

LTIM/SE/STAT/2024-25/41

June 28, 2024

**National Stock Exchange of India Limited,**  
Exchange Plaza, Bandra-Kurla Complex,  
Bandra (E),  
Mumbai - 400 051

**The BSE Limited,**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

**NSE Symbol:** LTIM

**BSE Scrip Code:** 540005

Dear Sir(s)/Madam,

**Subject: Submission of Sustainability Report for FY 2023-24**

Please find enclosed copy of Sustainability Report for FY 2023-24 along with the communication of CEO & Managing Director being sent to shareholders.

Please take the same on your records.

Thanking You,

Yours faithfully,  
**For LTIMindtree Limited**

**Angna Arora**  
**Company Secretary & Compliance Officer**

Encl.: As above

LTIMindtree Limited  
(Formerly Larsen & Toubro Infotech Limited)

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Registered Office: L&T House, Ballard Estate, Mumbai – 400 001, INDIA  
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LTIMindtree Limited is a subsidiary of Larsen & Toubro Limited

Dear Investor,

I am very excited to announce the release of LTIMindtree's Sustainability Report for FY 2023-24. I want to thank everyone who contributed to this comprehensive report, which complies with the Global Reporting Initiative Universal Standards 2021 and other relevant frameworks.

As a global business, it's crucial to lead with effective ESG frameworks to address environmental challenges in our workplaces and communities. This report reflects our commitment to tracking and taking responsibility for our actions. It highlights our achievements and areas for improvement.

At LTIMindtree, we believe in the power of collective effort and individual actions for sustainability. This guides our sustainability strategy and efforts to embed responsible practices throughout our business.

We have consistently reinforced sustainable practices across our operations, making our business model more appealing to customers and stakeholders. We are also nurturing an inclusive culture and investing in new technologies like GEN AI while enhancing our data security.

Our efforts reflect our commitment to environmental stewardship and driving positive societal change through achieving our Sustainable Development Goals (SDGs). We aim to create an organization that is responsible, transparent, and responsive to stakeholders' needs, enhancing global competitiveness and promoting sustainable growth.

Please refer to LTIMindtree Sustainability Report FY 2023-24 in the below link:  
<https://www.ltimindtree.com/sustainability-report.pdf>

Thank you for your ongoing support, and together, let our actions become agents of transformation.

Regards  
Debashis Chatterjee  
CEO & Managing Director  
LTIMindtree

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# From Action to Transformation



ENVIRONMENTAL



SOCIAL



GOVERNANCE







Embracing the theme

## "From Action to Transformation"

LTIMindtree embarks on an invigorating journey of dynamic change.

This journey epitomizes our unwavering commitment to progress, seamlessly translating visionary concepts into impactful realities.

At the heart of **"From Action to Transformation"** lies our resolute dedication to effecting tangible change.

It's about more than just taking action; it's about strategically steering our endeavors towards profound outcomes that leave an indelible mark on society.

Our journey towards transformation is nothing short of revolutionary. It's a relentless pursuit of excellence that transcends boundaries, reshaping landscapes, reshaping mindsets, and redefining the very fabric of communities.

It's a testament to our enduring legacy of corporate responsibility and sustainable leadership.


**"From Action to Transformation" is not merely a journey.  
It's a bold declaration of our commitment to  
Innovation, Adaptation, and relentless Progress.**

As we navigate through this transformative voyage, we remain steadfast in our pursuit of excellence, driven by the conviction that every action we take today paves the way for transforming into a brighter, more sustainable future.







Click on the titles to know more 

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# About LTIMindtree

## Local actions that are creating global transformations

LTIMindtree Limited, a Larsen & Toubro (L&T) Group company, emerged from the strategic merger of L&T Infotech with Mindtree. The company is listed and trading its shares on the Bombay Stock Exchange Limited (BSE) and the National Stock Exchange of India Limited (NSE).

The merger not only expanded but also diversified our solutions capabilities, allowing us to capitalize on cross-selling and upselling opportunities, cementing our position as an industry frontrunner.

With a workforce of over 81,650 employees and a presence in 38 countries comprising 117 offices worldwide, at LTIMindtree, our ability to craft digital experiences across various platforms, from web to mobile, has delivered impressive results for our clients operating in verticals like Banking and Financial Services, Hi-tech, Communications, Media and entertainment, Energy, Healthcare, Life sciences, Manufacturing, Retail and Consumer Packaged Goods (CPG), Travel transport and hospitality, and more.

By leveraging our domain expertise and suite of services, which includes consulting, cloud and infrastructure,

cybersecurity, data and insight, digital engineering, enterprise applications, platform operations, quality engineering, and generative Artificial Intelligence (AI), we help businesses gain a competitive edge and enhance customer experiences to drive sustainable success for our clients.

