LTI
Let's Solve

A Larsen & Toubro Group Company

Solving Responsibly

Sustainability Report 2020-21

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Read our Sustainability Report at
www.Intinfotech.com

From the Founder Chairman's Desk

Dear Stakeholders,

I am reaching out to you as the world attempts to gradually recover and recoup from the enormous societal, economic, and healthcare impacts of the pandemic. Alongside many corporates and institutions, LTI and the L&T Group drew on its reserves of resilience to overcome these challenges.

Thinking Sustainability

The pandemic has served to heighten the world's sensitivity to the perils of climate change. This reaffirms the Company's belief that sustainability makes good business sense in the long run, and that sustainable practices contribute to increasing the Company's economic and financial value. On our part, the Board and the management team reaffirm its commitment to continuously assess the Company's strategy, appraise its operating performance, and closely examine its linkages with sustainable development. Our actions are based on integrating best practices and undertaking commitments to provide sustainable value to our customers, employees, shareholders, the communities around us, and the environment we live in.

Performing in a Pandemic

This year's Sustainability Report provides details of how our teams across the globe learnt to operate and perform despite a raging pandemic. Despite constraints, and while fully conforming to COVID-19 protocols, they continued to meet customer demands and deliver value.

Community Initiatives

Our community initiatives continue to target integrated development across our operations, globally and in India. The aim and endeavor are to create economic value and inculcate self-reliance. Through our focused activities (in the areas on Education, Empowerment and Environment), we are enabling marginalized communities to stand on their own feet and become more resilient to change and uncertainty.

Company of Choice

Our goal is simple. We plan to emerge as the company of choice for stakeholders through our focus on environmental and social performance and our vibrant external engagements. As we grow, the goal will remain the same. LTI will continue to reduce environmental impact, integrate sustainable policies, value the communities we engage with, build resiliency, and create shared value for all our stakeholders.

It is clearer now than ever before that we live and work in an environment of interdependencies. What affects one part of the globe, will sooner or later impact other parts. In this scenario, your Company is committed to solve responsibly toward building a better, optimistic and a resilient future in the post-pandemic world.

I wish you and your families a safe and healthy future.

A. M. Naik

Founder Chairman

Our goal is simple. We plan to emerge as the company of choice for stakeholders through our focus on environmental and social performance and our vibrant external engagements

CEO and MD's Message

The disruption caused by the COVID-19 pandemic in early 2020 exacerbated multiple challenges across the globe. LTI's approach of **Solving Responsibly** enabled us to not only limit the extent of disruption in our operations, but also support the communities we operate in. We quickly adapted to newer ways of working and pioneered innovative solutions for our clients, employees, and communities.

During the year, LTI demonstrated relentless commitment to its strategic priorities of delivering client commitment while ensuring employee safety and caring for the communities that we serve. This report elaborates our approach and the value LTI has delivered across the globe, even during these exceptionally disruptive times.

Operating Responsibly

In line with our commitment towards contributing to a better world by 2030, every year LTI has been reporting the progress we make on our sustainability roadmap. Our business strategies are guided by the actions we take to operate as a responsible business while also enabling our clients with sustainable solutions. Active communication with our stakeholders helps us to continually analyze their expectations while nurturing long-lasting relationships that are key to business sustainability.

Our corporate governance framework firmly exemplifies our commitment to integrity and responsibility throughout our operations. Our commitment to drive continual improvements in quality, information security, environment, health, safety and security is demonstrated through our compliance with the latest management system standards, including ISO 9001, ISO 20000, ISO 27001, ISO 14001 and ISO 45001.

During the year, LTI demonstrated relentless commitment to its strategic priorities of delivering client commitment while ensuring employee safety and caring for the communities that we serve

Empowering People

We have successfully transitioned through a major disruption created by COVID-19 to build a well-established, secure and sustainable digital work culture that enabled employees to stay safe, while also fulfilling our commitments to customers. Our employees are well-equipped with self-monitoring tools for tracking and enhancing productivity, identifying patterns to improve their work-life balance besides executing effective planning and allocation of new and additional resources to projects.

We further strengthened our position as an "employer of choice" through initiatives like LTI Belong that encapsulate how we go from Diversity to Inclusion, to Belonging. We have become a signatory to the United Nation's Women's Empowerment Principles (UN WEPs) to demonstrate our commitment towards providing equal opportunities as a business and as our community responsibility.

With our CSR approach focused on education, empowerment and environment, we quickly adapted community programs to the current scenario, reaching out to over 126,649 people during the year. Providing COVID relief to communities, enabling children to continue learning from home, digitally empowering youth including differently abled people from low-income communities, have been our key priorities. We took our 1Step employee volunteering initiative global through initiatives such as the 1StepMiles app. This in-house App aims to encourage employees to record

their daily footsteps and trees are planted for every 50 kms walked by them, thereby further reducing our environmental footprint.

Environmental Stewardship

Adhering to our roadmap to become "carbon neutral" for India operations by 2030, we identified areas to reduce our negative impact on the environment. Despite occupancy at office premises remaining low or zero during most of the year, we continued to invest ₹ 19.4 Million in various energy-efficient projects, which could translate into potential energy savings of 9.8L kWh over one year. 26.4% of the energy for our offices now comes from renewable sources. 70% area of our India operations are now as per green building standards, with LTI Headquarters at Powai being upgraded to a Platinum rated Green Building by US Green Building Council during the year.

Our responsible sourcing initiatives, which encompass training of our suppliers to improve their ESG parameters enable us to drive sustainability in our supply chain. Through our CSR, we planted 152,025 trees, which are expected to offset almost 2.5 Million kilograms of carbon per year. Through construction of farm ponds in rural parts of India, water capacity of 542,921.869 KL was created as a rainwater harvesting measure.

We remain committed to powering the breakaway enterprises while continuing to solve responsibly as a business. We are determined to ensure that we act ethically and with integrity across our global operations. We are proud of being recognized as the fastest growing brand among the Top 25 Global IT Services Companies, and promise to keep innovating, empowering people and continuing to evolve and grow sustainably.

Our responsible sourcing initiatives, which encompass training of our suppliers to improve their ESG parameters enable us to drive sustainability in our supply chain

Yours Sincerely,

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

Initiatives & Linkages with Sustainable Development Goals

The United Nations has adopted the Sustainable Development Goals (SDGs) to achieve significant progress on global economic, social and environmental challenges by 2030. At LTI, we believe that our actions, aimed at fulfilling the Sustainable Development Goals will make the world better place and create good business opportunities across the globe. Each and every action we take are to promote prosperity for all while ensuring the protection of the planet. We ensure our approach to businesses are conducted in a responsible manner that prioritizes sustainability and empowers the people, communities and also protects the environment.

Our Approach	Highlights/Initiatives during FY 2020-21	SDG Linkages
Operating Responsibly	• Continuous stakeholder engagement • Robust risk management • Strong corporate governance • Establishing robust privacy and data security • Innovations • Financial stability • Global footprint • Delivery capability	
Empowering People	**Employees** • Health and well-Being • Learning opportunities and career development • Diversity and inclusion • Employee benefits **Communities** Education • Initiatives of learn from home through mobile phones & partnership with local TV broadcasters to provide continuous education • Providing ration kits for the children at home Empowerment • Virtual skill training • Creation of online marketplace & pre-order facility for art products Environment • Continued effort to plant trees and create ponds **Suppliers** • Sustainability assessment of our suppliers basis their capacity to improve their Environmental, Social and Governance (ESG) parameters	
Environmental Stewardship	• Transitioning to low carbon workplace • Increasing share of renewable energy • Mitigating carbon emission through energy conservation • Harvesting water • Supporting customers towards a greener earth • Waste management & circular economy	

Key Beliefs

Go the **extra mile** | Be **agile** | Push frontiers **of innovation** | Keep **learning** | Solve for **society**

Sustainability [ESG] Snapshot

The highlight brings the state of sustainability at LTI and provides FY 2020-21 picture of where we stand in our approach to operating responsibly, empowering people and environmental stewardship.

Operating Responsibly

95.9%
Revenues generated from existing clients

₹126,442 Mn
Economic value generated

₹112,379 Mn
Economic value distributed

Among the Top 20 Global IT Services companies

427 clients including 71 Fortune 500 companies

13.7%
increase in revenue from operations
(excluding other income)

Empowering People

30.23%
Women representation in workforce

No work-related accidents were recorded during FY 2020-21

Reached 126,649 beneficiaries, including women, children and youth from low income communities and special abilities

Creation of online marketplace for women artisan skill enhancement project (WASEP)

12.77%
attrition rate in FY 2020-21 fell from 16.55% in FY 2019-20

12.5%
women representation in senior management

Environmental Stewardship

Mitigated 4,116 tons CO_2 through energy conservation and green power procurement

Achieved 26.4% share of renewable energy in FY 2020-21

Planted 152,025 trees during the reporting period

Energy conservation initiatives along with low occupancy due to pandemic helped in reducing energy consumption by 63.2% as compared to business as usual

2,000 acres of land irrigated through water conservation programs

About the Report

Our Approach to Sustainability Reporting

Larsen & Toubro Infotech Ltd. publishes its sustainability report annually, disclosing its economic, environmental and social performance and initiatives. This is our fifth report and prepared in accordance with the GRI Standards (core) option. It highlights our approach towards sustainability, long-term strategy, roadmap and performance. In addition, the content of this year's report is also aligned to 'Ten Principles of United Nations Global Compact' (UNGC), and United Nations 'Sustainable Development Goals' (SDGs).

We had published our last report in FY 2019-20, which is available on our Company's website at: https://www.lntinfotech.com/social-responsibility/.

Report Scope and Boundary

The FY 2020-21 report highlights the performance of all our business verticals across ten offices in India (two offices each in Navi Mumbai and Pune, three offices in Bengaluru and one office each in Mumbai, Chennai and Hyderabad) between April 1, 2020 and March 31, 2021. However, 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 in our supply chain during the reporting period. No restatement of information or changes in the material topics or boundaries had to be provided in the prior year's report.

Data Management

We monitor our environmental data from the SoFi platform, which helps to monitor our footprint and performance every quarter. Other 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, targets and expectations based on certain assumptions and prediction of future events. As these are subject to change in light of industry developments, geographical market conditions, government regulations, laws and other incidental factors, our actual results, performance or achievements could thus differ materially from those projected in any such forward-looking statements. These statements must not be used as a guarantee of our future performance as the underlying assumptions could change materially.

Assurance

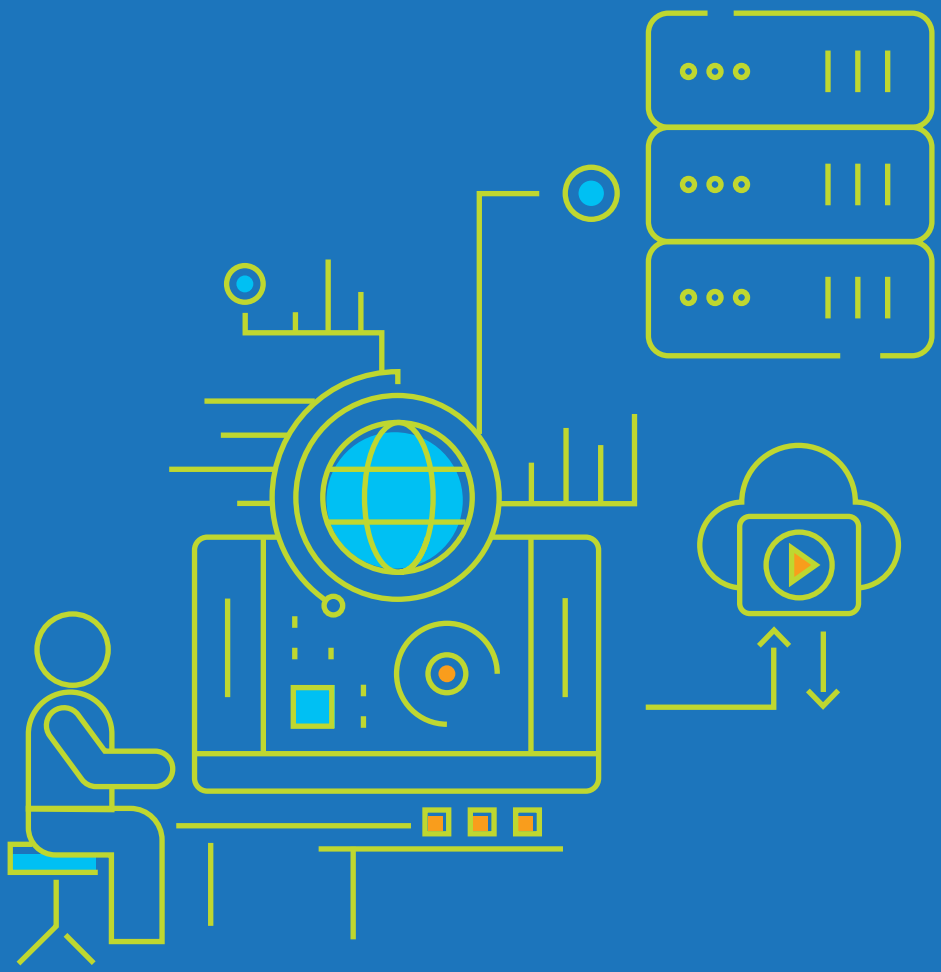
The report, progress on roadmap and sustainability disclosures have been reviewed and verified by all internal stakeholders. The report is also assured by an independent external assurance provider, Bureau Veritas, and their assurance statement is available on page no. 55. The assurance was conducted as per the requirements of AA1000AS (2008) Type 2, 'Moderate' level.

For any feedback, suggestion or clarification, please reach us at sustainability@lntinfotech.com

Corporate Profile

Larsen & Toubro Infotech Limited (LTI) headquartered in Mumbai, India was founded in 1997 as a wholly-owned subsidiary of Larsen & Toubro Limited. We have been a trusted partner for over 400 clients across the globe, guiding them in accelerating digital transformation, achieving sustainable growth and providing technology consulting and digital solutions. As a subsidiary of Larsen & Toubro Limited, our unique heritage gives us unparalleled real-world expertise to solve the most complex challenges of enterprises across industries.

Each day, our team of more than 35,000 LTItes enable our clients to improve the efficacy of their business and technology operations to deliver value to customers, employees and shareholders through our global operations spread through 54 sales offices and 35 delivery centers in over 31 countries.



