

Annexure I

BUSINESS RESPONSIBILITY REPORT 2018-19

[See Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements Regulations, 2015)]

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

Particulars	Details
Corporate Identity Number (CIN) of the Company	L72900MH1996PLC104693
Name of the Company	Larsen & Toubro Infotech Limited ('LTI')
Registered address	L&T House, Ballard Estate, Mumbai- 400001
Website	www.Lntinfotech.com
E-mail id	Investor@lntinfotech.com
Financial Year reported	April 1, 2018 to March 31, 2019 (FY19)
Sector(s) that the Company is engaged in (industrial activity code-wise)	IT Software, Services and related activities. {892 (1987 NIC Code) & 620 (2008 NIC Code)}
List three key products/services that the Company manufactures/ provides	IT Consulting Digital Services Enterprise Solutions
Total number of locations where business activity is undertaken by the Company: a. Number of International Locations b. Number of National Locations	Please refer to www.lntinfotech.com/global-footprints
Markets served by the Company- Local/State/National/International	Both local and International

SECTION B: FINANCIAL DETAILS OF THE COMPANY AS ON MARCH 31, 2019

S.No.	Particulars	Details
1	Paid up Capital (INR)	173.51 Million
2	Total Turnover (INR)	89,072 Million
3	Total profit after taxes (INR)	14,751 Million
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Total amount spent on CSR for FY19 is ₹ 223.85 Million, which is 2.02% of the average Net profit of the previous three financial years.
5	List of activities in which expenditure in 4 above has been incurred	Please refer Annexure D to the Directors' Report.

SECTION C: OTHER DETAILS

- Does the Company have any Subsidiary Company/ Companies? **YES**
- Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s): **Yes. BR related policies extend to all the Subsidiaries of the Company.**
- Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]: **Yes. Company BR initiatives are extended to its suppliers, vendors, service providers, agents, subcontractors, consultants, business partners and their representatives ('LTI Suppliers') through LTI Supplier Code of Conduct.**

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

(a) Details of the Director/Director responsible for implementation of the BR policy/policies

S.No.	Particulars	Details
1	DIN Number	07256786
2	Name	Mr. Sanjay Jalona
3	Designation	CEO & Managing Director



(b) Details of the BR head

S.No.	Particulars	Details
1	DIN Number (if applicable)	NA
2	Name	Mr. Ashok Kumar Sonthalia
3	Designation	Chief Financial Officer
4	Telephone number	022-6776 6776
5	e-mail id	Corporatesecretarial@Lntinfotech.com

2. Principle-wise (as per NVGs) BR Policy/policies

(a) Details of compliance (Reply in Y/N)

S.No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Do you have a policy/ policies for....	Y	Y	Y	Y	Y	Y	N	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	N.A.	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Other than P7, Company's policies are aligned with the national/ international standards including ISO 9001, ISO 14001, OHSAS 18001 and ILO principles.								
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Except P7, all the Policies have been approved by the Board or Head of respective functions, as applicable.								
5	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	N.A.	Y	Y
6	Indicate the link for the policy to be viewed online?	Please refer Note below								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. All the policies have been communicated to internal & external stakeholders and are available either on Company's website or intranet.								
8	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	N.A.	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	N.A.	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Yes. Regular audits are carried out to check compliance to the corporate policies pertaining to the area of audits. Further all cases referred to Whistle Blower Investigation Committee are investigated or coordinated by the Internal Audit Department and are also reported to the Audit Committee.								



Note:

Principles	Policies/ Guidelines	Availability/ Location
P1: Governance with Ethics, Transparency and Accountability	<ul style="list-style-type: none"> Code of Conduct ('COC') for Employees COC for Board and Senior Management Supplier Code of Conduct Policy and Guidelines on Vigil Mechanism Policy for Prevention of Sexual Harassment at Workplace Anti-harassment Policy Global Corporate Compliance Framework Anti-Bribery and Anti-Corruption Policy 	<ul style="list-style-type: none"> Company's intranet www.lntinfotech.com/investors www.lntinfotech.com/investors www.lntinfotech.com/investors Company's intranet Company's intranet Company's intranet Company's intranet Company's intranet
P2: Providing sustainable services	<ul style="list-style-type: none"> Supplier Code of Conduct Quality Policy Manual 	<ul style="list-style-type: none"> www.lntinfotech.com/investors Company's intranet
P3: Promote Employee Wellbeing	<ul style="list-style-type: none"> Equal Opportunity Policy Policy for Prevention of Sexual Harassment at Workplace Anti-harassment Policy Grievance Management Guidelines Drug Free Workplace Higher Study Policy 	<ul style="list-style-type: none"> Company's intranet www.lntinfotech.com/investors Company's intranet Company's intranet Company's intranet Company's intranet
P4: Stakeholder Engagement & P8: Inclusive growth and equitable development	<ul style="list-style-type: none"> Policy on Corporate Social Responsibility 	<ul style="list-style-type: none"> www.lntinfotech.com/social-responsibility
P5: Promote Human Rights	<ul style="list-style-type: none"> COC for Employees Policy for Prevention of Sexual Harassment at Workplace Equal Opportunity Policy Anti-Slavery and Human Trafficking Policy - UK Supplier Code of Conduct 	<ul style="list-style-type: none"> www.lntinfotech.com/investors www.lntinfotech.com/investors Company's intranet Company's intranet www.lntinfotech.com/investors
P6: Protect Environment	<ul style="list-style-type: none"> EHS Policy Supplier Code of Conduct 	<ul style="list-style-type: none"> Company's intranet www.lntinfotech.com/investors
P9: Customer Value	<ul style="list-style-type: none"> Quality Policy Manual 	<ul style="list-style-type: none"> Company's intranet

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S.No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	√	-	-
3	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6	Any other reason (please specify)	-	-	-	-	-	-	√	-	-

P7: The Company does not have a separate policy on Public Advocacy, however the Company lobbies with the Government, through its membership with various trade associations. LTI, being a member of NASSCOM, provides its views, opinions and inputs on possible way forward for various matters as & when called for by NASSCOM.



3. Governance related to BR

- (a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

The Corporate Social Responsibility Committee bi-annually reviews the BR initiatives related to CSR & Sustainability.

- (b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

The Sustainability Reports of the Company are published in line with internationally accepted Global Reporting Initiative (GRI) Guidelines-G4. Sustainability Reports for FY17 and FY18 are available on the Company's website at www.ltinfortech.com/social-responsibility.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

LTI, is a professionally managed Company and believes that the highest ethical standards are an integral part of its governance culture and vital for effective conduct of its business operations and enhancing stakeholders' value.

S.No.	Type of Grievance	Received during the year	Resolved during the year	Pending
1	Employee Grievance			
	• Whistle Blower	4	4	0
	• Discriminatory employment	0	0	0
	• Sexual harassment	2	2	0
	• Child labour /forced labour /involuntary labour	0	0	0
2	Customer query/complaint	55	55	0
3	Shareholder Grievance	3	3	0
	Total	64	64	0

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

At LTI, sustainability has always been a hallmark of our culture and a part of our DNA. The L&T Group has been enriching millions of lives and the same spirit also forms the backbone of our commitment to solve for the communities, globally. LTI incorporates environmental and social considerations in all its business operations and ensures engagements with stakeholders are conducted keeping with the norms of good governance, ethics and transparency. We work closely with our suppliers to tackle challenges through strategies and initiatives that drive efficiency and cost optimization in these processes. During the year, Company was bagged with Gold vision award for Company's Sustainability Report from League of American Communications Professionals (LACP).

It has been our constant endeavour to be compliant with the regulatory requirements in all forms across all geographies. Our law-abiding culture originates from L&T Group's unique heritage which recognizes and adopts intellectual integrity and trustworthiness in all business dealings, as a core business value. Our disclosures and elaborate reporting systems are aligned to internationally accepted standards and demonstrate our adherence to governance policies and commitment to ethics.

LTI's – Employee Code of Conduct reflects it's unflinching commitment to do business the right way, globally. Each LTIte need to imbibe the principles laid therein as an integral part of doing business while dealings for LTI or representing LTI.