Looking ahead, our strategic roadmap extends over the next four to five years. With a focused approach to executing short-to-medium and long-term strategies, we are poised to continue our trajectory of growth and success.

Our sustainability services aim to inspire and expedite our clients' transformation into purpose-driven organizations. Our suite of ESG services is tailored to assist clients in formulating and implementing ESG strategies, encouraging responsible and circular supply chains, ensuring regulatory compliance and reporting, facilitating Net-Zero transitions, harnessing sustainable intelligence, managing risks and controversies, and enabling green IT and green alpha initiatives.

### From Action to Transformation Snapshot for Financial Year (FY) 2023-24

People	Planet	Profit
Talent Pool: <b>81,650</b>	GHG Emissions: <b>65,264 tCO<sub>2</sub>e</b>	Revenue: <b>INR 3,55,170 Million</b> (up by 7.04% in constant currency)
Women In Talent Pool: <b>30.69%</b>	Energy Consumption: <b>1,98,654 GJ</b>	Profit: <b>INR 45,846 Million</b> (Growth by 4%)
New Hires: <b>15,593</b>	Renewable Energy: <b>44.34%</b>	EBIT: <b>15.7%</b>
Learning Hours: <b>43,66,971</b>	Waste Recycled: <b>92.14%</b>	Order Book Value: <b>USD 5.6 Billion</b> (15.7% Growth over FY2023)
CSR Spend: <b>INR 807 million</b>	Water: <b>333.724 ML</b>	Active Clients: <b>738</b>
CSR Threshold Limit: <b>INR 806 million</b>	Environmental Capex Spend: <b>0.04%</b>	Customer Satisfaction Rating: (On a scale of 1-7): <b>5.85</b>
CSR Beneficiaries: <b>598,698</b>	Green Buildings in India: <b>100% certified and applied</b> for LEED IGBC Platinum	\$5 Million+ Clients: <b>153</b>
Trees Planted: <b>3.8 million</b>	Partners and Suppliers: <b>12.64%</b> of total procurement spend was on diverse suppliers	Global Presence: <b>38 countries - 117 offices</b> (Headquarters – Mumbai, India)



# About the Report

## Advancing towards our objectives

This marks the second annual Sustainability Report for LTIMindtree Limited since our merger, developed in accordance with the Global Reporting Initiative (GRI) Universal Standards 2021 covering our Environmental, Social, and Governance (ESG) performance from the financial reporting period i.e. April 1, 2023, to March 31, 2024.

From genuine environmental stewardship to proactive community engagement, and from stringent ethical governance to conscious regulatory compliance, every action of our enterprise reflects our dedication to effecting positive transformation.

The report highlights our strides in nurturing genuine inclusion, setting pioneering benchmarks in Net-Zero pursuits, championing renewable energy adoption, and spearheading waste recycling endeavors. It articulates how our workplace standards position us as an employer of choice, drawing in a diverse pool of talent, including the GenZ cohort.

This report also reflects an augmented version of multiple frameworks aligned to GRI including:

- The United Nations Global Compact (UNGC)
- Sustainability Development Goals (SDGs)
- National Guidelines on Responsible Business Conduct (NGRBC)
- Taskforce on Climate-related Financial Disclosures (TCFD)
- Taskforce on Nature-related Financial Disclosures (TNFD)



As an organization we follow the sustainability reporting guidelines as set by these frameworks, adhering to the highest standards of transparency and accountability in reporting. This report is endorsed by our CEO and MD, who is our highest executive responsible for sustainability initiatives in the organization.

LTIMindtree is committed to reporting on nature-related dependencies, and we are the only Indian company among a handful of global companies as the Early Adopter of the Taskforce on Nature-Related Financial Disclosures (TNFD). The TNFD disclosures have been integrated into this Sustainability Report, including disclosures about nature-related challenges, risks, and opportunities for LTIMindtree, details of which can be found further in relevant sections of this Sustainability Report FY 2023–24.

We have identified key material challenges based on stakeholder inputs considering their legitimate interests and mapped them to the SDGs, striving to make a positive impact across these areas. Our report is structured around these core material issues and our ESG Vision, incorporating valuable contributions from stakeholders. This report is thus pivoted by our material topics which are covered in-depth and width and presented as drivers of our performance and themes for our reporting. The scope of the report is as follows:

### For Sustainability Report FY 2023-24

- Using an operational control approach, we have focused on India operations for our environmental initiatives as it is the location of our largest employee base and environmental impacts.
- We continue reporting on our global operations for the economic and social categories.
- We have included key information relating to our subsidiaries.

