

Annexure J

BUSINESS RESPONSIBILITY REPORT 2017-18

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- 40001.
Website	www.lntinfotech.com
E-mail id	Investor@lntinfotech.com
Financial Year reported	April 1, 2017 to March 31, 2018 (FY18)
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:	Please refer to www.lntinfotech.com/global-footprints
Number of International Locations	
Number of National Locations	
Markets served by the Company- Local/State/National/International	Both local and International

SECTION B: FINANCIAL DETAILS OF THE COMPANY AS ON MARCH 31, 2018

S.No.	Particulars	Details
1	Paid up Capital (INR)	172.00 Million
2	Total Turnover (INR)	69,064 Million
3	Total profit after taxes (INR)	11,601 Million
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Total amount spent on CSR for FY18 is Rs. 116.62 Million, which is 1.22% 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 C 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

- DIN Number: 05165334
- Name: Aftab Zaid Ullah
- Designation: Chief Operating Officer & Whole-time Director

(b) Details of the BR head

S.No.	Particulars	Details
1	DIN Number (if applicable)	Not Applicable
2	Name	Dr. Rajesh Savé
3	Designation	Global Head- Human Resources
4	Telephone number	+91-022-6776 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)

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 been approved by the Board? If 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 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	Code of Conduct ('COC') for Employees COC for Board and Senior Management Supplier COC Whistle Blower Policy Anti-harassment Policy Global Corporate Compliance Framework	Company's intranet www.lntinfotech.com/investors www.lntinfotech.com/investors www.lntinfotech.com/investors Company's intranet Company's intranet
P2: Providing sustainable services	Supplier COC Quality Policy Manual	Both are available on Company's intranet
P3: Promote Employee Wellbeing	Equal Opportunity Policy Policy for Protection of Women's Rights Anti-harassment Policy Grievance Management Guidelines Drug Free Workplace Higher Study Policy	All are available on Company's intranet
P4: Stakeholder Engagement & P8: Inclusive growth and equitable development	Policy on Corporate Social Responsibility	www.lntinfotech.com/social-responsibility
P5: Promote Human Rights	COC for Employees Equal Opportunity Policy Policy for Protection of Women's Rights	All are available on Company's intranet
P6: Protect Environment	EHS Policy Supplier COC	Both are available on Company's intranet
P9: Customer Value	Quality Policy Manual	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)

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 and 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 assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

BR initiatives related to CSR & Sustainability is reviewed by CSR Committee, bi-annually.

(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 Company has voluntarily published its Sustainability report for the financial year 2016-17, which is available on the Company's website at Intinfotech.com/social-responsibility. This being the first BR Report forming part of Annual Report FY18 has been published on Company's website at www.lntinfotech.com/investors.

SECTION E: PRINCIPLE-WISE PERFORMANCE

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

At LTI, it has been our constant endeavor, 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.

Principles and morals are essential ingredients of our sustainability which are embedded in LTI's - Employees Code of Conduct (Code) and are adopted, adhered and embraced by each LTIt in every decision making and business dealing of the Company.

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. Refer the below table for the details:
Details of various stakeholder queries, grievances and complaints are as follows:

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	3	3	0
	• Child labour/forced labour/involuntary labour	0	0	0
2	Customer query/complaint	49	49	0
3	Other stakeholder Grievance	0	0	0
	Total	56	56	0

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

LTI has been at the forefront of architecting the digital strategy for the entire L&T Group, and simultaneously draws on L&T's real-world expertise in creating digital solutions for its clients. By virtue of its digital strength and a firm focus on the future, LTI is able to adapt to changes in the business landscape, mitigate climate risks and positively impact the lives of a much larger part of Indian population, as a part of its sustainability initiatives.

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 that same spirit also forms the backbone of our commitment to solving for the communities, globally. LTI incorporate environmental and social considerations in all its business operations and ensure engagements with stakeholders are conducted in keeping with the norms of good governance, ethics and transparency.

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

1. Paperless Office Solution

LTI with its e-Office Solution has helped one of its customer, which is India's Largest Oil & Gas Exploration & Production Company, by automating its day-to-day office activities and processes on the digital platform, eliminating movement of paper & file in physical form.

