSR team and powered by employee volunteers who contribute their expertise and time in playing their part towards community development. We partner with non-profit organizations to ensure ground level execution and handhold them to scale up impact of our programs. Through sustained stakeholder feedback, our CSR team continually works towards creating scale and impact while meeting their expectations. During the reporting period, our business operations had no significant negative impact on the local communities.

LTI's CSR program has experienced phenomenal growth over the last three years, touching over 150,000 lives during FY 2018-19, through robust grassroots level execution and employee volunteering spread across regions. During the year, 1Step continued its focus on pertinent social and environment issues of local and global significance. Moving forward, we aim to replicate our success stories and continue to be a key role player in sustainable development globally and continue to report of our contribution towards achieving the SDGs.

"Global action is imperative to achieve the sustainable development goals with clarity of roles for each actor. LTI, premiering its role as a responsible corporate citizen, is leveraging technology to create opportunities in education, empowerment and environment, and is driving an inclusive growth agenda by involving various stakeholders towards solving for good."

Shipra Sharma
Head CSR, LTI

158,793
lives touched through various CSR Projects

22,688
hours volunteered by 1Step ambassadors
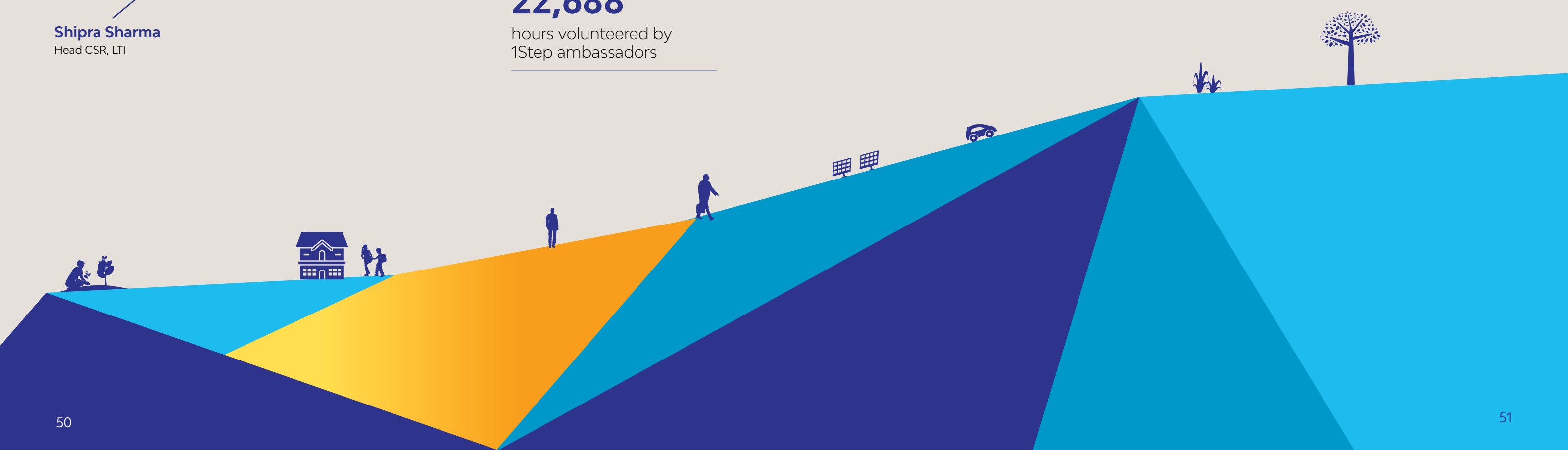
Education

Empowerment

Environment

Education

Quality education is a proven factor for sustained development of a nation, therefore, with an objective to supplement the current infrastructure and address the need of providing for an ever-growing requirement of a skilled future workforce, LTI has structured its CSR efforts to provide a conducive learning environment for students in classrooms and aim to reach remote parts of the country using technology-based solutions.

Value Created

86,581
students reached through focused Education-based programs.

154,356
hours of training has been provided through digital and experience based learning programs.

We believe in providing holistic solutions to improve the quality of education being delivered in schools serving marginalized communities. We have set up virtual learning platforms in partnership with NGOs, across government and government-aided schools in Maharashtra, Karnataka, Andhra Pradesh, Tamil Nadu and Uttarakhand. Our associates and volunteer teachers conduct Science, Mathematics and English classes in these schools using video conferencing tools. Concurrent training sessions on teaching methodologies are also conducted for these volunteer teachers. Digital and experiential education is being provided and focus is given on 'Learning by Doing'. Through our interventions in providing entrepreneurial-oriented training, science kits and laptops, we try to enhance knowledge through experimentation among the students.

It takes much more than a sound curriculum and its delivery to ensure that the students, especially girls, keep coming to school and learn better. This year, we have initiated infrastructure improvements to create a conducive environment for learning in the schools we work with. Improving water, sanitation and hand-wash facilities have been a priority. Behavioral change trainings were conducted through interactive sessions with the students in vernacular languages and a hygiene routine was established. School Management Committees were strengthened with active participation from parents and school authorities. Our volunteer teachers conducted virtual parent-teacher meetings to share feedback on the students' progress.

"Partnership with LTI has been one of the most enriching and well-aligned experiences with the cause of education, rural and technology. LTI's holistic engagement, including its employees active participation through volunteering, is not only helping the rural talent being identified, nurtured and the potential being unlocked towards a long-term societal prosperity, but also in pioneering the digital technology solutions in penetrating into the remotest parts of this beautiful country."

Venkat Sriraman
Founder, Evidyaloka

Suma wins Raman Young Science Innovator Award 2019

The Raman Young Science Innovator Award aims to create interest in Science among students, by promoting science as a practical and fun activity. The idea is to encourage more young minds to take up STEM (science, technology, engineering and math) as a career by targeting concept-based learning at an early age. A national level recognition of high prestige, students from across the country are nominated from their schools with their innovative science experiments.

Suma Turumari, a seventh-grade student from one of LTI's virtual learning program schools in Karnataka, was able to excel in her academics with the help of this program. She participated in The Raman Award, under the guidance of her mentor Jai Priya, one of our associate volunteers. Suma was selected from among more than 5,600 students who registered for this competition from across the country. For the final round, 120 students were shortlisted, Suma being one of them and the only student shortlisted from a government school in the entire cohort.

Suma's simple model of a human heart demonstrated how pressure helps in pumping out blood. Her ability to explain complex concepts with great confidence impressed the judges immensely and enabled her win the award!

