



Let's Solve

Sustainability Report 2019-20

Partnering for a Resilient Future



A Larsen & Toubro
Group Company

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Partnering for a Resilient Future

Collaborative action is the need of the hour in our volatile world today. As nations and all actors join hands to fight the pandemic, it gives us the encouragement that transformational change can be brought about through the power of partnerships. The role of technology is pivotal in this journey, as it holds the potential of expediting the process. Larsen & Toubro Infotech (LTI), with its blend of expertise, is therefore uniquely placed to play the much-needed role of a catalyst for sustainable development.

This report titled 'Partnering for a Resilient Future' showcases how LTI is working with all its stakeholders in solving the key developmental issues of Education, Empowerment and Environment – an approach directed at achieving the United Nations' Sustainable Development Goals and building a more resilient world by the year 2030.



Overview

Founder Chairman's Message

Dear Stakeholders,

As one of India's leading technology, engineering and construction conglomerates, the L&T Group has remained steadfast in its commitment towards nation-building. The Group, over the past decades, has demonstrated unwavering commitment to sustainable development by transparently communicating its performance on Environmental, Social and Governance-related aspects. Ranging from resource efficiency and low-carbon growth to operating with integrity and ensuring the welfare of all its stakeholders, it is L&T's endeavor to bring about sustainable value creation through everything it does.

As a fast-growing group company, LTI has inherited these tenets of excellence in sustainability practices from Larsen & Toubro. LTI has continued to deliver double-digit growth, while sizably reducing its climate impact. This resource efficiency is one of the ways in which the Company is demonstrating its resilience, which was evident in its seamless transition to the xFH model, and uncompromised delivery capabilities in the face of the COVID-19 crisis.

This system not only ensures business continuity, but also aids employees in becoming more secure, engaged and productive, thus contributing to their growth.

LTI's continued resolve to power the breakaway enterprise has proven to be an enabler for its clients to succeed. As a harbinger of new-age technology solutions, LTI has empowered its clients to augment data intelligence and automation for seamless digital transformation.

Through its community development programs, LTI works towards building resilience in underprivileged members of society. It has leveraged its core competencies to deliver greater and more sustainable impacts across its three focus areas of Education, Empowerment and Environment. Efforts in each of these are enhancing the resilience of the communities within which it functions, setting them up for success in an unpredictable world.

LTI's fourth annual Sustainability Report, showcases its continuing efforts towards providing solutions to address global sustainable development objectives. I am certain that LTI will continue to record significant progress in contributing towards building a better and more resilient future for all.

A. M. Naik
Founder Chairman





Overview

CEO and MD's Message

Across industries, the pandemic is one of the fiercest tests of resilience of this century. Through this report, we present to you how LTI has been 'Partnering for a Resilient Future' to create value for its stakeholders. Our process and progress are aligned with the United Nations' Sustainable Development Goals. Our focus on the three critical aspects to sustainable development - Education, Empowerment and Environment - amplifies this impact, as we harness synergies for a greater good of the society and the planet.

Education

Quality education is an important factor of equitable development. LTI's ability to leverage the potential of technology to solve for communities, its employees and its clients is what sets us apart as a resilient enterprise. We collaborate with our NGO partners across more than 700 schools and centers to deliver technology-enabled learning solutions. These students embrace innovation as a way of life and give us confidence about their promising future. Our support to start-ups adopting artificial intelligence, machine learning and Internet of Things have delivered ingenious solutions for the society during the lockdown phase of COVID-19.



Caring for people, within as well as outside the Company, is core to our DNA. By fostering a diverse, capable and motivated workforce, LTI is strengthening its position as an employer of choice and adding significant value to the careers of our associates. With a suite of over 2,000 technical learning courses, our Mosaic Academy enables our associates to upgrade their skills anywhere, and at anytime. As thousands of LTIites worked from home, we leveraged collaboration platforms such as Facebook Workplace, Microsoft Teams, Cisco WebEx and emails to keep them engaged and productive.

Our EdTech solutions enabled governmental and other organizations fuel an environment for continual learning, research, innovation and entrepreneurship in India and beyond.

Empowerment

Enhancing employability among the nation's youth, with a focus on women and people with special abilities, is enabling LTI build self-sufficient, resilient communities. CSR programs like Digital Sakshar, Women Artisan Skill Enhancement Project (WASEP) and I Learn-I Earn are designed to empower communities with access to technology and capital. During the year, LTI supported the launch of its employee volunteering program, LTI IStep, globally. In solidarity of our commitment to the well-being of communities during these extraordinary times, the Company contributed the accumulated amount to the PM CARES Fund in India, while we partnered with United Way Worldwide to reach the affected communities in the USA.



Ensuring a customer-first thinking, our employees worked tirelessly to execute our Business Continuity Plan (BCP). This helped us transition to 95% work from home within a week of the lockdown. Innovative solutions like xFH - 'Everything from Home' - a concept that very interestingly outlines LTI's journey from simply operational from home to everything from home, and SafeRadius, a mobile app to ensure employee safety at all times, were launched to empower our employees. These have helped them operate from a safe and secure environment. LTI also pledged its commitment towards the United Nations Women Empowerment Principles as a gender-responsive business.

Our 3x3 strategy ensured that we respond to the crisis in a holistic manner. Sustained engagement by getting the right information, to the right stakeholders, at the right time, through the right medium combined with quick and decisive action, has been instrumental in building a sense of normalcy in these unusual times. We understood the lasting changes pandemic is making to the field of software engineering and have designed LTI Canvas as our design for the future of software engineering.

Environment

COVID-19 has reminded us the criticality of resource efficiency more than ever before. Macro-level programs fueled with corporate initiatives could pave the way for a more resilient planet. During the year, we reduced the energy requirements of our offices and progressively moved towards the greater adoption of renewable energy. We continue to adopt more resource-resilient ways of operating. Energy savings of approximately 0.63 Million units (kWH) during FY20, moving to low-carbon alternatives for employee commute and community-based green projects have enabled us make headway in our efforts to achieve carbon neutrality in our India operations. Investing in programs such as restoring the green cover and farm ponds to improve agricultural productivity further helped mitigate our carbon footprint.

Recognition such as our entry into the Nifty Next 50 Index, being ranked as the fifth most valuable brand among Indian IT companies and among the Top 100 Brands of India by Brand Finance reflect our brand leadership, as we continue to be a chosen partner for breakaway enterprises. As LTI turns 23, we promise to keep innovating, leverage opportunities to serve our stakeholders and continue solving for a resilient future for all.

Yours Sincerely,

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





Highlights from the Year

LTI included
in NSE's
**Nifty
Next 50
Index**

2
strategic
acquisitions

65%
women
beneficiaries of
Empowerment
programs

6,000+
employee
volunteers

31,000+
employees

3,732
tCO₂
estimated
GHG offset

Double-digit
growth

97,000+
lives
impacted by
education
programs

31%
women in our
workforce

23.7%
renewable
energy

7,606
tCO₂
GHG
mitigation

94.3%
revenue
from
existing
clients

178,000+
trees planted

290
Million litres
of water
harvested





Our Reporting Approach

This report presents information about our sustainability performance in FY 2019-20. It has been prepared in accordance with Global Reporting Initiative (GRI) Standards: Core option, and the GRI guiding principles have been applied to define the quality and content of this report. The content of this year's report is also aligned with the principles of United Nations Global Compact (UNGC).

We publish sustainability reports on an annual basis, and our most recent report summarized LTI's performance in FY 2018-19. Our previous sustainability reports are available on the Company's website at: <https://www.lntinfotech.com/social-responsibility/>

Report Scope and Boundary

This report details the performance of all our business verticals across ten offices in India, between April 1, 2019 and March 31, 2020. This includes two locations each in Navi Mumbai and Pune, three locations in Bengaluru, and one office each in Mumbai, Chennai and Hyderabad. Two of these offices (one in Hyderabad and another in Bengaluru) have been opened since the publication of our last report. Data about our human capital, including headcount and training, pertains to our global operations, with exceptions specified wherever relevant. There have been no significant changes to our supply chain during the reporting period.

Data Management

Data related to our environmental performance is sourced from the SoFi platform, which helps us monitor our footprint on a quarterly basis. The rest of the parameters are monitored through specific internal platforms, which are managed by the respective departments.

Forward-Looking Statements

This report contains forward-looking statements that describe LTI's projections and expectations, based on reasonable assumptions and past performance. These are subject to change in light of developments in the industry, geographical market conditions, government regulations, laws and other incidental factors. These statements must not be used as a guarantee of our future performance, as the underlying assumptions could change materially.

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 that forms a part of this report.

Please direct any queries related to this report to Sustainability@lntinfotech.com



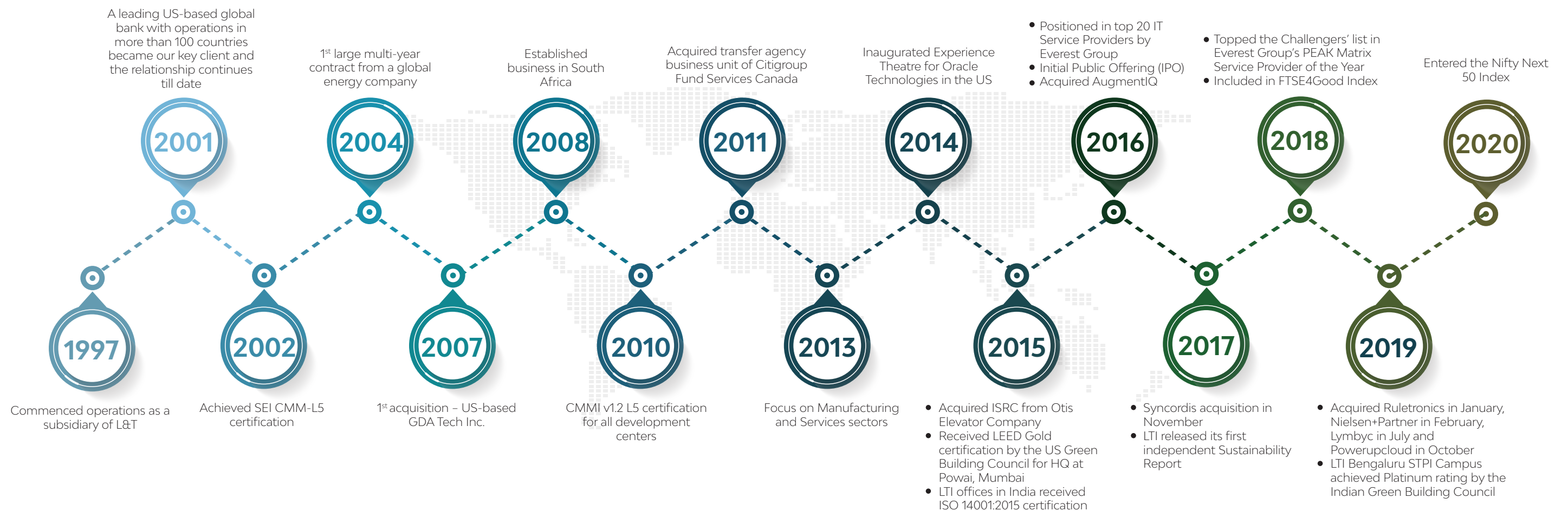




Who We Are

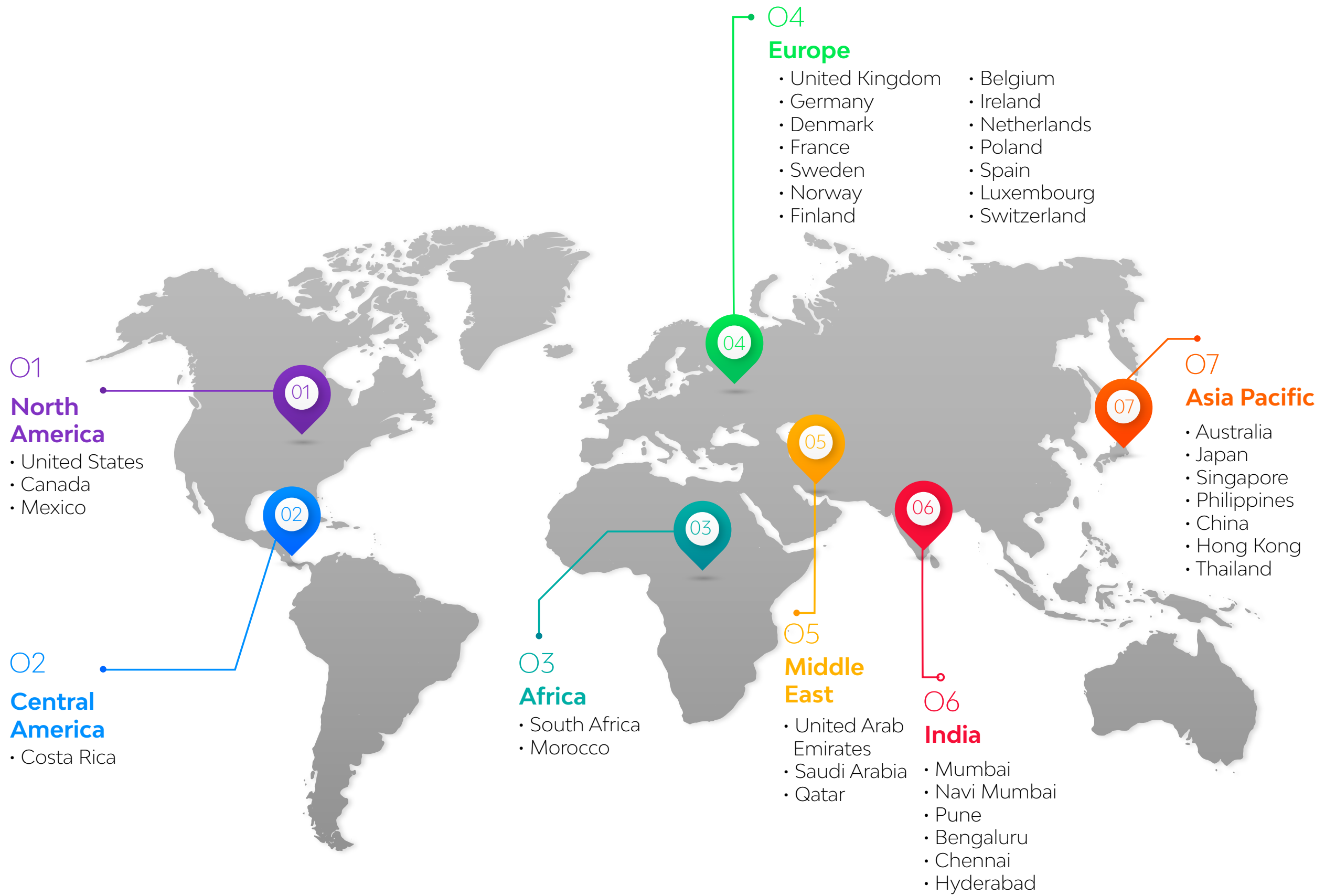
Serving 424 clients across the globe, Larsen & Toubro Infotech Limited (LTI) is a technology consulting and digital solutions company headquartered in Mumbai, India. A wholly owned subsidiary of Larsen & Toubro Limited, we have been combining the Group's rich legacy and innovative core with a solution-driven approach since our inception in 1997. Over 30,000 of our employees operate out of 58 sales offices and 34 delivery centers in over 30 countries, to cater to the needs of our clients.

LTI completes 23 years!





Our Global Presence





Our Market and Service Offerings

Industries Served

BFS	Insurance	Manufacturing
Energy and Utilities	CPG, Retail and Pharma	High-Tech, Media and Entertainment

Services

ADM and Testing	Enterprise Solutions	Infrastructure Management Services
Analytics, AI and Cognitive	Enterprise Integration and Mobility	Platform-Based Solutions

Products

Digital Consulting	Enterprise Solutions	Data and Analytics
Application Management	Cloud	RPA
	IoT	







Awards and Recognition

Business

- Received a silver medal for best onboarding practices at 2019 Stevie Awards for Great Employers
- Ranked the fifth most valuable brand among Indian IT companies and among the top 100 brands of India, by Brand Finance
- Recognized as one of the top 100 valuable companies in India in Business Today India's 500 most valuable companies ranking
- Included in the Nifty Next 50 Index
- Ranked 8th in the Super 50 rankings of Dalal Street Investment Journal
- iRise program awarded at Transformance Forums Employee Engagement and Experience Summit and Awards
- Recognized as 11th top IT company in India in DQ Top20 by Dataquest
- Recognized for Brand Excellence in IT/ITeS 2019 and Marketing Campaign of the Year at World HRD Congress CMO Asia Awards
- Recipient of the Best Digital Campaign by an IT/ITeS/IoT Enterprise - Intelligent Enterprise award at Inkspell Drivers of Digital Awards

CSR and Sustainability

- Recognized at the Zee Business National CSR Leadership Congress & Awards for Innovations in CSR Practices Award
- ACEF Award for Overall Excellence in Social Responsibility

Leadership

- Sanjay Jalona, CEO and Managing Director, LTI honored at the Distinguished Alumni Awards 2019 at The Birla Institute of Technology and Science (BITS), Pilani
- Sudhir Chaturvedi, President Sales, LTI, recognized among the top 100 Most Influential BAME Leader in UK Tech

Analyst Recognitions

- LTI featured as a Leader in AI Based Automation Capability in Software Testing Services: AI and Digital Next-Gen Testing NelsonHall NEAT report 2019
- LTI ranked number 5 in HFS Top 10 Energy Service Providers 2019
- LTI recognized in The Forrester Wave™: Application Modernization And Migration Services, Q3 2019
- LTI recognized as a Representative Vendor in Gartner Market Guide for Blockchain Consulting and Proof-of-Concept Development Services 2019, David Groombridge, et al, 21 August 2019
- LTI recognized as a sample vendor for Data subject rights fulfillment for privacy requirements such as GDPR-CCPA in The Forrester Tech Tide™: Data Security And Privacy, Q3 2019
- LTI recognized as a Strong Performer in The Forrester Wave™: SAP Services Providers For Midsize Enterprises, Q4 2019
- LTI recognized in Gartner's Competitive Landscape: Robotic Process Automation Service Providers Arup Roy, Cathy Tornbohm, 24 October 2019





Resilience in Action – Our Sustainability Framework as we navigate the COVID-19 pandemic

The new normal enforced by the pandemic has impacted all facets of businesses globally. Our resilience and empathy have manifested in our ability to serve our clients without interruption, empower our employees to quickly adjust to remote working and provide much-needed relief to our communities in this time of crisis.



Uninterrupted Delivery to Our Clients

Clear articulation of objectives and modes of planning and execution, to respond to the crisis in a holistic manner

- Continued engagement to cater to evolving client needs
- Seamless project management to enable minimal disruption in client delivery
- Highest levels of data security and client confidentiality in a remote working scenario
- Upscaling of cutting-edge technologies to drive transformational agenda of enterprises
- Helping our clients reduce environmental impacts

Empowering Our Employees

Implementation of rapid BCP and 'remote-by-design' operating model to empower employees to deliver and grow in a secure remote environment

- Tracking and monitoring employee well-being
- Rapid response to employee needs, ranging from safety precautions to helping stranded employees
- Quickly turning around remote working capabilities and infrastructure
- Enabling employees to perform all functions from home in a secure, engaged and productive environment
- Virtual platforms and low-emission options to help reduce our carbon footprint

Caring for Our Communities

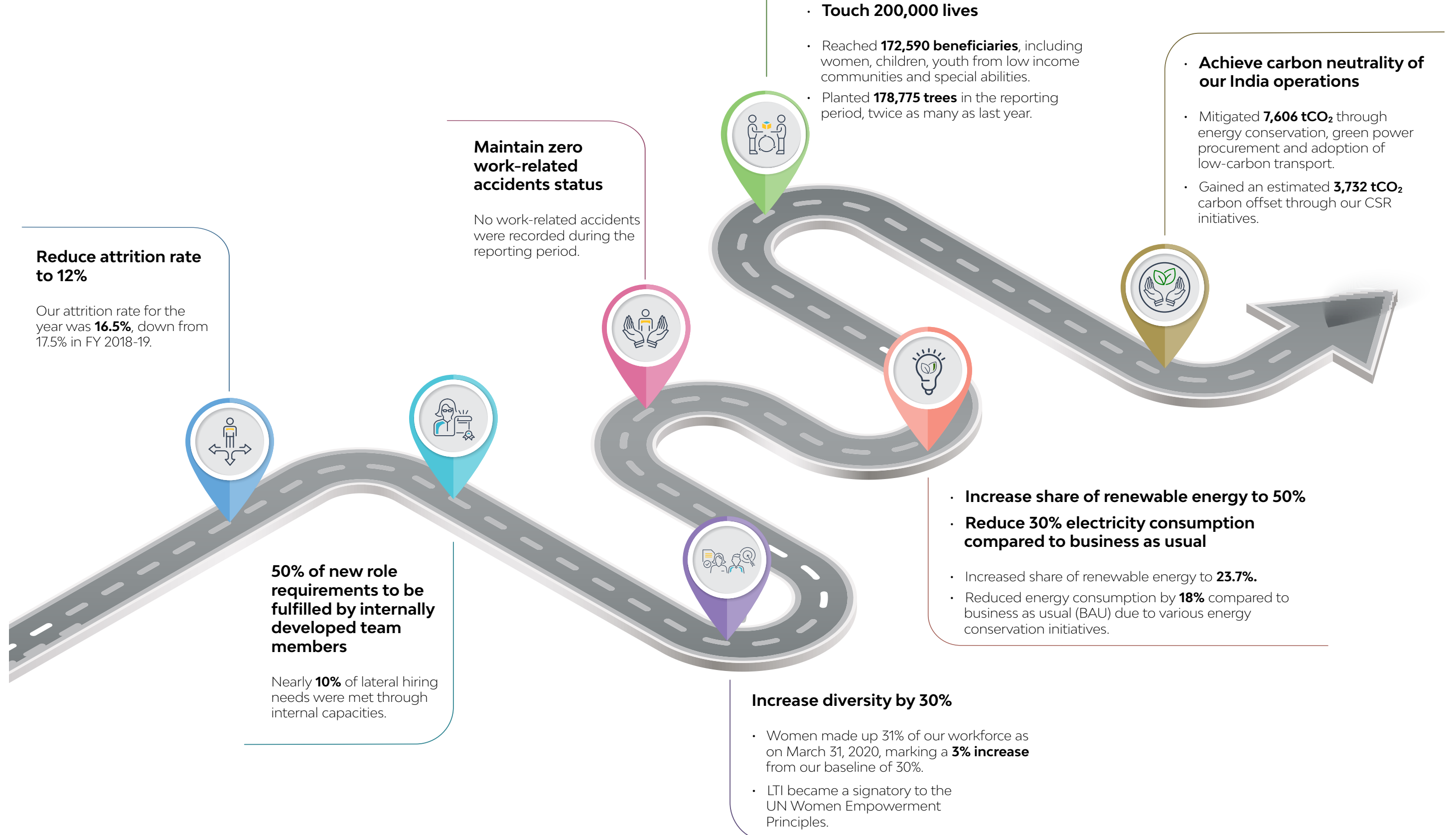
Leveraging technology and collaboration to help communities navigate the pandemic without much disruption to their lives

- Support measures for urgent relief to communities
- Virtual classrooms for uninterrupted capacity-building
- Technology-enabled marketplace for continued income generation
- Measures to equip the specially abled on precautionary measures during the pandemic
- Enhanced innovation through community-based programs and capacity-building of NGO partners
- Building climate resilience in communities



LTI's Sustainability Roadmap 2030

In line with our commitment to contribute towards the Global Goals, our sustainability targets are set to be achieved by the year 2030. They outline our commitment towards a resilient future through a multi-stakeholder approach. Here is a snapshot of our performance on these targets during the year FY 2019-20.