Overview

1997
Commenced operations as a subsidiary of L&T

2001
A leading US-based global bank with operations in more than 100 countries became our key client and the relationship continues till date

2002
Achieved SEI CMM-L5 certification

2004
1st large multi-year contract from a global energy company

2007
1st acquisition - US-based GDA Tech Inc

2008
Established business in South Africa

2010
CMMI v1.2 L5 certification for all development centers

2011
Acquired transfer agency business unit of Citigroup Fund Services Canada

2013
Focus on Manufacturing & Service Sectors

2014
Inaugurated Experience Theater for Oracle Technologies in the US

2015
Acquired ISRC from Otis Elevator Company

Received LEED Gold certification by the US Green Building Council for HQ at Powai, Mumbai

LTI offices in India received ISO 14001:2015 certification

2016
Positioned in top 20 IT Service Providers by Everest Group

Initial Public Offering (IPO)

Acquired AugmentIQ

2017
Syncordis acquisition in November

LTI released its first independent Sustainability Report

2018
Topped the Challengers' list in Everest Group's PEAK Matrix Service Provider of the Year

Included in FTSE4Good Index

2019
Acquired Ruletronics in January, Nielsen+Partner in February, Lymbyc in July and Powerupcloud in October

LTI Bengaluru STPI Campus achieved Platinum rating by the Indian Green Building Council

2020
Entered the Nifty Next 50 Index

2021
Fastest growing brand among the Top 25 global IT players

Fastest growing brand in Brand Finance IT Services global ranking

In top 50 brands in India as per Brand Finance India 2021 report

Acquired Cuelogic in July 2021

Our Market and Service Offerings

Our Global Presence

The map is a graphical representation.
Not to scale.

01 North America
- United States
- Canada
- Mexico

02 Central America
- Costa Rica

03 Africa
- South Africa
- Morocco

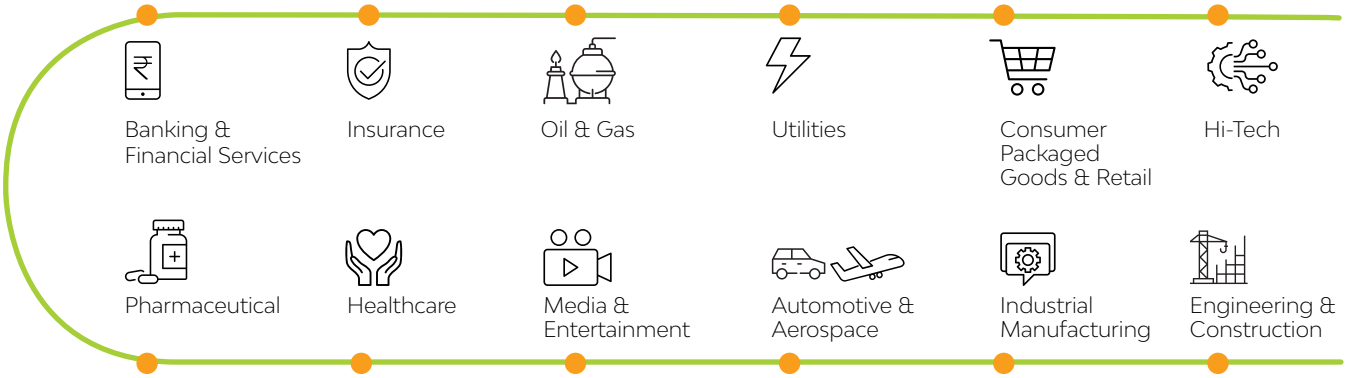
04 Europe
- United Kingdom
- Germany
- Denmark
- France
- Sweden
- Norway
- Finland
- Belgium
- Ireland
- Netherlands
- Poland
- Spain
- Luxembourg
- Switzerland

05 Middle East
- United Arab Emirates
- Saudi Arabia
- Qatar

06 India
- Mumbai
- Navi Mumbai
- Pune
- Bengaluru
- Chennai
- Hyderabad

07 Asia Pacific
- Australia
- Japan
- Singapore
- Philippines
- China
- Hong Kong
- Thailand

We Solve for



Our Product Offerings

Our Service Offerings

ADM and Testing

Infrastructure Management Services

Enterprise Integration & Mobility

Enterprise Solutions

Analytics, AI and Cognitive

Platform-based Solutions

Awards and Accolades

LTI topped the list of 'IT Services Challenger 2021' in Everest Group's PEAK Matrix Service Provider of the Year™ Awards

LTI is the fastest growing brand in Brand Finance IT Services 2021 global ranking

LTI was recognized as a Leader in the ISG Provider Lens™ Intelligent Automation – Solutions and Services in AIOps for Midmarket – US 2020

LTI Leni and LTI Mosaic were recognized in The Forrester Tech Tide™: Enterprise Business Insights & Analytics, Q1 2021

LTI was positioned as an Innovator in Avasant's IoT Services RadarView™ Report 2021

LTI Top Ranked in All Asia Executive Team Rankings July 2020 by Institutional Investor

Received Platinum Greentech Foundation Award for Employment Enhancing Vocational Skills Oct 2020

Received Order of Merit (semi-finalist) by Skoch Award for Digital Sakshar Program

LTI ranked among the top 50 companies (Rating 'A') in the BW Business World India rankings for Most Sustainable Companies 2020

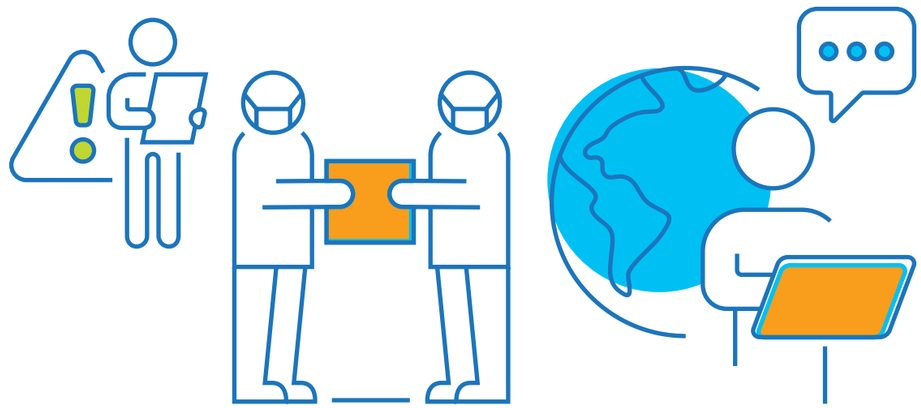
Signatory to UN Women Empowerment Principles

LTI won IGBC Performance Challenge Award 2020 for Green Built Environment for Powai HQ

Navigating through COVID-19

Recover & Reposition

Even as the planet is grappling with the impact of the COVID-19 pandemic in a VUCA (volatility, uncertainty, complexity and ambiguity) world, it is our responsibility to protect employees and communities as well as deliver value to the client. As we navigate through this difficult phase, our business resilience is being tested. We have succeeded in our ability to serve clients without interruption, empower our employees in transitioning to remote working and provide much-needed relief to our communities in this time of crisis. We have undertaken various steps to accelerate our business continuity and evolve our resilience to limit the impact of this disruption.



Resilient and Improvised Actions During the Pandemic

Ensuring Sustainable Business Operations and Growth

- Transitioned seamlessly to WFH across locations with almost zero loss in productivity
- Ensuring appropriate IT security and confidentiality arrangements
- Making IT teams available 24x7 to guarantee technical support remotely
- Crisis Notification System (CNS) for emergency communication and notification purposes
- Spreading awareness through an Intranet page created exclusively to share news updates, information and FAQs

Uninterrupted Delivery to Our Clients

- Specially designed Delivery Health Dashboard to track project deliveries and impact on a timely basis
- Continued engagement to cater to evolving client needs
- Seamless project management to enable minimal disruption in client delivery
- Upscaling of cutting-edge technologies to drive transformational agenda of enterprises

Protecting And Empowering Our Employees

- Tracking and monitoring employee well-being
- Rapid response to employee needs, ranging from safety precautions to helping stranded employees
- Continuous support and engagement with employees to ensure their physical and emotional well-being.
- Various online sessions on WFH and well-being including mental health, ergonomics etc.
- Medically prescribed treatments for COVID-19 as a part of health insurance programs globally

Protecting Vulnerable Communities

Support measures for urgent relief to communities

Education

- Initiatives to promote learn from home through mobile phones & partnership with local TV broadcasters to provide continuous education
- Providing ration kits for the children at home

Empowerment

- Virtual skill training
- Creation of online marketplace enabling customers to pre-order art products online and get delivery after lockdown so women can continue to earn from sales

Environment

Continued effort to plant trees and create ponds

Resilient Recovery Planning

Safe radius for planning seating arrangements, rostering, availing transportation facility, preventing accidental congregation and ensuring social distancing in the workplace

Working on hybrid model driven by customer needs and the availability of the right talent to cater to those needs

Adapting to change: Developing new business models to create an evolved working environment

Proactively addressing and managing critical situations by applying innovative solutions

Operating Responsibly

Areas of Focus (Roadmap 2030)

In line with our commitment to contribute towards the UN SDGs, we have set up sustainability targets to be achieved by the year 2030. We shall endeavor to advance LTI's transition to a more equitable and sustainable company thereby making it among the foremost sustainable business leaders in the world. The sustainability roadmap 2030 provides clarity and direction in the development of a responsible organization and serves as a guide in taking effective and appropriate actions towards ambitiously sustainable business strategies. Our corporate strategy too focuses on operating responsibly to become an organization that helps to uplift society and protect the planet. We highlight this progress on our Roadmap 2030 below:

Roadmap 2030	Our Progress in FY 2020-21	Key Highlights of the Progress	SDGs Linkages
Reduce attrition rate to 12%	Attrition rate was brought down to 12.77% from 16.55% in FY 2019-20	Further reduction by 3.78% in attrition rate in FY 2020-21 as against previous year	8
50% of new role requirements to be fulfilled by internally developed team members	**16.54%.** New role requirements fulfilled by internally developing team members	Initiatives to bestow cross functional roles in developing skills	8
Maintain zero work-related accidents	No work-related accidents were recorded during FY 2020-21	Online sessions on ergonomics and mental health for employee wellbeing	3, 8
Increase diversity by 30%	Women representation in workforce stood at 30.23%, while people of other genders were also hired	• 12.5% women representation in Senior management • Hiring of 3 persons of other genders	5, 10
Leverage technology to create opportunities for growth and prosperity through meaningful interventions in Education, Empowerment and Environment	• Reached **126,649** beneficiaries, including Women, Children, Youth and Farmers from low income communities and special abilities through education and empowerment programs • Planted **152,025** trees in the reporting period • **180** farm ponds constructed with **542,921.869** KL capacity	• Initiative of learn from home through mobile phones • Creation of online marketplace under women artisan skill enhancement project (WASEP) • Estimated carbon sequestration of **4545.44** tCO_2 due to plantation effort as of March 2021	1, 4, 7, 10, 13, 17
Achieve carbon neutrality of our India operations	Mitigated 4,116 tons CO_2 through energy conservation and green power procurement	• Installations of renewable energy • Carbon offset due to plantation effort	7, 13
Increase share of renewable energy to 50%	Increased share of renewable energy to 26.4% during FY 2020-21	10KWp in Airoli and 100KWp in Bengaluru	7, 13
Reduce 30% electricity consumption compared to business as usual	Initiated energy conservation measures along with work from home strategies, reduced energy consumption by 63.2%* as compared to business as usual	Adoption of various energy conservation measures to close the target gap	7, 13

** The COVID-19 induced lockdown is also accredited for this reduction.*

Our Approach to Operating Responsibly

Stakeholder Engagement

Our stakeholder engagement process is focused on stakeholder identification, consultation, prioritization, collaboration, engagement and reporting, etc.

We work in close collaboration with our identified stakeholders by regularly engaging with them through established communication channels, which helps us to continually address challenges in the sustainability realm and nurture long-lasting relationships. We have identified the following seven as our important stakeholders.

Stakeholder	Reason for Significance	Stakeholder Expectations	Communication Channels	Frequency of Engagement
Clients	End users of our services, influencing our operations to meet their expectations	• Sustainable business value • Innovative solutions	Client Satisfaction Survey	Ongoing basis as per projects
Employees	Our most valuable resources, contributing to delivery excellence and profit	Well-being, growth and opportunities	• Employee forums • Leadership forums • Employee surveys • Workplace platform • Unified helpdesk	As required, annual and ongoing
Shareholders/ Investors	Providers of resources in terms of capital	• Sustained earnings • Stability of the organisation • Effective risk management	• Investor meets • Quarterly Earnings Calls • Roadshows • Investor Conferences • Annual General Meeting	Annual Quarterly As required As required Annual
Suppliers	Important as providers of resources and services required for smooth operations	• Long-term partnerships • Increase in share local procurement	• Vendor meetings • Capacity building on ESG issues	Annual
NGOs/ Communities	• Community serves as an important pillar for business success and also in maintaining a mutually beneficial relationship with the communities • NGO partners assist us in executing our CSR vision	Initiatives that help both organization and communities to grow together	• Face-to-face meeting • Focus group discussions • Capacity building on effective implementation	Quarterly Monthly
Regulators	Enforce policies that impact our operations and long-term business objectives	Responsible business conduct	Public policy advocacy	Ongoing
Academic Institutions	• Academic institutions provide us the best workforce for the future • Collaboration for projects	Opportunity for newcomers in projects, jobs and internships	Recruitment drives	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

Our approach to corporate sustainability is based on analyzing stakeholder expectations as well as determine the internal and external risk factors that impact our business. We periodically assess the material issues on the basis of short, medium and long-term risks and opportunities. Our materiality analysis demonstrates areas of focus on issues that are truly critical in order to achieve the organization's goals, strengthen its business model and manage its impact on society.