### For TNFD Assessment

The TNFD assessment and disclosures are limited to LTIMindtree's campuses located in India. Locations include Bengaluru, Bhubaneshwar, Chennai, Coimbatore, Delhi, Hyderabad, Kochi, Kolkata, Mumbai, Mysore, Nagpur, Noida, Pune, and Warangal.

This report has been externally assured by an independent third party, DNV Business Assurance India Pvt Ltd and includes all the data, material aspects, and information carried in this report. The assurance has been conducted using the assurance standard of ISAE 3000. LTIMindtree Ltd has no relation with the said entity, except for employing their services for assurance of this report and of BRSR. Please refer to page no. 79 for the assurance statement.





# ESG Accolades

## Inspiring our ongoing journey

LTIMindtree has been resolute in its commitment to ESG principles, earning recognition in various spheres for its exemplary practices. Our dedication to sustainability is reflected in our efforts to minimize our environmental footprint, nurture social inclusivity, and uphold strong governance standards. We go above and beyond mere compliance and profit-oriented goals, persistently innovating to establish new benchmarks in sustainability performance.

In acknowledgement of these endeavors, LTIMindtree has been honored with numerous ESG accolades, affirming our position as a responsible corporate citizen. These accolades serve as a testament to our steadfast commitment to integrating sustainability into every aspect of our business operations. We are proud to be recognized for our contributions towards building a more sustainable future, and we remain committed to furthering our ESG initiatives to drive positive impact within our organization and the communities we serve.



Golden Peacock Award for Sustainability for the year 2023 by Institute of Directors, India



Secured Gold Standard accreditation in the GCEES audit & certification, scoring 2.8 on the Water Positivity Index, conforming to ISO 14046:2014 for all centers in India



Four campuses of Bengaluru attained Zero Waste to Landfill certification by “Intertek”



Ranked 30 in The Financial Times' "Climate Leaders Asia-Pacific 2023" for best performance in 'Reduction of GHG emissions intensity over 2016-2021 relative to revenue'



Positions us in global leadership league amongst 25,000 global institutions in both “Climate Change” and “Supplier Engagement Rating” categories



Honored with CII 24th National Award for Excellence in Energy Management for Bengaluru- East Campus



Received CII IGBC Green Campus - Platinum, 2023 for our Bhubaneswar Campus



Mumbai Mensa-Mahape Campus has attained LEED Platinum Certification from USGBC.



Received Workplace Sustainability Excellence Award for Bangalore Global Campus from iNFHRA



DivHERsity recognized us for Innovative Practices in L&D and Returnee programs for Women



Economic Times recognizes LTIMindtree as one of the Best Organizations for Women



Won the “Best Firm For Women In Tech” at Analytics India Magazine’s Rising Conference.





Silver Category for LGBTQ+ Inclusion under India Workplace Equity Index



Won the first runner up award as Employer for Persons with Disabilities from ASSOCHAM



1st runner-up for Disability Confidence & Inclusion  
2nd runner-up for LGBTQIA+ Inclusion  
1st runner-up for DEI Champion in Bombay Chambers DEI Awards



Rewarded in the 'Health & wellbeing' category for supporting a project to eliminate 'Clubfoot disability'



SKOCH Award for our Virtual Learning CSR Project.



Achieved above industry average scoring of 63rd percentile



Listed in FTSE4Good 2023 Index Series with higher scores than sub-sector /sector /country averages



IMF "AccountAbility ESG assessment" – 89% score that classified us as a preferential supplier



Silver Shield for Business Responsibility & Sustainability Reporting Leadership (Service Sector) and Special recognition for Gender-Equality reporting from 'The Institute of Chartered Accountants of India'



Placed among top 25 leading global organizations for reducing business travel attaining score of 10 out of 10



Secured 79.3 out of 100 in upper quadrant of Top 200 Indian companies (by market capitalization) ESG ratings index



LTIMindtree is the only Indian company to be listed as Early Adopter from among 320 institutions.





## Foreword by the CEO and Managing Director

“I'm pleased to highlight the growing force driving us ahead: our unwavering commitment to sustainability, where our sustainability efforts are not just mere intentions but decisive actions and strategic collaborations, driving profound transformations.”

As we end yet another eventful financial year, I pause to reflect on our journey so far. Following a game-changing merger, our organization underwent a distinct transformation, with a significant broadening of our capabilities and a substantial deepening of our solutions suite.

This year has been truly defining for LTIMindtree, characterized by a string of prestigious awards, pivotal deal wins, and strong financial performance.

With a workforce of 81,650 employees, LTIMindtree posted revenue of USD 4,287.3 Million (up by 4.4%), providing services to over 738 clients across 38 countries. Our size along with the sheer scope and depth of our service offerings, make us well-equipped to lead our clients' digital transformation journeys and take them to the future, faster.