Partnering for a Resilient Future

Our business resilience rests on the three pillars of Education, Empowerment and Environment. This Sustainability Report discloses our environmental, social and governance (ESG) performance based on the following structure -



Education

2 ZERO HUNGER

4 QUALITY EDUCATION

10 REDUCED INEQUALITIES

Empowerment

1 NO POVERTY

3 GOOD HEALTH AND WELL-BEING

5 GENDER EQUALITY

Environment

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

13 CLIMATE ACTION

Business Resilience

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

17 PARTNERSHIPS FOR THE GOALS



Engaging with Our Stakeholders

Stakeholder Engagement

Our stakeholder engagement process is focused on identifying, prioritizing, engaging and understanding the expectations of our key stakeholders. We continue to engage with each of the seven groups we have identified through established communication channels to nurture long-lasting relationships.

Clients

Why They Are Important to Us

End users of our services, influencing our operations to meet their expectations

Communication Channels

- Client Satisfaction Survey
- Community initiatives

Frequency

- Annual
- Ongoing



Employees

Why They Are Important to Us

Our most valuable resources, contributing to delivery excellence and profit

Communication Channels

- Employee forums
- Leadership forums
- Employee surveys
- Workplace platform
- Unified helpdesk

Frequency

- As required
- Annual
- As required
- Ongoing
- Ongoing



Investors

Why They Are Important to Us

Providers of capital

Communication Channels

- Investor meets
- Quarterly Earnings Calls
- Roadshows
- Investor Conferences
- Annual General Meeting

Frequency

- Annual
- Quarterly
- As required
- As required
- Annual





Suppliers

Why They Are Important to Us

Integral part of value chain for smooth functioning of our operations

Communication Channel

- Vendor meetings

Frequency

- Annual



NGOs/Communities

Why They Are Important to Us

Communities form the pillars upon which our business' success is built, and our NGO partners are instrumental in helping us make a difference

Communication Channels

- Face-to-face meeting
- Focus group discussions

Frequency

- Quarterly
- Monthly



Regulators

Why They Are Important to Us

Enforce policies that impact our operations and long-term business objectives

Communication Channel

- Public policy advocacy

Frequency

- Ongoing



Academic Institutions

Why They Are Important to Us

Provide us with the required human capital and collaborate with us for projects

Communication Channel

- Recruitment drives

Frequency

- Ongoing



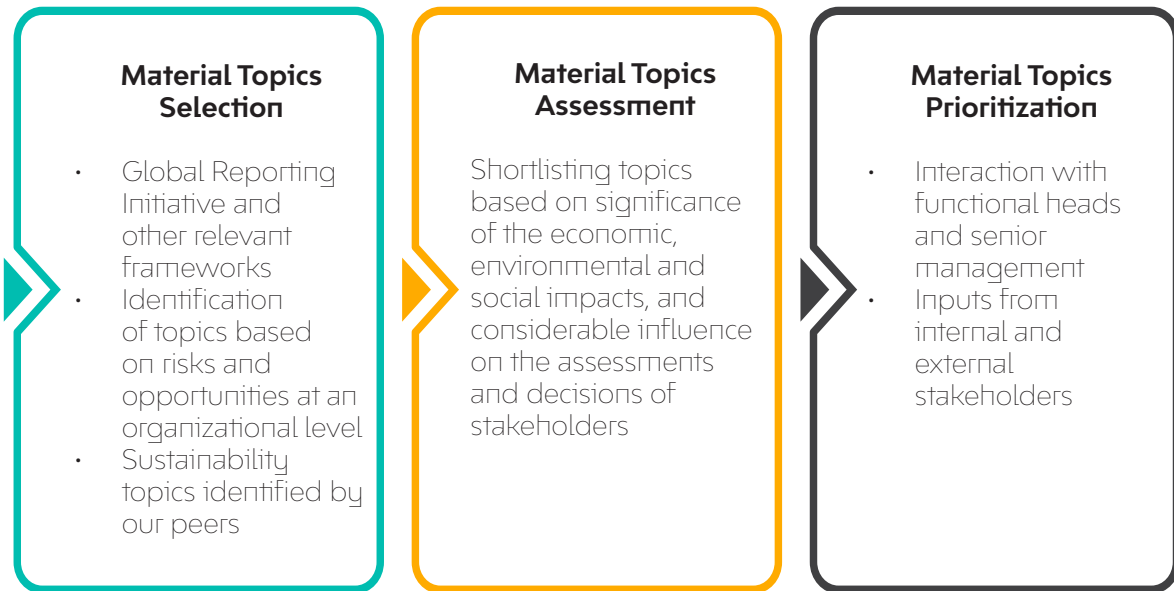
Memberships and Associations

- National Association of Software and Service Companies (NASSCOM)
- Bombay Chambers of Commerce and Industry
- Swedish Chambers of Commerce, India



Materiality Assessment

We periodically assess our short, medium and long-term risks and opportunities, which form an integral part of our business strategy. We identify material topics that provide insight into our stakeholder concerns as well as the internal and external risk factors that impact our business.



This helps in prioritizing topics of material importance to our stakeholders and us. We also ensure that these topics are thoroughly reviewed to keep abreast with industry knowledge as well as the global business environment. We conducted a detailed materiality assessment exercise in FY 2018-19. In FY 2019-20, we reviewed the material topics to ensure their relevance in the changing business landscape. The material topics are reviewed and approved by our management to ensure their disclosure in the report.

Materiality Assessment Process

Our list of material topics represents the areas that are most material for our long-term sustainability and forms the foundation of our report.

Importance to Stakeholders >	<ul style="list-style-type: none"> • Employee Well-Being • Learning Opportunities and Career Development 	<ul style="list-style-type: none"> • Client Privacy • Data Privacy • Corporate Governance
	<ul style="list-style-type: none"> • Occupational Health and Safety • Innovation • Green IT • Economic Performance • Delivery Capability • Employee Retention • Energy Management • Emission 	<ul style="list-style-type: none"> • Services, Quality and Accuracy
	<ul style="list-style-type: none"> • Supply Chain • Brand and Marketing 	<ul style="list-style-type: none"> • Waste Management
	<ul style="list-style-type: none"> • CSR • Diversity and Inclusion 	
	Importance to Business >	



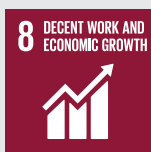
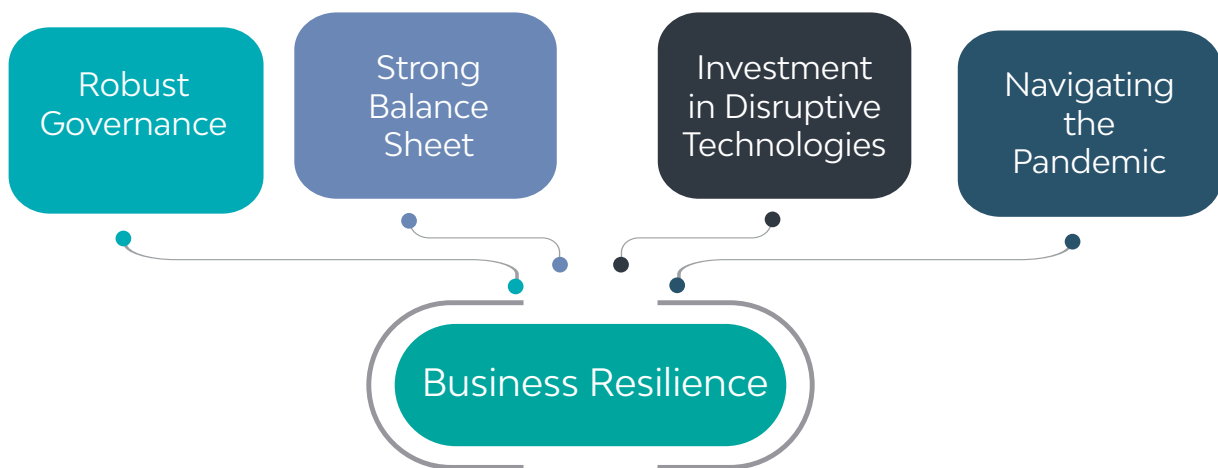
Material Topic	Stakeholder	GRI Topic	GRI Standards
Brand and Marketing	Clients	General Disclosures: Organizational profile	GRI 102-2 GRI 417-3
Corporate Governance	Employees Regulators Investors	General Disclosures: Governance	GRI 102-18
Economic Performance	Investors	Economic Performance	GRI 201-1
Energy Management	Investors Employees	Energy	GRI 302-1
Emissions	Investors Suppliers Employees	Emissions	GRI 305-1 GRI 305-2 GRI 305-3 GRI 305-4 GRI 305-5
Waste Management	Employees	Effluents and Waste	GRI 306-2
Employee Retention	Employees	Employment	GRI 401-1
Employee Well-Being	Employees	Employment	GRI 401-2
Occupational Health and Safety	Employees Regulators	Occupational Health and Safety	GRI 403-1 GRI 403-2
Learning Opportunities and Career Development	Employees NGOs/Communities	Training and Education	GRI 404-1 GRI 404-2 GRI 404-3
Diversity and Inclusion	Employees NGOs/Communities	Non-discrimination	GRI 406-1
Supply Chain Management	Suppliers	Child Labor Forced or Compulsory Labor	GRI 408-1 GRI 409-1
CSR	Employees NGOs/Communities	Local Communities	GRI 413-1 GRI 413-2
Client Privacy and Satisfaction	Clients Regulators	Customer Privacy	GRI 418-1
Data Privacy	Clients Regulators	Non-GRI Topic	Non-GRI Topic
Services, Quality and Accuracy	Clients Employees	Non-GRI Topic	Non-GRI Topic
Innovation	Clients Employees	Non-GRI Topic	Non-GRI Topic
Delivery Capability	Clients Employees	Non-GRI Topic	Non-GRI Topic
Green IT	Employees Investors	Non-GRI Topic	Non-GRI Topic



Business Resilience

Building an ecosystem that leverages the strength of our partnerships is the essence of our resilience. Continued collaborations and synergies with our clients, customers and partners, coupled with our strong systems, help us maintain a strong foundation that is critical for continued success. This, coupled with our 3-Es approach, is key to our sustainable development agenda. Building resilience in our business is intrinsically linked to enhancing the capabilities of our employees through training and development, empowering them as well as our clients with breakaway solutions, and making our operations and communities resilient to the effects of climate change.

Our culture, business strategies, fair and transparent policies, robust management processes, commitment to values and ethical business conduct, and relationships with our stakeholders are the core elements of our governance philosophy. Our corporate governance further draws strength from our five beliefs **“Go the Extra Mile, Be Agile, Push frontiers of Innovation, Keep Learning and Solve for Society”**. Our unwavering focus on ensuring business continuity helps us drive continued delivery excellence. We also continue to invest in and scale up disruptive technology, which helps us boost cash flows. Through a synergistic and programmatic approach, we continue to solve problems that our clients, employees and communities face. In the face of the pandemic, we have leveraged our core strengths to help our clients, employees and the community navigate the challenges that this crisis presents for everyone.



Leveraging our strong foundation and keeping our value system at the core, we look to ingrain customer centricity in our solutions, build best-in-class organizations and resilient operations, and focus on protecting and leveraging our strong balance sheet. We continue to innovate and invest in disruptive technologies to help drive the transformational agenda of enterprises, and boost our cash flows. Further, our readiness to deal with crises has helped us turn around a rapid organizational change, empowering our employees to continue working and growing without disruption, while also enabling our communities to navigate the pandemic.



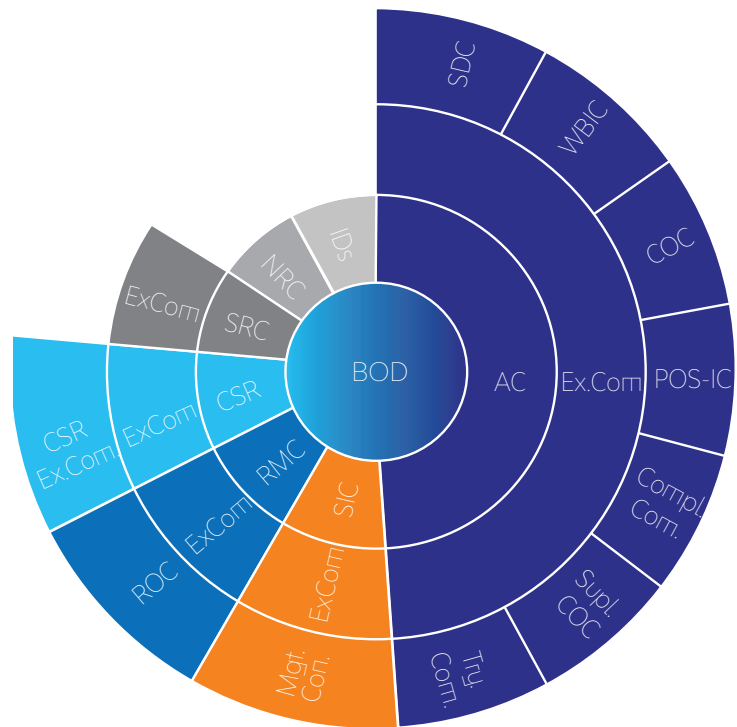


Corporate Governance

Our Board of Directors has the ultimate oversight of governance, and is ably supported by the Management Committee, which is responsible for implementing the policies and procedures through which governance is imbibed within the organization. With an objective to have greater involvement of Executive Management and oversight of the Board and its Committees, the governance structure at LTI comprises the following four tiers:

1. Board of Directors
2. Board Committees
3. Executive Committee
4. Management Sub-Committee

LTI- Governance Structure



Acronyms:

Tier 1: BOD: Board of Directors

Tier 2: AC: Audit Committee, **SIC:** Strategic Investment Committee, **RMC:** Risk Management Committee, **CSR:** Corporate Social Responsibility Committee, **SRC:** Stakeholders' Relationship Committee, **NRC:** Nomination and Remuneration Committee, **IDs:** Committee of Independent Directors

Tier 3: ExCom: Executive Management Committee

Tier 4: SDC: Securities Dealing Committee, **WBIC:** Whistle Blowing Investigation Committee, **COC:** Code of Conduct Committee, **POSH IC:** Internal Committee on Prevention of Sexual Harassment at Workplace, **Compl.Com.:** Compliance Committee, **Supl.COC:** Committee on Supplier Code of Conduct, **Try.Com.:** Treasury Committee, **Mgt.Con.:** Management Council, **ROC:** Risk Operating Committee, **CSR Ex.Com.:** Corporate Social Responsibility Executive Committee

As on March 31, 2020, the Board of Directors comprised 11 Directors, five of whom were independent. The roles of the Founder Chairman and the Chief Executive Officer and Managing Director are clearly demarcated. The Board has constituted five committees as per the requirements of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. It has also constituted a Strategic Investment Committee, which is responsible for identifying, reviewing and approving proposals for acquisitions and investments.

We also have a Board-level Corporate Social Responsibility (CSR) Committee that is responsible for reviewing the CSR Policy, implementing sustainability practices and reviewing sustainability performance.

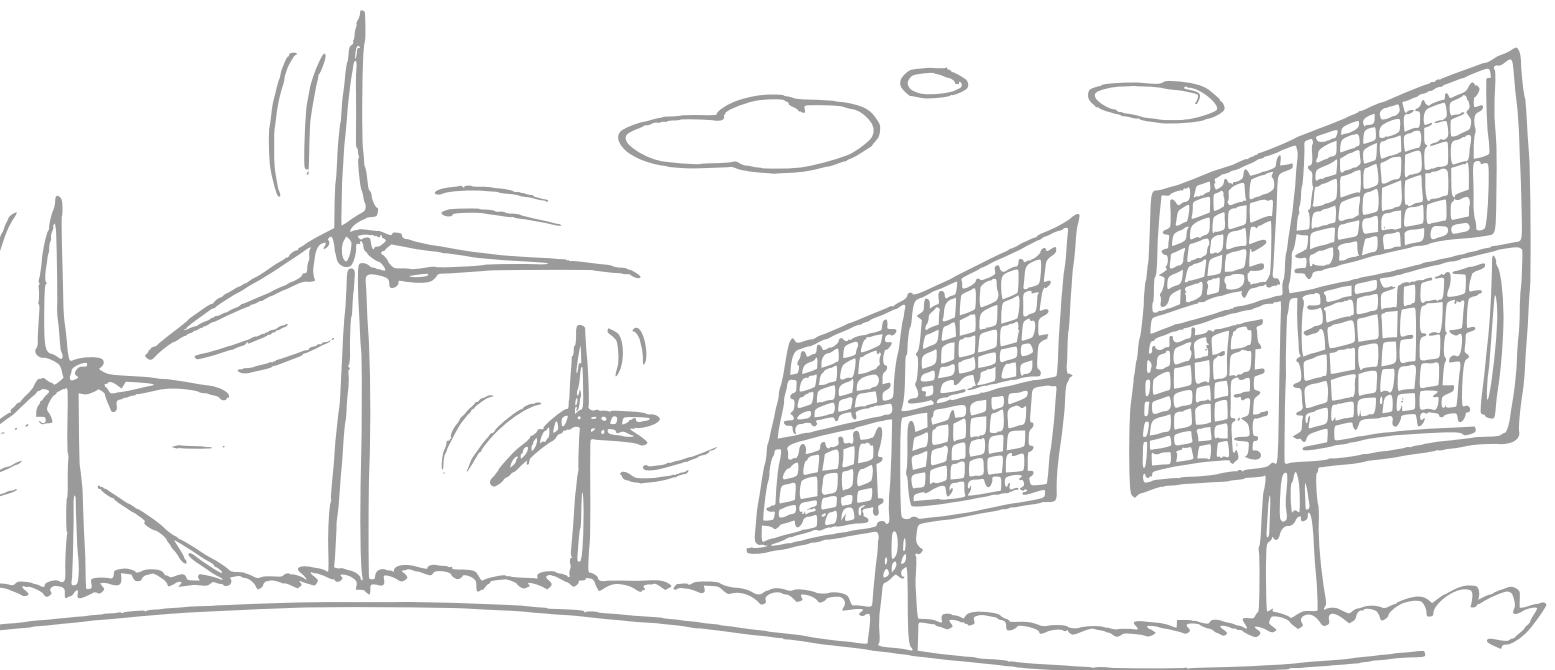


Risk Management

Risk management is key for early identification and effective management of threats and opportunities for the business. Effective risk management improves resilience at a strategic as well as tactical level. Our risk management framework and process ensure timely identification, assessment and mitigation of risks. Overseen by the Board of Directors, the Risk Management Committee (RMC) ensures the effectiveness of our Enterprise Risk Management (ERM) framework and implementation of our Risk Management Policy. The framework has three lines of defense - Self Risk Assessment, Compliance and Control Assessment, and External Checks. It outlines the strategic, business and operational risks material to us, and elaborates upon how people, processes and tools can aid in monitoring and mitigating these risks.

Project Risk Assessment

To ensure a positive client experience at every stage during the engagement, LTI has deployed a new Escalation Risk Review (ERR) framework, with an escalation path right up to the Chief Operating Officer. ERR, supported with enhanced leadership dashboards, has been very effective in getting timely attention at the appropriate top management level, thus averting possible client escalations and complaints.





Ethical Business Practices

Code of Conduct

Our expectations of integrity and ethical behavior are enforced through our well-defined Code of Conduct. We have instituted the code for all our Directors and Senior Management, in line with the provisions of SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015. It also reiterates our commitment to being an equal opportunity employer that supports and respects human rights. This includes ensuring that the workplace is safe, and free of forced, compulsory and child labor.

We have a structured framework for redressal of grievances pertaining to ethics, conduct and integrity. The Human Resources and Secretarial departments are responsible for resolving grievances from employees and shareholders, respectively. We also have a well-defined whistleblower mechanism, which has a special focus on safeguarding the anonymity of the whistleblower.