Materiality Assessment Process

Selection of Material Topics

- Identifying topics from Global Reporting Initiative and other relevant frameworks
- Identification of topics based on risks and opportunities at an organizational level
- Peer review - Sustainability topics identified by our peers

Assessment of Material Topics

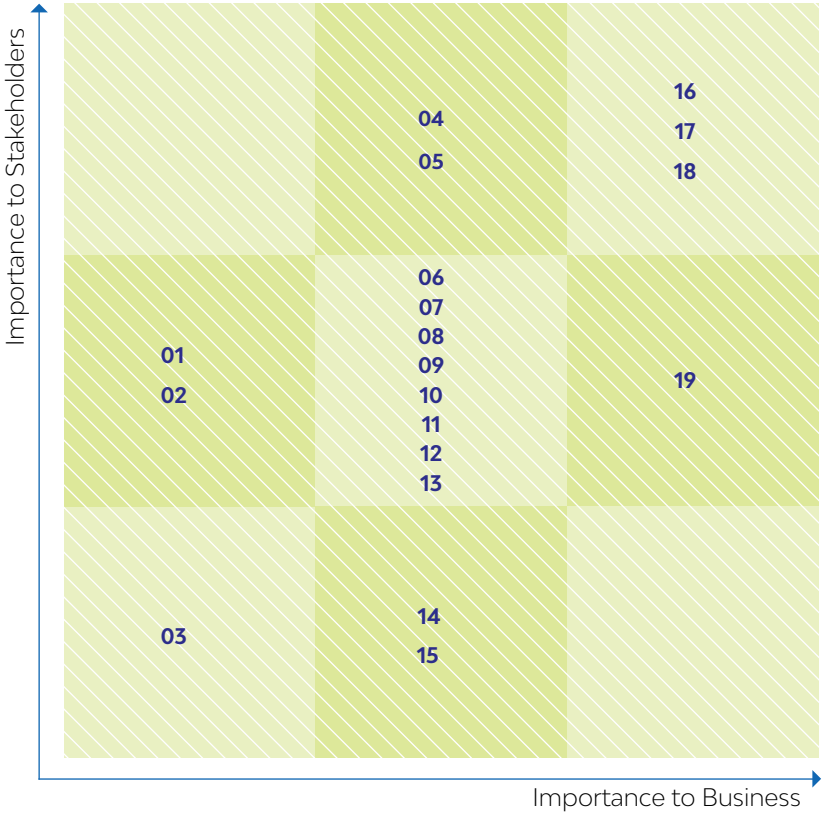
Shortlisting topics based on consideration of economic, environmental and social impacts, and significant influence on the assessment and decisions of stakeholders

Prioritization of Material Topics

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

In FY 2019-20, we reviewed the material topics to ensure their relevance in the changing business landscape. These material topics were also reviewed and approved by our management to ensure their disclosure in the report.

The following Materiality Matrix summarizes our sustainability challenges related to business and stakeholder groups and represents the areas most material for our long-term sustainability, thereby forming the foundation of this report.



01 Supply Chain
02 Brand and Marketing
03 Waste Management
04 Employee Well-Being
05 Learning Opportunities and Career Development
06 Occupational Health and Safety
07 Innovation
08 Green IT
09 Economic Performance
10 Delivery Capability
11 Employee Retention
12 Energy Management
13 Emission
14 CSR
15 Diversity and Inclusion
16 Client Privacy
17 Data Privacy
18 Corporate Governance
19 Services, Quality and Accuracy

Materiality Matrix

Material Topics	Reason for being Material	Key Aspects	Boundary of Impact	GRI Disclosures
Data Privacy and Client Privacy	Protects our company from financial loss, reputation damage, customer confidence disintegration and brand erosion	Incident of breach	Internal and External	GRI 418-1 Disclosure
Corporate Governance	Effective corporate governance paves the path for sustainability, stability, decisive action and growth	Women representation, audits, effective risk management	Internal	GRI 102-18
Services, Quality and Accuracy	Material to our clients for long-term value creation	Innovation, Customer feedback	Internal and External	Non-GRI
Employee Well-Being	Ensuring long-term employment and provide care	Employee benefits, parental leave, sabbatical leave, healthcare etc.	Internal	GRI 401-2
Learning Opportunities and Career Development	Continual growth	Training and development	Internal	GRI 404-1, 404-2, 404-3
Occupational Health and Safety	Ensuring zero harm	Risk analysis and measures for mitigation	Internal	GRI 403-1, 403-2
Innovation	Continual improvement of product and process	Research and development	Internal and External	Non-GRI
Green IT	Minimizing the negative impact of IT operations on the environment	Emission reduction and reducing energy consumption	Internal	GRI 306-3
Economic Performance	Financial stability and sustainability	Economic value generated	Internal and External	GRI 201-1
Delivery Capability	Ability to pull off projects in a limited time period and with effectiveness	Client-centricity	Internal and External	Non-GRI
Employee Retention	Long-term value creation	Parental leave, retention rates	Internal	GRI 404-1, 404-3
Energy Management	Actions undertaken to reduce energy consumption	Energy consumption, measures to reduce consumption	Internal	GRI 302-1

Material Topics	Reason for being Material	Key Aspects	Boundary of Impact	GRI Disclosures
Emission	Actions undertaken to minimize emissions	Emission management, initiative undertaken to minimize emissions	Internal	GRI 305-1, 305-2, 305-3, 305-4, 305-5
Corporate Social Responsibility	Community relationship and providing opportunity for marginalized people	Impact assessment	Internal and External	GRI 413-1, 413-2
Diversity and Inclusion	Actions undertaken to minimize emissions	Emission management, initiative undertaken to minimize emissions	Internal	GRI 305-1, 305-2, 305-3, 305-4, 305-5
Supply Chain	Value chain sustainability	Local procurement	Internal and External	GRI 408-1, 409-1
Brand and Marketing	Higher brand recall	Issue of compliance	Internal and External	GRI 102-2 , 417-3
Waste Management	Recycling initiative	Waste generated and recycled	Internal	GRI 306-3

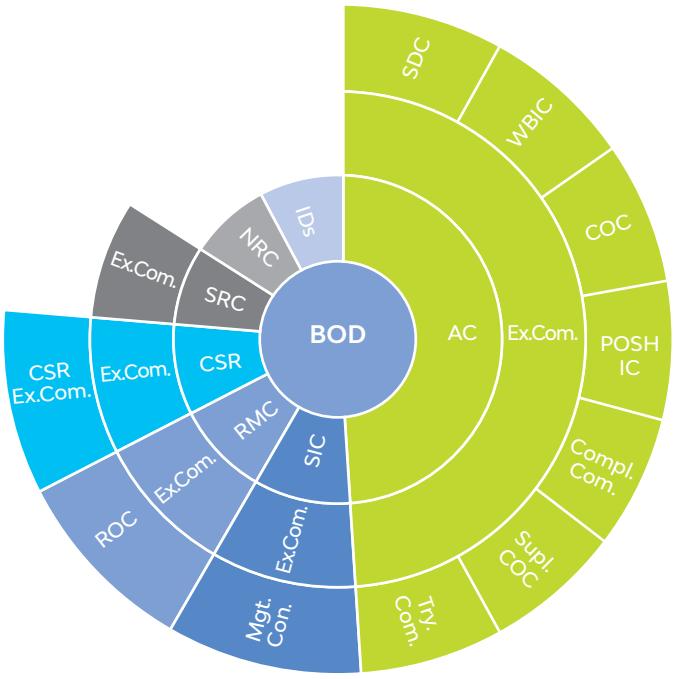
Ethics and Governance

Governance Structure

Corporate governance is the pillar that upholds a company's responsibility for maximizing shareholder value legally, ethically and sustainably.

Our Board of Directors undertake the responsibility of governance process, while the Executive Management is responsible for implementing those policies and procedures within the organzation.

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: **Ex. Com.:** 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

The Committees of the Board play a vital role in the governance and act in accordance with the delegated authorities. Each Committee is guided by its Charter or Terms of Reference, which stipulates the composition, scope, power, duties and responsibilities. Based on the recommendation, suggestions and observations of the Committee, the Board of Directors take an informed decision. The Chairman of respective Committees update the Board on the deliberations that takes place at the Committee Meetings. As on March 31, 2021, the Board has seven committees which play a vital role in governance and act in accordance with delegated responsibilities. These committees include: (a) Audit Committee (b) Nomination and Remuneration Committee (c) Corporate Social Responsibility Committee (d) Stakeholders' Relationship Committee (e) Strategic Investment Committee (f) Risk Management Committee and (g) Committee of Independent Directors.

1. Board Composition and Board Independence – Information on Board Discretion and Freedom:

The Company has a balanced and diverse Board of Directors, which primarily takes care of the business needs and stakeholder's interests. The Board has an optimal mix of Executive, Non-Executive and Independent Directors, who are from diverse background and have expertise and experience relevant in the context of Company's business. As on March 31, 2021, our Board of Directors is constituted of 11 members with five members being Independent Directors including one independent woman director on the Board.

Independent Directors on the Board exercises discretion and independence in the functioning of the Board. They bring an independent judgment on the Board's deliberations especially on issues of strategy, performance, risk management, resources, key appointments and standards of conduct. As per the Code for Independent Directors prescribed under Schedule IV of the Companies Act, 2013, the Independent Directors of the Company met on October 16, 2020, without the attendance of non-Independent Directors and the members of the management, to discuss inter-alia the performance evaluation of the Board, its Committees, Chairman and the individual Directors, assessment of information flow from Management to the Board and evaluation and self-assessment of the training requirements of Independent Directors.

Board Meetings are convened at appropriate intervals with a maximum time gap not exceeding 120 days between two consecutive meetings by giving advance notice along with agenda papers to the Directors. The yearly calendar of meetings is finalized before the beginning of the year to enable the Directors to make themselves

conveniently available for the meetings. The Directors are also given an option of attending the meetings through video conferencing to have their maximum participation in the deliberations of the Board meetings. The Board has complete access to any information within the Company.

2. Functioning and Experience of the Board – Selection Process, Functioning Abilities and Criteria:

The Nomination and Remuneration Policy (NRC) lays out role of NRC on Director's appointment, their remuneration and the criteria for determining qualifications, positive attributes and independence of a Director. The NRC policy is available on the Company's website, www.Lntinfotech.com/Investors.

NRC identifies and recommends to the Board, suitable candidates for the position of a Director on the Board of Directors, based on the skills, competencies, attributes and criteria laid and Board Skill Matrix identified and approved by the Board. NRC inter-alia considers attendance, participation, contribution and involvement in Company's strategic matters by a Director during the Board/Committee Meetings while recommending re-appointment of the Directors. Further, NRC ensures that the Board of Directors of the Company has an optimum composition of Directors with diversity of thought, knowledge, perspective, age, gender, expertise and skill, which will help the Company in attainment of its objectives. Additionally, for the appointment or reappointment of Independent Director, NRC while making its recommendations to the Board ensures that such Director fulfills the criteria of independence as prescribed under the Companies Act, 2013 and SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 including their independence from the Management.

3. Management Track Record and Control – Performance of Board with Track Record:

Similar to the previous financial year, to maintain independence and confidentiality, the annual performance evaluation process for FY 2020-21 was carried out with the help of an external agency in compliance with the provisions of the Companies Act, 2013 and Regulation 17(10) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. An online annual evaluation of Board, Board Committees, Chairman and individual Directors was carried out on the basis of criteria such as the Board composition and structure, effectiveness of Board processes, information and functioning, etc. It also covered specific criteria and the grounds on which all Directors in their individual capacity were evaluated including fulfillment of the independence criteria for Independent Directors as laid under the Companies Act, 2013 and the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015. The online evaluation also included self-assessment of the training requirements by the Directors.

As part of performance evaluation of the Board/Individual Directors for FY 2020-21, an individual mapping and gap analysis of the skills, experience and expertise currently available with the Board of Directors was carried out, which revealed that Board of Directors of the Company possess right and optimal skill sets fundamental for the effective functioning of the Company.

Management Systems

LTI's facilities are certified with 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, environment, health, safety and security. We also comply with the ISAE 3402 requirements for projects in the insurance domain and other relevant engagements.

Managing Risks and Harnessing Opportunities

LTI has established a robust enterprise risk management framework, policy and process for advance assessment of risks from various dimensions which can then be effectively set off or mitigated. We aim to manage risks associated with our business in a proactive manner to sustain business growth and minimize risk exposure to the Company.

Our existing risk management principles go beyond the requirements of the precautionary principles to address mitigation measures related to environmental, social and economic risks.

The Key Business Risks Related to ESG Factors

Risks	Key Impacts	Opportunity Identification and Mitigation Measures
Attrition of Key Talent	Attrition in niche skills	Multiple retention programs at organization and individual business unit level
Rapid Change in Technology and Digital Disruption	Potential challenge to cater to digital disruption will lead to business loss	Strengthen Digital Solution Architect (DSA) group
Data Privacy	Financial penalties or reputational loss	Detailed Project Plan for GDPR gaps closure
Cyber Security	Cyber threats and cyber attacks	Ensure mandatory trainings are completed within target dates

Brand and Marketing

Brand management is an integral element for success to achieve client loyalty and maintain business reputation. Our approach to brand management, primarily to get global recognition, includes service positioning, providing customers and clients a direct experience and building robust customer relationships.

Our 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 2020-21, there were no cases of non-compliance concerning marketing communications by LTI were reported.

Business Continuity in an Ever-Changing World

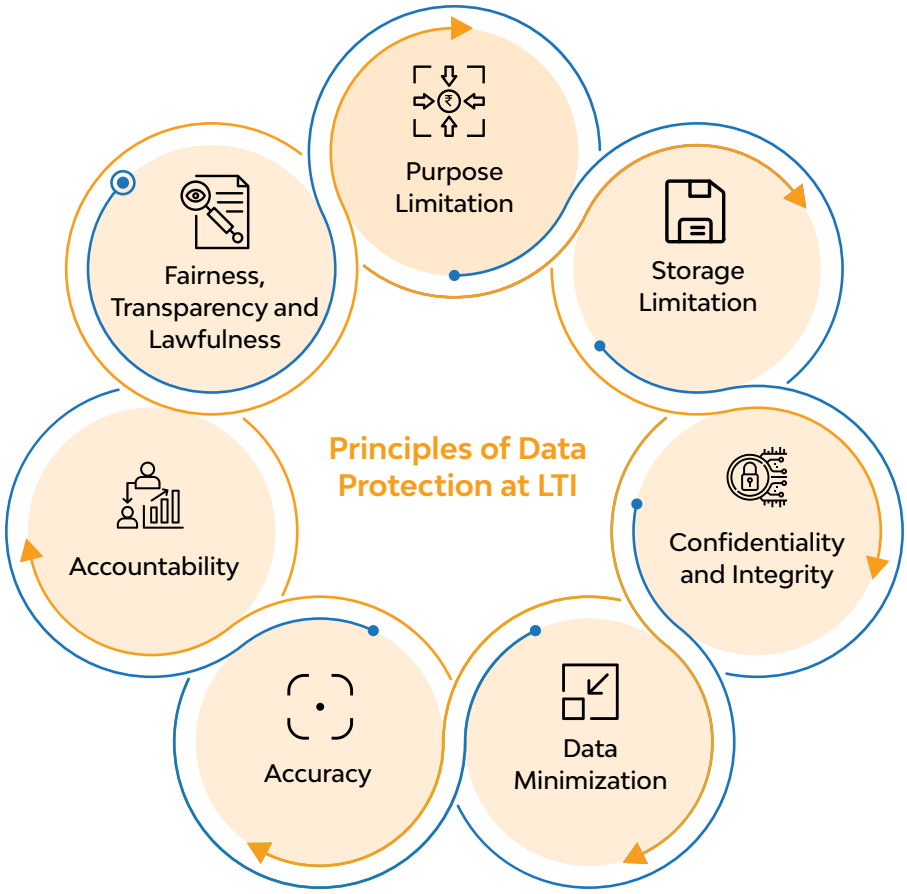
We have developed and implemented an enterprise-wide resilience and business continuity program (BCP) to mitigate risk, protect our staff, safeguard client services, ensure continuity of critical business functions and sustain customer confidence.