LTI and VJTI, Mumbai have collaborated to support students with a state-of-the-art lab which focuses on technologies such as AI, ML, IoT, deep learning and cyber-security as a part of its 1Step CSR initiative.

The initiative aims to enhance awareness and generate interest in putting into use advanced and emerging technologies for solving social problems. The lab comprises a future-ready test bed with new-age devices and simulators. It uses multiple standard IoT platforms for immediate use cases involving smart cities and the energy sector. Some of the social and environmental projects include water treatment plants, waste management, blind navigation projects, wind maintenance systems etc.

"A rural boy comes to Mumbai, the city of dreams, to fulfill his small dream of higher studies. LTI's 1Step gave me wings to achieve my ambitions and an important belief that dreams can come true. I hope that many more dreams will get their destinies through such initiatives," says Sangram Patil. Sangram is a meritorious student being supported by LTI to pursue his PhD and leverages the IIoT lab to relate his research work with industrial application. He has published and presented 13 research papers in esteemed journals and international conferences within India, USA, United Arab Emirates and Italy.

Fueling innovation through IIoT

Students make 'Cooler Caps' to beat the heat!

Warm months of summer led our students innovate a personal cooling device which can keep one cool under a scorching sun!

A 'Cooler Cap' is an affordable, portable battery-operated cap that can also be operated on solar energy. Our school students under the guidance of their instructor designed a model of such a cap where they used a fan operated by small electric motor, a small solar panel, clips and wires along with the basics they learnt about electrical circuit, current, soldering, solar power, measuring, marking, costing, to turn their concept to reality. These caps cost a nominal amount of ₹ 250 each to make.

A student from eighth standard, who was a part of the team, says, "I am very proud to be a part of the team of Solar Cap. It was very interesting to draw a circuit diagram, learn the soldering technique, use the glue gun for sticking motor, fan and the switch to our cap. All this and then to make something at a cost my mother would never hesitate to buy for me! I am sure everybody will like my cap and enjoy the summer like me".

The tense moments after a question is asked, the quick guess work, and the nervous tapping of the buzzer – all add up to an exhilarating experience for participants, quizmasters and the audience.

Children with special needs love to take part in quizzes as well – if given a chance.

'Quizabled', is a one-of-its-kind quizzing platform, which LTI has introduced in partnership with Seva-in-Action, designed for such specially-abled students. Children are divided in four categories - hearing, visual, intellectual challenges and those with Autism and Cerebral Palsy. The quiz aims to encourage children to strengthen their knowledge about the world at large, and to foster a sense of team spirit. During the past four years, over 1,200 children have participated across Bengaluru and Chennai. We have observed a considerable improvement in the general knowledge of these children, and many of the schools have introduced sessions focusing on general knowledge in their daily schedule.

Here is what Brinda Rao, an Educator from the Rashtreeya Vidyalaya Education Consortium (RVEC) had to say about this program:

"It was a delight to see children on stage trying to answer questions. Well, it was even more interesting off-stage. The children behind me were trying to guess the answer for each question. When they were right, their face lit up in a way that had to be seen and enjoyed; it cannot be explained.

I heard one of the teachers say that she is now considering discussing current events so that children are more aware! I think this is a huge achievement!! I congratulate you all for conceptualizing it and successfully executing it! I hope to join you next year as well."

Quizzes Are Fun, and Now They Are Inclusive – Presenting Quizabled

Bringing smiles through nutritious meals

LTI continued its endeavor against classroom hunger by providing mid-day meals to students. The aim is to enhance the nutrition level of children to improve attendance and decrease dropouts. We were able to provide more than 6 million freshly cooked meals across the schools we support. More than 500 LTI associates participated in various volunteering activities in schools, including celebrating their birthdays with the children and serving meals.

Here is what one of the school Principals has to say:

"When I joined the school couple of years ago, there were only 141 children in the school. Currently, the strength has increased to 486 students. Thanks to the mid-day meal program, my children actively participate in studies and sports.

Through the support of mid-day meals by LTI & Akshaya Patra and our teachings, I can see 80–85% improvement in their academic progress. Our pass out rate for FY 19 is 92%."

Going beyond education

A government school in Bengaluru had water and sanitation facilities, but the infrastructure was not in good condition. Many children who came to school fell sick regularly due to water-borne diseases. There were only two toilet units for girl students. LTI collaborated with Collection Good Foundation to improve the conditions of these facilities by renovation and constructing new structures so as to ensure a hygienic learning environment for the students.

Shobha Rani, the Principal of one of the schools says, "Now the school has adequate washrooms and taps which are accessible. Students are also aware about hygiene. We are seeing more girls coming regularly and hope they can continue their learning journey through such initiatives."

Empowerment

To equip youth with the skills to participate in the increasingly digital world and our efforts to reduce poverty, we invest in making digital literacy and soft skills available to the marginalized communities. Vocational, digital and soft skills are provided to contribute to their overall development and increase their employability. Our empowerment programs at LTI are focused on inclusivity and include youth, women-specific programs and the specially-abled.