Our statutory compliance system, supported by adequate business processes and tools, enables us to meet the requisite obligations. Our 'Global Corporate Compliances' framework helps us foster a culture of compliance in our business activities. We also engage with external consultants to review and update compliance requirements for new and existing markets. Audits of compliance management are conducted on a regular basis by the Company's Internal Audit team. We go beyond the requirements of precautionary principles to ensure best practices in the economic, social and environmental realms.

Management Systems

LTI's facilities are certified to the latest management system standards, including ISO 9001, ISO 20000, ISO 27001, ISO 14001 and ISO 45001. This continues to demonstrate our commitment to drive continual improvements in quality, information security, environmental, health, safety and security. This year, we extended the scope of ISO 27001 to include Hyderabad, India and Tampa, US centers and ISO 9001 to the Hyderabad center.

We also comply with the ISAE 3402 requirements for projects in the insurance domain and for other relevant engagements.

Supply Chain Management

We have undertaken initiatives to encourage local sourcing, in order to promote local employment generation. This also helps in reduction of carbon footprint due to reduced transportation.

We have automated various internal procurement processes, thus leading to reduced paper consumption. This will see a further reduction upon the implementation of our vendor registration portal, which is currently underway.

Our Supplier Code of Conduct helps us educate our supply chain partners on environmental and social parameters. It also helps drive a culture of compliance and environmental and social responsibility among our suppliers. It encompasses anti-bribery, trade controls, antitrust, conflicts of interest, labor practices and human rights, and health, safety and environment.

Brand and Marketing

Brand management is an integral element to achieve client loyalty and maintain reputation for any business. At LTI, we launched our brand identity in 2017, to position ourselves as a leading partner in solving clients' challenges in the evolving digital landscape. The tagline 'Let's Solve' and the core idea 'Pioneering Solutions in a Converging World' demonstrates how we design, innovate and invest in solutions to aid clients' digital transformation journeys. During FY 2019-20, no cases of non-compliance concerning marketing communications by LTI were reported.



Client and Data Privacy

In line with our commitment to ethical practices, we ensure data privacy of our clients and employees. We safeguard data through robust systems, procedures and governance. We have a Data Protection Officer and Data Protection Office to ensure compliance with privacy regulations across all our offices. We have implemented privacy policies, procedures, guidelines and templates with the EU GDPR and its equivalents in Canada, UK, USA, Switzerland, Singapore, South Africa, Japan, Australia and India as a baseline.

We have a well-defined governance framework in place for monitoring, managing and handling organization-wide privacy risks and personal data breach management. We also have a documented audit procedure for carrying out annual internal privacy audits. We have implemented data protection and privacy controls and measures, including data encryption, data masking, privacy-by-design controls as well as mandatory awareness trainings.

LTI performed an assessment of privacy compliance with an external consulting firm, and the gaps identified were closed as part of the privacy compliance implementation for LTI offices worldwide.

In FY 2019-20, there have been no substantiated complaints concerning breaches of customer privacy.

LTI has implemented the seven principles of data protection

1. **Fairness, transparency and lawfulness**
2. **Purpose limitation**
3. **Storage limitation**
4. **Confidentiality and integrity**
5. **Data minimization**
6. **Accuracy**
7. **Accountability**

Helping a Client Meet Privacy Compliance

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



We helped a leading technology company implement its Document and Records Retention and Destruction Policy. The aim was to ensure that all major systems that contain data are compliant with GDPR requirements. We established a compliance data management system using LTI's Data Deletion, Archival and Retention (DDAR) framework.

We created a centralized metadata repository and a policy engine for data categorization and classification. Other solutions included data cataloging for better management and search, automated impact analysis and notification, rules-based anonymization, and deletion workflows using Drools, among others. These improvements led to a reduction of processing time by 65%. Cost reduction was also achieved through scaling and adaptation of existing technology.



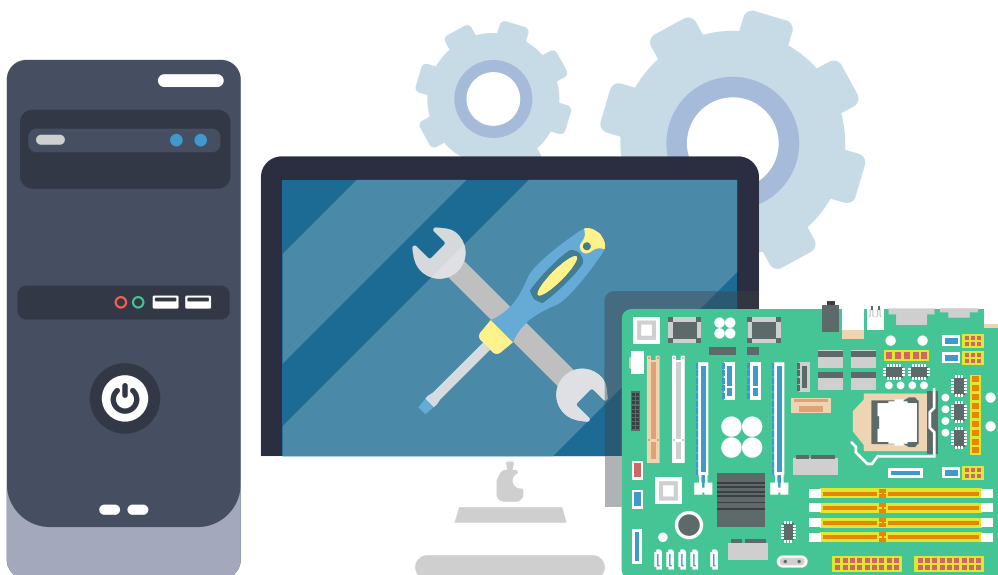
Delivery Capability

Our focus is on using our technology levers and structured initiatives to prepare our clients to emerge stronger. We aim to leverage our domain strengths to create outcomes necessary to propel change.

We have added new proprietary delivery frameworks in the fields of Agile, IIoT, SAP (Agile, Fiori), Oracle (SaaS), large-scale account transition management and account transformation, and technology stack recommendations to our existing portfolio. Enhanced digitized role-based trainings were deployed to further enhance the capability of our workforce.

Continued focus on 'Extreme Automation' has helped us further optimize our delivery execution, improve productivity and reduce costs for us and our clients. 'Design-Driven Delivery', suitably supported by Agile and DevOps methodologies, has helped LTI design and deliver client-focused services and solutions.

Our proprietary Capability Maturity Framework (CMF), a model to evaluate information technology capabilities, has evolved from last year, broadening the scope to all layers of the delivery organization, thus amplifying its benefits multifold. There have been 16 new innovations in delivery, which will prove to be differentiators for LTI. There are more than 100 high maturity-enabled projects, new high maturity models and new methodologies and frameworks for IIoT and SAP (Agile), among others, demonstrating our efforts towards continuous improvement. We continue to retain Level 5 status on Capability Maturity Model Integration (CMMI).





Innovation

Cloud

Migration to the cloud is a key offering to drive digital transformation at a low cost. We are continuously upgrading our services to help enterprises execute the right 'Cloud for Modernization' strategy. This involves selecting the right cloud platform and services, architecting for the appropriate model (public, private, hybrid or multi cloud), building innovative business capabilities, migrating workloads and continuous monitoring for security, compliance and cost.

Analytics, Artificial Intelligence (AI) and Cognitive

Over the years, we have been enhancing our data offerings to help us power the breakaway enterprise. Our aim is to enable data-driven digital transformation by the democratization of data and decisions. We have also harnessed the power of the three As of Analytics, Automation and AI to develop the Mosaic platform that enables delivery excellence.

AI for Clinical Trials

3 GOOD HEALTH AND WELL-BEING



We used the Leni platform, a virtual analyst, to develop an R&D portfolio management system for a pharmaceutical company. The AI-driven solution accelerated the planning and monitoring of clinical trials and other therapeutic areas, leading to faster and informed decision-making, optimized innovations, and improved access to medicines.

The portfolio management system helped the client derisk their existing portfolios and allocate funds efficiently for current and future clinical trials with autonomous insights, saving millions of dollars in analyst hours.

Industrial Internet of Things (IIoT)

We use our homegrown Mosaic Things an "IIoT Accelerator platform" and a "Market Place" of ecosystem players. The Market Place brings together a comprehensive ecosystem of customers, partners, start-ups and developers to collaborate and quickly develop, demonstrate and monetize enterprise-grade IoT-based solutions.

LTI recognized in Forrester's Now Tech: IoT Consultancies In Asia Pacific, Q1FY2020



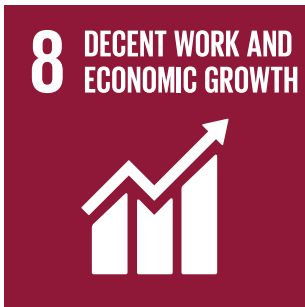


Automation

Our intelligent Robotic Process Automation (RPA) is a unique amalgamation of in-depth understanding of complex processes across industries, coupled with our homegrown accelerators and technology enablers, such as Advanced Optical Character Recognition (OCR), Workflow Orchestration, Cognitive Automation and Bot Analytics. It helps organizations achieve advanced levels of efficiency and digitization.

LTI's Mosaic AIOps enables complete enterprise IT transformation through the adoption of AI-led enterprise IT operations. This includes enhanced asset monitoring, automated situation detection and remediation, smarter service desk activities and collaborative support practices.

Improved Safety at the Workplace



We automated the inspection of electrical equipment in hazardous areas for a leading energy company. The app enables field workers to perform inspections of equipment, and supervisors to review and sign-off.

The implementation has led to improved workplace health and safety, while also ensuring regulatory compliance.

Blockchain

Blockchain technology is expected to converge with other technologies such as IoT, Radio Frequency Identification (RFID) and analytics in the future. Interoperability between multiple blockchain platforms is also expected to gain traction to facilitate exchange of information, value and digital tokens. We are making progress on this front, and have delivered solutions that facilitate information exchange between two of the most prominent blockchain platforms.

We have been providing industry-specific solutions using blockchain to our clients. We are also in the process of harnessing our cross-industry knowledge to develop reusable modules that would reduce the turnaround time from inception to production implementation.

Building Resilient Operations

In order to drive efficiencies under the new normal, we also aim to reduce IT costs by nearly 35% and introduce increased flexibility in IT business features. Some of the key areas of focus during FY 2019-20 were:

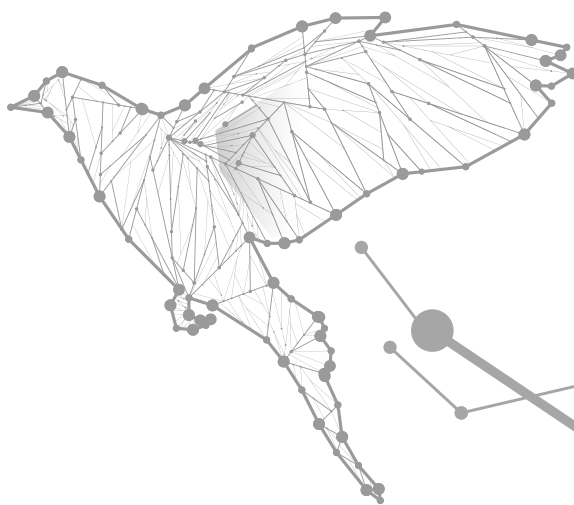
- Simplification of processes
- Business KPI-driven automation
- Conversational user interface
- Compliance with legal requirements
- Optimization of operational costs



Economic Performance

We continue to deliver quality services and meet the evolving needs of clients. Our growth figures corroborate our efforts towards delivery excellence. On a consolidated basis, economic value generated (revenue from operations and other income) for FY 2019-20 increased by 15% to ₹ 112,078 Million, as against ₹ 97,481 Million in FY 2018-19. Meanwhile, economic value generated in FY 2019-20 rose by 14.83% to ₹ 106,059 Million, as against ₹ 92,362 Million for the previous financial year, on a standalone basis.

Statement in ₹ Million	FY 2019-20	FY 2018-19	FY 2017-18
Economic value generated	112,078.00	97,481.00	77,326.00
Operating cost (excl. community investment)*	22,866.40	20,733.00	17,785.00
Employee wages and benefits	65,166.00	54,668.00	43,289.00
Dividend paid	4,864.00	4,499.00	3,034.00
Finance cost	826.00	106.00	157.00
Corporate income tax	4,824.00	5,123.00	3,291.00
Community investment^	460.60	224.00	117.00
Economic value distributed	99,007.00	85,353.00	67,673.00
Economic value retained	13,071.00	12,128.00	9,653.00

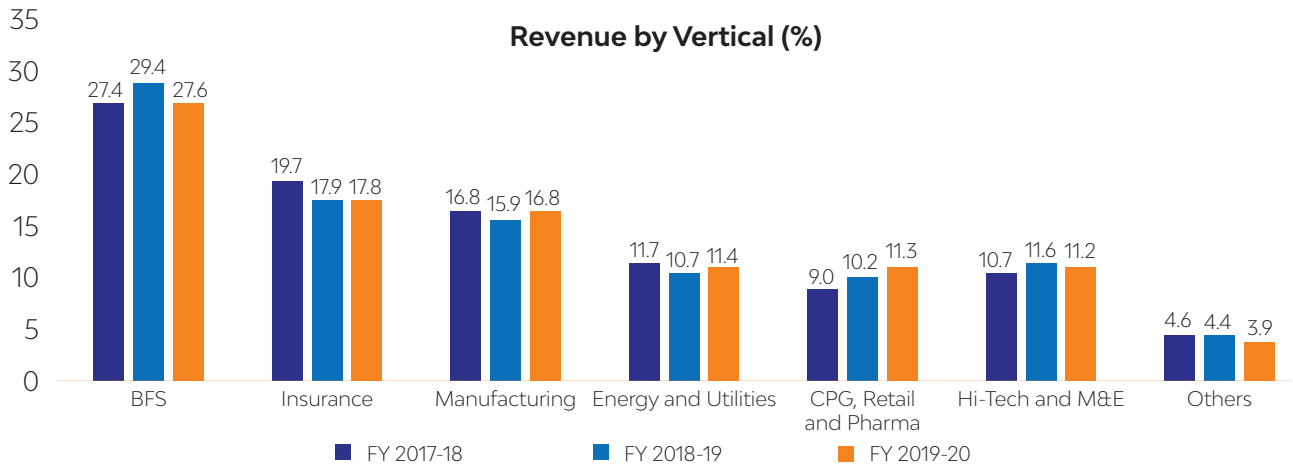


* Other Expenses in Schedule III P&L statement of Annual Report have been grouped under Operating Cost for this purpose

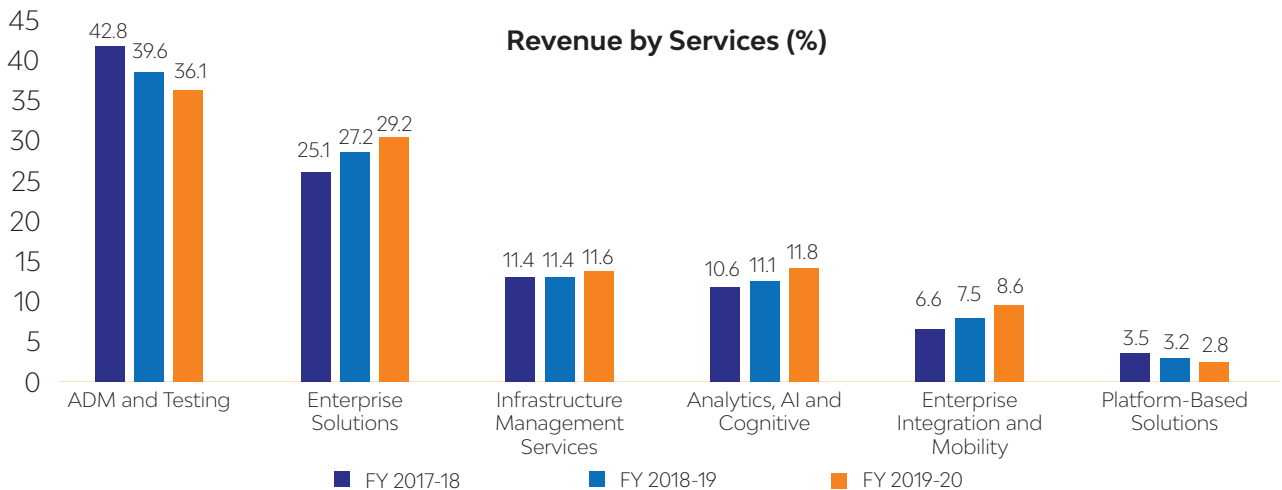
^ FY 2019-20 figure includes contribution of around ₹ 180 Million made by the Company to the PM CARES Fund for COVID-19 relief measures



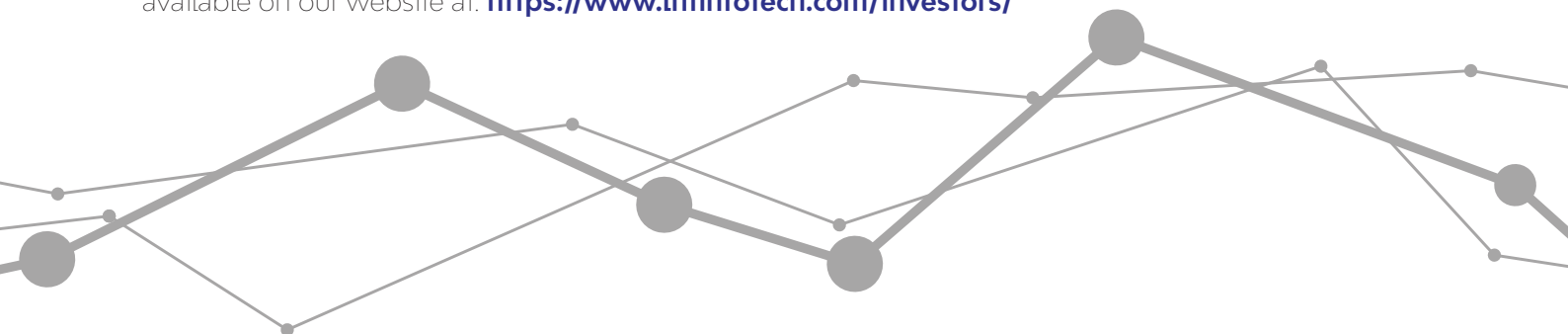
Our diverse portfolio of clients is a key enabler of our consistent double-digit revenue growth. There has been a significant growth across all verticals in FY 2019-20: CPG, Retail and Pharma (growth of 25.3%), Energy and Utilities (growth of 20.3%), Manufacturing (growth of 20.0%), Insurance (growth of 12.2%), Hi-Tech, Media and Entertainment (growth of 9.8%), Banking and Financial Services (growth of 6.1%) and other verticals (growth of 0.1%).



Our service portfolio has helped amplify outcomes for clients, using the power of digital, analytics, IoT, automation and cloud. Our service revenue increased due to growth in Enterprise Integration and Mobility (growth of 28.5%), Enterprise Solutions (growth of 21.2%), Analytics, AI and Cognitive (growth of 19.5%), Infrastructure Services and Security (growth of 14.6%), AEG (growth of 3.2%) and Products and Platforms (growth of 0.5%).



For any financial performance-related information, kindly refer to the LTI Annual Report FY 2019-20 available on our website at: <https://www.lintinfotech.com/investors/>





Our Response to COVID-19

The pandemic has affected businesses, economies and communities alike. It became imperative for us to adopt a holistic approach to respond to this crisis. We acted fast and harnessed the power of collaboration and ingenuity to minimize the impacts on our business, while at the same time helping our stakeholders wade through the difficulties they were facing.

Our strategy to quickly rise to the occasion rested on the three pillars of engagement, agility and empathy. With clients, we adopted a multi-channel communication approach that was aimed at keeping them updated at all times from all perspectives. For employees, we ensured their safety and well-being, while also enabling them to continue remote working in a secure and productive environment. For our communities, we extended relief measures and also leveraged technology to ensure that our development initiatives for them were not disrupted.

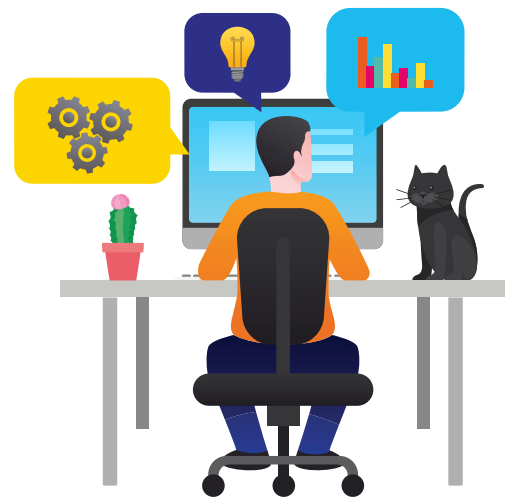
Uninterrupted Client Delivery

A multi-channel communications approach was adopted to keep clients informed about relevant updates. The team proactively built a few hypothetical scenarios and wove responses around them. This document was further segmented and shared with the respective communicators (internal and external), who adapted it to their unique communication needs.

We have continuously been communicating with our clients about the evolving situation and how the company was ensuring employee safety and maintaining business continuity. These were mostly specific engagement-driving communications at the accounts level. Reactive comms were also built around specific queries received from clients.

At the initial outbreak of the pandemic, our CEO reached out to our clients, appraising them of the Company's stance and assuring them on business continuity.

Project Management Offices have been set up within our sales organization to enable client communication and share best practices across the organization. We have taken adequate measures to ensure the highest levels of data security and client confidentiality, while employees work in a remote setup. IT teams are available round the clock to provide remote technical support to our staff. The use of cloud technology for operations and collaboration technologies like WebEx, MS Teams and Workplace has helped maintain effective delivery and communications.





Customer Privacy Management Solution for a Client

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



The need for compliance pertaining to healthcare data has been amplified since the onset of COVID-19.