The above mentioned e-office solution has helped in achieving following for the client:

- Automated solution leading to 30% Turn Around Time (TAT) improvement and high operational efficiency
- Increased productivity and scalability by 50%
- Reduced total cost of operations by 50%
- Excellent visibility and business-friendly reports
- 7,800 trees saved per year

2. Worker Productivity Improvement for an Indian multi-national conglomerate in engineering, construction

LTI launched a mobile application along with L&T Construction team to help site engineers track a Precast through its journey - from the time it is Cast in the factory till the time it is installed at a Metro site. It has helped the construction workers to address a lot of problems like lack of identification, material visibility, stacking and storage etc.

The above mentioned mobile application has helped in achieving following for client in its value chain

- 12% improvement in plant & machinery utilization
- 1000+ site engineers having real time precast information using mobile dashboards
- 150 Construction sites enabled with real time tracking of batching plants
- 10% Reduction in schedule slippage due to manpower issues

3. Empower Medium, Small & Micro Enterprises (MSME)

LTI has developed a digital platform for mentoring Medium, Small & Micro enterprises. This digital platform facilitates learning the best manufacturing/management practices from the experts of India's most successful companies. The aim is to empower the 40 Million MSME of India.

Mentoring is done by facilitating uploading of documents, templates, videos, images etc. which can be classified into functional areas like – Aerospace, Infrastructure, GST – Taxation, Railways, Irrigation, Rural development etc. These documents can be downloaded by the MSMEs for their reference/ guidance free of cost. A Doc Search feature is available for specific functional area, contributors etc. For up to date information Twitter feeds from MSME ministry are also integrated with this application. The 'E-mail to Contributor' feature facilitates sharing of queries, concerns or requests by the user of the information with the contributor.

2. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

LTI prefers to procure goods and services from local suppliers. While most of our non-IT products/services are sourced locally, the Company ensures the 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 who are within the state. EHS Policy of the Company also emphasize on sustainable procurement. 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?

We quantify and monitor our waste generation consistently and take efforts to decrease our carbon footprint. At LTI, the hazardous e-waste is sent to MPCL/CPCB government authorized dealers that recycle this waste. E-Waste disposal is done as per the state specific pollution control board guidelines. Also automation opportunities have been identified and initiatives has been taken to enable business operations paperless.

Being ISO 14001 Certified Company, certain initiatives like recycling of water through STP and reduction in Paper Consumption have been taken up and working successfully.

Principle 3: Businesses should promote the wellbeing of all employees

IT being a rapidly evolving sector, we encourage our employees to constantly learn, upskill, add digital capabilities and provide opportunities for the same. LTI has several training platforms. The most sought after is the Mosaic Academy Platform which provides 'any time anywhere learning' - offers learnings on technical, domain, functional and process areas. All technology programs are designed keeping in mind the need to align to the business needs & individual skill enhancements. Behavioral and Leadership development programs are also designed to support the development initiatives. Our employee engagement initiatives get an impetus within LTI through the Learning Index intervention launched across the organization and make us one of the best companies to work for in the IT sector.

Capability Development at various roles is addressed by the Mentorship program identified to facilitate Role development and Role transition. There is a focus on blended approach in talent development including experiential learning, mentoring, social and formal training programs. Aspirations on career growth are integrated with succession planning at key roles across the organization. Cultural awareness / sensitization training workshops also form an integral part of the training and development offerings given the emergence of a dynamic and global workforce.

With an ever-changing business and technology landscape and a global workforce, the need for constant evolution and mentoring is the call of the hour. LTI has risen to the occasion by ensuring we equip & groom next Gen Leaders to ensure business understanding and business continuity.

Work environment at LTI fosters sharing, learning, collaborating and encouraging learning across levels and honing leadership skills. At LTI, we go beyond mere statutory benefits to promote employee satisfaction. Structured wellness program is the key and LTI pays keen attention to building a robust framework that not only focuses on ergonomics and safety at workplace but wellbeing in a holistic sense. The wellness programs include Counselling services, Yoga & Hobby classes which seek to build a positive environment and promote healthy habits among our employees. Special Interest Groups (SIG) is an avenue that helps to bring together employees with similar areas of interests to share, connect and bond with each other in an informal setting e.g. Music SIG, Sports SIG etc. The organization supports these groups through provision of funds / resources within the framework of the plan.