21,858
beneficiaries trained

3,588
individuals placed

Value Created

1,174
women entrepreneurs created

245
specially-abled individuals benefited of which 95 got placed in jobs
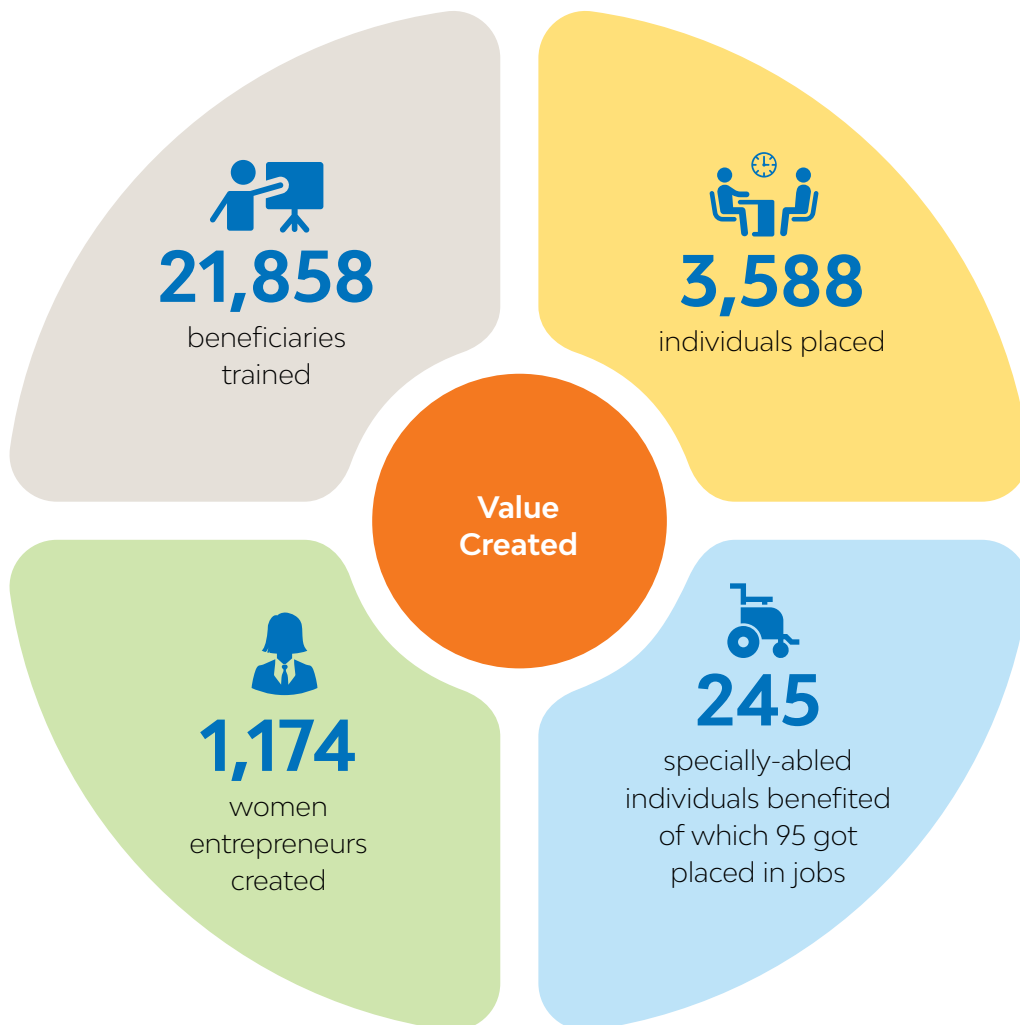
Digital paves the way for better jobs

Sayyed Muskan Ahmad Ali is one of our trainees who secured a sales executive job at a multi-national company. When she first heard about the Digital Sakshar program, co-created by LTI and the Pratham Infotech Foundation, she was unsure of family permissions and her own aspiration of being an earning member of the family.

Our community mobilizers engaged with her parents, explaining the format of the training and opportunities it would open for their daughter. Muskan today enjoys each day balancing her job and looking after her parents with additional financial support coming to the family. Through similar programs, LTI has reached out to over 19,000 youth during the year across Maharashtra, Karnataka and Tamil Nadu in collaboration with our partners. Numerous LTI associates dedicated their time to help these trainees develop soft skills, interview skills and corporate etiquette.

When work is Art

Razia could not complete high school and thought she could never pursue a career. When she heard about the revival of the Warli program by LTI, UNDP and FUEL, she was intrigued by the unique community-based model of training where she could learn as close to home as her neighbor's house and manage work and home responsibilities.

She has been a quick learner and within just a few months, not only has she been able to meet market requirements in terms of quality and delivery of products, she is today a cluster leader and a trainer

for the program.

LTI through this program is training women from tribal communities to re-create Warli on modern products and further linking them to urban markets. This provides them with a source of income while ensuring that the artform continues to survive. Over 750 women have been trained during the year as a part of this program.

Special training for special people

Nesson is a specially-abled, 23-year-old who was unable to complete college as he faced difficulty in grasping concepts. The 'I Learn I Earn' project provided him a platform to improve his skill in computers and data entry. At the center, he was guided by LTI volunteers in advanced Excel skills. He also secured a job of data entry operator in a private company. Today, he earns sufficient salary as an additional support for his family and his parents are thrilled to see him competing with his peers.

LTI has trained over 200 youth under the 'I Learn I Earn' program in collaboration with Sujaya Foundation during the year and 90% of them have secured jobs.

Environment

Through 1Step, LTI has focused on the key issues of environment conservation and climate action by restoring biodiversity of regions, increasing the green cover, planting more trees and implementing rainwater harvesting to enable farmers to irrigate more land. Global campaigns were conducted during the year to spread awareness on responsible lifestyles among our associates. Pan-India cleanliness drives were conducted around the theme of 'Swachhagraha' where LTI associates participated across locations. During the year, we initiated installation of rooftop solar panels as a source of clean energy for the schools where we operate and which were experiencing frequent power outages.

700 acres
of land irrigated

75,415
trees planted

Value Created

Combined storage capacity of
7.2 million
liters of water created through construction of farm ponds
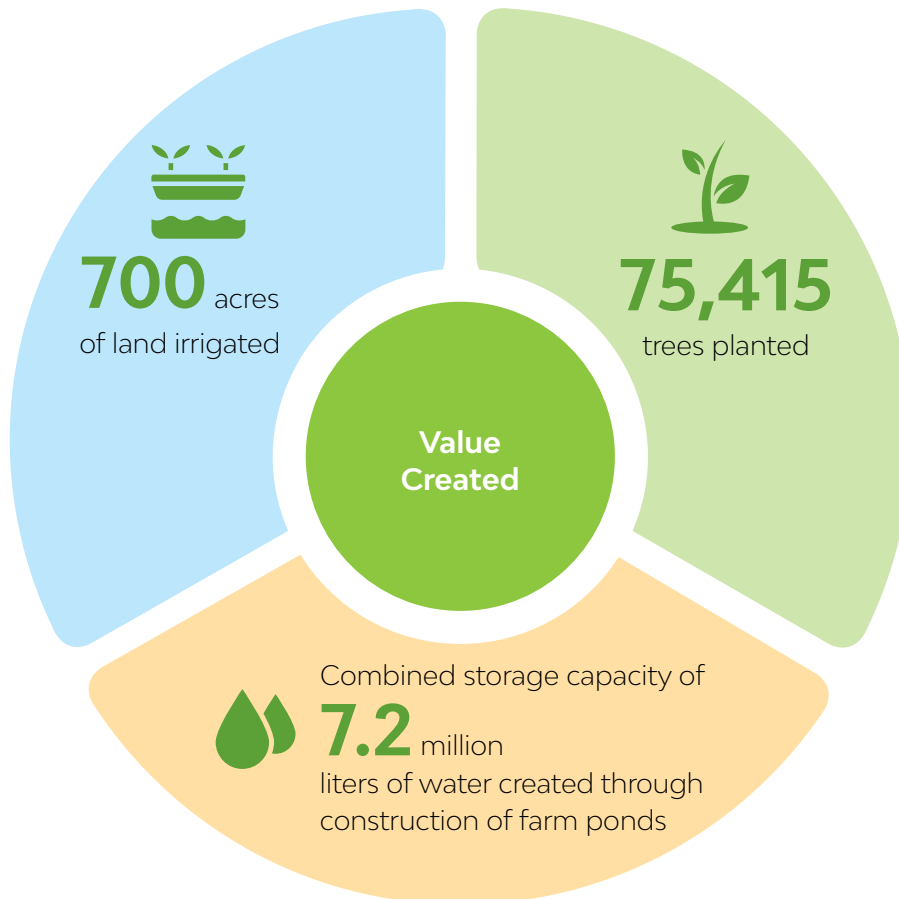
Restoring our Biodiversity