We customized our Enterprise Privacy Rights Management System (EPRMS) solution to address consumer requests under the California Consumer Privacy Act (CCPA). The solution included automated workflows to process requests, a single-click approach to data anonymization for deleting requests and dashboards to show task status. This implementation reduced processing time by 99%, by handling more than 11,000 consumer requests within the stipulated timelines. Request fulfilment time improved by eight times from 33 to four days. It also led to cost savings, in terms of regulatory fines and operational cost.

Through this solution, we helped a leading magazine fulfillment house comply with the CCPA.

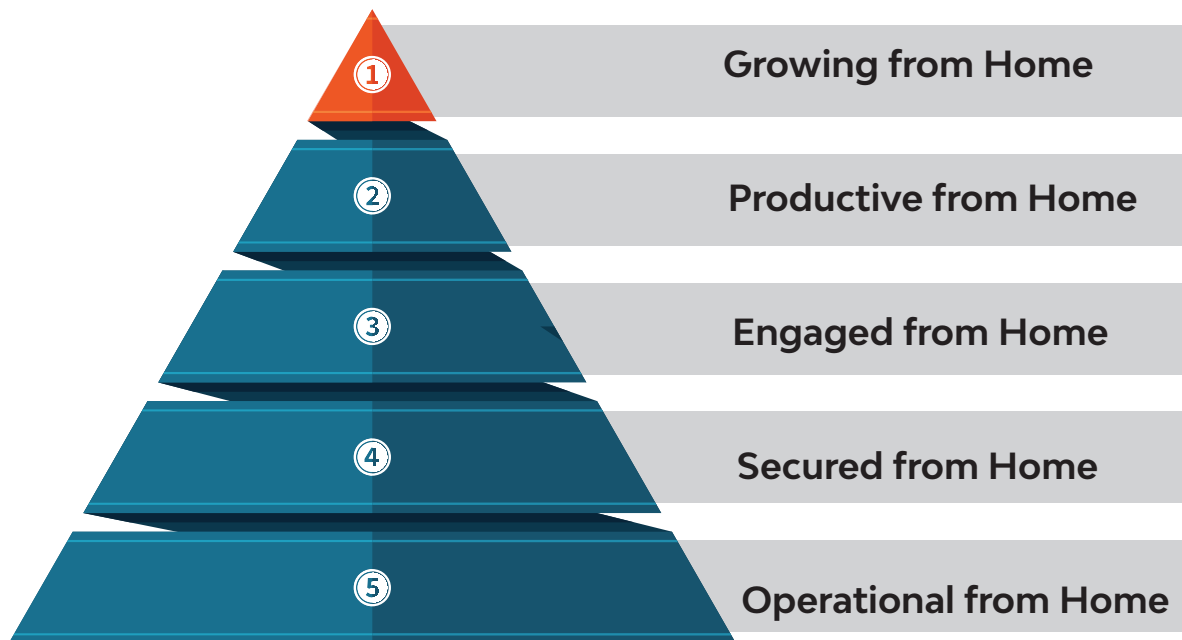
Empowering Our Employees

Ensuring uninterrupted customer service required quick thinking and action to support our delivery teams. Our Business Continuity and Resilience, HR, IT, Facilities, Travel and Communications teams joined forces to execute our Business Continuity Plan (BCP), helping us transition to 95% work from home within a week of the lockdown.

Employees were equipped with self-monitoring tools for tracking and enhancing productivity, identifying patterns to improve their work-life balance, and effective planning and allocation of new and additional resources to projects. We also introduced a policy for the reimbursement of recurring monthly internet expenses, to facilitate uninterrupted connectivity.

While work from home is going to be the global norm for the foreseeable future, we want to go beyond just being operational from home. Our approach to this is xFH or 'Everything from Home', which consists of five layers, each with a specific set of interventions, tools, governance and outcomes. These tools help employees identify opportunities for personal development, and transform them into organizational growth.





We have focused on transitioning learning modules to e-learning and enabled remote learning to minimize the impact on training and development. In this period, we onboarded 276 trainee batches, for whom we have been able to run classes remotely. We did not delay the joining of any new hires, including trainees, and addressed all their queries and concerns through correspondence and specific induction calls. To better prepare our employees to manage their tasks efficiently in these times, a unique 'Remote Working Module' was incorporated in the curriculum.

To communicate better with our 30,000+ employee base, we leveraged our internal collaboration tools. AskSanjay, a video interview with the CEO answering the most important questions in the mind of LTites, was launched during this time. A daily newsletter that captured how employees across the globe are coping with the crisis was circulated to keep our workforce connected, engaged and motivated. A global helpline and an email channel have also been set up to address queries and concerns about COVID-19, while a dedicated intranet page captures all the relevant information and updates. A crisis notification system is used to send bulk SMS and email notifications to employees, while our senior leaders continue to engage with and support them.

We also added new leave categories to cater to employees that have either been asked to quarantine or tested positive for COVID-19, to mitigate the impact on them.



Cross-Border Collaboration for Our People

3 GOOD HEALTH AND WELL-BEING

An employee who was scheduled to return to India after completing a project in Germany, was diagnosed with COVID-19. Despite us not having any teams in Hamburg, a cross-functional team came together and took immediate action to arrange for him to receive the care and logistical support he needed and keep his family and the Indian High Commission in Hamburg abreast of any developments.

LTI continued to support him after his discharge, providing him with suitable accommodation and financial assistance. Our teams' handling of the crisis was a testament to our solution-oriented brand identity and our collaborative spirit, and we are happy to report that the employee recovered in a span of three weeks.

Return to Office

We have defined five levels for the phased opening of our facilities, where Level 0 stands for complete closure and Level 4 indicates full operations from office premises. We have put in place protocols laid down by the Government for a phased return to office, such as frequent and deep cleaning of facilities, thermal screening, staggered shifts, limiting capacity in cafeterias, dispersed seating plans, transportation facilities, safety in common areas, availability of doctors or paramedics in office, as well as a detailed incident management process to handle suspected cases.



We also launched the SafeRadius mobile app for tracking employee safety, planning seating arrangements, rostering, availing transportation facility, preventing accidental congregation and ensuring social distancing in office. The application is also linked to the Government of India's contact tracing app, Aarogya Setu through questionnaires, to enable contact tracing in a GDPR-compliant manner.



Caring for Our Communities

Our commitment to solving for society is the guiding light behind our community development initiatives. We have tailored these to fulfil the needs of the hour, while also empowering our beneficiaries. Our experiential learning program has continued to foster innovation in young minds, this time by supporting them in the development of innovations like low-cost face shields and contactless sanitizer dispensers.

We continued to support women artisans, as part of our partnership with the United Nations Development Programme (UNDP) by enabling them to sell their products online, and make a living in a safe and uninterrupted manner. Our efforts to encourage entrepreneurship are also reflected in our support of two startups, Airpix Geoanalytics Pvt. Ltd. and FarmChain Services, which are working on an AI-powered solution for temperature screening and farm-to-fork supply chain, respectively.

We have supported relief efforts in India by contributing to the PM CARES Fund. Moreover, awareness sessions on hygiene and care in times of COVID-19 were conducted for the specially abled, using media like sign language videos. As part of the global IStep program, we have also partnered with United Way Worldwide to provide communities in New Jersey, Connecticut, Florida, California, Texas and Wisconsin with food, shelter and medical help.



PM CARES

**Prime Minister's Citizen Assistance and Relief
in Emergency Situations Fund**

As always, our community-centric initiatives greatly benefited from the support of our employees. Owing to our virtual volunteers, over 3,500 beneficiaries have been imparted with digital skills as part of our flagship program Digital Sakshar, which has transitioned to a virtual classroom platform in the wake of the pandemic. We have also rolled out a pilot 'Learn from Home' program, which ensures continued education for children in rural India. We hope to reach over 20,000 students through our digital learning efforts.



Leni's COVID-19 Analyzer

3 GOOD HEALTH AND WELL-BEING

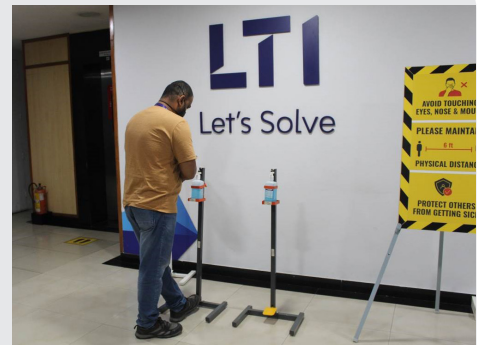
Leni's COVID-19 Analyzer has been developed to help stakeholders understand and track disease metrics in a real-time and simplified manner.

Leni is the world's first virtual analyst, which augments data intelligence for enterprises. We were able to harness its inherent ability to read critical business disruptions and simulate potential business realities, as they evolve. It uses credible sources to collate global incidence of COVID-19 spread. The analyzer provides accurate predictions and real-time insights on an ongoing basis. An intuitive self-service user interface has been created to enable any user to get accurate information in a conversational format. It also provides an in-depth analysis of disease diagnostics like infection rate by country or region, mortality rate, doubling rate and recovery rate to understand the growth trajectory in their region and across the globe.

Fighting the COVID-19 Pandemic with Innovation

4 QUALITY EDUCATION

Students from a school in Pune learned how to make sanitizer dispensers that eliminate the need for touch, as part of our experiential learning CSR program, Introduction to Basic Technology. They received hands-on training on the use of various engineering tools to create these dispensers, which are instrumental in preventing cross-contamination in public areas. Around 400 people benefit from each of these on a daily basis, and two dispensers have been placed in LTI's Pune offices.





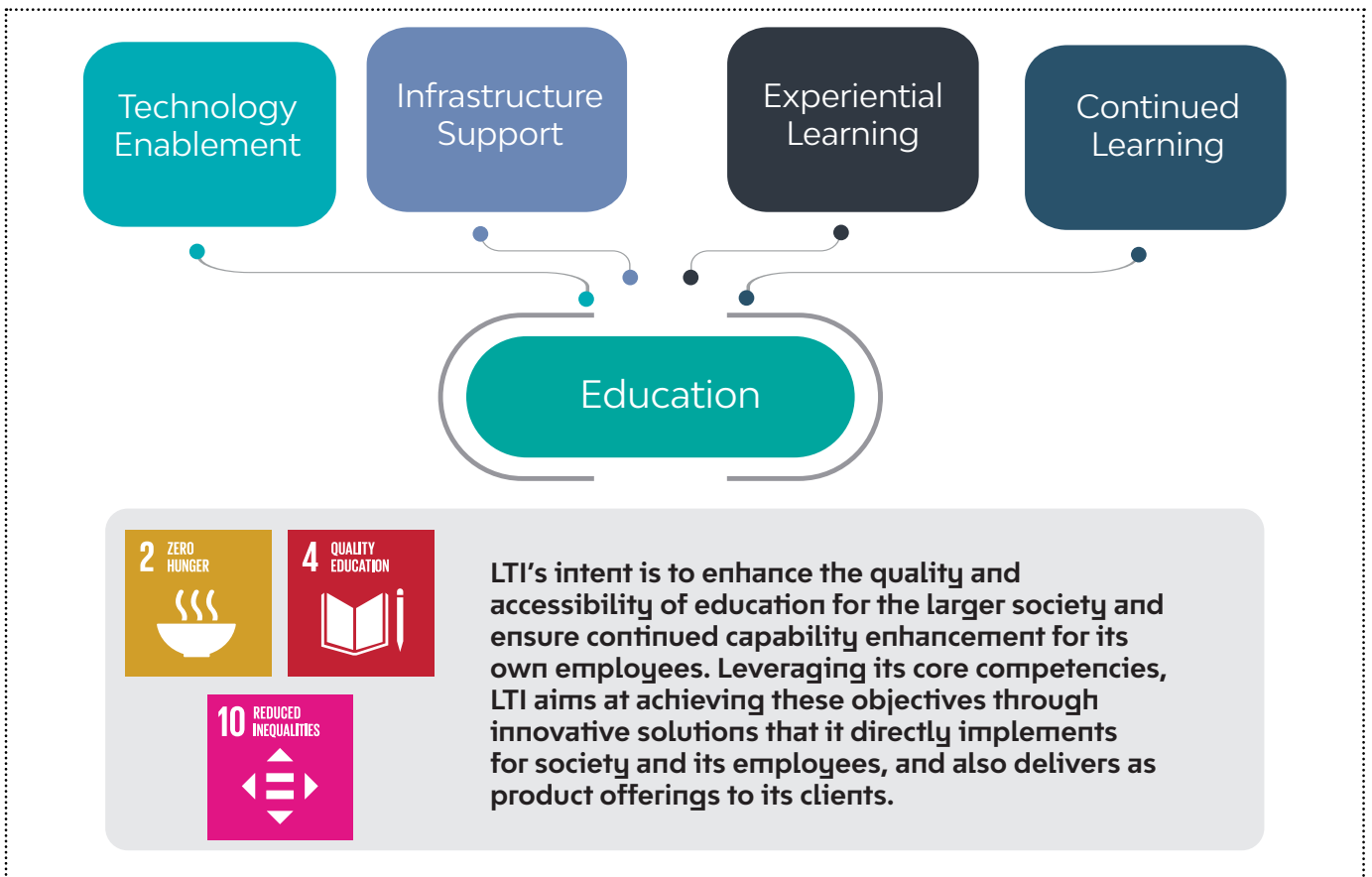
Education

Education enables socioeconomic mobility, better quality of life and overall development of individuals and societies at large. It also provides businesses like ours access to a skilled talent pool that is ready to solve the problems of the future.

Our community initiatives are aimed at enhancing access to high-quality education, and are leveraging technology to ensure uninterrupted learning in a COVID-19 landscape. Our efforts towards these ends include experiential learning programs, employee volunteering and infrastructure support. We are also working to overcome the social barriers to learning, and support mid-day meal programs to reduce absenteeism in government schools. We have impacted 97,308 lives through these efforts in FY 2019-20.

Preparing our workforce for the future business landscape is another focus area for LTI. Our employees' aspirations are aligned with organizational needs to chart their learning and development journeys. This is followed by the provision of access to a range of technical, behavioral and leadership trainings to aid their personal and professional growth.

Our work with clients in the public sector is directed towards education for all. Our solutions in this area have helped facilitate knowledge-sharing, capacity-building and enhanced quality of learning for students in the country.





Enhancing Society's Access to Good-Quality Education

Education is invaluable when it comes to lifting people out of poverty. However, there are a number of hurdles that must be overcome to increase retention and enhance the quality of learning in schools, especially in remote and rural areas.

At LTI, we have taken a three-pronged approach to combat these challenges and increase access to good-quality education. Firstly, we are addressing the skewed teacher-student ratio by setting up digital classrooms that connect volunteer teachers with students in remote areas. Since connectivity and infrastructure availability can pose a challenge to virtual learning, we have also provided laptops and solar panels to a number of schools.

We have designed interventions to make learning interactive and engaging. Our experiential learning program Introduction to Basic Technology (IBT) allows students a chance to put their theoretical knowledge to use by designing products that can benefit society. Meanwhile, Quizabled aims to give specially abled children a chance to showcase their knowledge through a competitive platform.

The last arm of our education-centric initiatives seeks to combat the social hurdles to education. We are working with The Akshaya Patra Foundation to provide fresh and nutritious mid-day meals to students in government schools. This has been found to encourage attendance and retention in schools, and we are proud to have provided over 7 Million meals in the reporting period.



Bridging the Student-Teacher Gap



Virtual learning can be instrumental in bridging the student-teacher gap in remote areas of the country. However, students in these regions also face other challenges, such as unreliable access to electricity, social resistance and language barriers.



We have set up 75 digital classrooms in Maharashtra, Karnataka, Tamil Nadu, Andhra Pradesh and Uttarakhand, in partnership with eVidyaloka. To ensure power cuts do not disrupt children's learning, we installed solar power grids at these institutions. Further, our field staff visited students' homes to encourage attendance, and facilitated coordination between English and science teachers to ensure that language did not become a barrier to learning other subjects.

All these efforts have culminated in 460,000+ virtual learning hours for 5,200+ students in the reporting period.



The First Step Towards Digital Literacy

4 QUALITY EDUCATION



Over 15,000 students are benefiting from our Junior Aryabhata Project, which seeks to enhance digital literacy among the youth.

As part of this initiative, we provide laptops pre-loaded with academic software to government schools. We also conduct English-speaking sessions at these schools to familiarize beneficiaries with the relevant terms in English, and ease them into digital learning.



Once hesitant to use these devices, the students are now noticeably more comfortable with technology. This is evident in the fact that the attendance of these sessions, which have increased in number, has gone up to 93.7% this year.

In addition to computer sessions, we also teach students about basic scientific concepts in an interactive manner by providing science toy kits. These, too, have been a resounding success, and we conducted 4,000 such sessions in FY 2019-20.

Disseminating Knowledge Through Virtual Learning

4 QUALITY EDUCATION



We collaborated with an implementation agency to conduct online coaching classes of Science, Mathematics and English, along with demonstrations, experiments, visuals and practical applications. The program benefited 4,000+ students from 17 government high schools in Karnataka.



Mahalaxmi, a grade eight student, joined the virtual learning program, which has helped her tremendously improve her English. She shares that the virtual learning program has benefited her, as their teaching methodology makes the classes interesting.



Supporting Education with Nutrition



In partnership with The Akshaya Patra Foundation, we have been providing mid-day meals to children at government schools. This serves the dual purpose of providing them with the nutrition they need, in addition to reducing absenteeism and dropouts from these schools. In the reporting period, we provided 7.6 Million meals to 30,500+ students across Karnataka, Maharashtra and Telangana.



We continue to monitor the impacts of the program to ensure maximum efficacy. We have added more variety to the menu, and optimized delivery routes and cooking operations, all of which have contributed towards reducing hunger and increasing access to quality education.

The Special Joy of Quizzing



Quizabled is a unique platform that gives specially abled students an opportunity to showcase their abilities through interesting quizzes. In FY 2019-20, we expanded Quizabled's reach to rural districts in Karnataka and Tamil Nadu, in addition to Bengaluru, Chennai and Mumbai.



Saravana, a specially abled student in the seventh grade, has demonstrated outstanding performance by winning the competition for two straight years. In the words of Uma, one of his teachers, "In the beginning, few children came forward to participate in the quiz but now, many are following Saravana's lead."



Technovation - Empowering Through Innovation

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Technovation is a science and technology exhibit under the IBT program. Students from an LTI-supported school in Pune won an innovation award at the exhibit. Their entry, aptly named 'Smart Stick', is helping the residents of an old-age home navigate their surroundings in a safe way.



The students worked with instructors and engineers to create the stick, which comprises a torch and an ultrasonic sensor that makes a buzzer sound upon the detection of an obstacle in the user's path. This has proven to be especially useful during the night, when navigation can pose a challenge for the elderly. Through this process, they learned about different types of sensors and their uses, types of circuits, soldering, wiring and costing. The children's ingenuity helped create this unique product, which is already being used by the residents of an old-age home in their community.



Social Catalysts

We launched the Social Catalyst program with the intent to engage our workforce and make them a part of our community development agenda. The aim of this initiative is to encourage associates to support an NGO of their choice. The process involved employees contributing a minimum number of hours volunteering for a social cause, which would make them eligible for claiming a grant for an NGO of their choice. During the year, recipients of the grant supported various education programs that impacted 10,000 beneficiaries, 47% of whom were women.

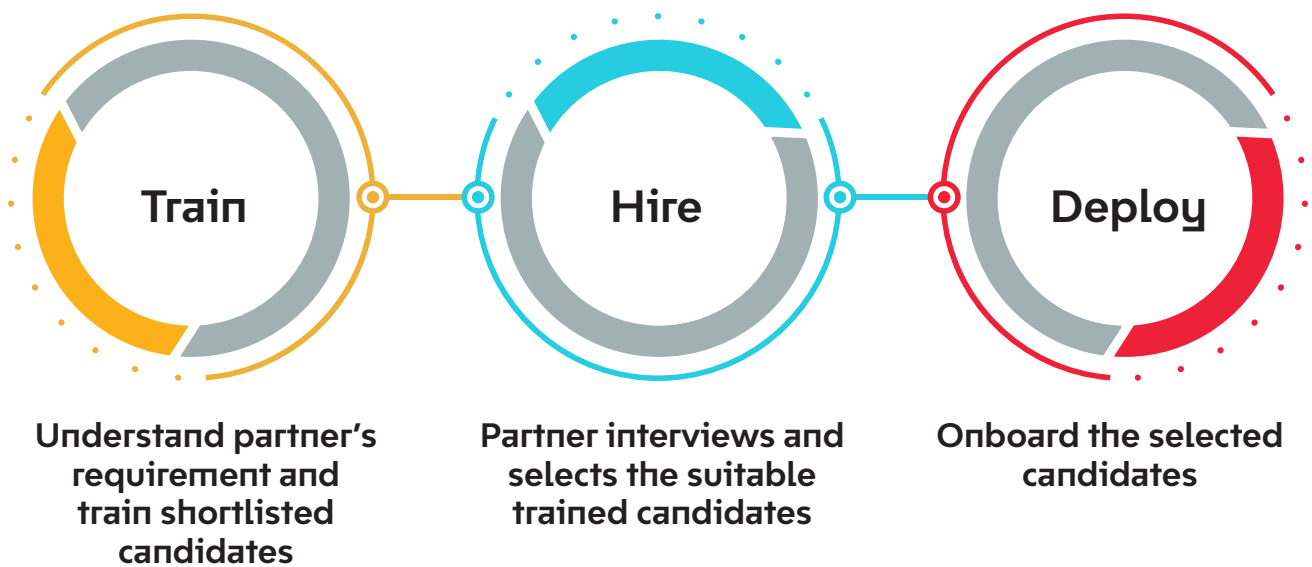




Employee Learning Opportunities and Career Development

Providing our employees with learning opportunities is crucial to building a future-ready workforce and resilient business. Our job family articulation process seeks to map employees' career journeys with the skills they require to fulfil their aspirations. Insights derived from this exercise, combined with ongoing assessment, are used to design our learning and development initiatives. This strategic approach has earned us recognition in the Everest Group's report on 'Talent Readiness for Next-generation IT Services PEAK Matrix™ Assessment 2020: Closing the Demand-Supply Gap'.