Business Continuity Program	Impact Analysis and Risk Assessment	Business Continuity Plans	Crisis Management Framework	Training & Testing
Aligned to the organization's strategic objectives	In-house Business Impact Analysis (BIA) tool developed, which is integrated with modules like Contractual Commitment Tracker and Risk Register	Ensures the provision of critical business processes and IT systems within a predefined recovery time frame	Crisis management teams formed at enterprise, location and business unit levels to manage any disruptions	Regular Training & Testing of plans helps continuous improvement of business continuity capabilities and readiness

The recent pandemic crisis was managed well due to the sustainable Business Continuity Program, the handling of which garnered appreciation from our senior leadership. The lessons learnt from the crisis were incorporated into the plans.

Shaping a Sustainable Digital Future

We safeguard data privacy by sharpening our capabilities and regularly updating our business continuity and privacy governance frameworks. LTI Enterprise has been certified under ISO 27001:2013 Information Security standard, which provides assurance in the areas of IT Infrastructure & Information Security, Physical Security and Business Continuity. We have a designated Data Protection Officer and Data Protection Office to support all our offices and clients globally. We also work with external experts to keep our privacy policies and procedures up to date in compliance with the privacy regulations applicable to LTI and its clients.



LTI had assessed and implemented privacy policies, procedures, guidelines and templates including privacy notices mapping GDPR as a baseline along with other applicable privacy regulations.

We had also implemented the principles of data protection as depicted above and along with implementation of privacy by design controls including technical and organizational measures for the privacy and protection of our stakeholders personal data.

In FY 2020-21, there were no substantiated complaints concerning breach of customer privacy.

LTI provides mandatory awareness trainings including Data Privacy and Information Security once a year for all employees on the eLearning portal.

Financial Performance

We are committed to generating economic value that creates value for society by addressing its needs and challenges. Our operational activity is focused on creating value for a wide variety of our stakeholders including shareholders, investors, employees, suppliers and contractors, government authorities and local communities.

(In ₹ Million)

	FY 2020-21	FY 2019-20	FY 2018-19
Economic value generated	126,442	**112,078**	**97,481**
Operating cost (excluding Community Investment)*	25,335.30	25,597	22,205
Employee wages and benefits	74,289	65,166	54,668
Dividend Paid (incl. tax on dividend)	5,319	4,864	4,499
Finance cost	788	826	106
Corporate income tax	6,500	4,824	5,123
Community investment^	147.70	460.6	224
Economic value distributed	112,379	**102,552**	**87,667**
Economic value retained	14,063	**9,526**	**9,814**

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

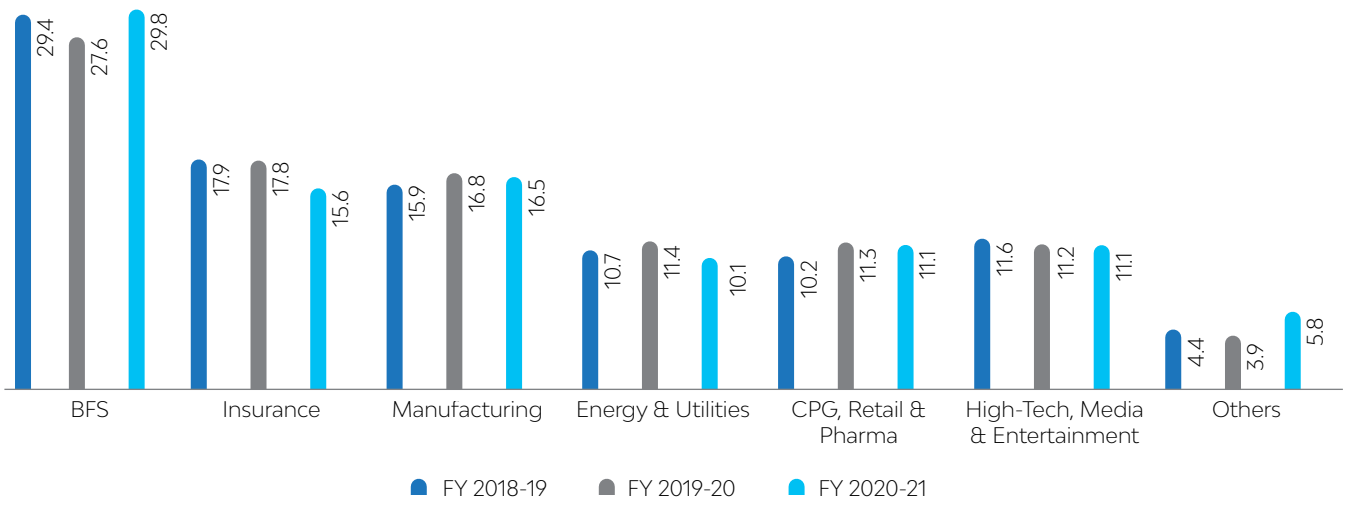
^ FY 2019-20 includes contribution made by the Company of around ₹ 180 Million to PM CARES Fund for COVID-19 relief measures. The contribution towards PM CARES Fund exceeded CSR obligation for FY 2019-20 & accordingly, has been offset as part of CSR obligation arising in FY 2020-21. Total CSR spent in FY 2020-21 including PM CARES Fund contribution is ₹ 327.7 Million.

Revenue by Vertical

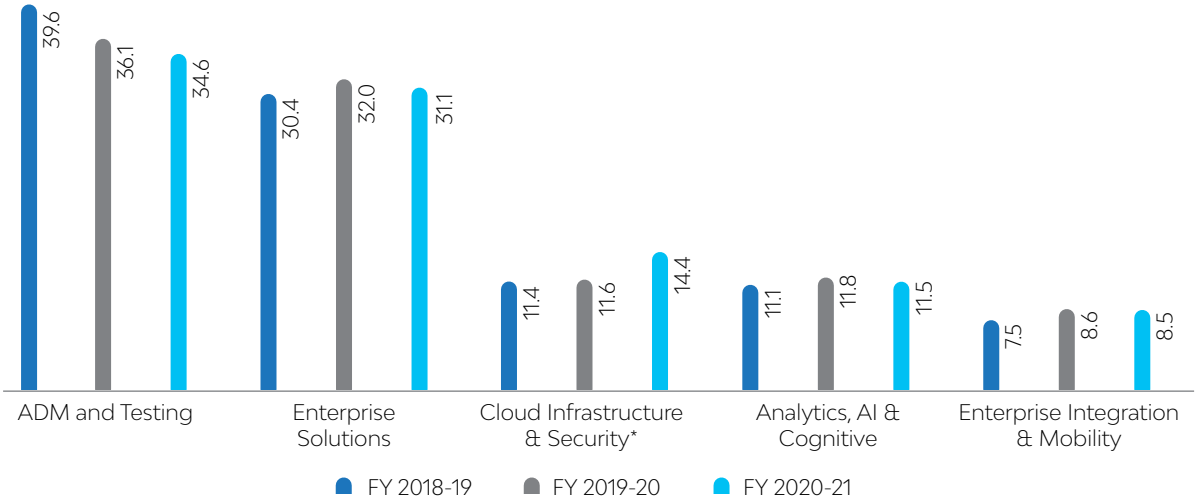
We believe our performance has remained healthy, and we will continue to build on that strong momentum.

During FY 2020-21, we achieved 9.5% YoY growth.

Revenue by Vertical (%)



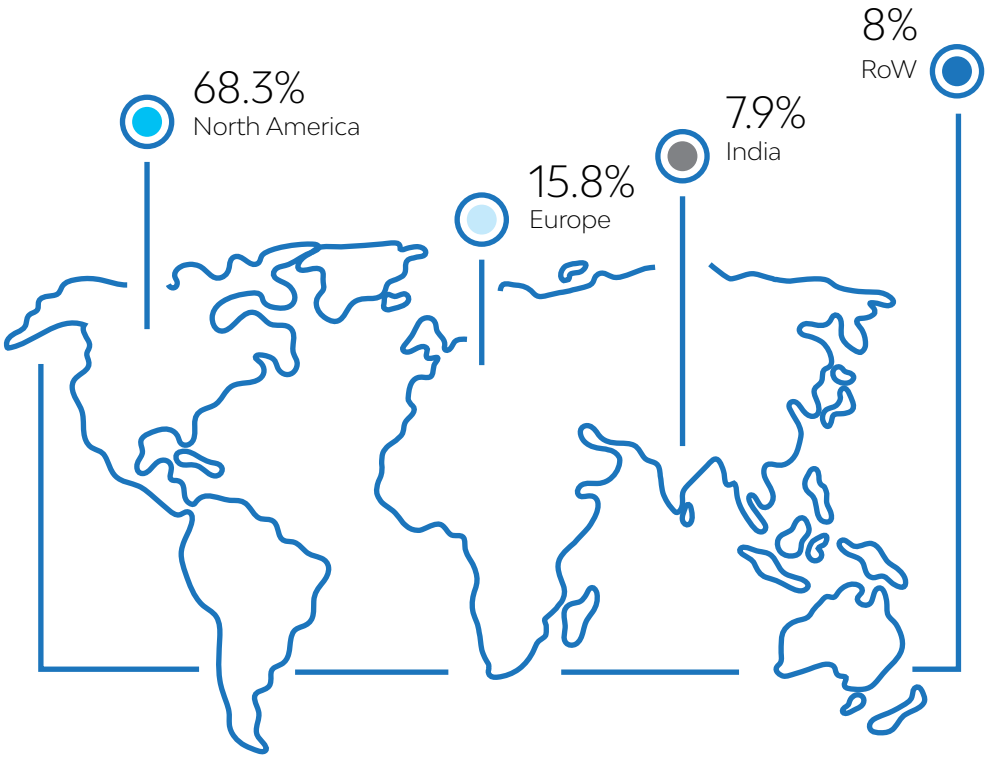
Revenue by Services (%)



** Infrastructure Management Services has been renamed Cloud Infrastructure & Security*

Revenue by Geography

Our strong financial results during the COVID-19 times are witness of our capability to serve our clients across the geographies.



Empowering People

Creating a Future Workplace

At LTI, we provide our employees with a workplace that fosters innovation and growth. Our global and diverse workplace enables us to produce world-class products and services. We have moved towards a future model of work that has truly adapted to the social, technological and economic influences of the twenty-first century and the impact created in a continuous changing environment.

We have continued to embrace an agile, diverse and cross-cultural workforce. Our work environments assist people to accelerate their skills, education and innovations to promote self-development in an ever-changing transforming environment. As of March 31, 2021, we have 35,991 employees working across the globe.

Post Pandemic Workplace: Virtual On-Boarding

The virtual process of on-boarding our new employees was further made more effective and precise and we ensured it covered all the requisite points in details. We also redefined our Separations Process for employees moving out of the organization and smoothened their interim process of Account Locking and Asset Collections. We also have offered an opportunity to continue with the same approach even once the pandemic ends.

Coordination	Digital Acceptance	Virtual Induction Sessions	Formulating an Interim Process
• The onboarding team coordinated with the Recruitment Team to complete the virtual onboarding • Creating the Employee ID numbers	• Sharing the digital copy for the records • Digital acceptance of offer letter and other related documents	• Maintaining good hiring experience even during the pandemic • Weekly interaction through conferences in order to appraise the new joinees about LTI Policies and Procedures	• Channelizing IT / Admin and Information Security teams for the separation process • Smoothening the process of exit for employees

Distribution of Employees Across Categories

Category	Male	Female	Others	Total
Trainee	1,770	1,292		3,062
Junior Management	3,960	786		4,746
Senior Management	1,509	215		1,724
Consultants	16,117	8,148	2	24,267
Others	1,762	429	1	2,192
Total	**25,118**	**10,870**	**3**	**35,991**

(Disclosure GRI 405-1)

Distribution of Employees Across Regions

Region	Male	Female	Others	Total
India	20,267	9,926		30,193
North America	3,117	611	2	3,730
Europe (including Nordics)	869	193		1,062
ROW	865	140	1	1,006
Total	**25,118**	**10,870**	**3**	**35,991**

New Employee Hires by Age, Gender and Region*

Region	Male	Female	Others	Grand Total
India	6,592	2,753		9,345
North America	949	237	2	1,188
Europe (including Nordics)	186	33		219
ROW	427	61	1	489
Grand Total	**8,154**	**3,084**	**3**	**11,241**

** For on-site professional services, date of birth details may not be available due to non-compulsion or confidentiality reasons.*

New Hires Age Bracket All Categories of Employees

	Male	Female	Others	Total
< 30 Years	4,150	2,263		6,413
30 to 50 Years	3,454	727	3	4,184
> 50 Years	222	32		2,54
Grand Total	7,826	3,022	3	10,851

Employee Turnover Age-wise*

Employee Turnover by Age	FY 2020-21		
	Avg. Head Count	Separations	Attrition %
< 30 Years	14,238	2,125	14.93%
30 to 50 Years	16,506	1,813	10.98%
> 50 Years	595	59	9.92%

** For on-site professional services, date of birth details may not be available due to non-compulsion or confidentiality reasons.*

Employee Turnover by Region

Employee Turnover by Region-wise	FY 2020-21		
	Avg. Head Count	Separations	Attrition %
India	26,922	3,397	13%
North America	3,313	430	13%
Europe (including Nordics)	739	132	18%
ROW	364	41	11%

Employee Turnover by Gender

Employee Turnover Gender-wise	FY 2020-21		
	Avg. Head Count	Separations	Attrition %
Male	21,583	2,730	12.65%
Female	9,754	1,270	13.02%
Others	1	0	0.00%

Employee Engagement and Empowerment

Employee Engagement and Empowerment

We firmly believe our business will continue to sustain and grow if we can attract, develop and retain the best talent and inspire the future workforce.