LTI introduced Workplace@LTI ('Workplace') in 2016 with the aim of harnessing the power of digital and making collaboration smarter. Ever since, workplace has played a major role in reaching new heights in employee experience. It has transformed the way we communicate, celebrate, face calamities and the way we learn. Faster communication and better reach has led to instant resolution to issues across departments. Employees have a stronger say and can voice their opinion anytime to everyone in the organization, even to the senior management. Workplace has helped bringing transparency in the organization as employees are not restricted from posting their thoughts, be it an issue with the food in the cafeteria or an organization level policy change. Live feeds over workplace has improved the connect with the leadership. Workplace has helped a long way in keeping the organization connected to employees during the August, 2017 flood in Mumbai. All hands meets, campaign launches, Ask Me Anything (AMA) Sessions, quarterly result announcements, all these and much more is being conducted over Workplace.

We encourage career development and offer an environment that is not only conducive to work but also spurs creativity and innovation stimulating an intellectual atmosphere with a gamut of opportunities to learn and ideate. Our trainings range from cross cultural awareness, business communication, inter-personal relationship to self-development and team building. These programs are led by an instructor and are web based. They are conducted regularly every month and are cadre and location specific.

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.

No.	Details	
1	Please indicate the Total number of employees	24,139
2	Please indicate the Total number of employees hired on temporary/contractual/casual basis	982
3	Please indicate the Number of permanent women employees	6,877
4	Please indicate the Number of permanent employees with disabilities	14
5	Do you have an employee association that is recognized by management	NO
6	What percentage of your permanent employees is members of this recognized employee association?	N.A.
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 the 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	5,990	4,965	928
Permanent Female employees	2,964	2,765	331
Casual/Temporary/Contractual Employees	59	112	2
Total Employees Covered	9,013	7,842	1,261

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

At LTI, our stakeholders form an integral part of our decision making process. We engage with our stakeholders through structured dialogues.

During FY17, we took inputs from stakeholders on the sustainability agenda of the Company and took into consideration the existing mechanisms on stakeholder engagement at LTI and further developed our stakeholder involvement plans.

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 at www.lntinfotech.com/social-responsibility.

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

Open and transparent dialogues with stakeholders were carried on sustainability. On our road ahead we plan to delve deeper by integrating sustainability in our regular communications with stakeholders at every level, thus strengthening our mechanism to identify challenges and opportunities in the sustainability portfolio.

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

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.

We believe in being responsible towards the society and environment that we operate in. Our CSR programs focus on imparting digital education, empowering communities through digital literacy and help conserve green cover and water conservation. The details of the same are mentioned in the Annual Report FY18 which is available on Company's website www.lntinfotech.com/Investors.

Principle 5: Businesses should respect and promote human rights

Respecting, promoting and protecting human rights at workplace is an absolute necessity and remains an unwavering responsibility of an organization. We at LTI, encourage diversity and inclusion and stand steadfast to our commitment to Human Rights. A comprehensive document namely 'Employee Workplace Behavior Guidelines' has been conceptualized that 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. As an equal opportunity Employer, LTI is committed to provide fair and equal opportunities to its employees and applicants. LTI conducts activities such as recruitment, training and promotions irrespective of any discrimination based on age, gender, skin color, caste, creed, race, descent, nationality, socio-economic background, disabilities, political or religious conviction. 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.



L&T, parent company, 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?

We have policies on Equal Opportunity, Anti-Harassment, Policy for Protection of Women's Rights, etc. aims to ensure a safe, secure and congenial work environment, without any bias, inhibition or fear. We also have a Code of Conduct for employees which includes respect for human values, individual dignity, & adherence to honest, ethical & professional conduct. LTI Supplier Code of Conduct is extended to our supply chain.

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

We have published 'Grievance Management Guidelines' to guide employees on how to raise their concerns or grievances to the management and the procedures to track that all such issues are addressed promptly, impartially and justly. All complaints raised during the year have been resolved satisfactorily. Further, no grievance has been raised under other redressal mechanisms like Supply chain. Details of the complaints received during the year have been mentioned above in Principle 1.