We ensure that our employees are available for immediate deployment by taking a 'Train-Hire-Deploy' approach.



This helps us hire associates with the right potential and train them in emerging digital technologies. It also comes with the added advantage of helping us rationalize the employee pyramid, while advancing talent and technology.

Training Programs

We provide a host of trainings to enhance our employees' technical knowhow. However, our training and development efforts also include behavioral and leadership trainings to hone their soft skills, and mandatory learning related to ethical conduct, information security and data privacy. The table below offers an overview of the trainings our employees received in FY 2019-20:

Employee Category	Average Annual Training Hours Per Employee								
	Technical Training			Behavioral and Leadership Training			Compliance Training		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Senior Management	0.17	0.30	0.19	2.52	7.73	3.21	2.31	2.25	2.31
Junior Management	2.41	2.74	2.46	1.95	2.80	2.09	2.43	2.47	2.44
Consultant	4.78	5.25	4.93	1.51	1.18	1.40	2.54	2.44	2.51
Trainee	78.23	41.09	58.18	0.23	0.35	0.30	3.16	3.22	3.20
Retainer/Professional Services	0.30	0.14	0.26	0.11	0.37	0.17	3.77	3.59	3.73



Some of our key training programs include:

iRise

Our year-long sales leadership incubation program aims to create the sales leaders of tomorrow through hands-on training. This year, the program has garnered recognition at the Stevie Awards for Great Employers and the Transformance Forums Employee Engagement and Experience Summit and Awards.



Shadow the Leader

This program shows people what a day in the life of one of our leaders looks like. Employees spend a day with a member of our senior management to understand their roles and responsibilities, picking up key learnings along the way.

iLead

Our leadership development program focuses on value-driven self-leadership, decision-making, taking a consultative approach, and creating and leading high-impact teams for new team leads. Meanwhile, training for managers is focused on leading across borders, cultures and generations, and establishing and strengthening relationships.

Diginius Voyager

This open platform encourages learning through platforms like behavioral classroom workshops, webinars and massive open online courses. It also facilitates higher education through external institutes for our people.

Mosaic Academy

Over 2,000 technical courses are offered on this digital learning platform, which also encompasses cloud-based labs and practice assessments. It offers on-the-go, end-to-end learning, which can be tailored to match the experience and requirement of each employee.

Induction Training

In order to transform new-hire training, an analysis of training needs was conducted, the findings of which were used to develop personal and professional development programs for Graduate Engineering Trainees (GETs). Based on these, a new framework was developed to enhance soft skills and behavioral training, and inculcate a culture of self-learning from the very beginning.

A breakdown of our induction training for GETs over the last three years is provided below:

Reporting Year	Average Annual Induction Hours Per Employee		
	Male	Female	Total
FY 2019-20	391.30	393.41	392.50
FY 2018-19	322.77	349.85	336.49
FY 2017-18	294.39	292.82	293.55



Job Family Articulation

Succession planning, which contributes to our efforts to reduce attrition, is also crucial to building a talent pool ready to transition to higher roles. In FY 2019-20, we have worked to devise our job family articulation strategy, which shapes what employees' career progression is going to look like. They will now have much better visibility to opportunities, both laterally and vertically, that would be applicable to them, and the gap between their current skill levels and the roles they aspire to. We will also equip them with the resources that they need to bridge these gaps, and strengthen our succession pipeline in the process.

For leadership roles, LTI has launched programs for mentoring and talent identification across multiple levels. These individuals attend guided sessions to expedite their transition into senior leadership roles.

Performance Management Process

At LTI, our performance management framework hinges on continuous performance monitoring and assessment. Achievements and feedback can be recorded on the system at any point during the year, to take immediate remedial action on any concerns, and reward outstanding performance. Final ratings, based on year-round feedback, are provided at the end of the year, and rewards and recognition are given out accordingly. 78% of our global workforce, including 75% of the women on roll, were eligible for performance and career development reviews this year. All these employees received reviews in the reporting period.





Business Solutions for Better Education

Aligned with our commitment to solving for society, we devise business solutions that facilitate quality education. We have worked closely with an apex regulatory body under the Government of India to create faster and more efficient platforms for learning, knowledge exchange and capacity-building. These have culminated in reduced manual effort, increased transparency, time-saving for both students and evaluators, and uninterrupted learning in times of crisis.

Skill Enhancement by Leveraging Technology



We have partnered with the All India Council for Technical Education (AICTE) to improve learning modes for students. We have developed platforms for training and exchange of experiences through workshops, orientations, learning communities and mentoring.

The AICTE Training and Learning (ATAL) Academy portal has been set up to impart quality technical education and support technical institutions in fostering research, innovation and entrepreneurship through training. The application enables registration for training under various modules as well as assessment and attendance monitoring of participants.

Another initiative under this collaboration is the National Educational Alliance for Technology (NEAT). The aim of NEAT is to bring the best technological products in education pedagogy on a single platform for the convenience of learners. The initiative also focuses on inclusion of students from economically weaker sections of the society.





Automation in Educational Institutions

4 QUALITY EDUCATION



We developed AICTE's e-governance application and web portal to eliminate the manual process of approvals, fee collection, reports and issuance, as well as to improve transparency.

The e-governance system provides an incident management process that covers automatic assignment, business validations, escalation rules, reports and dashboards.

A similar platform has also been developed for the issuance of scholarships under the Prime Minister's Special Scholarship Scheme (PMSSS) for the students of Jammu and Kashmir. The platform provides students with easier access to information and a transparent and efficient method of allocation of scholarships.

Platform for Innovation

4 QUALITY EDUCATION



LTI partnered with AICTE to develop and automate a platform for students to submit ideas to the Smart India Hackathon (SIH). SIH is a national-level competition that gives students an opportunity to ideate and build innovative solutions.

The aim of this initiative is to inculcate a culture of product innovation and a mindset of problem-solving among the student community. The solutions developed through this initiative have been utilized by private-sector organizations as well as governmental agencies.

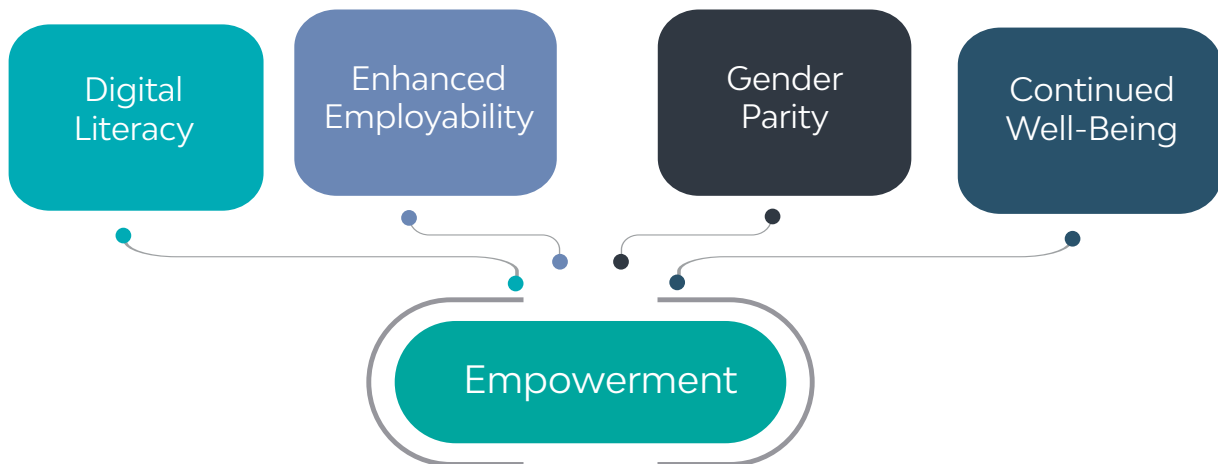


Empowerment

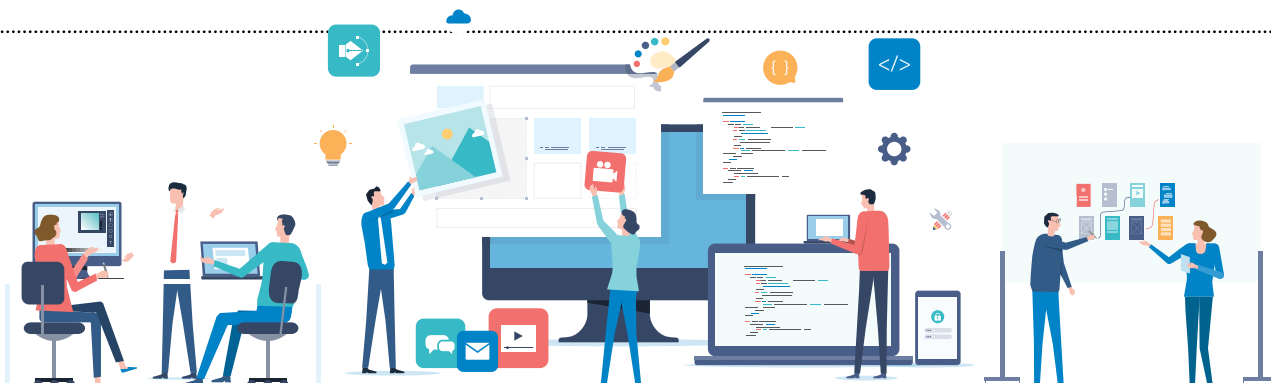
At LTI, our efforts are centered around making youth competent and employable, and supporting an inclusive and equal culture. We believe that empowering marginalized groups is key to reducing socioeconomic inequality. Our CSR initiatives are centered around building self-sustaining communities by equipping them with the requisite skills for the future. We have designed these training programs with special consideration for the needs of the youth, women and those with special abilities.

Our commitment to empowering our employees is reflected in our policies, practices and programs. We strive to foster a safe and inclusive workplace that is conducive to innovation. Our employees have access to a host of tools, facilities and benefits that are aimed at enhancing their productivity and efficiency.

An empowered workforce also helps us ensure delivery excellence, and help our clients succeed in a competitive business landscape. Our client-centric interventions are focused on enabling new business models, revenue growth and next-gen efficient operations. Innovations in these realms are upgraded on an ongoing basis, to ensure that our clients stay ahead in an ever-evolving business landscape.



Digital literacy is one of the most important skillsets in the modern world, and our focus is on enhancing the employability of youth, especially women. We are supplementing these empowerment initiatives with efforts to sensitize our communities and employees and consequently, ensure the physical and emotional well-being of all.





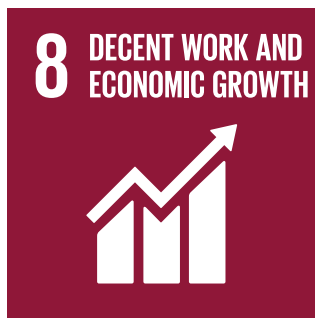
Empowering Our Communities

Inclusivity is a key tenet of our community engagement efforts, and is ensured across all our locations. Our CSR interventions seek to empower marginalized groups and bridge the socioeconomic divide in society. Our programs in this sphere are focused on imparting vocational and soft skills training to women, youth and the specially abled.

Digital literacy is crucial to future-readiness in an increasingly digital world. Our flagship program Digital Sakshar equips youth with the technical knowhow and interpersonal skills needed to thrive in this landscape. In line with our focus on intersectionality, our program I Learn-I Earn seeks to enhance the employability of youth with special abilities by training them in computer skills.

As part of our continued efforts to ensure gender parity in CSR, we have also initiated WASEP in partnership with the UNDP. Not only is the initiative bringing a tribal artform into the mainstream, but it is also allowing beneficiaries to generate sustainable livelihoods from the comfort and safety of their homes. The project has greatly contributed to promoting entrepreneurship among our beneficiaries, and we will continue to support them with infrastructure, training and institutional linkages in the next phase.

Reviving the Warli Art Form



The Women Artisan Skill Enhancement Project was born out of a strategic collaboration between LTI and UNDP. This initiative seeks to provide gainful employment to women, while also reviving the ancient tribal art form of warli painting.



Shabana wanted to contribute financially to her family, so that her children could have access to better-quality education. She enrolled in WASEP, and her talent and determination resulted in her receiving product orders soon after. Shabana was able to purchase a home, and repay the loan using income generated from selling warli products. She also credits the program with building her self-confidence, improving her public skills and connecting her with a group of like-minded women.

Rekindling Hope Through Project Sakhi



Reeling from the tragic losses in her family, Meenachi's hopes of a bright future were re-ignited by her association with Project Sakhi's balwadi training course. Through her dedication and hard work and with the support of the project team, Meenachi was able to develop the requisite skillsets to become a preschool teacher, and support her mother by earning a decent income. Following the successful completion of the course, she was able to secure a job as a pre-primary teacher, putting her on the path of a promising future.





8 DECENT WORK AND ECONOMIC GROWTH



Reducing Inequalities Through Digital Literacy

Our Presidential award-winning program I Learn-I Earn seeks to equip specially abled individuals with the skills required in an increasingly digital world.

26-year-old Reshma Adarkar, who was a part of this program, demonstrated proficiency in data entry. However, being specially abled had affected her self-confidence, and kept her from coming out of her shell.

Our volunteers trained Reshma in soft skills and helped her hone them by involving her in volunteering sessions. Her work ethic and proficiency have helped her secure a job at a hospital as a data entry operator, and she is just one of 225 people that have benefited from this program.



Inspiring Confidence Through Digital Sakshar

1 NO POVERTY



When Humera Shaikh enrolled for the Digital Sakshar program, her family was struggling from financial woes. However, her hard work and undeterred will to become the anchor for her family led her to quickly become employable.

Her talent and good communication skills helped her secure a job with a renowned white goods manufacturer, which has helped improve the standard of living of her family. In her own words, "I was a shy and reserved individual before attending the program. Digital Sakshar has given me confidence and helped me become financially independent."





Empowering our People

Diversity and Inclusion

Diversity is one of the key elements of our people management efforts, as it gives our associates exposure to a wide range of perspectives, experiences and competencies. This, in turn, contributes to building their resilience as well as that of LTI as an organization.

To demonstrate our commitment toward being an equal opportunity employer, we have become a signatory to the Women's Empowerment Principles (WEPs). In line with the requirements of the principles, we have further enhanced our business practices to foster equality at the workplace as well as among communities globally.

Initiatives such as the launch of Revive with LTI, a unique recruitment program that provides opportunities for experienced women professionals following a sabbatical, aligns with this commitment. Participants receive on-the-job training and mentorship from senior leaders, along with the chance to work on trending technologies at LTI.

Testimonial: Shailja Bajpai, 'Revive with LTI' Participant

"I had been on sabbatical for more than two years and had been looking for suitable opportunities to get back to the corporate world, with little hope of anything panning out during the lockdown.

However, within a couple of days of applying to the program, I received a call from LTI's recruitment team, who informed me that my profile had been shortlisted. The entire interview and selection process moved fast, and I received prompt feedback at every stage from the hiring team. Soon, LTI made me a job offer and I was virtually onboarded. It has been a great experience throughout – right from hiring, onboarding, IT enablement and HR orientation to assimilation with the team."

To support our women employees, we have formulated 'women for women' networks and a collaborative forum called Minerva. Our inclusivity efforts also extend to associates with special abilities, and we provide facilities such as crèches, lactation rooms, wheelchair-friendly entries and turnstiles, accessible toilets and Braille signage in elevators.

We have put into place policies to ensure fairness, equality, and a safe and conducive work environment. This includes a gender-neutral Prevention of Sexual Harassment (POSH) policy, Part-Time Working Policy, Anti-Discriminatory Policy and Equal Opportunity Policy. No incidents of discrimination were recorded during the reporting period. As on March 31, 2020, 31% of LTI's workforce consists of women, and we employ 14 persons with special abilities.







LTI Family Day celebrations





Overview of Our Workforce

Employee Category	Male	Female	Total
Trainee	1,253	1,470	2,723
Junior Management	3,672	743	4,415
Senior Management	1,292	198	1,490
Consultant	13,976	6,843	20,819
L&T Depute	135	25	160
Deputes – Subsidiary	1	0	1
Retainer/ Professional Services	887	278	1,165
Acquired Capabilities	523	141	664
Total	21,739	9,698	31,437

Region	Male	Female	Total
India	16,841	8,736	25,577
APAC	321	72	393
Europe (including Nordics)	1,008	205	1,213
Middle East	165	11	176
ROW	136	42	178
USA/Canada	3,268	632	3,900
Total	21,739	9,698	31,437

Age Group	Male	Female	Total
Below 30 Years	7,483	6,188	13,671
30-50 Years	12,270	2,988	15,258
Above 50 Years	440	78	518
Total	20,193	9,254	29,447

*The age-wise breakdown of our workforce only includes on-roll employees, and not those employed by LTI's subsidiaries.



Growing Our Workforce

We believe in continuous engagement, not just with our existing employees but also the vast talent pool in colleges, which has the potential to shape technologies of the future. In FY 2019-20, we flagged off the 'Brand Icon' initiative to increase the synergy between the academic and corporate worlds. Industry experts from LTI conduct various webinars and workshops that provide students insight into the field, and facilitate a meaningful exchange.

This year, we hired a total of 9,454 employees across various regions. An overview of our new recruits is presented below:

Region	Male	Female	Total
India	5,454	2,876	8,330
APAC	57	9	66
Europe (including Nordics)	65	20	85
Middle East	6	0	6
ROW	5	3	8
USA/Canada	763	196	959
Total	6,350	3,104	9,454

Age Group	Male	Female	Total
Below 30 Years	3,612	2,499	6,111
30-50 Years	2,618	586	3,204
Above 50 Years	120	19	139
Total	6,350	3,104	9,454

We have made concerted efforts towards talent retention, implementing various succession planning and job rotation initiatives to reduce our attrition rate. Our voluntary attrition rate for the year was 16.5%, down from 17.5% in FY 2018-19. We further aim to reduce this to 12% by 2030, as part of our sustainability roadmap.





Elevating the Employee Experience

As part of 'Mission Ubuntu', our commitment to supporting our employees throughout their journeys, we are constantly enhancing our policies and processes to ensure a hassle-free experience, and facilitate their growth, development, health and safety. Some of our measures to enhance employee experience include:

iAssist

An employee's first port of call across the globe is the iAssist tool on myLTI, through which all HR queries are addressed. 57,702 of these were addressed by the portal, with a resolution rate of 92% in FY 2019-20.

iVerify

This platform is aimed at providing our newly recruited employees with a hassle-free onboarding process. It automates the background verification process, ensuring all compliance requirements are met with efficiency and transparency.

AI-Powered Chatbot

In a work culture that is quickly moving to connectivity through handheld mobile platforms, an ever-present empathetic member of the HR fraternity was required to transform data into actionable outcomes and present it to the right stakeholders at the right time. To facilitate this, we have an online platform where employees can share their recommendations and concerns with an AI-powered chatbot. This chatbot, which is available on phones, tablets and PCs, is initiated without human intervention at pre-defined milestones. In the first phase of the rollout, there was a participation rate of 77% without any follow-ups, which indicates that the initiative has struck the right chord with employees.

Intelligent Skill Matching and Crowdsourcing

This AI-based algorithm in the resource fulfilment system has increased the efficiency of resource identification and fulfilment of the right skilled resources. Capable of considering multiple dimensions like desired location, skill and relevant customer experience, this intervention has improved bottom line and customer satisfaction.

Employee Benefits

The benefits provided to our full-time employees in India include, but are not limited to:

Medical Benefits	Academic Support	Wellness Initiatives
<ul style="list-style-type: none"> Group Medical Insurance Personal Accident Policy Medical Policy for Parents Medical Facility Annual Health Check-Ups Health Camps Cashless Hospitalization 24x7 Ambulance On Campus 	<ul style="list-style-type: none"> Higher Study Policy Rewarding Academic Performance Guest Lectures 	<ul style="list-style-type: none"> Part-Time Working Policy Shift Working Policy Weekend/Holiday Working Policy Special Day Off Policy On-Call Support Policy Special Resting Area Counselling Services Transportation Canteen Car Lease Program Day Care

All eligible employees can also avail parental and adoption leaves, as per the Company's policy. In FY 2019-20, 311 women and 862 men were entitled to and availed parental leave.

This year, 315 women and 855 men returned from parental leave availed in this year and the last. 273 women and 784 men were active as on March 31, 2020. Additionally, 799 of the employees that took parental leave in the last reporting period were still employed with LTI 12 months after their return to work.



Occupational Health and Safety

In line with the L&T Group's commitment to ensuring 'Zero Accidents' by 2021, we strive to ensure the safety of employees and assets at each of our locations. All our India operations are ISO 45001 certified, and have been assessed to identify potential risks and hazards, which are documented in Hazard Identification and Risk Assessment (HIRA) registers. The quality and efficiency of our safety controls is monitored through regular audits and inspections. Moreover, employees can report any safety-related incidents on an online incident management portal.



Each location has a designated Management Representative (MR), who works with administration heads to ensure effective implementation of LTI's safety policies. MRs review safety performance on a biennial basis.

We involve employees in the management of health and safety systems by inculcating a culture of safety within the Company. Close to 10% of our workforce is part of our Health, Safety and Environment Team. In FY 2019-20, we have imparted 500 hours of training on various safety-related issues such as first aid, fire safety, emergency preparedness and ergonomics. This is in addition to providing safety manuals to our employees, and conducting regular sessions on topics such as fitness, gynecological health and vaccination. No work-related injuries were recorded during the reporting period.

LTI at the DHL Relay, Copenhagen

3 GOOD HEALTH AND WELL-BEING



Our employees from Denmark participated in the DHL Stafetten 2019. Their participation aimed to promote health and wellness at LTI Nordics, and raise awareness about the importance of good health and fitness. The event also served as the perfect opportunity for us to engage and strengthen our relationship with the community.