Devi who is one of the nursery workers for our 'Trees for Indian Biodiversity' project, belongs to a tribal community and supports her family through the wages earned. She is now able to contribute to her children's education and health, and is living a fulfilling life with her family. Besides a fulfilling job, she is proud to be able to influence others in her community to join forces in preserving their local flora and fauna and earn a living at the same time.

These changes can be seen as a step toward a self-reliant, resilient and an empowered community where economic development goes hand-in-hand with environmental sustenance. Over 32,500 valued native tree saplings have been planted in Villupuram and Theni district, Tamil Nadu in Southern India. The project is bringing livelihood opportunities during each stage of plantation and also aims to provide non-timber forest produce in near future.

Through similar projects across Maharashtra, Karnataka and Tamil Nadu, LTI has planted more than 75,000 trees. Our employees enthusiastically participate in planting and nurturing them over the years and our clients appreciate receiving certificates with a tree planted in their name. These trees are geo-tagged and can be traced from anywhere in the world.

Miyawaki Forests - the new Carbon Sink

Miyawaki forests are artificial forests created to mimic the local biodiversity and increase the green space. In the initial months, they form a thick mesh of roots under the soil which helps them in exchange of water and nutrient resources available. In the next 3 to 5 years, they reach heights of up to 15 to 20 feet, which would otherwise take much longer in regular plantation.

At LTI, we saw this as an innovative way to contribute towards climate action. A two-acre land was identified for creation of a Miyawaki forest within the campus of the Indian Institute of Science, Bengaluru in collaboration with SayTrees.

Typically, it is seen that the temperature recorded inside the Miyawaki plantation area over the years is lesser than the outside temperature and the water table also increases.

More water, more opportunity

Praveen was one of the victims of a drought in Hubballi, Karnataka. He had unsteady farm produce which forced him into taking up other jobs to make ends meet. When Praveen found out about the Deshpande Foundation's farm pond program, he wanted to give it a try. Under the program, farm ponds were constructed and awareness was provided about best agricultural practices. Praveen says, *"When I started with the program, I expected around ₹ 1 to 1.5 lakh earning and I am already getting close to it. It has restored hope not just for myself, but for my wife, kids and the rest of the family."*

Neer Sinchina is a program in collaboration with the Deshpande Foundation that helps farmers in Hubbali, Karnataka to engage in sustainable agricultural practices involving rainwater harvesting and conservation. This program has facilitated irrigation in drought-prone areas with erratic rainfall. By improving access to water, farmers can now cultivate more than one crop a year thereby increasing their revenue by almost 50%.

This program has now become a demand-driven program under which different sizes of farm ponds are constructed on farmers demand and based on their needs.

Volunteering at LTI

At LTI, volunteering forms the genesis of 1Step, our CSR commitment. Our associates contribute by adding value to the CSR programs and learning as much in the process as they give back to the society. Their keen interest, dedication and motivation are evident in their active and committed participation in the many initiatives undertaken under the ambit of 1Step CSR.

In FY 2018-19, 5,667 LTI associates volunteered their time for strengthening our CSR programs and contributed 22,688 hours of their time as 1Step ambassadors.

Among others, we participate in the Joy of Giving Week, also popularly known as Daan Utsav, which literally means a festival of giving. Volunteers who participate contribute through contributing their time, donations, and skills towards various causes across Mumbai, Pune, Bengaluru and Chennai.

Impact Day is a celebration of LTI's year-round commitment to local communities. It is a day during the yearly Daan Utsav when associates from across LTI India delivery centers volunteer for the cause of conserving our environment. This year the theme was 'Swachhagraha' which means walking the talk of cleanliness and environment conservation.

Creating an eco-system of growth

During the year, LTI continued on its focus to create an eco-system of growth by conducting capacity building workshops for all our non-profit partners across the regions. The platform was leveraged as an opportunity to learn from stories on ground, understand challenges, celebrate success and build capabilities among the partners on reporting and finance aspects. LTI also hosted a thought leadership session on 'High Impact Philanthropy' for CSR leaders at its headquarters in Mumbai.

Going Beyond

At LTI, we strive to make a difference to the society in all our locations of operation. Our counterparts in the US have been planting trees on behalf of their clients for the past two years. This initiative was introduced to replace New Year gifts for clients. This initiative is undertaken in collaboration with Arbor Day Foundation, a not-for-profit organization focused on planting and caring for trees.

During the winters, thousands of homeless people are found destitute, cold, hungry and seeking shelter amidst the streets of Johannesburg. LTI South Africa continued its efforts this year to help the unprivileged cope during the winters. In partnership with Metro Africa, the LTI team embarked upon a Winter Blankets Outreach Program for the homeless people of Johannesburg. The volunteers also served by cooking meals under the 'Care and Share' program.

Planet Right

> "LTI has been among the fastest growing IT companies in India. This growth is underlined by the fact that we have been able to decouple our operational growth from our carbon footprint. While our operational footprint has increased, we were able to make significant strides in reducing our per capita energy consumption and GHG emissions. This enhanced efficiency comes back to the organization in the form of reduced operational cost and hence makes great business sense. At LTI, we are committed to pursue a climate benign growth trajectory which is expected to further reinforce our position as a resource efficient and environment friendly organization."