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

LTI incorporate environmental and social considerations into all its business operations and ensure that our engagements with stakeholders are conducted in keeping with the norms of good governance, ethics and transparency. Company conduct business responsibly, minimizing the environmental and social impact while addressing global challenges. Environment forms an important component of corporate citizenship at LTI through which we endeavor to enhance our green cover by collective efforts of volunteers, LTI'ites as well as our clients and guests. For more details, refer Sustainability Report available on www.lntinfotech.com/social-responsibility.

LTI headquarters at Powai is having LEED Gold status for taking up various initiatives on e-waste, energy consumption, water usage and waste disposal methods. In FY18, LTI has invested INR 21.4 Million in energy conservation related projects which resulted in saving of 2.13 Million units of electricity (kWh).

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 extend 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 addresses issues like climate change and global warming by tracking its carbon emissions and since 2016, under 'Go Green' initiative, a week in each month is designated as a 'Green Week' where in we request employees to minimise travel in order to curb emissions. Our employees resort to video conferencing and other virtual modes of communication as an alternative to travelling for meetings. The initiative has culminated in carbon reduction as well as savings in time and cost.

We have done away with the practice of felicitating clients, special guests and employees with bouquets and instead we give Tree Certificates. In association with an organization, we plant two trees per certificate. For more details refer Sustainability Report available on www.lntinfotech.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 required 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.

2 out of 9 Locations of the Company have Power Purchase Agreement with Renewable Energy wheeling agencies. These 2 Locations,

though not the largest, contribute to more than 20% of LTI Annual Power consumption in India.

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. The Company holds membership in the following trade associations.

- National Association of Software & Services Companies (NASSCOM)
- Bombay Chambers of Commerce & Industry
- Indo-French Chamber 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 (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

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

Our role as an IT major calls upon us to create opportunities in terms of building capabilities in communities by leveraging technology for providing improved infrastructure in education, enhancing skills for employability, thereby creating an inclusive India.

With a dedicated team of volunteers, we help enhance the skills of marginalized youth and women, improve the quality of education for children of marginalized communities, provide special education and skills for the physically and intellectually challenged people and address the critical issue of environment conservation. Our projects help promote sustainable community development, with a commitment to promote the cause of creating a more inclusive 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 FY18 which is available on Company's website www.lntinfotech.com/Investors.

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.

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

Yes. Impact assessment of our CSR initiatives was done by Sattva Media and Consulting Pvt. Ltd., an external agency. Programs are also overseen by internal CSR Executive Team & the CSR Committee.

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.

Refer Annual Report on CSR forming part of Annual Report FY18 which is available on Company's website www.lntinfotech.com/investors.

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 'Nil' pending client complaints from last year.

LTI considers each client complaint as an opportunity for improvement and has different gates to capture the same early. The 'Client complaint capture tool' helps our LTI personnel to log in the complaints through the system. The Complaint Capture System (CCS) is a Complaint Management System to address Client complaints. Account Managers, Onsite Sales and the Delivery Teams share Client feedback/complaints through this tool and track them to closure.

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 all major ISO and CMMI standards:

• **ISO 9001:2015: Quality Management System**

LTI is amongst the first few software organizations in India to have been awarded the ISO 9001 certification. The quality journey of LTI can be traced to way back in 1993. As standards go, ISO 9000 is one of the most widely recognized in the world that presents guidelines intended to increase business efficiency and client satisfaction.

• **ISO 14001:2004: Environment Management System**

The ISO14001:2004 is a standard for Environmental Management Systems. 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 from 2009.

• **OHSAS 18001: Occupation Health & Safety Management**

OHSAS 18001 is an Occupation Health and Safety Assessment Series for health and safety management systems. It is intended to help an organization to control occupational health and safety risks. It was developed in response to widespread demand for a recognized standard against which to be certified and assessed. We hold this certification from 2015.

• **ISO 20000: IT Service Management**

ISO 20000 is an International Standard for IT Service Management. LTI was certified for compliance to ISO 20000 in May-2015. 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.

- **ISO 27001:2013: 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. LTI has been certified for BS 7799 in February 2004.

- **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 enhancements projects across all locations.

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 provide clients with ample avenues to provide 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 Engagement 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 to our clients 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. In 2017 we have achieved a 12 point increase in the Experience Index through our focused improvement actions towards addressing client feedback.