Automation for Improved Safety

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



LTI implemented Advanced Leak Detection System (ALDS) for an American multinational energy company, to swiftly detect leaks on their pipelines to curtail the consequences. The ALDS solution implemented is compliant with the American Petroleum Institute RP 1130 and 1175 standards and fulfils pipeline regulatory requirements.

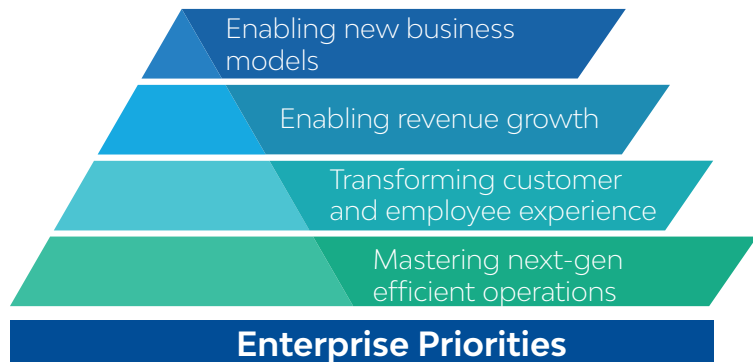
The Real-Time Transient Model (RTTM) model based ALDS is implemented on around 11,000 miles of pipeline length, transporting Highly Volatile Liquids (HVL), Natural Gas Liquid (NGL), Crude and Refined Products. LTI has innovated and improved processes and tools to automate the implementation and support of leak detection systems. ALDS provides a detailed analysis of historical and real-time data and hydraulic or statistical models to improve the leak detection performance.

The implementation has led to reduction in operating and maintenance cost by reducing pipeline operation downtime. It has also culminated in increased revenue, public and environmental safety, and regulatory compliance.



Empowering our Clients

Helping clients thrive in a converging world is a responsibility that we, at LTI, are proud to shoulder. We harness the power of automation and analytics, in conjunction with our real-world knowhow of clients' industries, to drive transformation for their customers and employees. We also help clients by enabling new business models and revenue growth, and mastering next-gen efficient operations.



Enabling New Business Models

Smart Electric Meters

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

We helped a leading energy services company in India implement the software backbone system for five Million smart electric meters, which were installed in two Indian states.

We developed an Oracle Meter Data System, which was integrated with the head end system, the billing system and communications infrastructure. This was also integrated with a web-based portal for analytics reports for the client and a mobile application for the end consumers. The system resulted in increased efficiency and accuracy of billing, which consequently led to reduction in aggregate technical and commercial (AT&C) losses.

This also helped reduce the client's environmental footprint due to elimination of manual work and travel for bill generation and payments. It increased awareness of daily consumption for the customer, along with the facility of remote disconnection and reconnection of power.

Digital Trading Solution

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

We developed a digital trading platform for a leading agri-business company. The platform, available as a web and mobile application, enables millions of farmers to connect and transact directly with the client.

Built-in dashboards display booked transactions and other relevant information like the weather forecast. The pricing system is also made visible to farmers on a real-time basis. This platform has led to better client-farmer relationships, resulting in improved margins.



Enabling Revenue Growth

Automation of Payment Handling Process

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We streamlined the payment request handling process for a leading bus and truck manufacturer in the Scandinavian region.

The client's invoice and payment request handling process involved manual procedures and maintenance of hard copies of each document. We deployed a web application on Amazon Web Services' (AWS) Elastic Beanstalk technology, where bulk payment requests can be uploaded. The implementation of this tool led to streamlining of the process across all operations, with a reduction of manual processes by 90%. Average processing time reduced to 15 to 20 seconds per payment request per customer, leading to reduction of FTEs by 10 man-days. The automation led to a significant reduction in cost, since the AWS service was configured only for weekdays, as per user availability. There was a considerable reduction of paper usage and energy consumption as well.

Transforming Customer and Employee Experience

Chatbot Feature for an e-commerce Website

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We helped an e-commerce company transform their customer engagement experience by implementing a chatbot feature on their website. The chatbot provides timely responses to various customer queries about products, rewards and policies. It also captures customer feedback about services provided by the client.

Improved Safety at the Workplace

8 DECENT WORK AND ECONOMIC GROWTH



We are providing Application Development and Maintenance services (ADMS) for a mobile app enabled Work Planning and Execution System with the integration of Safe Systems of Work for an oil and gas company. The system guarantees reliable and consistent controls over hazards related to operational and maintenance work which in turn ensures safety at workplace.



Mastering Next-Gen Efficient Operations

Enabling the Specially Aabled to Communicate

10 REDUCED INEQUALITIES



We developed a mobile application consisting of a Video Relay System (VRS) that enables people with hearing challenges to communicate with ease. The application, which is available on both Android and iOS, was optimized for better battery performance. Moreover, we have developed and tested a Convo Community Portal for enhanced collaboration.

Migration to Oracle Cloud to Improve Efficiency

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We helped a leading US-based electrical equipment company migrate from an incumbent vendor cloud to LTI partner cloud. We were able to complete the migration three weeks ahead of the proposed timeline. The migration was seamless and pre-existing issues were resolved immediately after migration. Users can directly access JD Edwards software without going through the additional step of logging in to a Virtual Private Network. The migration helped reduce cost due to innovative pricing model for migration, cloud hosting and support services at a minimal support cost.

Client Satisfaction

We engage with our clients on an ongoing basis, in a bid to better understand the evolving needs of their businesses and industries. This, combined with our focus on innovation, has helped us forge long-term relationships with our clients, and augmented our future-readiness. In the year ended March 31, 2020, we generated 94.3% of our revenue from existing clients, which is a testament to our high customer retention.

We have a robust feedback mechanism to assess client satisfaction and address grievances. It helps enhance client satisfaction by creating an environment open for feedback, resolving complaints, and enhancing the organization's ability to improve its services.

Client feedback is sought at the project level as well as through a third party, through Client Satisfaction Surveys (CSS) and CSAT. In FY 2019-20, we achieved 84.45% FTE resources under satisfied CSS against our target of 60%.

The third-party Client Satisfaction Survey (CSAT) measures customer experience on satisfaction, loyalty, advocacy and value for money. We have improved our response coverage from 687 respondents in FY 2018-19 to 727 in FY 2019-20, and maintained Experience Index score despite the challenges due to COVID-19.

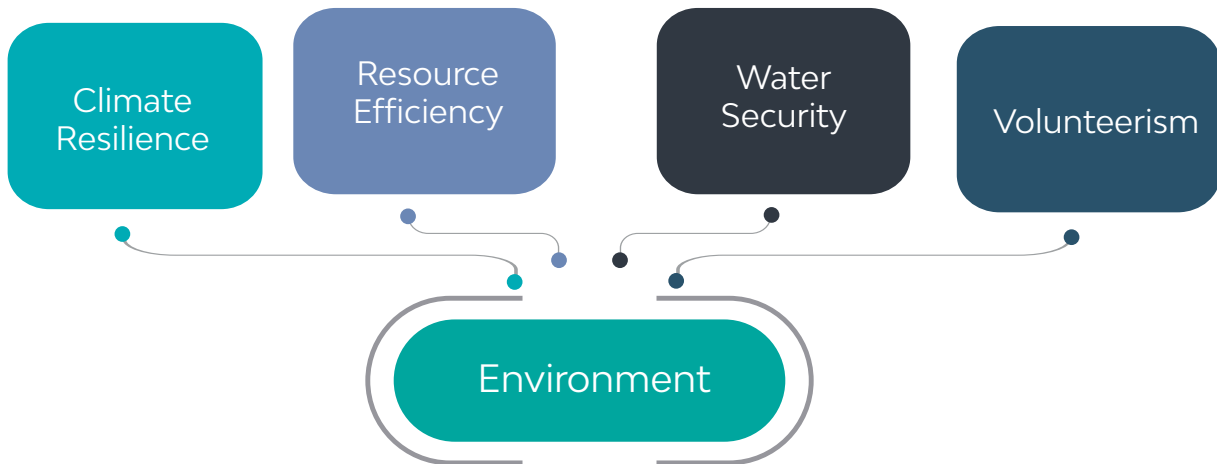


Environment

Growing as an organization means that our dependence on natural resources and environmental footprint are likely to increase. One of the key attributes that we at LTI have, therefore, been inculcating in the past years is climate and resource resilience. Our commitment to make our India operations carbon neutral is a step in this direction.

Through our CSR initiatives, we are helping communities become more resilient by mitigating carbon emissions, and doing our part to reverse the effects of climate change. We encourage our employees to volunteer in our environmental programs, which include afforestation drives, plastic collection drives and workshops.

We are constantly striving to enhance the overall efficiency of our operations by reducing resource usage and waste generation, and enhancing resource productivity. Seeking out environment-friendly alternatives is also a key focus area for us. This includes increasing the share of renewable energy in our energy mix, and using digital tools like video conferencing (VC) to reduce our travel footprint. The latter has not only helped us conduct our business in a sustainable manner, but also enabled a smooth transition to remote working following the COVID-19 outbreak.



Our commitment to achieving carbon neutrality in our India operations has been operationalized through a host of initiatives, including enhancing resource efficiency as well as moving to renewable alternatives. We are also helping our communities become more carbon resilient through afforestation efforts. We have made our employees a part of this journey by including them in volunteering activities and reducing their travel footprint.



Climate-Resilient Communities

Climate change impacts have started manifesting, and vulnerable sections of the society are especially at risk. As we strive to mitigate our carbon footprint, the importance of adaptation measures is also on the rise. Under our environmental initiatives, we focus on empowering communities to adapt to the impacts of climate change.

We have taken steps to reduce dependence on fossil fuel-based grid electricity and plantation of tree saplings that help absorb atmospheric emissions and reduce the impacts of climate change.

In collaboration with Grow Trees, Wildlife Conservation Society (WCS)-India and SayTrees, we planted close to 180,000 trees during the year across several locations in Maharashtra, Karnataka, Telangana, Kerala and Tamil Nadu. We installed 56.7 MW of solar PV capacity to power schools with clean energy in Maharashtra and Karnataka. This has helped us offset an estimated 3,732 tons of carbon emissions. 290 Million liters of water was harvested in drought-prone districts of Karnataka. Meanwhile, students were sensitized on the importance of clean water and helped in devising local solutions to ensure access to it, as part of our experiential learning program.

Partnering for Climate Resilience



One of the ways to conserve our forests is to help tribes and communities residing in protected areas, who have relocated to nearby villages and towns, and train them on livelihood opportunities. To provide support to these communities in Karnataka and Kerala, we have partnered with WCS-India. They were trained on farming techniques and provided with saplings and bee-boxes. These individuals have learned agriculture and become self-sufficient in the process.



Providing Access to Clean Energy



In collaboration with the Selco Foundation, we installed rooftop solar PV units in rural schools to ensure that power cuts do not disrupt their learning. As of March 31, 2020, we have installed 56.7 MW of solar PV capacity across 30 schools in Maharashtra and Karnataka that has mitigated 147.07 tCO₂ of carbon emissions.





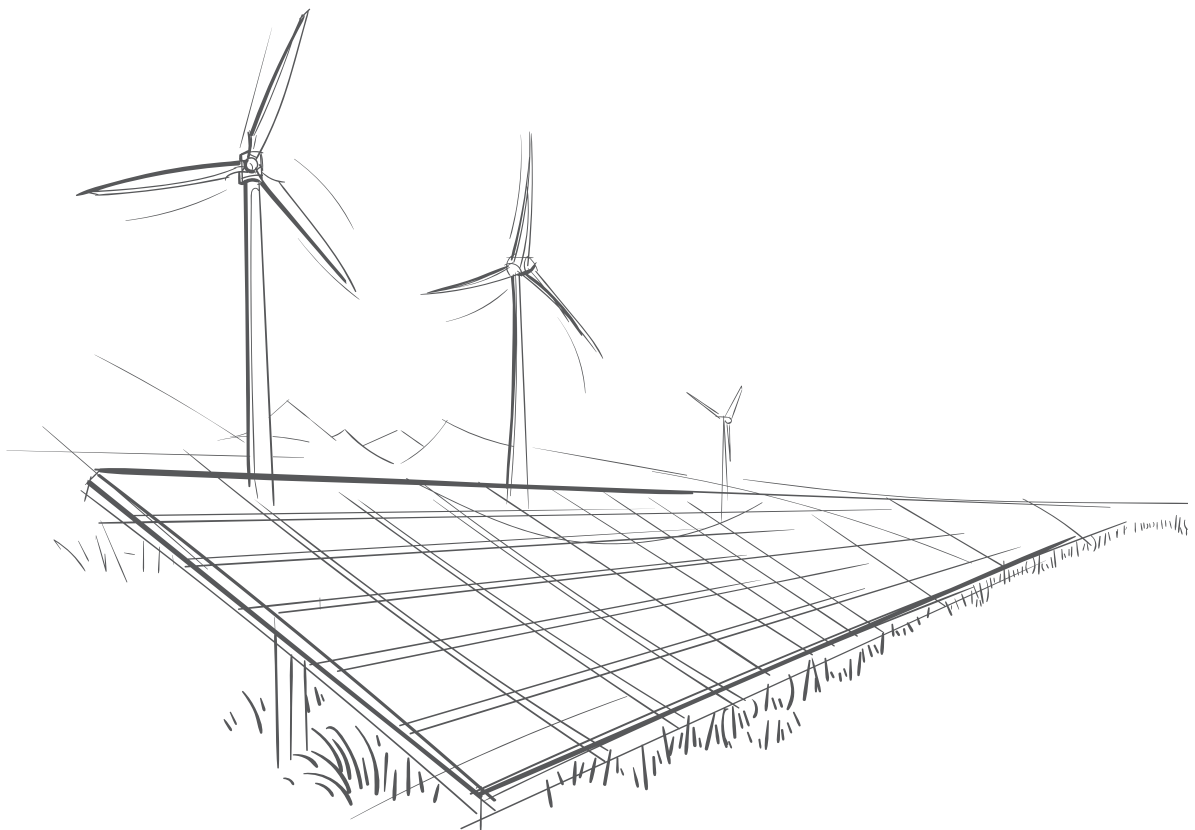
Empowering Farmers in Drought-Prone Districts

6 CLEAN WATER AND SANITATION



Karnataka is home to a number of 'eternally drought-prone' districts, LTI joined forces with the Deshpande Foundation and local gram panchayats to construct farm ponds that have helped 50,000+ beneficiaries, including women and children, till date.

A water capacity of 290 Million liters has been created which, among other uses, is enabling farmers to irrigate over 400 acres of land. This has created a positive change, as the farmers earn better by growing more crops, compared to the earlier yield of one rainfed crop each year. The increased productivity and consequent rise in profit has led to better lives for the farmers and their families, in addition to taking us one step closer to food security.





Employee Volunteerism for Climate Resilience

Multiple plantation drives, eco-friendly product-making workshops and plastic collection drives were organized for our employees, who participated in them through the year.

Volunteering for a Greener Future

15 LIFE ON LAND



This year, employees across our India locations volunteered and planted over 9,000 trees and nurtured more than 5,000 trees on a single day.

During the tree plantation drive, volunteers explained the benefits of green belts and trees that can also be a source of livelihood for the communities, which made the local people more receptive to the exercise. This helps ensure sustainability of the initiative, as the locals are now helping us maintain and nurture the trees, thereby leading to a higher survival rate.



Developing Drinking Water-Testing Technology for the Community

4 QUALITY EDUCATION



As part of our IBT initiative, students from an LTI-supported high school in Pune were introduced to a simple water-testing technology during the monsoon.

They were shown how to test water quality for bacteriological contamination using an H₂S strip. The students were able to apply these learnings to ten samples from various wells and hand pumps in the village. Eight of them were found to be unfit for drinking, following which the students were also taught about the ways in which the water could be made potable.



60 students were trained in the water-testing technology, and their assessment benefited over 350 people in Kendur. The school has now become a water-testing center for the local community, which is much more aware of the issues surrounding water potability.



Minimize Travel Footprint

Travel-related GHG emissions, especially those to do with air travel, contribute significantly to our overall carbon footprint. In our quest for our India operations to become carbon neutral by 2030, we have formulated a detailed plan to reduce our business travel emissions. The success of this plan is dependent on the support of our employees; hence, we encourage them to use efficient modes of transport and plan their business travel with great care.

Employee Bus Travel

- Collaborate with bus operators to introduce cleaner fuel alternatives to diesel

Employee Cab Travel

- Shift to low-carbon fuel (CNG) over diesel-run cabs
- Collaborate with cab aggregators to switch to electric cars, running on renewable energy.
- Utilize platforms to aggregate cab rides

Air Travel

- Green Week compliance
- Reduce non-billable business travel
- Direct flights over layovers
- Contracts with airlines to offset carbon emissions
- Corporate airline programs to use biofuel

Employee Commute

During FY 2019-20, employee commute through company-arranged buses and cabs accounted for 4,380.62 tCO₂ of GHG emissions.

We will be collaborating with bus operators to introduce biodiesel in buses used to transport our employees.

As part of our step-by-step plan to shift to cleaner alternatives, we introduced CNG cabs in FY 2019-20. We are also working on developing our own cab aggregator app to facilitate ride-sharing by employees, thereby reducing carbon emissions in the process. In the future, we plan to take advantage of disruptive mobility solutions like electric vehicles (EVs). We are already in conversation with leading aggregators for the adoption of EVs for our employee commute.





Air Travel

To service our global clientele, our employees frequently travel by air. This contributes to ~32% of our total GHG emissions. We have taken the following measures to reduce our dependency on air travel and consequently, reduce associated GHG footprint.

- **Green Week compliance:** During each month, one week is selected as Green Week, and employees are not allowed to book air travel during this week. The idea behind it is to encourage our associates to meticulously plan our business travel activities to minimize travel.
- **Book direct flights over layovers:** Usually, airlines consume more fuel during landing and take-off than any other time during the journey. Hence, though a journey with a layover may be relatively cheaper, it is accompanied by a larger GHG footprint over a direct flight to the destination. We, therefore, encourage our employees to book direct flights to their destinations.
- **Offset through airline contracts:** Various airlines provide the facility to their corporate customers to offset their GHG emissions. For an additional fee, airlines invest in emission reduction projects and transfer the benefits to their corporate customers. We are currently in talks with airlines to procure emission offsets for our air travel with them.
- **Use of biofuel:** We are planning to subscribe to the corporate biofuel program offered by airlines.
- **Encourage the use of VC:** We encourage our employees to opt for VCs, to reduce non-essential business travel whenever virtual mediums can easily be availed to carry out our services.

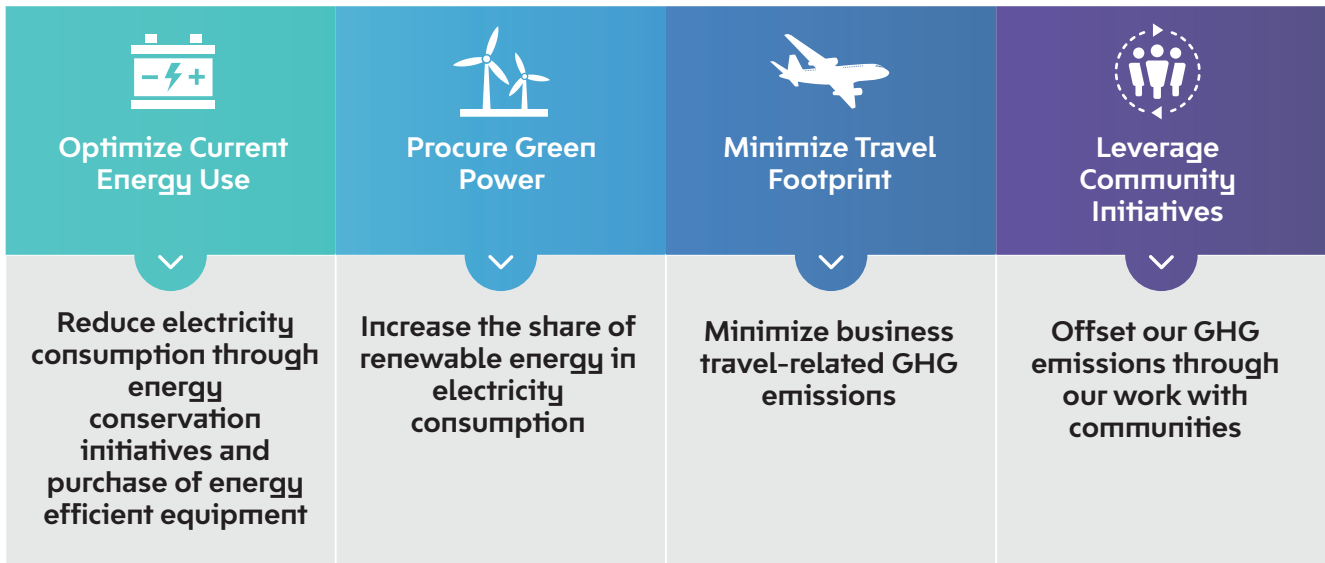
This year, we observed a reduction of 17.28% in our absolute scope 3 GHG emissions. Moreover, our specific scope 3 GHG emissions reduced by 26.19% in FY 2019-20, compared to our FY 2018-19 baseline. Most of this reduction can be attributed to the travel restriction in Q4 due to the COVID-19 pandemic.



Eco-Efficient Operations

Climate Resilience

As per the Paris agreement, countries have pledged their commitments to decarbonize their economies. This requires greater climate action to be driven by businesses, and so, we have committed to becoming carbon neutral in our India operations by FY 2030. We plan to reduce our dependency on fossil fuels and safeguard ourselves against resource scarcity. Under our carbon neutrality plan, we have the following focus areas:



Optimize Current Energy Use

Most of our energy consumption and related GHG emissions are due to our electricity procurement. Hence, optimizing our overall electricity consumption is a priority. Our energy conservation initiatives have a two-fold approach. The first involves inculcating behavioral changes among employees by encouraging them to save energy, and the second pertains to smart management of lighting, heating and cooling requirements. We are enhancing the energy productivity of our activities by procuring energy efficient equipment and monitoring our consumption trends. The key initiatives for energy saving implemented during FY 2019-20 are:

- Replacement of conventional lighting with LED
- UPS system optimization
- Air Handling Unit (AHU) optimization
- Heating, Venting and Air Conditioning (HVAC) system optimization
- Procurement of new energy efficient equipment to replace equipment at the end-of-life stage
- Replacement of large-scale equipment like Chillers & Air Conditioning Units
- Various LED lights and motion sensor drives

As a result, we were also able to avoid electricity consumption of 626,880 units (kWh) and avoided 520 tCO₂ of carbon emissions.