- 1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

Yes. Policies relating to ethics, bribery and corruption covers LTI, its subsidiaries, associates and LTI Suppliers worldwide.

- 2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

The Company has various forums for redressal of grievances from its stakeholders. Details of various stakeholder grievances and complaints are as follows:

- 1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

i. Video Relay services for Deaf & Hard of Hearing

LTI is helping one of the Video Relay Services ('VRS') provider to manage Video relay solutions that allow Deaf and Hard-of-Hearing individuals to communicate through the mobile platform with interpreters as a third party who facilitate the communication in real-time. LTI is also helping the client in the legacy modernization of mobile platforms by migrating to new and cutting edge digital technologies to deliver best experience to the people who have the right to be treated equally.

ii. Go Green Solution for a leading providers of the building technologies

LTI has been in a multi-year engagement with one of the leading providers of the building technologies. LTI has enabled a number of field mobility use cases and delivered mobile solutions to help the client achieve its vision of digitalizing after sales service processes. In this process, LTI has eliminated the usage of paper at every step of digitizing the processes and helped the client in this green initiative. LTI has also enabled contextual collaboration for efficient and lean service management processes & reduction in cycle time for a user base spanning to more than 9 countries and consisting of 5000+ Field Technicians.

iii. Digitization of farm operations for an African Agri Business company

LTI is helping one of the largest Agri Business company in Gabon, Africa to digitize the farm related activities in an agricultural ecosystem. LTI has built a solution to track the field staff movements on large farms, capture harvest & fertilizer data and provide a historical analysis to the farm supervisor. Another solution built by LTI provides a one view of crops market to farmers with agri-news, pest diagnosis & control and access to agi-science experts. These solutions have helped the client in achieving agricultural activities in a smarter way, efficient farm operations and reduced revenue leakage from harvest & fertilizers.

LTI has also completed a business blueprinting exercise for the customer to envision a Timber marketplace to track timber across the value chain. The exercise included understanding of the current processes and how digital systems and technologies can be deployed in existing business operations to provide end to end visibility in timber supply chain for improved planning and processing capabilities.

2. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

LTI prefers to procure goods and services from local suppliers. While most of our non-IT products/services are sourced locally, the Company ensures procurement of high quality and energy efficient IT products from reputed suppliers.

3. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes. As mentioned above, Company prefers to procure goods and services from local & small vendors. At regular intervals,

Company meets its Contractors and suppliers to understand challenges and implement best business practices.

4. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.?

LTI uses automation and other technologies through our e-Office solution to reduce paper usage. Waste generation are continuously tracked and monitored, and hazardous e-waste is sent to SPCB/CPCB government authorized dealers that recycle this waste. Waste disposal is done as per the state specific pollution control board guidelines. Non-hazardous waste is disposed using the waste disposal facilities available at all our campuses in India. Organic waste converters have been set up at our different campuses for producing manure for gardening.

Being ISO 14001 Certified Company, certain initiatives like recycling of water through Sewage Treatment Plant (STP) and reduction in Paper Consumption have been taken up and working successfully. For more details, please refer Sustainability Report available on Company's website, www.lntinfotech.com/social-responsibility

Principle 3: Businesses should promote the wellbeing of all employees

At LTI, our goal is to be among the best employers in the industry and create a meritocratic organization that empowers employees to take the right business decisions, by providing an open, safe and motivating work environment. We commit to nurturing the 'happiest' people by creating an environment that promotes learning and growth and enables us to build a next-generation organization with a focus on fostering innovation, delivering business value and driving thought leadership. Capability building remained a key focus area in FY19 with several training platforms engaged covering areas of technical, behavioral and leadership development.

The Company's online platform Mosaic Academy provides 'any time anywhere learning' - offering courses on technical, domain, functional and process areas. Virtual session on workplace with subject matter experts under "Expert Live" series covering new age technologies for aspirants and practitioner. For holistic development of our employee multiple behavioral and leadership training are designed and implemented as mentioned in the Directors Report.