Our continuous engagement with employees provides us with the feedback on which we build our future programs and policies. In FY 2020-21, LTI has won the coveted 'Companies with Great Managers' title which is organized by People Business and The Economic Times to identify, recognize and reward organizations with "Great Managers" in India.

LTI got certified as a Top Employer 2021 in the UK.

In FY 2020-21, LTI USA has been recognized as a Great Place to Work (GPTW) certified workplace.

We conduct the employee satisfaction survey on a requisite basis. In FY 2020-21, we rolled out Leena – an AI-powered chatbot to help HR leadership understand the pulse of the employees. During FY 2020-21, our employee interactions conducted by Leena covered 79% workforce.

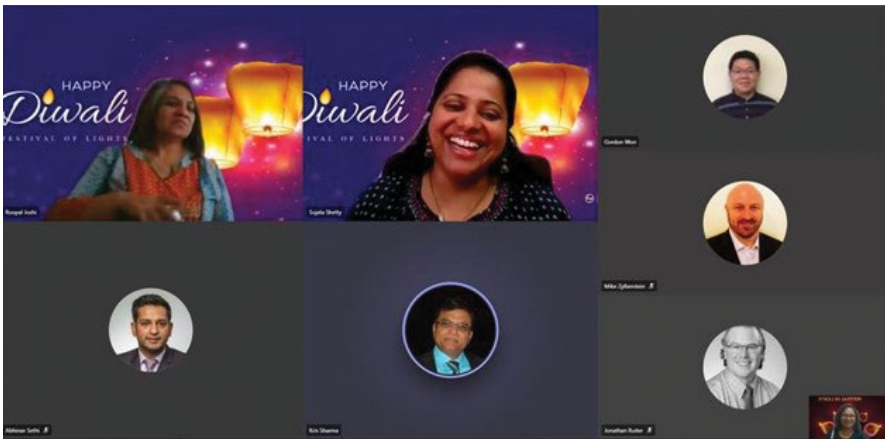
LTI had initiated the 'Brand Icon' initiative - a strategic program designed to engage with selected colleges for a 360-degree development perspective between academia and corporate.

Improving the Employee Experience

Even when the entire world went into lockdown in response to a raging global pandemic, it was imperative to create a better engagement program. The sheer scale of people working, communicating and collaborating across vast physical distances is akin to no other time in history and it tested our operating model. During this testing time, we took a renaissance step to transform operating from home to growing from home.

Everything from Home (xFH)

xFH consists of WFH in five layers, each with a specific set of interventions, tools, governance and outcomes – layers that traverse foundational demands to meet the needs of the individual and the team itself.



The objective of xFH is to help us drive meaningful and impactful interventions at each layer and help employees to continue growing while ensuring optimal business outcomes.

Growing from home

Productive from home

Engaged from home

Secured from home

Operational from home

Career Growth with Employee Learning Programs

Our job family articulation process is an employee management approach process that seeks to map employees' career journeys with the skills they require to fulfill their aspirations. The objective of this process is to ensure that all LTI employees review their career development, which can provide them with growth strategies. Insights gained from this exercise, combined with ongoing assessments, are used to design our learning and development initiatives. Our constant emphasis is on providing training and skill development for our employees in emerging technologies.

We transitioned to e-learning modules for technical, behavioral and leadership training to enable a continuous learning platform for employees. During FY 2020-21, we conducted 2,500+ Learning Programs, 344+ Competency-based Programs (including 129 behavioral/leadership, 15 fresher's training, 200+ job family-wise learning pathways comprising a series of courses) towards our learning and development initiatives.

Employee Category	Average Annual Training Hours Per Employee											
	Technical Training			Behavioral Training			Leadership Training			Compliance Training		
	Male	Female	Total	Male	Female	Total	Male	Female	Total	Male	Female	Total
Senior Management	4.96	2.63	4.67	1.49	1.82	1.53	0.09	0.1	0.09	3.16	3.10	3.15
Junior Management	9.69	9.39	9.64	2.1	3.98	2.41	1.75	2.63	1.89	3.23	3.21	3.23
Consultant	14.22	18.36	15.61	0.92	1.01	0.95	0.61	0.53	0.58	3.22	3.24	3.23
Trainee	356.75	356.56	356.67	28.12	26.22	27.32	0.01	0	0	3.34	3.34	3.34

LTI Shoshin School

LTI Shoshin School is a holistic learning framework to create a culture of continuous learning and thereby contributing to the organization's growth. This framework focuses on having a standardized learning curricula, platform and governance structure which is aligned to business priorities and learning outcomes. It is implemented through the LTI Shoshin School Platform, which is an omni channel, dynamic, personalized and one-stop shop platform for all learning needs of employees.

The platform uses digital learning principles like Social, Byte sized & Adaptive learning to enhance learner experience and provides access to leading industry content providers. Powered by an AI engine that personalizes and recommends relevant skilling modules to employees, this platform acts as a catalyst in transforming the workforce on future skills. It also offers 300+ SME curated learning pathways to address functional, leadership, onboarding. etc. requirements.

With an adoption of 95% and return user rate of 92%, employees are experiencing new-age learning, exploring content and getting skilled through LTI Shoshin School.

Induction Training for Competence Building in Graduate Engineering Trainees (GETs)

Financial Year	Male	Female	Others	Total
FY 2018-19	322.77	349.85		336.49
FY 2019-20	391.30	393.41		392.50
FY 2020-21	347	347		347

Performance Management Framework

At LTI, our performance management framework hinges on continuous performance monitoring and assessment along with a robust rewards and recognition program. During FY 2020-21, 100% of our global workforce, including 30.23% of women employees were eligible for performance and career development reviews.

Diversity and Inclusion

Diversity forms an important aspect of our people management efforts, as it gives our associates exposure to a wide range of perspectives, experiences and competencies. We are set to create a culture of performance and embrace employees without discrimination based on age, gender, sexual orientation or physical ability.

LTI ensures there is no discrimination of any type against socially disadvantaged sections in the workplace. No incidents of discrimination were reported during FY 2020-21.

Our initiative 'LTI Belong' extends an environment that offers everyone an equal opportunity to achieve their full potential, feel valued and appreciated for who they are. To further demonstrate our commitment towards being an equal opportunity employer, we have become a signatory to the Women's Empowerment Principles (WEPs).

Women constitute 30.23% of our total workforce.

3 W's	Workforce	Workplace	World
'LTI Belong' is based on 3 W's	**Each Individual is critical to the success of our Business.**	**An inclusive and engaging work environment enabling us to better serve our employees and global clients.**	**Our Responsibility to serve all Communities.**
	We commit to eliminate our conscious and unconscious biases while hiring, retaining and developing right talent for the right job.	We commit to create a work environment where people with diverse backgrounds and perspectives can contribute and thrive.	We commit to create systems and processes that enable building valued partnerships with diverse customers, vendors and communities.

Diversity & Inclusion Initiatives

Hire

- Back to Work Programs – 'Revive with LTI' invites experienced women professionals – who want to continue their career in a high performing environment - to re-enter the workplace after a break of minimum two years
- Hiring women at leadership levels
- Leverage Social media marketing channels to tap passive candidates
- AI-powered sourcing tools
- Changing the way we attract graduates: Codeathon, Brand ICON, LBJP & iRise programs

Retain

- MINERVA Group – Women for women (An exclusive women's forum in the workplace)
- Women's day celebrations
- Diversity Panel Discussions
- Onboarding full time diverse trainees
- Availability of facilities for women employees like lactation rooms, crèche, Work from home, sabbaticals, part-time working and shifts
- Infrastructure facilities - Signages, Braille language in lifts, wheelchair facilities etc.

Develop

- Unconscious Bias workshops
- Linguistic Inclusion – training on languages and cultures
- Lingo Initiative
- Women's Alchemy Workshop
- Shadow a Leader initiative
- Awareness Program for Women on Health and Grooming
- Women Alchemy Workshop (iWAW) - An exclusively designed program for women employees to transform themselves to the next level of leadership

Employee Wellbeing and Safety

Our premises in India are ISO 45001 certified and each location has a designated Health & Safety representative, who works with administration heads to ensure effective implementation of LTI's safety policies and reviews the same on a biennial basis. We have almost 10% of our workforce involved as part of our Health, Safety and Environment Team. We have undertaken initiatives like 'We Care' sessions where we try to understand the challenges faced by employees while working from home and communicate regularly to address these concerns.

During the reporting period, we provided 536 person-hours of training on First aid, 2,341 person-hours on HSE/Fire Safety Training.

In line with the L&T Group's commitment to ensuring 'Zero Accidents' by 2021, we have maintained zero work-related accident status during FY 2020-21.

Promoting Positive Mental Health at Work

As we protected ourselves and our employees against the potential exposure to the virus, we also ensured that physical distancing did not mean isolation. We conducted sessions on imparting practical training and tips for taking care of the mental health and well-being of our employees. Post these sessions, the employees expressed a positive mindset and that they could cope better with stressful situations and triggers.

LTI SafeRadius - A Safety Initiative During COVID-19

LTI SafeRadius enables employees to analyze information across locations and provide superior analytics, comprehensive reports and visualization for day-to-day decisions especially Return-to-Workplace scenarios.

Employee Benefits - Improving Employee Experience

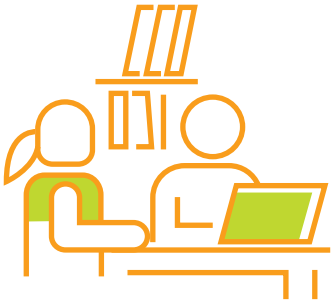
Medical Benefits	Academic Support	Mobility Support	Other Benefits
• Group Medical Insurance • Personal Accident Policy • Medical Policy for Parents • Medical Facility • Annual Health Check-Ups • Health Camps • Cashless Hospitalization • 24x7 Ambulance On Campus • Group Term Life Policy • Group Personal Accident Policy • Group Life Policy	• Language Skill Pay Benefits • Prize Scheme for Academic Performance • Higher Study/Paid Education Leave Policy	• Overseas Insurance (Global Insurance, Country Specific) • Accommodation Assistance • Transport/Conveyance Reimbursement • Relocation Policy (Only Certain Geo) • Car Loan/Car Lease/ Car Policy • End of Deputation Allowance • Policy on Initial Settlement Allowance	• School Fees Reimbursement/ Children Education Assistance • Guidelines of Mobile Reimbursement/ Phone Policy • Lease Breakage Policy • Policy on Initial Advance • Bouquet of Benefits Policy • Leave Policies and Guidelines • Meal Card • Standby /On-call Support/Overtime/ Shift Allowance

GoMx - Our GoMx awards recognize individuals and teams for their exemplary performance. The monthly "GoMx 30" rewards employees for displaying high standards of one or more of the following: Go the Extra Mile. Be Agile, Push the Frontiers of Innovation, People's Champion, Client Champion. On the other hand, the quarterly "GoMx90" award is for teams across the organization that have led the way in Innovation, Operational Efficiency & Compliance, Support Engagement - Infra and Application, Transformation and Client Impact. The yearly "GoMx Summit" inducts the "Best of the Best" into the Hall of Fame.

Gender Equality / Parental Leave - During FY 2020-21, 392 female and 882 male employees opted to avail parental leave, of which 351 female employees and 884 male employees, returned to work from parental leave availed in the current and previous years. (The number includes employees who resumed work after respective parental leaves (FY 2019-20 and FY 2020-21). There were 1,050, (769 female and 281 male) employees who returned to work after parental leave ended and were still employed 12 months after their return. With a return to work rate of 100% and retention rate of 85.5%.

Delivering on Our Social Commitments

Our projects help promote sustainable community development, with a commitment to promote the cause of creating a more inclusive society. Our approach to corporate social responsibility is built on delivering with impact and long-term value creation.



Education

We commit to eliminate our conscious and unconscious biases while hiring, retaining and developing right talent for the right job.

Empowerment

Enhancing skills of marginalized youth and women, providing special education & skills for physically and intellectually challenged people.

Environment

Addressing the critical issue of environment conservation.

Education

Education

With most Indian villages lacking access to quality learning with non-availability of teachers and requisite infrastructure, LTI aims to provide standard education using modern technologies in rural areas.

LTI through its incubation projects, also supports startups and academic research, thereby providing a platform for students to develop innovative technological solutions.

Virtual Learning - eVidyaloka & Prerana

Our Virtual Learning initiative leverages video conferencing tools to connect with children in the remote villages of India. As the pandemic set in and lockdown was declared, we enhanced this initiative to learn from home through mobile phones in order to provide continuous education for government school students. Initially, we began imparting education through smartphones, but due to the unavailability of smartphones, we expanded our approach to delivery through worksheets and keypad phones. We also ensured this through adequate support from program class assistant, while ensuring stringent physical distancing and safety measures. We partnered with local TV broadcasters and imparted education across communities. The program is spread across Andhra Pradesh, Karnataka, Maharashtra, Tamil Nadu and Uttarakhand by partnering with 112 schools and centers, and recorded **333,094 learning hours** during the year.

With the objective to make learning interactive and engaging, our 'Introduction to Basic Technology' (IBT) program has continued to improve our students learning. This program is implemented for students of classes 8-10 and aims to put their theoretical knowledge to use by designing products that can benefit society. During FY 2020-21, we helped 3,070 students in experiential learning with 8,043 learning hours and engaged 202 volunteers with 202 volunteering hours.

Our endeavor for an inclusive society and non-discrimination led us to organize 'Quizabled' for specially-abled children in Bengaluru, Chennai, Mumbai and some districts of Karnataka that benefited 495 children.

Avishkar is the LTI supported entrepreneurial ecosystem development initiative with the objective of providing requisite infrastructure and seed funding to select start-ups working in the area of UN SDGs. It has been successful in developing the entrepreneurial vision to solve the issues of the 21st century India.

As schools were closed due to the pandemic, we provided happiness kits comprising nutritional food, immunity-boosting items, and hygiene-related goods and stationery to students' homes as a part of our mid-day meal initiative in partnership with our NGO partners. Over 14,000 children benefited through this initiative.