Building Green Infrastructure

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



In the last few years, we have taken concrete steps to reduce the environmental footprints of our office buildings. This includes developing office building designs that minimize the impact on environment, investment in latest technologies to improve our water and energy efficiency, procurement of green power, and minimizing and recycling of the waste generated in our office premises.

Our efforts to reduce consumption pattern and steps to further improve productivity resulted in our Bengaluru Whitefield office being certified a Platinum green building by the Indian Green Building Council (IGBC).



Energy Consumption

Energy Consumption by Source

Category	Energy Source	Energy Consumed (GJ)
Direct Energy	Diesel	2,712
	LPG	1,062
	PNG	1,579
Indirect Energy	Electricity	97,110
Renewable Energy	Solar and Wind Energy	22,423
	Renewable Energy Certificates (REC)	7,722



Energy Consumption Trends

Category	Direct Energy Consumption (GJ)	Indirect Energy Consumption (GJ)
FY 2017-18	6,174	116,233
FY 2018-19	6,067	110,716
FY 2019-20	5,355	127,255

Specific Energy Consumption (GJ/Employee)



Procurement of Green Power

One of the key steps to reduce our specific carbon emissions is decoupling ourselves from fossil fuel-based sources of electricity and increasing the share of renewable energy. We have entered into open access power purchase agreements for our Powai and Bengaluru offices to procure renewable energy. We are engaging with developers to procure renewable energy wherever we operate out of leased premises. This year, our developers in Airoli and Chennai transferred the share of their renewable energy procurement for the building to us in proportion to our consumption pattern. As a result of these efforts, we were able to increase the share of renewable energy in our electricity mix from 15% in FY 2018-19 to 23.7% in FY 2019-20. This further enabled us to mitigate 6,950 tCO₂. We are also in the process of collaborating with our developers to install captive rooftop solar PV plants on our office buildings.

Renewable Energy Consumption Trends

Particular	FY 2019-20
Electricity Sourced from Solar (GWh)	4.04
Electricity Sourced from Wind (GWh)	2.19
Renewable Energy Certificates (REC) (GWh)	2.14
Total Renewable Energy Procurement (GWh)	8.37
Percentage Contribution to Total Electricity Consumption	23.7%
Carbon Emissions Mitigated (tCO ₂)	6,950





Resource Resilience

While we embark on our growth plans, we intend to do so in a responsible manner. It is our commitment to ensure the availability of natural resources for future generations, and to this end, we have fostered a culture that nurtures conservation of resources. Being an ISO 14001 certified company, we progressively work towards reducing our environmental footprint.

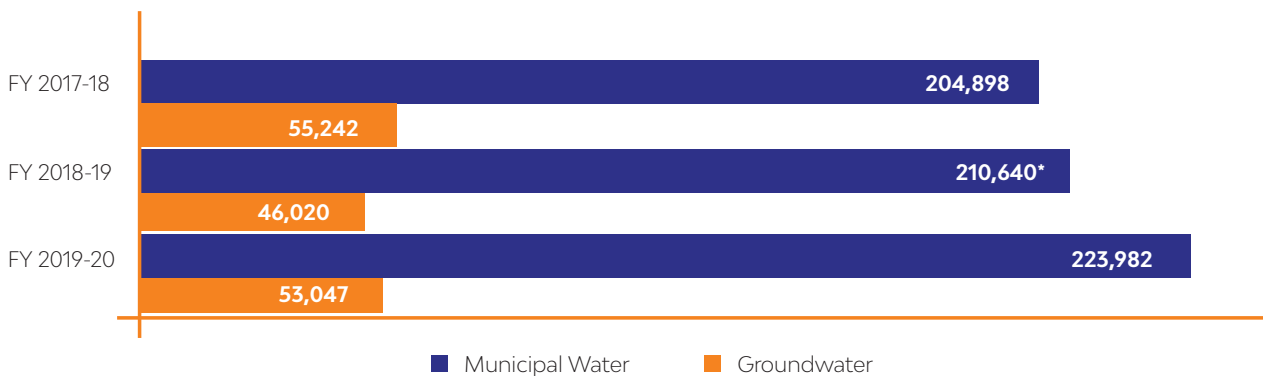
Responsible Use of Water

We meticulously monitor the water consumption pattern in all of our premises, and take measures to reduce our water intensity.

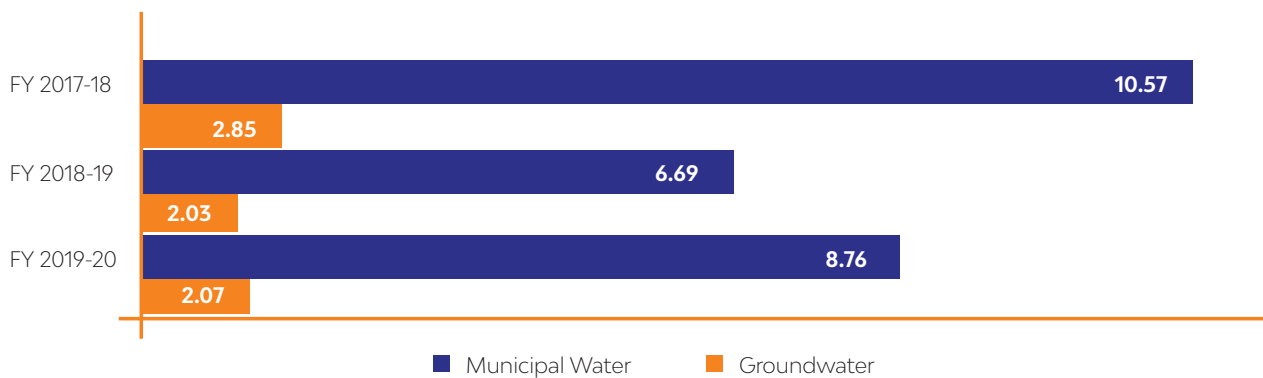
Some of the key measures taken for water conservation include:

- Usage of automated meters and sensors to monitor and track our water consumption on an ongoing basis
- Flow control and waterless plumbing systems have been installed across offices
- Recycling of sewage water and reusing it for flushing toilets and gardening

Water Consumption (KL)



Specific Water Consumption (KL/Employee)



During FY 2019-20, our total water consumption from ground and municipal water sources increased by 7.94%. This was due to the inclusion of our Hyderabad office in the scope of reporting in FY 2019-20. In the reporting period, we were able to recycle 39,787.51 KL of wastewater for flushing and gardening purposes.

* Restatement: Municipal water data for Chennai office was reported incorrectly in FY 2018-19 as 151,780 KL, it is 210,640 KL.



Waste Management

We are actively working towards minimizing the waste generated from our operations. All types of waste generation is continuously tracked and monitored, and hazardous e-waste is sent to government-authorized dealers that recycle it. Waste disposal is done as per the state-specific Pollution Control Board guidelines. Organic waste converters have been set up at our different campuses for producing manure for gardening.

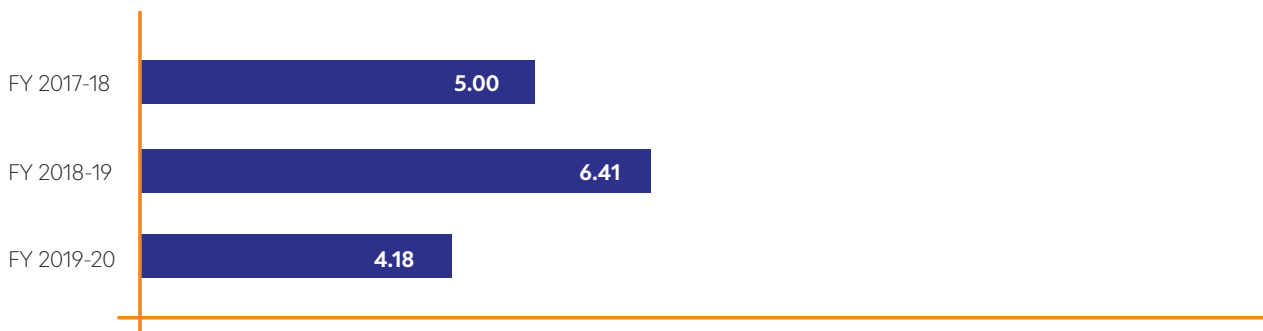
Some of the waste management initiatives implemented this year include:

- Development of the e-Office solution that helps reduce paper usage and thereby, generation of paper waste
- Recycling of e-waste through government-authorized vendors
- Awareness campaign across our canteens to stop wastage of food
- Composting of food Waste
- Elimination of single-use plastic products in all our offices

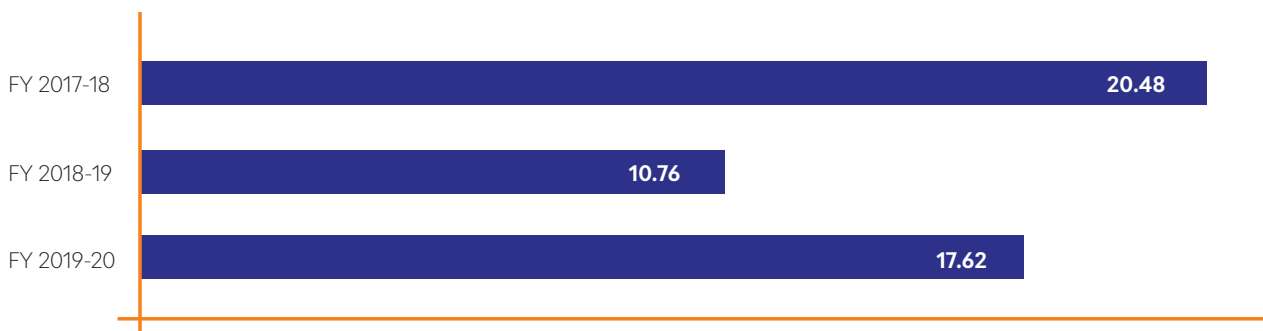
Our waste management efforts have resulted in the reduction of paper, e-waste and food waste over the last three years.

Waste Generation (Tons)

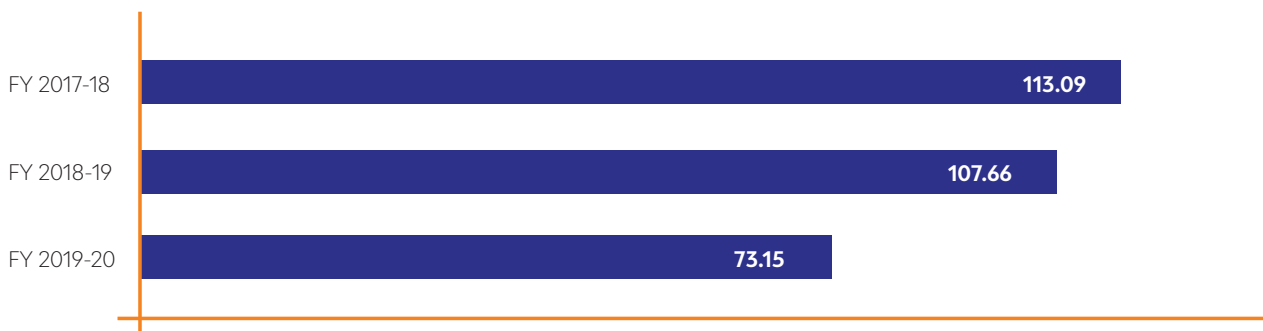
Paper Waste



E-waste



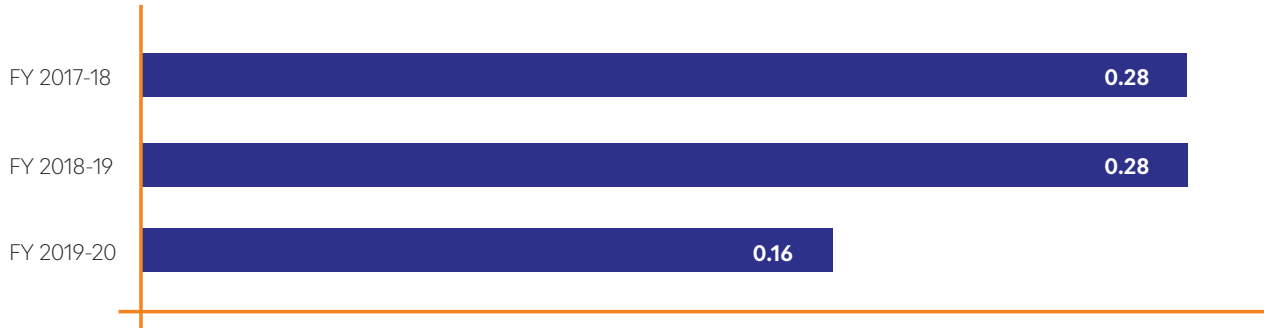
Food Waste



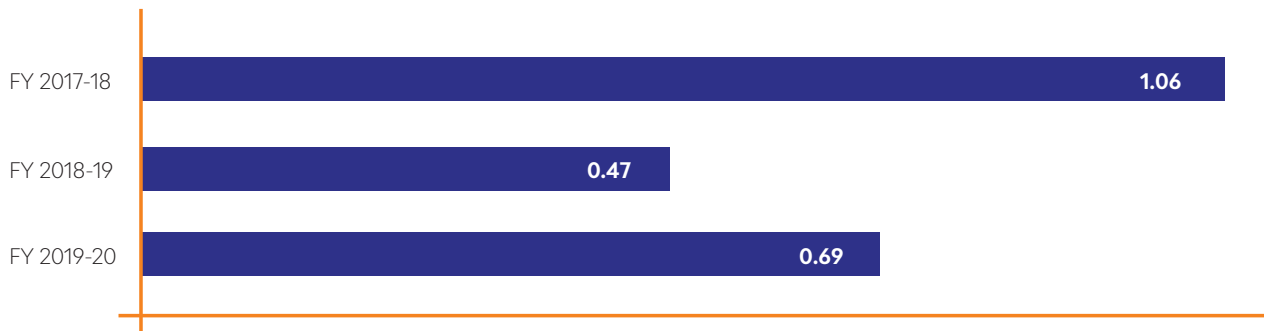


Specific Waste Generation (kg/Employee)

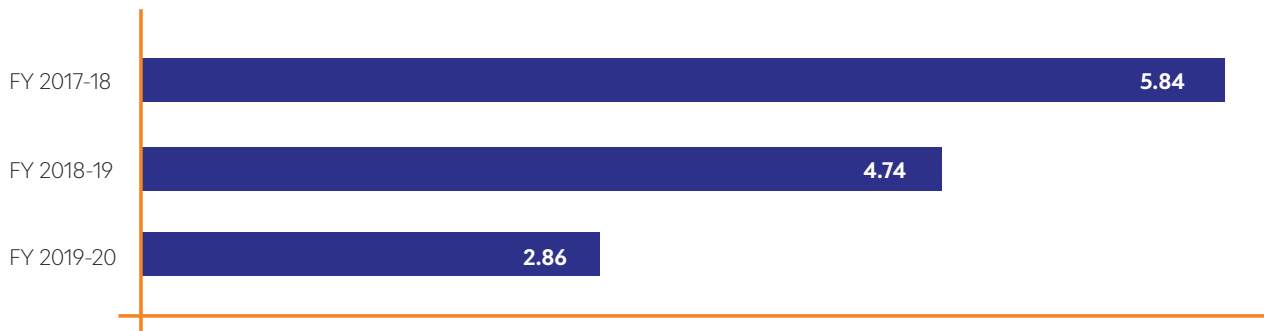
Paper Waste



E-waste



Food Waste





Paper Recycling at LTI

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



We collaborated with waste recycling companies to utilize paper and plastic waste generated in our offices to develop stationery items that can be reused. Collection points were set up, and employees were encouraged to drop in paper waste. This initiative was implemented in our Powai, Airoli and Mahape offices. Through these efforts, we were able to recycle ~4 tons of paper waste in FY 2019-20.



GHG Emission Breakup by Source

Category	Energy Source	Carbon Emissions (tCO ₂)	Total Carbon Emissions (tCO ₂)
Scope 1	Diesel	178.90	333.22
	LPG	64.77	
	PNG	89.55	
Scope 2	Electricity	22,389.27	22,389.27
Scope 3	Bus	319.61	15,782.73
	Cab	4,061.01	
	Domestic Travel	2,173.91	
	International Travel	9,228.20	

We continue to report on our environmental performance to CDP, including our environmental risks, opportunities and methodologies on climate change mitigation and adaptation.



As the world faces several grave threats, it is important that we all step up to the existential challenges including the biggest and the most insidious one in climate change. As the IT industry takes centerstage in a pandemic-affected world, Larsen & Toubro Infotech’s commitment to sustainability is commendable. In step with the best in the globe, their pledge to be Carbon Neutral by 2030 illuminates the pathway to others to follow. We all must accelerate the transition to a #Netzero emissions society to avert the #ClimateEmergency

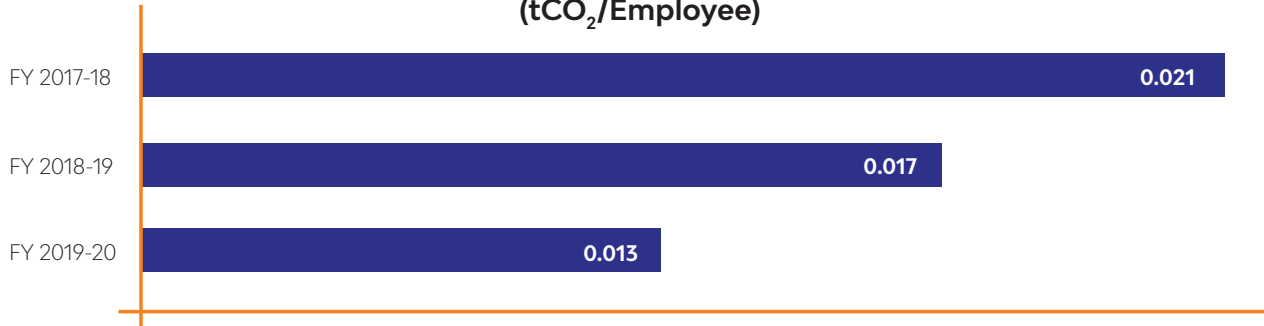
Damandeep Singh
Director
CDP India



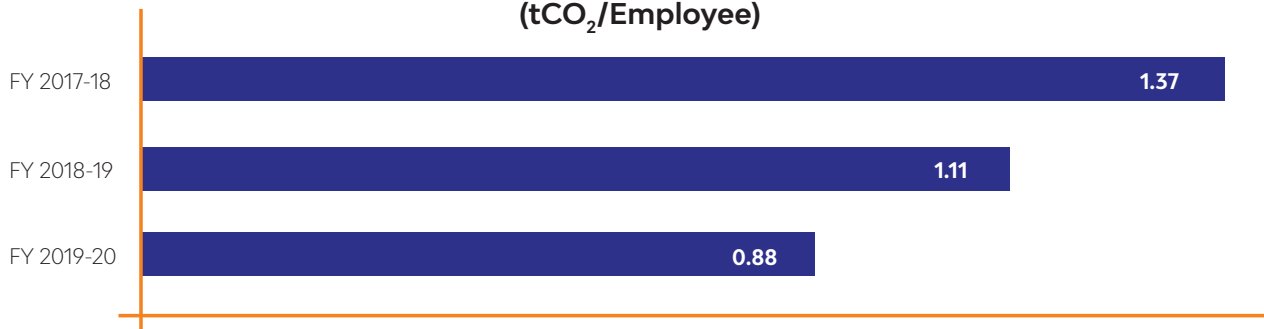


GHG Emission Trends

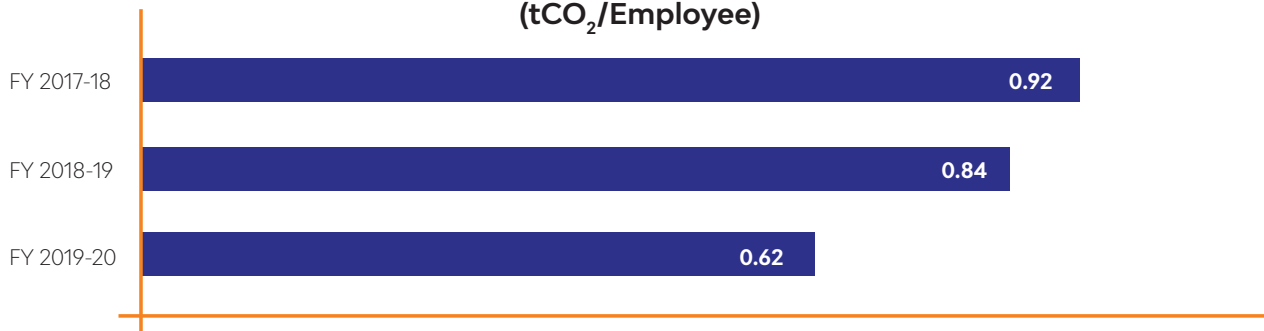
Specific Scope 1 GHG Emissions (tCO₂/Employee)



Specific Scope 2 GHG Emissions (tCO₂/Employee)



Specific Scope 3 GHG Emissions (tCO₂/Employee)







Affirmation from Our NGO Partners

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“UNDP is very proud to be associated with Larsen & Toubro Infotech for the Women Artisans Skills Enhancement Project (WASEP) for the last three years. Through this initiative, we have been able to create employment and entrepreneurship opportunities for nearly 2000 women Warli artisans. For UNDP, women’s empowerment is central to our development agenda. We cannot achieve the SDGs if we leave behind our women.