LTI is devoted to career development of our employees and offers an environment that along with being conducive to work spurs creativity and innovation. LTI strives for an open environment where each of our employees feel valued and respected. We have formed HR advisory Team where employees can raise concerns regarding every aspect of their work life receiving time bound solution to their queries. We have leveraged Workplace@LTI to create an open culture where our leaders remain accessible to all employees.

We have adopted a 'Zero Accident Vision' which aims to create a healthy and safe work environment for our employees, contractors and customers. We promote a healthy and safe workplace through vigorous implementation of best standards such as OHSAS 18001. We have established an online incident reporting system for reporting incidents of unsafe practices, conditions or near misses.

Our relentless pursuit for constant improvement was recognized by industry acclaimed Stevie Award for Great Employers in Two Categories. We won the Gold Award in Internal communications and Bronze Award in employee engagement category. LTI also found a place in the Best 50 People Capital Index (PCI) Companies of 2019 launched by Jombay and audited by the British Standards Institute (BSI).

At LTI, we support a grievance redressal mechanism so that the employees may reach out in case of any complaints. We stress on efforts to enhance employee retention and plan benefits that resonate with our employee needs.

Details of employees of the Company including its subsidiaries as on March 31, 2018 are as mentioned below.

S.N.	Details	
1	Please indicate the Total number of employees	28,168
2	Please indicate the Total number of employees hired on temporary/contractual/casual basis	1,209
3	Please indicate the Number of permanent women employees	8,154
4	Please indicate the Number of permanent employees with disabilities	17
5	Do you have an employee association that is recognized by management	Yes
6	What percentage of your permanent employees is members of this recognized employee association?	0.34
7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year	Refer table in Principle 1.

At LTI, we provide three type of trainings to our employees. The details of the same are as follows:

Category of Employees	Type of Training		
	Behavioral Training	Technical Training	Leadership Training
Permanent Male employees	2328	16698	923
Permanent Female employees	1212	8485	302
Casual/Temporary/Contractual Employees	86	199	1
Total Employees Covered	3626	25382	1226

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

At LTI, we adopt a multi-stakeholder approach in the way we operate, engaging, taking feedback and involving them in decision making at various stages. We engage with the stakeholders to gather insight on the relative importance of specific environmental, social and governance (ESG) issues through surveys, interviews, open and transparent dialogues. Various stakeholders viz, employees, investors, clients, contractors and suppliers, NGOs, local community, regulators, academic institutions have been mapped into different groups, based on:

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

For more details, please refer Sustainability Report at <https://www.lntinfotech.com/social-responsibility>.

1. Has the company mapped its internal and external stakeholders?

Yes, at LTI, we have identified all the direct and indirect stakeholders through joint meetings with the senior management representing all the key departments of LTI. For more details, please refer Sustainability Report available on Company's website, www.lntinfotech.com/social-responsibility

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

Yes, as a part of our efforts in stakeholder identification, we have mapped marginalized communities and our CSR programs are designed to address their concerns. The 3 key focus areas of our CSR initiatives are Education, Empowerment and Environment. For more details, please refer Sustainability Report available on Company's website, www.lntinfotech.com/social-responsibility

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

As a part of LTI's belief of 'Solve for Society' our CSR programs focus on addressing development issues pertaining to Education, Empowerment and Environment.

Timely and dedicated action is taken to continuously improvise our CSR delivery and outcomes. Our CSR officers interact on a continuous basis with the NGO and the community. This practise has built the relationship between us and the community which also addresses concerns without delay. We also have periodic NGO meetings among the NGO partners at locations which is vital for collaborations. A feedback mechanism to obtain beneficiary perspective is also instituted for the programs.

Under the focus area of Education, our CSR interventions provide for children from marginalised communities. Under Empowerment, we engage with the youth, women and people with special abilities for enabling them to be employed. Through our environmental initiatives, we engage with communities through rain water harvesting programs and tree plantations which also enhances the green cover and opportunities for their livelihood.