Beneficiary Testimonials

William, is a Class VI Student of St Aloysius Govt School, Pulikeshi Nagar, Bengaluru. His father earns a living as a construction worker and was unable to find work during the lockdown. Without proper food, books or electronic resources, William was unable to continue his studies.

"I thank LTI and Akshaya Patra for their whole-hearted support to us during these difficult times. I am awaiting the school's re-opening to enjoy the meals again and to continue my studies."

William

Pooja Sri, is a student at Government Higher Primary School, Cholanayakanahalli, Bengaluru. Even prior to the outbreak of COVID-19, her family continued to face a deep financial crisis. The lockdown worsened her situation even further, and rendered her family in a state of despair.

"I thank LTI and Akshaya Patra for supporting us with the Happiness Kits. I miss the fresh cooked meals served at school, and I'm waiting for school to re-open to enjoy it again."

Pooja Sri

Success Story: Learn from Home Model - Providing Enriching Educational Experience at Home through eVidyaloka

Providing an enriching educational experience at home was a key necessity due to the COVID-19 induced lockdown. The Learn from Home was a multi-model education delivery piloted with a virtual learning project as a response to children in rural areas being cut off from education. Initially, we began imparting education through smartphones, but due to the unavailability of smartphones, we expanded our approach to delivery through worksheets and keypad phones. We also ensured this through adequate support from program class assistant, while ensuring stringent physical distancing and safety measures.

This approach ensured continuity in education and normalized online learning, and also helped us ensure holistic development interventions. These rural students were also invited to participate in our national level competitions and programs such RUBARU, NSIC (National Student Innovation Challenge), Leadership Curriculum and V-Gnyana virtual quiz competition.

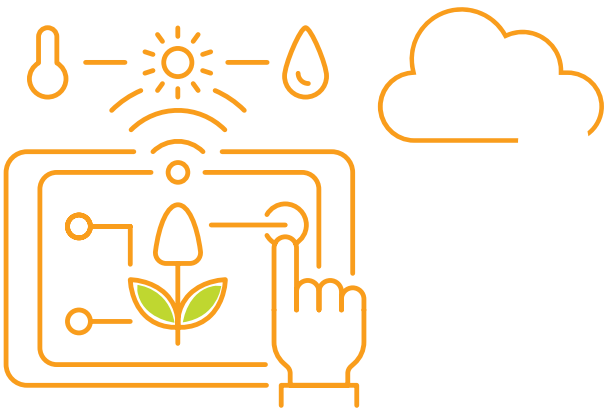
Junior Aryabhatta

Through this initiative, we are delivering pre-loaded laptops with academic software to government schools. We also offer sessions in English in these schools to familiarize beneficiaries with relevant English language terms and make them easier to use in digital learning. In addition to computer sessions, we also teach students basic scientific concepts in an interactive way by supplying scientific toy kits.

Nivetha S. from PUMS School, Konamangalam, Thiruvanamalai Dist. Tamil Nadu

Nivetha participated in NSIC 2021 and bagged the runner-up prize. Her intention was targeted towards "Promoting Rangoli in Urban areas" in order to revive the Rangoli culture in urban cities and centers. She believes inclusion of Rangoli as a part of the school curriculum will add to the cultural and mathematical value to school children. She also aspires to participate in the next edition of NSIC, and is determined to win the first prize next time.

Through its seed funding, LTI is helping FarmChain develop the concept of Connected Farms. It aims to harness the power of IoT and block chain technologies in developing cloud-based solutions for e-Commerce by providing real-time details of the agri-produce to customers. This helps farmers eliminate produce-waste at various stages of the supply chain.



Empowerment

Through our empowerment programs, we aim to build a digitally inclusive India by empowering marginalized communities with vocational training and also focusing on the development of women and people with special abilities.

The Digital Sakshar program, is intended to promote skilling among marginal communities to increase their employability. Other programs in this area are focused on imparting vocational and soft skills training to women, youth and the specially-abled. These trainings focus on interview skills, resume writing, communication and spoken English. During FY 2020-21, we took multiple initiatives to provide jobs to the youth through digital job fairs. We have established 59 centers across Mumbai and Pune, and provided trainings to 31,570 beneficiaries of which 2,437 acquired placements in industries such as Sales, Marketing, IT, BPO etc.

The core objective of the Women Artisan Skill Enhancement Project (WASEP) is to provide an impetus to the revival of an ancient Tribal art, Warli painting, along with skilling underprivileged women in art forms local to their area and promoting entrepreneurial skills. During FY 2020-21, we provided training to 2,200 women of which 1,384 women have fully ventured into this area and gained significantly from this initiative.

"Due to the COVID-19 situation, we were facing several financial challenges at home. My family was extremely disappointed and had begun to lose hopes. Even to manage the basic household expenses such as groceries was becoming difficult and the whole burden was on my sister to earn a living. I learnt about Digital Sakshar course and immediately enrolled for it. I acquired the set of skills required for employment and also got placed in global company in its sales team and began earning ₹ 12,000 a month, which is currently a big support to my family. I am happy that I am able to help my family in this difficult situation. I want to start my own business in future, and I am sure the skills learned through Digital Sakshar are going to be useful for my current job as well as in my future professions."

Durgesh Jaiswal

Mangal Adsul - I-Learn I-Earn

Mangal Adsul is a 32-year-old ambitious woman, with hearing challenges. Despite completing her SSC, she was unable to secure a job. After undergoing our digital skilling program for specially abled youth, she soon earned a data entry position in a corporate, earning ₹ 84,000 per annum. All she needed was the right opportunity.

"I am grateful to the "I Learn - Earn" project that helped me carve a path of financial independence for myself. I am very happy to have got this job in data entry. I thank LTI volunteers for granting me the time to teach."

Mangal Adsul

Success Story: Empowering women with confidence and skills in tailoring

Anita Suryawanshi, a 35-year-old woman who migrated from a drought-affected region, joined LTI-sponsored Sankalp Manav Vikas Sanstha to learn stitching. Prior to this, she worked as a house-help earning ₹ 5,000 a month. Her husband is a daily wage laborer. Due to unavailability of the work during lockdown, he was unable to earn enough to support the family, which led to financial difficulties. Her determination to learn and earn made her realize her true potential, and the tailoring training gave her much-needed employment. She also learned skills on marketing and selling her stitched garments in the market. Today, she is capable of having doubled her earnings to ₹ 10,000 a month. Her life has transformed as she has become self-sustainable and is able to meet her family's financial requirement.

Molding WASEP to the Pandemic Needs

During the pandemic, face masks became an important part of the everyday attire. We molded the Women Artisans Skill Enhancement Project (WASEP) towards generating employment through opportunities identified by catering to orders for supplying face masks. This timely intervention has enabled us to protect lives and livelihoods during the pandemic. Our market linkage partner Tisser Artisans Trust (TAT) started to procure orders and supply to the markets. These face masks are made up of hand-spun, hand woven, cotton, linen fabric, which is breathable, reusable, washable and biodegradable.

Through this initiative, the beneficiaries have been able to execute orders of more than 400 hand woven linen masks and 200 handpainted pouches. Women artisans executed these orders either while working from home or at a common place, keeping social distancing as their priority. The beneficiaries also liked the work and enjoyed learning new skill of making Warli masks with different designs. On an average, these women artisans were able to generate an average income of ₹ 2,000 per month and have leveraged the opportunity to contribute to their families' financial needs.

Environment

As the third pillar of our CSR vision, we regularly conduct various activities such as tree plantation drives, paper recycling initiatives and e-waste collections. During FY 2020-21, we planted 152,025 trees across India.

To provide farmers facing water issues, we have created ponds in partnership with farmers in the drought prone regions in Karnataka. During FY 2020-21, we created 180 ponds, with the water holding capacity of 542,921,869 liters.

Impacting Livelihood through Organic and Sustainable Farming

'Palghar-Wadi tree plantation' is an initiative to drive sustainable livelihoods and create self-employment by planting and taking care of the trees. The initiative aimed at planting 9,000 saplings in and around Palghar area without the use of any chemicals and pesticides. The farmers at these designated villages were dependent on only one crop for their livelihood, but with the knowledge of organic agriculture, the drive helped farmers in increasing their income. The initiative helped farmers and their families gain more insights about their land and the crops they grow.

They were taught organic farming with precision-based approach and were provided with adequate knowledge on cultivating more crops with better yield and quality produce, without damaging the soil. This helped them increase their incomes by 30%.

Girish is a tribal farmer staying at Shivaji Nagar, Jawhar, with his parents, wife and three children. His annual income amounted to ₹ 15,000-20,000, which wasn't enough to meet his household expenses and his dream of providing better education to his children. With the help of LTI's support, he now earns around ₹ 70,000 every year.

Girish

Balram, a farmer, is benefiting from construction of a check dam and drip irrigation facility on the Natki river.

"I am thankful to LTI and Swades Foundation's initiatives, which provided me with drip irrigation facility and helped me learn advance techniques on crop rotation. This made me self-reliant, and today I feel much more confident and endeavor to grow my returns even further."

Balram

Going Beyond

We believe Employee volunteering programs offer our people a sense of purpose and pride in their work. Our 1Step program, an employee volunteering initiative encourages employees to use their interests, skill-sets and time to assist others in solving community challenges. During FY 2020-21, 1,995 employees participated in this volunteering activity.

Being a global employer, LTI has expanded its community initiatives across the globe to support and improve lives impacted by disaster, like helping fire service personnel as well as taking a lead in environmental stewardship. During FY 2020-21, we have contributed to California-based CSFA Historical Society for the promotion of goodwill for the entire fire service, Arbor Day Foundation for helping to create a healthier, greener world as well as UWW COVID-19 Community Response and Recovery Fund for providing relief and support to communities struggling in the wake of a global pandemic.

We introduced the 1StepMiles app across our locations to encourage employees to record their daily footsteps. We undertake to plant one tree for every 50 kms covered by each employee. During the year, 1,995 employees covered a total of 52,100 kms distance against which 1,042 trees were planted.

Strengthening CSR Delivery

Strengthening community initiatives embraces efforts for continuous improvement of our CSR programs, involving project planning, implementation and reviewing its effectiveness. Our constant monitoring and impact assessment provides us feedback on the progress of a program, gap analysis and planning to fill up those gaps.

Our sessions on capacity building aim to strengthen the process of project implementation by our NGO partners'. This promotes better monitoring of the process, project effectiveness and helps to create a wider social impact, while also assisting our NGO partners in developing effective use of their human and financial resources to maintain sustainability of CSR interventions.

Value Chain Sustainability

Responsible Partnerships (Supply Chain Management)

We extend our commitment to creating shared value with our partners, whose products and services are instrumental to our business. Our partnerships work to ensure responsible Environmental, Social and Governance (ESG) practices across our value chain.

We have integrated sustainability into the process for selection of suppliers that emphasizes local sourcing as an important focus area in our supply chain practices. This provides us an opportunity to contribute to the upliftment of local communities while also minimizing supply chain cost, time-to-market and our environmental footprint.

Our supplier code of conduct encompasses anti-bribery, trade controls, anti-trust, conflicts of interest, labor practices and human rights, health and safety and environment clauses along with compliance with local laws and regulations. The Supplier Code of Conduct is applicable to our vendors, service providers, agents, subcontractors, consultants and business partners. Our Supplier Code of Conduct covers appropriate clauses and checks to prevent the employment of child labor or forced labor in any form both at the operations and across the supply chain.

We took various sessions to build capacity for our suppliers that helped to improve their ESG parameters, bridge the gap in gender representation among them, when we created an environment conducive for women's participation and for strengthening women entrepreneurship.

E-invoice Initiative

With an intention to adhere to best practices for decrease in consumption of paper and electricity and reduce environmental impact on natural resources, our supplier introduced Service automation, thereby launching e-Invoice, e-Attendance, and e-Checklist. However, our supplier met challenges from their clients who were initially not keen to accept e-invoices, citing compliance issues. Our supplier then informed their clients about the government notification and educated them of the benefits by holding a one-on-one discussion to ensure its smooth delivery. The clients' teams from HR, Payroll, operations, compliance and transition were provided training for six months regarding the new application by the supplier. During FY 2020-21, our supplier was able to achieve 100% of invoices through emails to clients, thereby achieving reduction in use of printing paper as well as electricity consumption by 20 units per month while also reducing field travel of their operations team.

Responsible and Sustainable Procurement at LTI

We rely on one of the top IT hardware manufacturers for our procurement of laptops and other devices. Our supplier is recognized as one of the world's most sustainable companies in the world by various international ESG rating agencies. Our supplier is determined to create long lasting, positive changes for the planet, people including the communities where they live, work, and operate. Our supplier works extensively in the following directions:

- **People -** Enabling their employees to thrive at work, at home, and in their communities and embed diversity and inclusion across its human resource.
- **Planet -** They are determined to transform entire businesses to drive a more efficient, circular, and low-carbon economy while also helping customers towards inventing the future with their sustainable product portfolio.
- **Community -** Assisting in providing educational and economic opportunity to their communities through use of technology and build resilience across its local communities.

Quality Initiatives

Client Centricity is the core of the Company Quality Policy. Our Company strives to be the most client-centric partner by delivering rich and meaningful experiences not only to its clients but also to its client's customers. It endeavors to continuously improve its services and solutions, with focus on agility and creativity by nurturing an environment that promotes learning and growth.

The Company's endeavor to be unmatched in client-centricity including its real-time, transparent yet forward-thinking response amid the unprecedented challenges posed by the pandemic were acknowledged & appreciated in the recently concluded CSAT survey. Client-Centricity was called out as a differentiator and the Company's Net Promoter Score (NPS) showed a significant increase. All-time high scores were registered across all key outcome measures - advocacy, satisfaction, loyalty & business value. Remote delivery during pandemic was also widely appreciated.

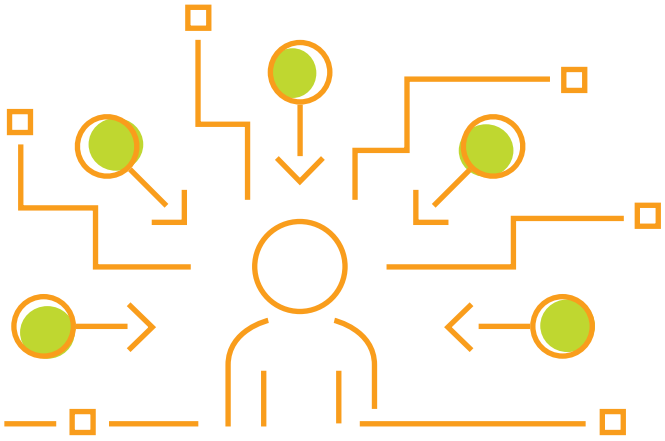
During the year, the Company instituted an independent Client Centricity Office with the objective of ensuring a positive experience for every client through close monitoring and actioning on project & account level feedback.