Ashok Kumar Sonthalia
Chief Financial Officer, LTI

15.74%
renewable energy consumption

4,711.81 tCO_2
mitigated through renewable energy purchase

2.024 million units (kWh)
saved through energy conservation projects

1,659 tCO_2
saved due to energy conservation initiatives

We depend on the availability of a large number of natural resources such as energy and water to keep our operations viable. The growing organization that we are, it is only obvious that our requirements are going to increase. However, with more emphasis on increased efficiency in our operations, we intend to continually reduce our environmental impacts. To achieve this, we engage with our associates and other stakeholders across our value chain and have initiated our journey towards a carbon neutral future. Apart from focusing on reducing consumption, we also ensure responsible end-of-life treatment of waste generated from our premises.

This section focuses on initiatives proactively undertaken to minimize our environmental footprint and enhance our contribution towards environment conservation.

Sustainable Development Goals

7 AFFORDABLE AND CLEAN ENERGY

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

15 LIFE ON LAND

Energy and GHG Emissions

"Resource conservation and environmentally-friendly operations are not only our responsibility, but prove to be smart business decisions as well. We, at LTI, capitalize on our technological prowess to create solutions which decouple our fast-paced growth from our operational footprint. Going carbon neutral is one of our key focus areas for a future-proof business."

Manjit Singh Bali
Head Global Corporate Services, LTI

At LTI, we are taking long-term actions to reduce our carbon footprint. We are focusing our efforts towards emission sources which contribute the most to our inventory. The GHG emissions from our operations are primarily associated with electricity usage for running our offices and travel related emissions. Consequently, we are focused on enhancing energy efficiency of our operations and our renewable energy portfolio. We are also taking steps to reduce our travel related emissions. Every month, one entire week is celebrated as 'Green Week' during which business related travel is not allowed. Only client critical travel requests are approved on exceptional approval.
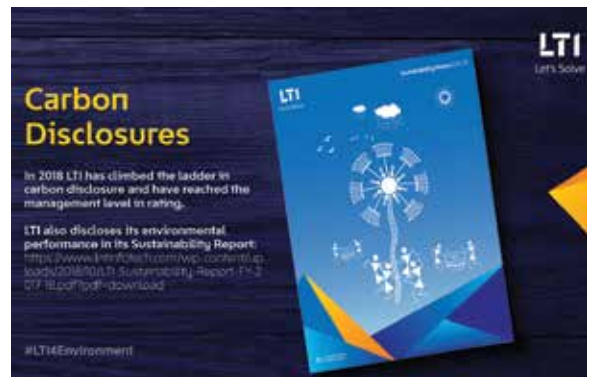
We continue to report on our environmental performance to CDP, including our environmental risks, opportunities and methodologies on climate change mitigation and adaptation.

"Being aware of environmental issues doesn't just open companies up to opportunities, it also allows them to monitor, manage and mitigate risks to corporate performance. Through its disclosure to CDP, LTI is in a better position to gain deeper insight, develop innovative solutions and make more informed decisions around its environmental impacts."

Damandeep Singh
Director, CDP India

We continue to report on the GHG emissions data (Scope 1, Scope 2, Scope 3) requirements as per the GHG Protocol. The calculation methodologies are as per ISO 14064-1 standard and the emission factors used in these calculations are taken from IPCC, CEA and GHG protocol. The GHG emissions trends are reported from FY 2016-17 in the table below:

GHG emissions breakup by source

Category	Emission source	Carbon emissions (tCO$_2$)	Total Carbon emissions (tCO$_2$)
Scope 1	Diesel	213.93	394.85
	LPG	62.80	
	PNG	118.10	
Scope 2	Electricity	25,218.74	25,218.74
Scope 3	Bus	340.05	19,080.36
	Cab	3,962.13	
	Domestic Travel	1,806.59	
	International Travel	12,971.57	

GHG Emission Trends

	Scope 1 (tCO$_2$)	Scope 2 (tCO$_2$)	Scope 3 (tCO$_2$)
FY 2016-17	314.06	28,961.46	19,254.28
FY 2017-18	416.37	26,475.24	17,831.09
FY 2018-19	394.85	25,218.74	19,080.36

Specific Scope 1 emissions (tCO$_2$/ Employee)

FY 2016-17 **0.019**

FY 2017-18 **0.021**

FY 2018-19 **0.017**
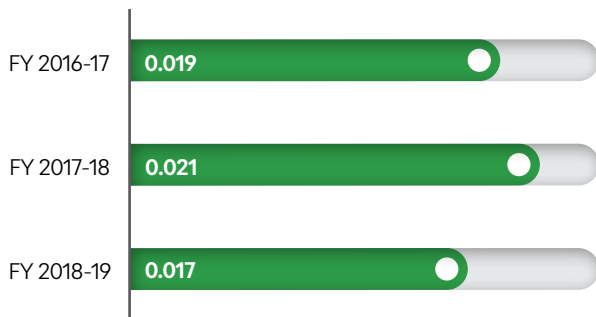
Specific Scope 2 emissions (tCO$_2$/ Employee)

FY 2016-17 **1.77**

FY 2017-18 **1.37**

FY 2018-19 **1.11**
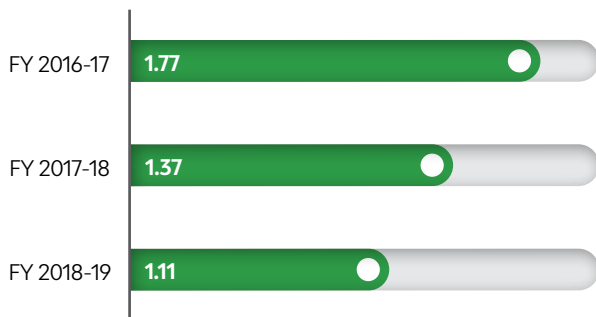
Specific Scope 3 emissions (tCO$_2$/ Employee)

FY 2016-17 **1.18**

FY 2017-18 **0.92**

FY 2018-19 **0.84**
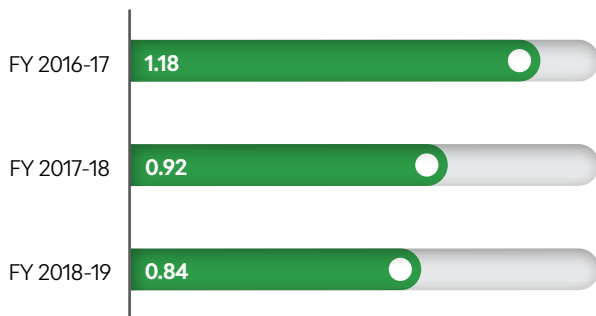
Energy Consumption

Our energy consumption primarily consists of electricity purchased from the grid, diesel consumed in Diesel Generator (DG) sets, Liquefied Petroleum Gas (LPG) and Piped Natural Gas (PNG) consumption in canteens. The direct energy consumption for FY 2018-19 accounted for 6,067.40 GJ, and indirect energy accounted for 110,716.44 GJ. Our overall specific energy consumption reduced by nearly 20% during FY 2018-19.