Shoko Noda
Resident Representative
UNDP India

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“In a partnership spanning over four years, LTI has been a dedicated partner supporting The Akshaya Patra Foundation on its mission to eradicate classroom hunger, supporting 30,506 children with 7.6 Million meals in 2019-20 alone. Mid-day meals encourage children to enrol and attend school every day, while enhancing their nutrition levels. LTI’s staff has also taken an active part in the program by engaging and provoking learning in children at multiple government schools.”

Shridhar Venkat
CEO
The Akshaya Patra Foundation

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“LTI and PIF have a similar vision for employability of underserved youth and hence co-created this hybrid learning model of digital learning. It is heartening that we have been able to make over 60,000 youth employable through our Digital Sakshar program. In the COVID-19 scenario, we have been able to quickly switch to online mode of trainings to continue uplifting youth and society from the poverty circle.”

Prem Yadav
Co-Founder and CEO
Pratham InfoTech Foundation

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“Since 2014-15, LTI has been a strong partner of eVidyaloka in providing virtual learning across rural India with an objective of enhancing quality of education. LTI’s support has led to an increase in the impact of education on 5,200+ children this year, by engaging volunteers, communities, holistic development activities, all powered by technology. eVidyaloka is very happy to partner with LTI as together, we believe that education is not preparation for life and that education is life itself.”

Brinda Poornapragna
CEO
eVidyaloka

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“We are glad to partner with LTI in contributing towards rural transformation in the Dharwad district of Karnataka. The farm ponds that we create for local farmers act as an income multiplier for the rural economy, besides increasing the local biodiversity. Our farmers are now earning 2 to 10 times more and have increased access to water for different purposes like drinking water and sanitation. We are also investing in geotagging of assets and analysing satellite images to understand ground-level situations like change in crop productivity, water table and optimising operations.”

Vivek Pawar
CEO
Deshpande Foundation

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“The Wildlife Conservation Society greatly appreciates LTI’s efforts towards promoting sustainable development and nature conservation. This partnership has made a valuable contribution to the UN SDG 13 by improving the capacity of local stakeholders on climate change mitigation and adaptation in the Western Ghats landscape. We look forward to working together to ensure a healthy environment for all.”

Dr. Madhu Rao
Senior Advisor
Wildlife Conservation Society

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“Quizabled is a unique event for speciallyabled children co-created by LTI and Seva In Action to provide a platform for knowledge development and reduced inequalities in education. It is a first-of-its-kind event exclusively for the intellectually challenged and aims to change stereotypical attitude of the society towards these children. Our partnership over the past five years has enabled us reach out to over 2,100 specially abled children till date.”

Ruma Banerjee
Chairperson
Seva-in-Action

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“We are thankful to LTI for supporting the ‘Introduction to Basic Technology (IBT)’ project exclusively in 15 secondary schools in Pune. Students learn different technologies relevant to their daily life in the school as part of their curriculum. These technologies are in the areas of Engineering, ICT, Energy, Agriculture and food processing. A special thanks to LTI volunteers for their energy and enthusiasm while participating in the school activities. We value your support very much.”

Dr. Yogesh Kulkarni
Director
Vigyan Ashram

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Client Testimonials



“Our association with LTI is almost a decade old, LTI is an Oracle world-wide Platinum Partner and the journey has been great. Together we have been able to drive digital transformation for many of our customers and in some unique emerging technology areas. Now as we enter the new phase of growth of the Indian industry and also of the nation, we are aiming to be digitally strong. We are looking forward to work with LTI on many such opportunities presented to us and support them in their Sustainability agenda.”

Shailender Kumar
Managing Director
Oracle



“We are inspired by our customers and partners who are harnessing digital tools to navigate the emerging environment across industries and geographies. Microsoft Azure and our other advanced technologies will help securely accelerate tech intensity across organizations, and enable the innovations that can reimagine the workplace. We’re pleased to partner with LTI on LTI Canvas, which has a unique layered approach to achieve the best outcomes for organizations developing work-from-anywhere capabilities.”

Meetul Patel
Executive Director, Strategic Growth
Microsoft India



“LTI was our strategic partner and the key driver of our successful migration of JD Edwards workloads to Oracle Cloud. This was indeed a seamless migration without any impact on business continuity. The project was completed in record time with proper contingency planning and offered us a sustainable alternative to minimize environmental impact, to reduce e-waste and to improve infrastructure management. We are delighted to partner with LTI who are committed to work on sustainable alternatives and also helped us to strive toward greener ways of working.”

Kevin Welsh
President
CALIENT Technologies Inc.





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“LTI found a solution to automate an antiquated process into a sustainable online tool, the ‘PR Distribution Tool’. An otherwise time consuming daily task is now replaced by a simple download and upload. Depending on the count of invoices it saves at least 50% of time.

The users experience the tool that has its own customer management for easy modification, as userfriendly and it is accessible 24/7.”

Andreas Olsson
Finance Manager
Scania BAS

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““

“L&T Infotech provided strong technical leadership that was instrumental in the successful delivery of a mobile application improving the efficiency and accuracy of site users. This was achieved using a cloudbased Low Code solution to fast track the development of a featurerich mobile application and browser-based backend to support a critical safety process.

Particularly impressive was the team were able to adapt very quickly to the global COVID-19 situation, successfully ensuring continuity of the delivery team resulting in a successful go-live and adoption during lock-down.”

Peter John
Technology Lead - Business Engineering & Solutions Group
Chevron Australia

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“L&T Infotech led the Advanced Leak Detection Systems implementation on 11,000+ miles length of Phillips 66 pipelines, to significantly improve our leak detection sensitivities and reliability. This was done using RealTime Transient Modelling technique. LTI Team implemented the solution by improving the processes, creating new tools and methodologies which resulted in quality improvement and reduction of project implementation hours.”

Michael Bolitho
Supervisor, Operating Excellence
Phillips 66 Pipeline LLC

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“Convo has chosen LTI to be a critical growth partner because of their deep and wide technical knowledge and commitment to innovation. We see the partnership as critical to our short and longterm success in transforming the VRS industry. From deployment automation to integrated AI, LTI is embedded into all our daily workflows. With every solution, LTI continues to exceed our expectations”

John Steinmetz
CTO
Convo Communications, LLC

””



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 **2019-20**. 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 2019-20** 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 2019-20 for the **reporting period 1st April 2019 to 31st March 2020**;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyse and review the information reported;
- Evaluation of the Report against the main principles of the AA1000 Assurance Standard (2008)¹
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact
- Evaluation of the Report against the principles of Accuracy, Accessibility, Balance, Clarity, Comparability, Reliability, Timeliness and Stakeholder Inclusiveness, as defined in the **GRI (Global Reporting Initiative) Standards²** on Sustainability, 2016.

Methodology

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

1. Remote audit through video conferencing was conducted at Bangalore STPI on 07th September 2020, Mahape Office on 08th September 2020, Chennai Office on 09th September 2020, LTI's Powai office in Mumbai on 11th September 2020 and remotely interviewed relevant personnel responsible for sustainability performance. Bureau Veritas' experienced assurers and sector specialists remotely conducted the assurance process. The off-site assessment consisted mainly of desk review of the draft Sustainability Report.
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. Later, it was confirmed that the same verified data went into preparation of the final data within the Sustainability Report 2019-20.
4. Bureau Veritas reviewed evidence of stakeholder engagement activities that had been undertaken by LTI prior to the preparation of the Sustainability Report. The methodology and criteria chosen in order to determine aspects material to LTI were also reviewed for their appropriateness.

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

Our findings

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

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

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



- 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 2019-20** against the GRI Standards. This included cross checking the GRI index table against all the reference documents to provide an opinion on the self-declared GRI reporting option.

Based on our work, it is our opinion that the **Sustainability Report 2019-20** 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.

Jitendra Kadam
Lead Assurer

Sanjay Patankar
Technical Reviewer
Sustainability & Climate Change Services, ICC

Date: 12-Oct-2020



AA1000
Licensed Assurance Provider
000-137



GRI Content Index

GRI Standard	Disclosure	Particular	Reference Section	Page Number
General Disclosures				
GRI 102: General Disclosures 2016	Organization Profile			
	102-1	Name of the organization	Partnering for a Resilient Future	2
	102-2	Activities, brands, products, and services	Our Market and Service Offerings	12
	102-3	Location of headquarters	Who We Are	10
	102-4	Location of Operations	Who We Are, Our Global Presence	10, 11
	102-5	Ownership and legal form	Who We Are	10
	102-6	Markets served	Our Global Presence	11
	102-7	Scale of the organization	Our Global Presence, Economic Performance, Overview of Our Workforce	11, 30, 55
	102-8	Information on employees and other workers	Overview of Our Workforce	55
	102-9	Supply Chain	Ethical Business Practices	25
	102-10	Significant changes to the organization and its supply chain	Our Reporting Approach	8
	102-11	Precautionary Principle or approach	Ethical Business Practices	25
	102-12	External initiatives	Our Reporting Approach	8
	102-13	Membership of Associations	Engaging with Our Stakeholders	19
	Strategy			
	102-14	Statement from senior decision-maker	Overview	3, 4, 5
	102-15	Key impacts, risks, and opportunities	Corporate Governance	24
	Ethics and Integrity			
102-16	Values, principles, standards, and norms of behavior	Business Resilience	22	
102-17	Mechanisms for advice and concerns about ethics	Ethical Business Practices	25	
Governance				
102-18	Governance Structure	Corporate Governance	23, 24	



GRI Standard	Disclosure	Particular	Reference Section	Page Number
Stakeholder engagement				
	102-40	List of Stakeholder Groups	Engaging with Our Stakeholders	18, 19
	102-42	Identifying and selecting stakeholders	Engaging with Our Stakeholders	18
	102-43	Approach to stakeholder engagement	Engaging with Our Stakeholders	18, 19
	102-44	Key topics and concerns raised	Materiality Assessment	20
Reporting Practice				
	102-45	Entities included in the consolidated financial statements	Our Reporting Approach	8
	102-46	Defining report content and topic Boundaries	Our Reporting Approach	8
	102-47	List of material topics	Materiality Assessment	20, 21
	102-48	Restatements of information	Resource Resilience	71
	102-49	Changes in Reporting	Our Reporting Approach	8
	102-50	Reporting Period	Our Reporting Approach	8
	102-51	Date of most recent report	Our Reporting Approach	8
	102-52	Reporting Cycle	Our Reporting Approach	8
	102-53	Contact point for questions regarding the report	Our Reporting Approach	8
	102-54	Claims of reporting in accordance with the GRI Standards	Our Reporting Approach	8
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GRI 201: Economic Performance 2016				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Economic Performance	30
	103-2	The management approach and its components	Economic Performance	30
	103-3	Evaluation of the management approach	Economic Performance	30
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	Economic Performance	30



GRI Standard	Disclosure	Particular	Reference Section	Page Number
GRI 302: Energy				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Eco-Efficient Operations	68, 70
	103-2	The management approach and its components	Eco-Efficient Operations	68, 70
	103-3	Evaluation of the management approach	Eco-Efficient Operations	68, 70
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Eco-Efficient Operations	69, 70
	302-2	Indirect energy consumption within the organization	Eco-Efficient Operations	69, 70
GRI 303: Water and Effluents				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Eco-Efficient Operations	71
	103-2	The management approach and its components	Eco-Efficient Operations	71
	103-3	Evaluation of the management approach	Eco-Efficient Operations	71
GRI 303: Water and Effluents 2018	303-3	Water withdrawal	Eco-Efficient Operations	71
GRI 305: Emissions				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Eco-Efficient Operations	68, 70
	103-2	The management approach and its components	Eco-Efficient Operations	68, 70
	103-3	Evaluation of the management approach	Eco-Efficient Operations	68, 70



GRI Standard	Disclosure	Particular	Reference Section	Page Number
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	305-2	Energy indirect (Scope 2) GHG emissions	Eco-Efficient Operations	74, 75
	305-3	Other indirect (Scope 3) GHG emissions	Eco-Efficient Operations	74, 75
	305-5	Reduction of GHG emissions	Eco-Efficient Operations	68
GRI 306: Effluents and Waste				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Eco-Efficient Operations	72
	103-2	The management approach and its components	Eco-Efficient Operations	72
	103-3	Evaluation of the management approach	Eco-Efficient Operations	72
GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal method	Eco-Efficient Operations	72, 73, 74
GRI 401: Employment				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Overview of Our Workforce, Growing Our Workforce	55, 56
	103-2	The management approach and its components	Empowering our People	55, 56
	103-3	Evaluation of the management approach	Empowering our People	55, 56
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Empowering our People	55, 56
	401-2	Benefits provided to full-time employees that are provided to temporary or part-time employees	Empowering our People	57
	401-3	Parental Leave	Empowering our People	57



GRI Standard	Disclosure	Particular	Reference Section	Page Number
GRI 403: Occupational Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Empowering our People	58
	103-2	The management approach and its components	Empowering our People	58
	103-3	Evaluation of the management approach	Empowering our People	58
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	Empowering our People	58
GRI 404: Training and Education				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Employee Learning Opportunities and Career Development	44, 45, 46
	103-2	The management approach and its components	Employee Learning Opportunities and Career Development	44, 45, 46
	103-3	Evaluation of the management approach	Employee Learning Opportunities and Career Development	44, 45, 46
GRI 404: Training and Education 2016	404-1	Average hours of Training per employee	Employee Learning Opportunities and Career Development	44
	404-2	Programs for upgrading employee skills and transition assistance programs	Employee Learning Opportunities and Career Development	45
	404-3	Percentage of employees receiving regular performance and career development reviews	Performance Management Process	46
GRI 405: Diversity and Equal Opportunity				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Diversity and Inclusion	52
	103-2	The management approach and its components	Diversity and Inclusion	52
	103-3	Evaluation of the management approach	Diversity and Inclusion	52
GRI 405: Diversity and Opportunity 2016	405-1	Diversity of governance bodies and employees	Diversity and Inclusion	52



GRI Standard	Disclosure	Particular	Reference Section	Page Number
GRI 406: Non-discrimination				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Diversity and Inclusion	52
	103-2	The management approach and its components	Diversity and Inclusion	52
	103-3	Evaluation of the management approach	Diversity and Inclusion	52
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	Diversity and Inclusion	52
GRI 408: Child Labor				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Ethical Business Practices	25
	103-2	The management approach and its components	Ethical Business Practices	25
	103-3	Evaluation of the management approach	Ethical Business Practices	25
GRI 408: Child labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	Ethical Business Practices	25
GRI 409: Forced or Compulsory Labor				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Ethical Business Practices	25
	103-2	The management approach and its components	Ethical Business Practices	25
	103-3	Evaluation of the management approach	Ethical Business Practices	25
GRI 409: Forced or compulsory labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Ethical Business Practices	25
GRI 413: Local Communities				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Enhancing Society's Access to Good-Quality Education, Empowering Our Communities, Climate Resilient Communities	39, 50, 63



GRI Standard	Disclosure	Particular	Reference Section	Page Number
	103-2	The management approach and its components	Enhancing Society's Access to Good-Quality Education, Empowering Our Communities, Climate Resilient Communities	39, 50, 63
	103-3	Evaluation of the management approach	Enhancing Society's Access to Good-Quality Education, Empowering Our Communities, Climate Resilient Communities	39, 50, 63
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Empowering Our Communities	50
	413-2	Operations with significant actual and potential negative impacts on local communities	Empowering Our Communities	50
GRI 417: Marketing and Labelling				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Ethical Business Practices	25
	103-2	The management approach and its components	Ethical Business Practices	25
	103-3	Evaluation of the management approach	Ethical Business Practices	25
GRI 417: Marketing and Labelling 2016	417-3	Incidents of non-compliance concerning marketing communications	Ethical Business Practices	25
GRI 418: Customer Privacy				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundaries	Client and Data Privacy	26
	103-2	The management approach and its components	Client and Data Privacy	26
	103-3	Evaluation of the management approach	Client and Data Privacy	26
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Client and Data Privacy	26



Linkage with UNGC Principles

Principle	Description	Reference
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	Business Resilience
Principle 2	Make sure that they are not complicit in human right abuses.	Business Resilience
Principle 3	Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Not Applicable
Principle 4	The elimination of all forms of forced and compulsory labour.	Business Resilience
Principle 5	The effective abolition of child labour.	Business Resilience
Principle 6	The elimination of discrimination in respect of employment and occupation.	Business Resilience, Empowerment
Principle 7	Business should support a precautionary approach to environmental challenges.	Environment
Principle 8	Undertake initiatives to promote greater environmental responsibility.	Environment
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	Environment
Principle 10	Business should work against corruption in all its forms, including extortion and bribery.	Business Resilience



Glossary

Sr. No.	Abbreviation	Full Form
1	AA1000AS	Accountability 1000 Assurance Standard
2	AC	Audit Committee
3	ADM	Application Development & Maintenance
4	ADMS	Application Development & Maintenance System
5	AHU	Air Handling Unit
6	AI	Artificial Intelligence
7	AICTE	All India Council for Technical Education
8	AIOps	Artificial Intelligence for IT Operations
9	ALDS	Advanced Leak Detection System
10	AT&C	Aggregate Technical & Commercial
11	ATAL	AICTE Training and Learning
12	AWS	Amazon Web Services
13	BAU	Business As Usual
14	BCP	Business Continuity Plan
15	BFS	Banking and Financial Services
16	BITS	Birla Institute of Technology and Science
17	BOD	Board of Directors
18	CCPA	California Consumer Privacy Act
19	CEO	Chief Executive Officer
20	CMF	Capability Maturity Framework
21	CMM	Capability Maturity Model
22	CMMI	Capability Maturity Model Integration
23	CMO	Chief Marketing Officer
24	CNG	Compressed Natural Gas
25	COC	Code of Conduct
26	Compl.Com.	Compliance Committee
27	CPG	Consumer Packaged Goods
28	CSAT	Third-party Client Satisfaction Survey
29	CSR	Corporate Social Responsibility
30	CSS	Client Satisfaction Surveys
31	DDAR	Data Deletion, Archival and Retention
32	DNA	Deoxyribonucleic Acid
33	DQ	Dataquest
34	E- Waste	Electronic products nearing the end of their useful life
35	EPRMS	Enterprise Privacy Rights Management System
36	ERM	Enterprise Risk Management
37	ERR	Escalation Risk Review
38	ESG	Environment, Social and Governance
39	EU	European Union



Sr. No.	Abbreviation	Full Form
40	ExCom	Executive Management Committee
41	FTSE	Financial Times Stock Exchange
42	FY	Fiscal Year
43	GDPR	General Data Protection Regulation
44	GETs	Graduate Engineering Trainees
45	GHG	Greenhouse Gas
46	GJ	Gigajoules
47	GRI	Global Reporting Initiative
48	GWh	Gigawatt hours
49	HIRA	Hazard Identification and Risk Assessment
50	HQ	Headquarter
51	HRD	Human Resource Development
52	HVAC	Heating, Venting and Air Conditioning
53	HVL	Highly Volatile Liquids
54	IBT	Introduction to Basic Technology
55	IC	Internal Committee
56	ICT	Information and Communications Technology
57	ID	Independent Director
58	IGBC	Indian Green Building Council
59	IIoT	Industrial Internet of Things
60	Inc	Incorporated
61	IoT	Internet of Things
62	IPO	Initial Public Offering
63	ISAE	International Standard on Assurance Engagements
64	ISO	International Organization for Standardization
65	IT	Information Technology
66	ITeS	Information Technology-Enabled Services
67	KL	Kilolitre
68	KPI	Key Performance Indicator
69	kWh	kilowatt hour
70	LED	Light-Emitting Diodes
71	LEED	Leadership in Energy and Environmental Design
72	Ltd.	Limited
73	Mgt.Con.	Management Council
74	MR	Management Representative
75	MS Teams	Microsoft Teams
76	MW	Mega Watt
77	NASSCOM	National Association of Software and Service Companies
78	NEAT	National Educational Alliance for Technology
79	NGL	Natural Gas Liquid



Sr. No.	Abbreviation	Full Form
80	NGO	Non-Governmental Organization
81	NRC	Nomination and Remuneration Committee
82	NSE	National Stock Exchange
83	OCR	Optical Character Recognition
84	PM Cares	Prime Minister's Citizen Assistance and Relief
85	POSH	Prevention of Sexual Harassment
86	PV	Photovoltaics
87	Q4	Fourth Quarter
88	R&D	Research and Development
89	REC	Renewable Energy Certificate
90	RFID	Radio Frequency Identification
91	RMC	Risk Management Committee
92	ROC	Risk Operating Committee
93	RP 1130	Standard for Computational Pipeline Monitoring for Liquids
94	RP 1175	Pipeline leak detection program management standard
95	RPA	Robotic Process Automation
96	RTTM	Real Time Transient Model
97	SaaS	Software as a Service
98	SDC	Securities Dealing Committee
99	SDG	Sustainable Development Goal
100	SEBI	Securities and Exchange Board of India
101	SEI	Software Engineering Institute
102	SIC	Strategic Investment Committee
103	SRC	Stakeholders' Relationship Committee
104	STPI	Software Technology Parks of India
105	Supl.COC.	Supplier Code of Conduct
106	tCO2	Tons of Carbon Dioxide
107	Try.Com.	Treasury Committee
108	UK	United Kingdom
109	UN	United Nations
110	UNDP	United Nations Development Programme
111	UNGC	United Nations Global Compact
112	US	United States
113	USA	United States of America
114	VC	Video Conferencing
115	VPN	Virtual Private Network
116	VRS	Video Relay System
117	WASEP	Women Artisan Skill Enhancement Project
118	WBIC	Whistle Blowing Investigation Committee
119	WCS - India	Wildlife Conservation Society - India
120	WEP	Women's Empowerment Principles
121	xFH	Everything from Home



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