The Company's proprietary Capability Maturity (LTI-CMF) framework was deployed in FY 2020-21 for the third consecutive year. It continued to instill a culture of self-discipline combined with strong collaboration within & across units. Prime benefits included increase in earnings via 14 new innovations platforms, frameworks, governance & analytics tools & industrialization of existing Intellectual Property & industry best practices. Project management using high maturity (HM) practices also brought in significant savings.

Other benefits included generation of improvement ideas for client environment (more than 15% of the ideas of were approved by client & implemented) and enrichment of the Central Knowledge Repository(myKM) with good practices, case studies & reusable components from all units.

Company's Service Management System was upgraded to the latest version of ISO 20000:2018 & strengthened with a Third-Party Risk Management Framework to ensure deeper understanding of customers' needs, better collaboration & control of third parties.

Service Management COE has been established to further enhance service quality through focused consultancy. It is enabled by proprietary tools - ITIL Assessment framework (to assess effectiveness of ITIL process implementation), iautodoc (AI-based tool for tracking contractual commitments) & Ticket Data Audit (in-house tool to automate the ticket audits).



The Company's Quality Management Systems (QMS) was enriched with Agile Development Framework (ADF) & LENI product development framework. An approach for Enterprise Architecture in the context of transforming Breakaway Enterprises, technology stack recommendations & new processes for the Life Sciences & Security domain (CDRC) were also added. Digitized role-based trainings were enhanced & extended to additional key delivery roles. The High Maturity (HM) practice got a boost with the release of new technology baselines, new HM models & BGenie - LTI's proprietary Liferay-based tool which has automated the benchmarking process reducing project manager efforts by 75%.

The Company's Escalation Risk Review (ERR) framework with escalation path right up to the Chief Operating officer was very effective in getting timely attention at the appropriate level thus arresting possible client escalations & ensuring a positive client experience at every stage during the engagement.

Remote Auditing & Delivery Health Assessment via a mobile app to capture & report details of service performance & disruption events detail enabled senior leadership to take timely decisions during the pandemic.

"Design Driven Delivery" suitably supported by Agile and DevOps methodologies, has helped the Company to design & deliver client-focused services and solutions. Agile Assessment Framework was deployed to improve the adoption of the agile best practices. Continued focus on "Extreme Automation" helped to further optimize delivery execution, improve productivity & reduce costs for us and our clients. Lean, Six Sigma, Value Stream mapping & Agile-based initiatives helped to bring in around 15% improvement in productivity for many teams. Unified dashboard which provided insights into performance of all the delivery execution parameters simplified governance & resulted in elimination of manual efforts by 75%.

LTI's entry in 'BGenie statistical analysis automation' based on our proprietary tool was among top 12 finalists at the Watts Humphrey Conference organized by SPIN Chennai.

The Company continues to demonstrate its ability to drive its Quality, Service Management, Information Security, Environmental & Health commitments effectively and efficiently through its ISO 9001, ISO 27001, ISO 14001, ISO 20000, and ISO 45001 certification accreditations by Bureau Veritas. Compliance to ISAE 3402 for projects in the Insurance domain & for client specific engagements in the other domains across all Delivery Units was sustained. The Company continues to retain its Level 5 status on the CMMI DEV & CMMI SVC constellations. CMMI 2.0 Level 5 will be completed by 2022.

Adaptation to Privacy Regulations and Solving Data Privacy Through SmartHub PrivateEye

LTI Privacy SmartHub is a flexible and scalable domain-led digital offering, which offers advanced solutions to address data privacy regulations across the globe. We provide real-time reports that assist in unified view of key governance areas to Data Protection Office and CXO suites. As a global technology consulting and digital solutions company, we ensure the confidentiality, integrity, and availability of data of our customers, employees, vendors, suppliers, etc. We ensure our products are in compliance with compliance with global data privacy regulations like GDPR, CCPA, CPRA, PoPIA, PIPEDA, etc. We also took phase-wise approach to comply with 10 data privacy regulations across our operations in 32 countries in establishing compliance, automation and privacy centers. With data proliferation, SmartHub is increasingly becoming one-stop solution to manage data lifecycle from collection to retrials to operationalizing data governance & data minimization. There are also opportunities where it has the potential to industrialize SmartHub deployment to all L&T group companies maintaining consumer & PI data by establishing a Privacy Centre of Excellence. The SmartHub is highly secure system, certified by LTI Cybersecurity Team, developed to ensure 100% privacy & regulatory compliance and takes approximately 4 weeks to deploy on cloud. The system can scan 42,500+ assets in 24 hours to generate a comprehensive, accurate, and latest data inventory made available to business owners. It has led to improved data quality & availability across countries because of automating data inventory. The process has significantly reduced turnaround time by 90% and has increased productivity by 400% with Zero defect residual density.

Our commitment to client client-centricity & culture of continuous improvement thus continues – enabled by a firm commitment to our belief's to 'Go the Extra Mile', "Keep Learning" & 'Push Frontiers of Innovation'.

Improving Client Satisfaction

We regularly engage with our customers to gain insight into their expectations on product, service and overall experience in order to understand the evolving needs of their businesses and the industry in which they operate.

We gather client satisfaction information at the project level and engagement level.

- **Project Level:** A Client Satisfaction Survey is triggered every six months to the Client Project Manager using our proprietary tool.
- **Engagement Level:** An annual independent survey is conducted by a third-party organisation, for CXO's, senior and mid-Level management. We seek feedback on Business Value dimensions, key outcome measures, performance aspects, partnership, industry future perspectives etc.

Streamlining and Modernizing Digital Footprint for Our Client

An international insurance client was looking forward to growing its digital footprint to serve end customers in a faster and transparent way to achieve the objective to deliver efficiencies and cost savings through streamlined processes, while building synergies across business units. LTI designed, configured, and automated an operating model in Collibra for Cognos Reporting, established business and technical lineage for end-to-end data traceability, and configured workflows for report and asset certification. We worked with the client to identify tools and automation opportunities for metadata scanning to update business glossaries and conducted workshops for business stakeholders to explain operating model and workflows for data governance operationalization. However, there were challenges related to the project such as underutilisation, lack of data governance operationalization strategy, limited data standardization processes, policies and standards, limited vocabulary for business & IT units etc., but with careful planning and swift execution, we were able to implement the innovative approach in the company. The intervention led to:

- 30% increase in productivity in metadata capture processes
- 500+ report attributes configured for business and technical lineage
- 10,000+ assets on-boarded for metadata capture
- Data traceability across 5+ systems
- ~30% time savings automation in metadata capture

Projects Addressing Societal Benefits

We assisted India's technical education board program 'Lilavatibai Award Application Development and Support', which intended to recognize the efforts being made by Board-approved institutions and individuals in the area of Women's Empowerment. Through this initiative, the Board wanted to lead the way for the women of this country to come forward. LTI facilitated the process by developing the Application that enabled the registration and processing of the applications received within the stipulated time period.

Smart Meters Project
Smart Meters project involved the collection and processing of electric smart meter data for the purpose of billing, automatic disconnections / reconnections, daily balance calculations for prepaid meters and providing data from consumer mobile app. LTI assisted the client in implementation and support of the Meter Data Management (MDM) system. We also developed a consumer mobile application for smart meter consumers. During the pandemic, this system helped to reduce and even eliminate the need for consumer premise visits / social contacts / unnecessary travel of personnel and about 1.2 Million Discom consumers.

Projects Addressing Health and Safety Issues

3Q Mobile App - App to Protecting Health Safety at Workplace
We developed an application named 3Q Mobile App in partnership with P66 in the record time of one week, which allowed employees and contractors to respond to questions about COVID-19 related symptoms before coming to work. This enabled the organization to control infection amongst employees and contractors and also established contact tracing. The app was developed using .NET CORE and Deployed as Azure Web app. The data is captured in Azure SQL Database and reported using Tableau. With the help of email and PUSH notifications, employees were required to answer three questions every day in the morning. The 3Q app enabled employees and contractors to return to work safely while also monitoring concentration of COVID-19 cases in each area and proactively initiate quarantine procedure and contact tracing.

Incident Reporting on Good Catch
Good catches are observations on safety by an employee, which can potentially cause accidents in Refineries, Midstream and Lubes, and potentially create huge damage to business and environment. We developed a mobile App that was made available to all employees and contractors in refineries and plants. They are required to log detailed information on potential safety issues or good catches on the site, location, building, floor, date and time and detailed description along with pictures and geo tags. The mobile App ensures prompt action is taken on the good catches and potential damage to business and environment can be avoided.

Virtual Workstation Saves Infra Costs
We developed an automated persona-based infrastructure provisioning through Canvas Engineering for a BFSI client. We developed functionality to configure Start/Stop time of the provisioned virtual workstation to save costs and provided a user-friendly interface to Project managers / Scrum masters for creating virtual workstations for their team members based upon their persona at the click of a button. The project reduced the cost by ensuring the new on-boarded member is productive from the first hour, and hence savings of ~180 hours per user. This tool also provided users with the flexibility to work from anywhere and experience a secure workplace.

Environmental Stewardship

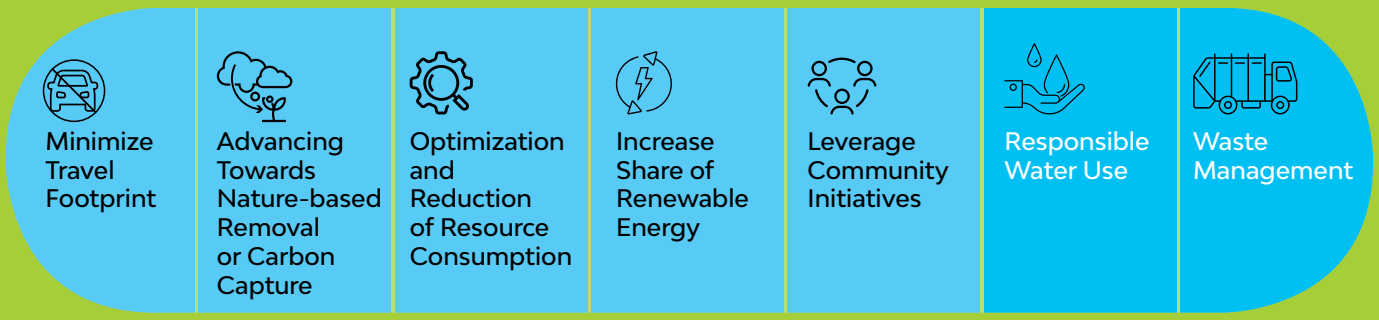
Transitioning to a Low Carbon Workplace

With a strong commitment towards tackling climate change, we are rapidly advancing towards our long-term objective to achieve Carbon Neutrality by the year 2030. We are implementing environmental initiatives that address our main impact areas in carbon management, that is, energy and travel and continuously striving to contribute to UN SDGs on affordable and clean energy consumption and climate action. In FY 2020-21, we have advanced our investment in various energy-efficient equipment and replaced old or inefficient conventional equipment in our transition towards a low-carbon economy.

COVID-19 brought about a transformative impact on organizations and individuals. The resultant lockdown virtually necessitated an overnight switch to a work-from-home scenario bringing about a profound evolution in the workplace. Our occupancy at corporate offices and branches is either zero or very less across pan-India locations, resulting in reduction in energy consumption by more than 40%. Primarily, this culminated into optimization of data centers and HVAC operations. However, we have continued to invest ₹ 19.4 Million in various energy-efficient projects, which could translate into potential energy savings of 9.8L kWh over one year.

Climate Resilience

Resource Resilience



Renewable Energy Initiatives

26.4%

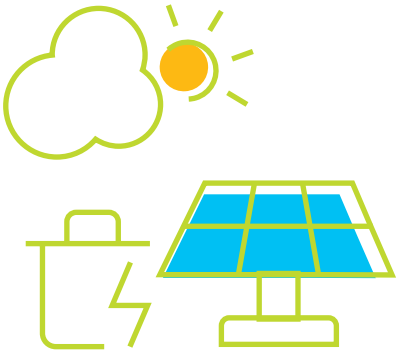
Share of Renewable Energy in Net Electricity Consumption

4,116

Carbon Emissions Avoided (tCO_2)

5.0 GWh

Carbon Emissions Avoided

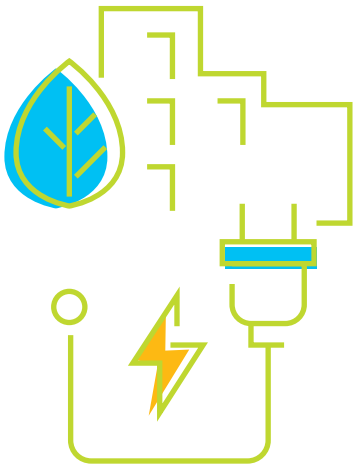


At our campus in Bengaluru, we have installed an off-grid 100 kWp Rooftop Solar Power plant. We conducted Feasibility study along with Load Bearing test to determine capacity of solar power plant according to Space and Feasibility Study. The initiative thus have reduced CO_2 emission by average 400 Units Per Day (121 tons of CO_2 reduced per annum) and have also reduced cost to zero for generated units. We have a similar off-grid 10 kWp Plant at another leased space in Airoli in Navi Mumbai.

Renewable Energy Consumption Trends for FY 2020-21

Electricity Sourced from Solar (GWh)	3.10
Electricity Sourced from Wind (GWh)	1.05
Renewable Energy Certificates (REC) (GWh)	0.79

Green Infrastructure



Green Buildings

We have undertaken significant steps towards developing and designing offices adhering to Green building standards, implementing measures to ensure energy efficiency, green power and water conservation besides enabling daylighting and steps for waste reduction. LTI Headquarters at Powai is now upgraded to a Platinum rated Green Building by USGBC and was awarded the 'Excellence Award' by IGBC in the 'Performance Challenge 2020 for Green Built environment'.

Bengaluru Whitefield office certified as Platinum green building by the Indian Green Building Council (IGBC).

70%

Area designed as per green building standards

Managing Eco-Footprint (Action and Performance)

Optimization and reducing resource consumption has been our core focus area towards lowering our carbon footprint on our journey to becoming a sustainable organization while also ensuring reduction in operational costs.