Energy Consumption by Source

Category	Energy source	Energy units	Energy consumed
Direct energy	Diesel	GJ	2,887.15
	LPG	GJ	996.89
	PNG	GJ	2,183.35
Indirect energy	Electricity	GJ	110,716.44
Renewable energy	Solar and Wind Energy	GJ	20,686

Energy Consumption Trends

Category	Direct Energy Consumption (GJ)	Indirect Energy Consumption (GJ)
FY 2016-17	4,467	127,084
FY 2017-18	6,174	116,233
FY 2018-19	6,067	110,716

Specific total energy consumption (GJ/Number of employees)

FY 2016-17 **8.03**

FY 2017-18 **6.32**

FY 2018-19 **5.15**
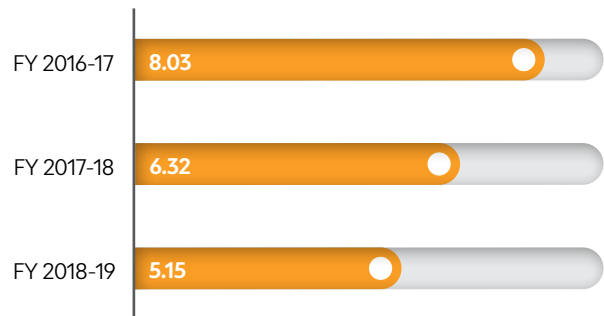
Renewable Energy

Renewable energy has emerged as one of the biggest drivers for the low-carbon growth of economies worldwide. During the reporting period, two out of our nine locations in India, Powai and Bengaluru, continued to procure a majority of their electricity from renewable sources.

We continue to enhance our renewable energy portfolio by entering into strategic Power Purchase Agreements (PPAs) across all our campuses to achieve our GHG emissions reduction goals. In FY 2018-19, 15.74% of our energy came from renewable sources, allowing us to mitigate 4,711.81 metric tons of CO_2.

Energy Conservation

Our two-pronged approach for energy efficiency involves promoting behavioral changes among associates by encouraging them to save energy, and smart management of lighting, heating and cooling requirements. Initiatives to integrate energy efficiency into overall operations are undertaken through design considerations and operational practices. We set internal targets for energy performance improvement across locations and institutionalized rigorous operational controls towards achieving these targets. The key initiatives taken during FY 2018-19 have been:

- Replacement of conventional lighting by LED lighting, installing lighting transformers and motion sensors
- Variable Frequency Drive (VFD) installations in Air Handling Unit (AHU) at our Bengaluru location
- Heating Ventilation and Air Conditioning (HVAC) plant optimization
- UPS replacement and optimization

These initiatives led to savings of 2.024 million units (KwH) of electricity, thereby conserving 7,287.52 GJ of energy and avoiding 1,659 tCO_2 of GHG emissions.

Resource Optimization

LTI nurtures a culture of conservation that emphasizes meticulous monitoring of resource use and encourages innovation that aids in reducing the dependency on natural resources.

Some of the key measures taken for resource conservation include:

- Awareness campaigns to sensitize employees towards resource conservation
- Usage of automated meters and sensors to monitor and track our water consumption on an ongoing basis
- Flow control and waterless systems have been installed across offices
- e-Office solution helps reduce paper usage and generation of paper waste
- We take due care in the handling and disposal of e-waste and send it to government-authorized vendors for recycling as per the state-specific pollution control board guidelines
- Across our canteens, we have created awareness on a daily basis to stop wastage of food
- We have installed waste disposal facilities such as composting units at our campuses for disposing non-hazardous waste such as canteen waste
- We have discontinued the usage of single-use plastic products in all our offices

Water consumption (kl)

FY 2016-17
59,996
146,038

FY 2017-18
55,242
204,898

FY 2018-19
46,020
151,780

● Ground Water ● Municipal Water
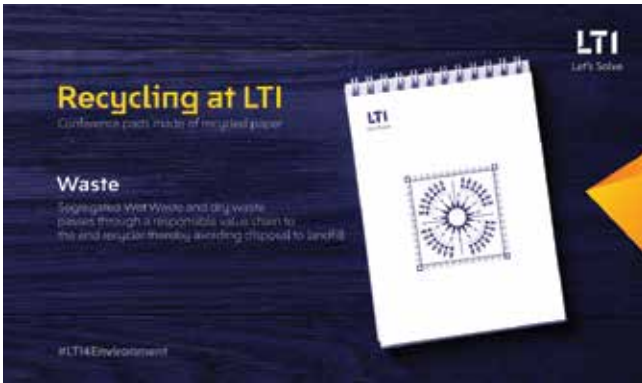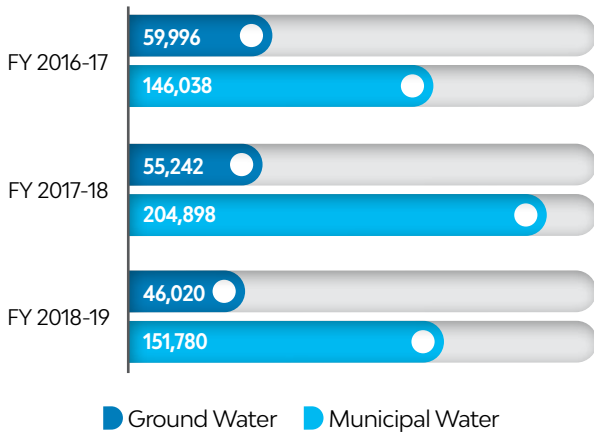
Specific water consumption (kl/number of employees)

FY 2016-17
3.66
8.92

FY 2017-18
2.85
10.57

FY 2018-19
2.03
6.69

● Ground Water ● Municipal Water
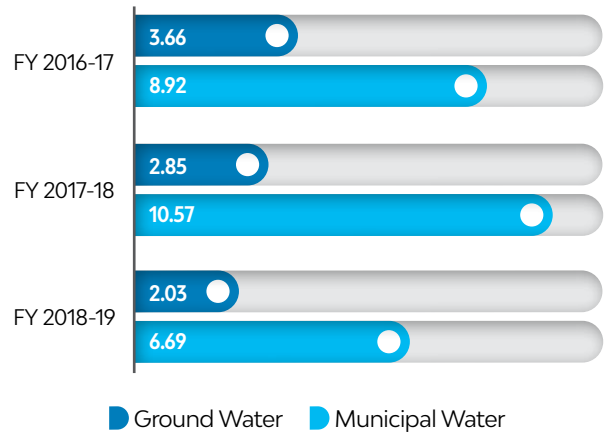
On the occasion of the World Environment Day 2018, we conducted a company-wide campaign to spread awareness about beating plastic pollution. We encouraged associates to bring their own bags and not rely on single-use plastic carry bags. We also conducted street plays to spread more awareness about the menace of plastic pollution and the ways to curb it.