For more details, please refer Annual Report FY19 available on Company's website, www.lntinfotech.com/Investors

Principle 5: Businesses should respect and promote human rights

LTI encourages diversity and is committed to support and respect human rights. Respecting, promoting and protecting human rights at workplace is an absolute necessity and remains an unwavering responsibility of an organization. LTI prohibits any employment decision being made based on religion, race, caste, descent, color, sex, sexual orientation, nationality or region, or any other characteristic as protected by law. We uphold the fundamental right to equality wherein everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices.

We have in place 'Employee Workplace Behavior Guidelines' which conceptualizes and outlines corporate etiquettes expected from our employees to ensure protection of human rights in various facets. We observe zero tolerance towards discrimination and harassment in any form. Our parent Company, L&T, being a member of the Global Compact Network India, is committed to honor Human Rights along with its subsidiary and associate companies.

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Company has in place policies on Equal Opportunity, Anti-Harassment, prevention of sexual harassment at workplace, Anti-Slavery and Human Trafficking etc. which aims to ensure a safe, secure and congenial work environment, without any bias, inhibition or fear. LTI's Employee Code of Conduct encourages diversity, provides equal opportunity, work environment and safety, prohibits anti-discrimination, human rights, child/forced labour and includes respect for human values, individual dignity, & adherence to honest, ethical & professional conduct.

LTI, through its Supplier Code of Conduct expects its suppliers to embrace their commitment to integrity by complying with the applicable regulatory requirements including related to labour practices and human rights, health, safety and environment etc. and act with diligence, while conducting business with or on behalf of LTI.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

Please refer Principle 1 of this Report for details on the complaints received during the year.

Principle 6: Business should respect, protect, and make efforts to restore the environment

LTI's sustainability framework aligns business performance to Environment, Social and Governance (ESG) aspects. Energy Conservation is a continuous and enduring process and it has been at the forefront of our strategies in curbing emissions. With a focus on optimizing resource consumption, our efforts have been directed towards minimizing our emissions and waste through use of energy efficient technologies. We have been participating in the Carbon Disclosure Project (CDP), a global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts. We offer green and efficient technology solutions and green products to clients to enable them to optimize their business processes and manage their environmental footprint.

LTI headquartered at Powai is having LEED Gold status for taking up various initiatives on e-waste, energy consumption, water usage and waste disposal methods. In FY19, LTI has invested INR 47.2 Million in energy conservation related projects which resulted in savings of 2.02 Million units of electricity (kWh). Our BEE-certified internal energy auditor conducts periodic energy audits for all our offices in India. We engage with our employees regularly through our environmental awareness campaigns explaining the importance of saving energy. For more details, refer Sustainability Report available on www.lntinfotech.com/social-responsibility.

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

All policies cover LTI group and extends to LTI Suppliers and the same is shared with them at the time of Vendor Registration.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

Yes. LTI has been focusing on its energy consumption over the year and have continuously taken initiatives to curb carbon emissions. We are undergoing feasibility study to align with global Climate Change initiatives like SBT or Carbon Neutrality. We have been disclosing our emissions under Carbon Disclosure Project showing concern towards global Environmental phenomenon.

LTI adopted 'Walk for a cause' a pan-India initiative, in which our associates could track their health, a matching grant was contributed by us to plant trees in drought affected regions in Maharashtra. Additionally, through our 1Step CSR initiatives of tree plantations, we look to increase green cover in communities. During the year, more than 76,000 trees were planted with the help of our NGO partners and employee volunteers. We are also in the process of measuring the carbon footprint of our overseas operations. We commissioned the use of piped natural gas (PNG) provisioned by Mahanagar Gas in the canteen of our Airoli campus, as an efficient and renewable fuel replacement for LPG. Even as we adopt new and improved ways to curb emissions, we continue with our initiatives such as 'Green Week' wherein employees are requested to minimize travel in order to curb emissions and felicitating clients, special guests and employees with tree certificates. For more details refer Sustainability Report available on www.lintinfotech.com/social-responsibility

3. Does the company identify and assess potential environmental risks? Y/N

Yes. All office locations of LTI in India are accredited as ISO 14001:2015 certified campuses. We have a location-wise Aspect-Impact Register maintained as per requirement by the ISO 14001:2015 Standard and is audited periodically by a third Party.