Energy Efficiency and Managing Carbon Emissions

7.4 GWh

Cumulative Electricity Savings Due to Energy Conservation Initiatives

78%

Emission reduction* as per BAU

63.2%

Reduction in Electricity Consumption as per BAU

**Reduction in emission due to Pandemic led to work from home and limited travel by employees.*

We strive to improvise our continuous efforts to reduce energy consumption, improve efficiency and limit travel impact across the globe. We have undertaken various initiatives to increase our energy efficiency during this year.

Energy Consumption by Source (GJ)

Direct Energy

Diesel	2,070.5
LPG	0
PNG	118.5

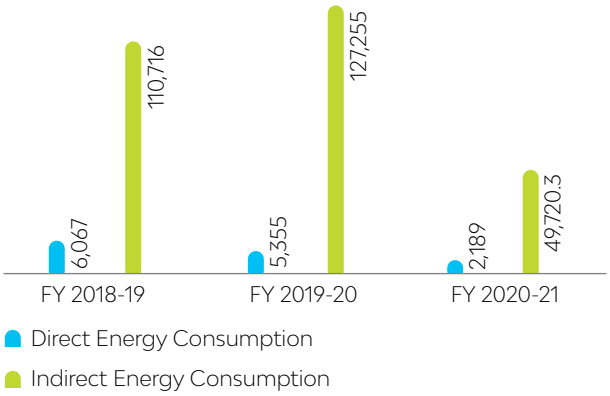
Indirect Energy

Electricity	49,720.30

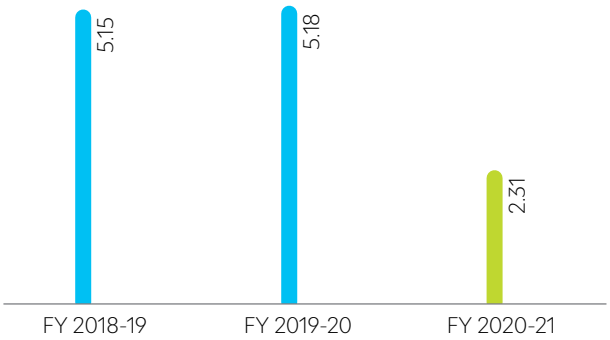
Renewable Energy

Solar and Wind Energy	14,987.1
Renewable Energy Certificates (REC)	28,67.2

Energy Consumption Trends (GJ)



Specific Energy Consumption (GJ/Employee)



Energy Conservation Initiatives

The Energy Conservation Initiative reduces campus-wide energy consumption and helps our India operations to meet the target goal of carbon neutrality by 2030. Some of the initiatives undertaken during FY 2020-21 are:

- Heating, Ventilation and Air-Conditioning (HVAC) system optimization
- Reducing main Chiller operations by alternative low energy sources during non-peak hours
- Replacement of Old Equipment with newer energy-efficient chillers with newer technologies

- Uninterrupted Power Supply (UPS) system optimization
- Reducing losses within a UPS system by managing connected load and reducing the no. of devices
- Replacement of old and obsolete equipment with efficient modular UPS systems and lesser losses at lower loads

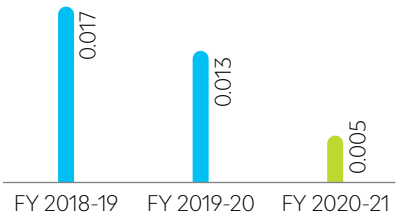
- Replacement of Conventional Lighting Systems
- We are constantly replacing conventional lights with LED fittings
- Initial focus on fittings with fastest payback (CFL to LED). We are gradually moving older T5 fittings to LED which has marginally longer payback

- Sweating of Assets
- At our Pune office, we have started to use resources of one location to meet the requirement of other locations by bearing only the logistics cost

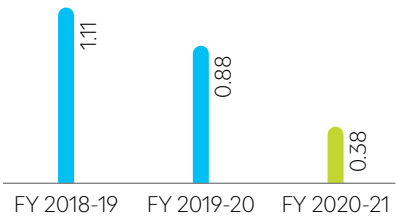
Category	Energy Source	Carbon Emissions (tCO_2e)	Total Carbon Emissions (tCO_2e)*
Scope 1	Diesel	146.0	153.2
	PNG	7.2	
	LPG	0	
Scope 2	Electricity Consumption	11,463.0	11,463.0
Scope 3 - Employee Commute & Business Travel (tCO_2e)	Employee Bus	0.00	1,393.6
	Employee Cabs	578.6	
	Domestic Travel	92.6	
	International Travel	722.4	
Total Emissions (tCO_2e)			13,009.8

**Reduction in emission due to Pandemic lead to work from home and limited travel by employees.*

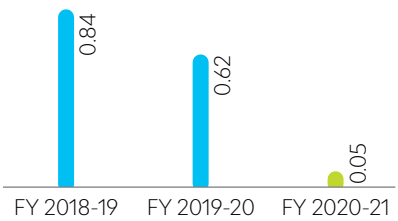
Specific Scope 1 GHG Emissions (tCO_2/Employee)



Specific Scope 2 GHG Emissions (tCO_2/Employee)



Specific Scope 3 GHG Emissions (tCO_2/Employee)

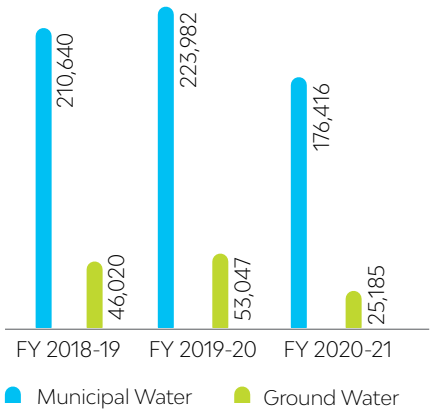


We have also undertaken various initiatives to minimize GHG emissions due to employee travel footprint such as opting to travel on shared transport such as bus or electric run cabs, enabling low carbon and various modes for air travel.

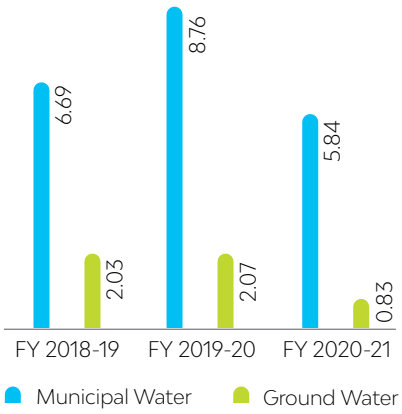
Managing Water Resources

We take a holistic approach towards water usage by optimizing consumption and recycling as much water as possible and reusing it for flushing toilets and gardening. We have installed automated meters and sensors to monitor and track our usage of water consumption on an ongoing basis. We have put in place systems to control the flow of water, initiated waterless plumbing across our offices and undertaken water recycling through a Sewage Treatment Plant (STP).

Water Withdrawal / Consumed by Source (KL)



Specific Water Consumption (KL/Employee)

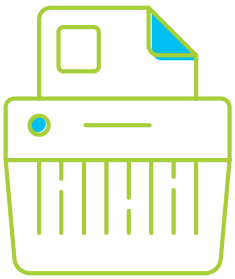


Circular Economy

We are taking significant steps towards fostering a circular economy by optimal use of materials, and reducing the waste generated. LTI's waste management practices enable utilization of waste through measures to recycle, reuse and reduce. We are committed to responsible disposal as per all applicable norms, leading to better ecosystems. We recycle e-waste through government-authorized vendors, as per regulatory requirements. All paper waste is carefully segregated, shredded and sent for recycling. We have also collaborated with waste recycling companies for developing stationery items that can be reused. Employees are advised to reduce food wastage through various awareness programs. All food waste is used for composting.

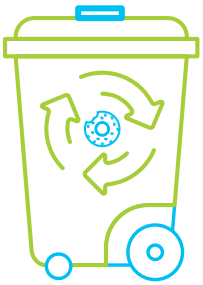
E-waste Management

We recycle e-waste through government-authorized vendors, as per regulatory requirements



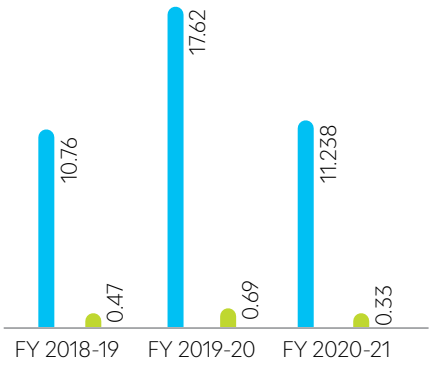
Paper Waste

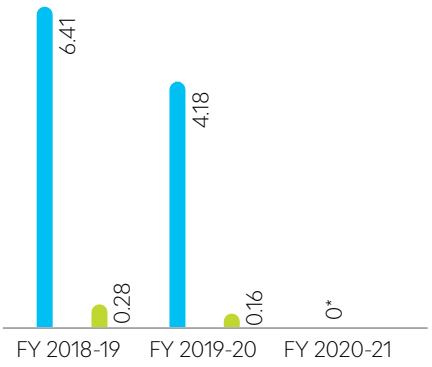
All paper waste is carefully segregated, shredded and sent for recycling. We have also collaborated with waste recycling companies for developing stationery items that can be reused.

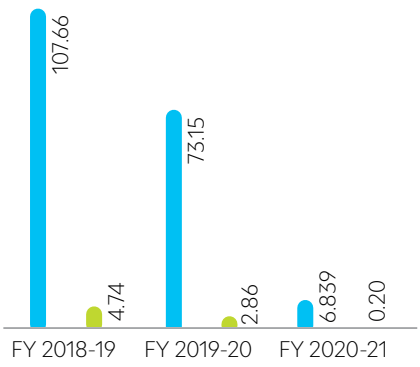


Food Waste

Employees are advised to reduce food wastage through various awareness programs. All food waste is used for composting.







Waste Generated (Tons) Specific Waste Generation (Kg/Employee)

**Due to ongoing pandemic our initiative of recycling shredded paper was not possible due to logistical challenges.*

Establishing Innovative and Collective Action

Advancing Towards Nature-Based Carbon Capture: Partnerships Tree Plantations, Estimated Carbon Sequestration and Geotagging

Tree Plantations are emerging as a climate change mitigation method to slow the build-up of atmospheric carbon dioxide (CO_2) concentrations by tapping atmospheric carbon. We have taken significant steps towards increasing the green cover across Maharashtra, Karnataka and Tamil Nadu in partnership with our communities and through the 'Volunteering for a Greener Future' initiative by our employees. To reach our carbon neutrality commitment, we have undertaken massive steps including afforestation, reforestation and estimated carbon sequestration.

During the reporting year, we have planted 152,025 trees, which are expected to offset more than 2.5 Million kilograms of carbon per year approximately. As of March 2021, the total estimated carbon sequestration achieved was 4,545.44 tCO_2 due to a massive plantation drive.

All these plants are geotagged and they can be mapped and monitored for survival and growth through satellite.

Transition Emission Calculator - Innovating for A Low-Carbon Economy

Our LTI team NWOW NEAT has come up with a new and innovative solution to estimate carbon emissions for Transition Management and to assist Transition Planning decisions based on the carbon footprint index. The calculator provides an accurate insight and brings out a low-carbon transition plan. This helps businesses plan their transition journey towards reducing their environmental impact by shifting to a complete remote transition.

The calculator estimates the reductions for the following sources of emissions:

- Travel – Reduction in onshore travel emission
- Office emissions – Reduction in emissions from use of office space which includes electricity, water, and stationery usage
- Daily Commute – Reduction in emissions from daily commute to work
- Saving in manhours – Hours saved in daily commute to work

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

CDP SUPPORTER 2021

As the world faces grave threats, it is crucial that we all step up to the existential challenges posed on social development parameters, especially climate change. As the IT industry takes centerstage in a pandemic-affected world, Larsen & Toubro Infotech's eagerness to embrace sustainability is commendable. We must accelerate the transition to a #Netzero emissions society to avert the coming #Climatecrisis

Damandeep Singh
Director
CDP India

Assurance Statement

INDEPENDENT ASSURANCE STATEMENT

Introduction and objectives of work

BUREAU VERITAS has been engaged by **Larsen & Toubro Infotech Limited (**hereinafter abbreviated **"L&T Infotech" or "LTI")** to conduct an independent assurance of its **Sustainability Report** for the year **2020-21**. 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 2020-21** 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 version 3 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 2020 to 31st March 2021**.
- 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[1]
  - Inclusivity
  - Materiality
  - Responsiveness
  - Impact
- Evaluation of the Report against the principles of Accuracy, Accessibility, Balance, Clarity, Comparability, Reliability, Timeliness and Stakeholder Inclusiveness, as defined in the **GRI (Global Reporting Initiative) Standards**[2] on Sustainability.

Methodology

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

1. Remote audit through video conferencing was conducted at Airoli LTI on 30th June 2021, Bangalore STPI on 1th July 2021, and Powai Office on 02nd July 2021 and remotely interviewed relevant personnel responsible for sustainability performance. Bureau Veritas' experienced assurors 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 2020-21.
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 version 3** is the latest version of the assurance standard)

[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 2020-21** 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 2020-21** 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, and 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.

mahesh Gharat

Mahesh Gharat
Lead Assurer

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

Date: 16/07/2021

AA1000
Licensed Report
000-137/V3-A734NJ

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102-4	Location of operations	10-11	
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GRI Standard	Disclosure	Page Number(s) and/or URL(s)	Comments
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GRI Standard	Disclosure	Page Number(s) and/or URL(s)	Comments
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GRI Standard	Disclosure	Page Number(s) and/or URL(s)	Comments
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GRI 418: Customer Privacy			
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	103-2 The management approach and components	21	
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Linkage with UNGC Principles

Principle	Description	Reference
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	Operating Responsibly & Empowering People
Principle 2	Make sure that they are not complicit in human right abuses.	Empowering People
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 labor.	Empowering People
Principle 5	The effective abolition of child labor.	Empowering People
Principle 6	The elimination of discrimination in respect of employment and occupation.	Empowering People
Principle 7	Business should support a precautionary approach to environmental challenges.	Environmental Stewardship
Principle 8	Undertake initiatives to promote greater environmental responsibility.	Environmental Stewardship
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	Environmental Stewardship
Principle 10	Business should work against corruption in all its forms, including extortion and bribery.	Operating Responsibly

Let's Solve

www.lntinfotech.com

Concept, Content & Design
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