To reduce the amount of paper waste generated, we have started recycling used paper from our offices. Shredded paper waste is collected from our offices by a vendor who then recycles it to convert it to notepads that are used by us in our offices. This also helps us reduce our fresh paper consumption.

For FY 2018-19, emissions and waste generated were within the permissible limits, as defined by the pollution control board both at central and state levels (CPCB/ SPCB).

Value Created

Enhanced employee awareness on resource conservation

24%
of water saved as compared to FY 2017-18

Waste (Tons)

Paper waste	
11	
5	
6.41	

E waste	
9.79	
20.48	
10.76	

Canteen waste	
89.5	
113.09	
107.66	

■ FY 2016-17　■ FY 2017-18　■ FY 2018-19
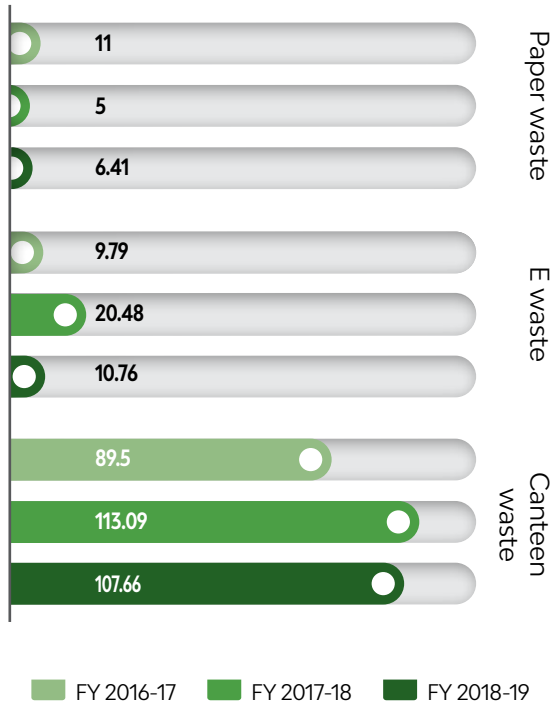
Specific waste consumption (KG/number of employee)

Paper waste	
0.64	
0.28	
0.28	

E waste	
0.60	
1.06	
0.47	

Canteen waste	
5.46	
5.84	
4.74	

■ FY 2016-17　■ FY 2017-18　■ FY 2018-19
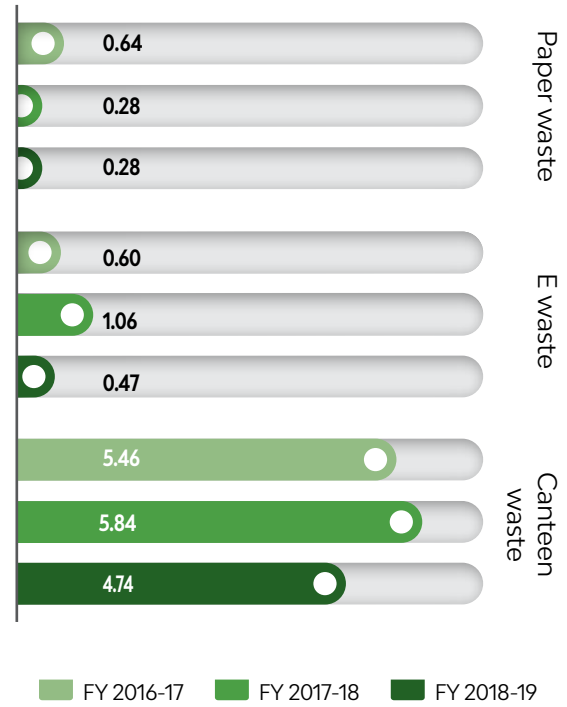
Assurance Statement

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 **2018-19**. 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 2018-19** 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 2018 to 31st March 2019**;

- 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) Standards[2]** 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 31st July 2019, Airoli on 26th July 2019, Pune on 25th July 2019 and interviewed relevant personnel responsible for sustainability performance. Bureau Veritas' experienced assurors 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.

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 2018-19.

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.

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1 Published by Accountability: The Institute of Social and Ethical Accountability http://www.accountability.org.uk ((AA 1000 AS 2008 is the latest version of the assurance standard with 2018 addendum)

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

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;

- 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 2018-19** against the GRI Standards. This included cross checking the GRI index table against all the reference documents to provide an opinion on the selfdeclared GRI reporting option.

Based on our work, it is our opinion that the **Sustainability Report 2018-19** 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;

- Competitive claims in the report claiming "first in India", "first time in India", "first of its kind", etc, if any;

- 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

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

Sukumar Roy
Lead Assurer

Sanjay Patankar
Technical Reviewer
Sustainability & Climate Change Services,
Scheme Lead-ICC