4. Does the company have any project related to Clean Development Mechanism (CDM)? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Currently, our Energy Conservation projects are not registered under CDM.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

With a focus on optimizing resource consumption, our efforts have been directed towards minimizing our emissions and waste through use of energy efficient technologies. We have undertaken energy conservation initiatives across all our offices in a phase-wise manner bearing in mind the nature of our day-to-day operations. Two out of nine locations of the Company have Power Purchase Agreement with Renewable Energy wheeling agencies. In FY19, more than 80% of energy at these two locations were from renewable sources and contributed 17% of LTI's total Annual Power consumption.

During FY19, an on-board, BEE Accredited, Energy Auditor conducted an Internal audit pertaining to Critical Equipment Health and operational efficiency with respect to energy consumption. We have also conducted an HVAC focused Audit at our Bangalore facility to identify opportunities of energy conservation.

Awareness campaigns and events on energy conservation for employees were conducted throughout the year. We stressed on procuring energy efficient equipment and devices and started consuming renewable energy through third party purchases.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

During the period, no show cause / legal notices from CPCB/SPCB have been received and nothing is pending.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

Yes

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

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas?

Company actively participates in various industry associations forums and provides relevant insights which help in framing technology related and other policies, as and when called for. The Company has also shared its inputs towards 'Make-in-India' and 'Digital India' policies of the government.

Company is also actively working in projects like 'SMART Cities' which ultimately results in larger public good.

Principle 8: Businesses should support inclusive growth and equitable development

With a focus on inclusive growth and as a responsible corporate citizen, we strive to ensure our CSR initiatives empower communities and accelerate development. This is evident in the approach that we follow with our CSR programs.

Uplifting the quality of life, empowering the marginalised and enhancing the green cover has been our endeavour at LTI. Every day, is a new day for us and cross-learning from our communities,



clients, the Government and NGO partners enables us to effectively implement our CSR programs and Solve for Society.

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

Yes. The details of the programmes/initiatives/projects undertaken by the Company are available in the Annual Report FY19 which is available on Company's website, www.lntinfotech.com/Investors. The CSR programs have been covered in detail which can be viewed in our Sustainability Report, www.lntinfotech.com/social-responsibility.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

Programs are undertaken in association with NGOs, who are our implementation partners. Ever since the launch of 1Step, our CSR initiative, LTI's employees are also encouraged to volunteer for a social cause of their choice.

3. Have you done any impact assessment of your initiative?

Yes. Impact assessment of our CSR initiatives is done on a regular basis- both internally and through a third party. This year, a process audit is being undertaken by the Tata Institute of Social Sciences. In addition, the CSR programs also undergo a third party Assurance process during the Sustainability Reporting process.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

The details of the company's direct contribution in its CSR programs are mentioned in Annexure D of the Annual Report on Corporate Social Responsibility ('CSR') activities for FY19.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

We, at LTI, have deployed structured listening & learning mechanisms to obtain feedback, suggestions, complaints and business-related inputs, which need to be acted upon. These interactions happen at different levels, which include senior management, account managers, sales & marketing, the delivery function, as well as project team members.

Thought Partnership™ is LTI's unique platform through which we deliver value to our strategic as well as potential clients. The Thought Partnership™ Program is based on a framework that brings together key elements like:

- Dedicated value CoE (Center of Excellence)
- A world-class Portfolio Optimization methodology
- Business 1st platform to enable alignment with business
- Industry benchmarks & Best Practices
- Industry & Business technology perspectives, and
- CIO Advisory Board

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

There are no pending client complaints from last year.

LTI considers each client complaint as an opportunity for improvement and has different mechanism to capture the same early. Account Managers, Onsite Sales and the Delivery Teams share Client feedback/complaints to the Project manager. The complaint is captured in COMPASS Issue log and triggers causal analysis & resolution to address the client complaint & to prevent such instances in future.

At LTI there is defined structured approach to identify specific actionable and, subsequent discussions are held with clients to gather more clarity on the feedback. The action plan is shared with the client and monitored during governance meetings/steering committee meetings on monthly and quarterly basis. Both, the action plan and its execution, are very closely monitored and reviewed by the senior management.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)

Yes. LTI complies with all major ISO and CMMI standards. All the ISO certifications as mentioned below undergo re-certification or surveillance audit every year, as part of the Combined external audit:-

- ISO 9001:2015: Quality Management System

LTI is amongst the first few software organizations in India to have been awarded the ISO 9001 certification. ISO 9001 is one of the most widely recognized in the world that presents guidelines intended to increase business

efficiency and client satisfaction. We hold ISO 9001 certification since March 2007.

- **ISO 14001:2015: Environment Management System**
The ISO14001:2015 is a standard for Environmental Management System. The aim of the standard is to reduce the environmental footprint of a business and to decrease the pollution and waste produced. We hold this certification since 2009.
- **ISO 45001:2018 Occupation Health & Safety Management**
ISO 45001 is the new ISO standard for occupational health and safety (OH&S). It aims to provide a safe and healthy workplace for employees and visitors. We have been OHSAS 18001 Certified since 2015 and are certified in ISO 45001 standard since 2019.
- **ISO 20000: IT Service Management**
ISO 20000 is an International Standard for IT Service Management. One of the distinguishing factors is that LTI has achieved this certification for the six centers in India, and for following 3 services across all Business Units: Internal Infrastructure Support, Infrastructure Management Services to external clients, Application support services for clients. We hold this certification since 2009.
- **ISO 27001: Information Security Management System**
ISO 27001 is an International Standard defining the desired methods of controlling the confidentiality, integrity and availability of information. ISO 27001 is the upgraded version of BS 7799-2:2002. We hold this certification since 2004 (BS7799).
- **CMMI Dev and SVC L5 certification**
LTI has been rated at Maturity Level 5 of CMMI-DEV V1.3 (Capability Maturity Model Integrated) from the CMMI Institute, USA. A very stringent appraisal of the maturity level was carried out based on SCAMPI V1.3 by QAI. We were first certified for organization wide CMMI certificate way back in 2000 and have been continuously recertified every 3 years. Currently, LTI is certified at CMMI V1.3 level 5 for all Development, Testing, ERP and Maintenance Projects with Large enhancement projects across all locations. Combined assessment by QAI for CMMI-Dev & CMMI-Services will be completed in May 2019.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years

and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

No such case has been filed during the preceding five years against the Company and no such case is pending against the Company as on date.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

We, at LTI, firmly believe that a regular survey mechanism supported by transparent improvement plan is the foundation for ensuring a high level of client satisfaction.

To enable clients with ample avenues for providing feedback, we have the following major levels at which feedback is taken:

a) Feedback through LTI Client Satisfaction Survey Tool

We have a structured and user-friendly process of assessing the satisfaction level of clients through an online 'Client Satisfaction Survey' tool. The tool enables clients to rate the services of LTI across different categories like Project Execution, Quality, Communication, Culture and Value Delivered. This feedback is taken for each project every 6 months. In addition to project level, feedback can also be taken at an account level, engagement level or individual employee level. The feedback obtained is analyzed and corrective actions are taken wherever required. These actions are also shared with the client.

b) Account level through independent 3rd party consultant

In addition to the project level survey there is an annual Client Satisfaction Survey done by a research-led independent consulting firm who administer the survey on LTI's behalf. In this survey various levels of clients are covered right from CXO, Senior management to middle management level. As a part of this survey, CXOs of our key clients are personally interviewed and an online survey link is shared with all client participants to provide an unbiased feedback. Through this survey we measure the level of Client Experience we deliver through key parameters like Satisfaction, Loyalty, Advocacy and Business Value for Money. To increase the visibility of actions to clients, 3 levels of communication is done for each engagement. L1 communication where client feedback is acknowledged and actions planned are validated, L2 communication where midterm progress on improvement actions is shared and L3 communication where closure of actions and value delivered is communicated. For LTI, this survey is a very important exercise for gathering insights from clients to improve their experience with LTI and for us to deliver amplified outcomes. We have been consistently improving on our Experience Index with one more point increase this year which totals to a 13-point increase in last 4 years. We have also steadily improved our Net promoter score with a 4 -point increase from last year.