Date: 25.08.2019

AA1000
Licensed Assurance Provider
000-137

GRI Index

GRI Standard	Disclosure		Reference section/ Page number	Page number
GRI 101: Foundation 2016 (GRI 101 does not include any disclosures)				
General Disclosures				
GRI 102 General Disclosures 2016	**Organisation Profile**			
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	102-3	Location of headquarters	About LTI	8
	102-4	Location of operations	About LTI	9
	102-5	Ownership and legal form	About LTI	8
	102-6	Markets served	About LTI	9
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	102-8	Information on employees and other workers	Our People	8, 42
	102-9	Supply chain	Strategy and Markets in Focus	35
	102-10	Significant changes to the organization and its supply chain	Our Reporting Approach	11
	102-11	Precautionary Principle or approach	Managing business responsibly	37
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	102-13	Membership of associations	Managing business responsibly	38
	Strategy			
	102-14	Statement from senior decision-maker	Leadership Message	4-7
	102-15	Key impacts, risks, and opportunities	Managing business responsibly	37
	Ethics and Integrity			
	102-16	Values, principles, standards, and norms of behavior	Business Right	25
	102-17	Mechanisms for advice and concerns about ethics	Managing business responsibly	37
	Governance			
	102-18	Governance structure	Managing business responsibly	37
	Stakeholder engagement			
	102-40	List of stakeholder groups	Engaging for Good	14-15
	102-42	Identifying and selecting stakeholders	Engaging for Good	14-15
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	102-44	Key topics and concerns raised	Engaging for Good	16
	Reporting Practice			
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GRI Standard	Disclosure		Reference section/ Page number	Page number
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	102-49	Changes in reporting	Our Reporting approach	11
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	102-51	Date of most recent report	Our Reporting approach	11
	102-52	Reporting cycle	Our Reporting approach	11
	102-53	Contact point for questions regarding the report	Our Reporting approach	11
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GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Economic Performance	39
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	103-2	The management approach and its components	Energy Consumption	73
	103-3	Evaluation of the management approach	Energy Consumption	73
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Energy Consumption	73
GRI 303: Water and Effluents				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Resource Optimization	75
	103-2	The management approach and its components	Resource Optimization	75
	103-3	Evaluation of the management approach	Resource Optimization	75
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	Resource Optimization	75
GRI 305: Emission				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Energy and GHG emissions	73
	103-2	The management approach and its components	Energy and GHG emissions	73
	103-3	Evaluation of the management approach	Energy and GHG emissions	73

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GRI 306: Effluents and Waste				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Resource Optimization	76
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GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal method	Resource Optimization	76
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Our People	42
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	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our People	48
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GRI 403: Occupational Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Good Health and Safe workplace	46
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GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	Good Health and Safe workplace	46
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Improving Employee Experience	43-44
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	404-3	Percentage of employees receiving regular performance and career development reviews	Performance Management and Development	48
GRI 405: Diversity and Equal Opportunity				
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GRI 406: Non Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Diversity and Inclusion	47
GRI 408: Child Labor				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Supply Chain Management	35
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Supply Chain Management	35
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GRI 409: Forced or compulsory labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Supply Chain Management	35

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GRI 417: Marketing and Labelling 2016	417-3	Incidents of non-compliance concerning marketing communications	Strategy and Markets in Focus	26
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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Customer Data Privacy and Information Security	34
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GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Data Privacy and Information Security	34

Glossary

Sr. No.	Abbreviation	Full Form
1	AA1000AS	Accountability 1000 Assurance Standard
2	AHU	Air Handling Unit
3	AI	Artificial Intelligence
4	AV	Antivirus
5	AWS	Amazon Web Service
6	BAME	Black Asian and Minority Ethnic
7	BC&R	Business Continuity & Resilience
8	BI	Business Intelligence
9	BOT	Robot
10	BRR	Business Responsibility Report
11	BSE	Bombay Stock Exchange
12	BTVI	Business Television India
13	CDP	Carbon Disclosure Project
14	CEA	Central Electricity Authority
15	CEO	Chief Executive Officer
16	CPCB	Central Pollution Control Board
17	CRM	Customer Relationship Management
18	CSR	Corporate Social Responsibilty
19	CXO	Chief Experience Officer
20	DevOps	Development and Operations
21	DG	Diesel Gas
22	EHS	Environment, Health and Safety
23	ERM	Enterprise Risk Management
24	ESG	Environmental Social and Governance
25	FTE	Full Time Employee
26	FTSE	Financial Times Stock Exchange
27	FUEL	FRIENDS Union for Energizing Lives
28	FY	Financial Year
29	GDPR	General Data Protection Regulation
30	GHG	Green House Gas
31	GJ	Giga Joules
32	GRI	Global Reporting Initiative
33	HDE	Hard Disk Encryption
34	HIPAA	Health Insurance Portability and Accountability Act
35	HIPS	Host Intrusion Prevention System
36	HIRA	Hazard Identification and Risk Assessment
37	HR	Human Resource
38	HVAC	Heating Ventilation and Air Conditioning
39	ICO	Information Commissioner's Office
40	IIOT	Industrial Internet of Things
41	IMS	Infrastructure Management Services
42	IoT	Internet of Things
43	IPCC	Intergovernmental Panel on Climate Change
44	ISG	Information Services Group
45	ISO	International Standards Organization
46	IT	Information Technology

Sr. No.	Abbreviation	Full Form
47	ITS	Information Technology Services
48	ITSMA	Information Technology Services Marketing Association
49	KG	Kilogram
50	Kl	Kiloliter
51	L&T	Larsen & Toubro
52	LACP	League of American Communications Professionals
53	LED	Light-emitting diode
54	LMS	Learning Management System
55	LPG	Liquified Petroleum Gas
56	LTI	Larsen & Toubro Infotech
57	MD	Managing Director
58	MIT-CSIR	MIT-Center for Information Systems Research
59	MOOCs	Massive Open Online Courses
60	MR	Management Representative
61	MVP	Minimum Viable Product
62	NAC	Network Access Control
63	NASSCOM	National Association of Software & Service Companies
64	NEAT	NelsonHall Vendor Evaluation & Assessment Tool
65	NGO	Non Government Organization
66	NIST	National Institute of Standards and Technology
67	NLP	Natural Language Processing
68	NPS	Net Promoter Score
69	NSE	National Stock Exchange
70	NVG - SEE	National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business
71	ODC	Offshore Dedicated Center
72	OnPrim	OnPrem - On Premise
73	P2P	Peer to Peer
74	PhD	Doctor of Philosophy
75	PIM	Privileged Identity Management
76	PNG	Piped Natural Gas
77	PPAs	Power Purchase Agreements
78	RPA	Robotic Process Automation
79	RVEC	Rashtreeya Vidyalaya Education Consortium
80	SaaS	Software as a Service
81	SAP	Systems, Applications, Products
82	SDGs	Sustainable Development Goals
83	SEBI	Securities and Exchange Board of India
84	SOFI	Data Management Software
85	SPCB	State Pollution Control Board
86	STEM	Science Technology Engineering and Math
87	STPI	Software Technology Park of India
88	UK	United Kingdom
89	UNDP	United Nations Development Programme
90	UPS	Uninterrupted Power Supply
91	US	United States
92	USD	United States Dollar
93	VFD	Variable Frequency Drive
94	VJTI	Veermata Jijabai Technological Institute
95	WMS	Warranty Management System

Notes

Notes