I am immensely proud to see LTIMindtree standing tall among the global IT elite. The recognition as a Global Future 50 company by Fortune Europe magazine is a testament to our service excellence and relentless dedication, while being the sole Indian representative on this esteemed list further accentuates the significance of this honor.

As we carry forward our vision to evolve into a \$10 billion enterprise — an ambitious yet attainable goal, we remain firmly committed to ensuring sustainable and equitable growth for all stakeholders.

Today, I speak with a deep sense of satisfaction, acknowledging not only our accomplishments but also the transformative ethos that permeates every aspect of our organization and its extended ecosystem. Amidst our significant commercial endeavors, I am pleased to highlight the growing force driving our unwavering commitment to sustainability, where our efforts are not

just mere intentions and strategic collaborations, but decisive actions that continue to drive profound transformation and impact.

From the highest levels of management to the front-line workforce, there is a palpable unity of purpose that fuels our collective determination to enact meaningful and sustainable change. Our ESG achievements are the result of cohesive collaboration among diverse teams, seamlessly integrating to propel our endeavors toward desired objectives.

Our sustainability initiatives, spanning Diversity, Equity, and Inclusion (DEI) efforts, biodiversity conservation, and resource stewardship, exemplify our commitment to making a positive impact. Striving to earn the coveted 'Employer of Choice' tag, we are fashioning workplaces and systems that resonate with GenZ aspirations. These initiatives position us as trailblazers in purpose-driven careers, addressing the rising need for meaningful work engagement in society.

Looking ahead, our dedication to sustainability remains steadfast. We are committed to challenging the status quo, fostering innovation and inclusivity, and delivering unparalleled value to our stakeholders, year after year.

Even as we pause to reflect on our achievements, let us continue to lead with purpose, inspiring others to join us in shaping a future defined by sustainability, innovation, and inclusivity.

**Together, let our actions translate into meaningful transformations that leave a lasting legacy.**

**Debashis Chatterjee**

CEO and Managing Director





## Thoughts by the Chief Sustainability Officer

“Our vision guided by our holistic ESG charter has helped us get closer to meeting our mission-critical environmental, community, and supplier related targets. All these reflect favorably on our concerted efforts and diligent execution and perfectly fits this year's theme: From Action to Transformation.”

At LTIMindtree, the past year has been extremely significant in every way as we embarked on the second year of our sustainability journey as a merged entity. We have confidently addressed challenges and embraced opportunities, and further, as we move ahead, we stand prepared for the onset of fresh tests.

A series of tipping points in environmentally fragile areas around the world highlight the importance of us continuing to evaluate and refine our own sustainability initiatives. As a top-tier global IT services and solutions provider, we truly feel that it is our responsibility to set a precedent through decisive actions. We have been catapulted into the big league of the global IT industry, and we are poised to revolutionize not just our operations but also how our value chain partners operate and deliver their services.

In the long run, it is clear that by functioning with ethical responsibility, we must not only adapt but also set the standard for balancing growth and sustainability. Our capacity to negotiate legislative changes and swiftly integrate with global sustainability frameworks is what will determine our organization's resilience and longevity.

Towards this goal, our astute leadership blended with strategic change management and delivered measurable results. Among other things, our vision, guided by our holistic ESG charter, has helped us get closer to meeting our mission-critical and ambitious Environmental, Social and Governance (ESG) goals.

All this reflects favorably on our concerted efforts and diligent execution and perfectly fits this year's theme: “From Action to Transformation.”

We remain committed to crafting policies, advocating for sustainable practices, transparency in reporting, and encouraging a positive shift in stakeholder mindsets.



We adhere to a host of significant international frameworks, including the UNGC, SDGs, GRI, and other ESG Standards.

As a leading ESG practitioner for over two decades, we have been working to meet our net-zero goal by developing innovative technologies like Smart Spaces Internet of Things (IoT) solutions, green and energy-efficient buildings, and increasing operational efficiencies. We achieved an overall water positivity index of 2.8x for FY 2024 and zero-waste to landfill certification for four of our key Bengaluru campuses.

In our persistent quest for excellence, we are making conscious decisions to recruit individuals who not only possess talent but also whose mindset and actions align with our code of sustainability, good governance, and strong business ethics. We are also equipping our workforce with green skills, transforming them into agents of sustainability, while gender, LGBTQIA+, and disability inclusion continue, to remain integral to our workforce diversity initiatives.

The profound impact of our investments in community development programs cannot be overstated. Our Corporate Social Responsibility (CSR) programs have benefitted around 6 lakh individuals across various sectors. Empowerment through education, vocational training for women, promoting sustainable agriculture, health and nutrition initiatives and other actions have had a positive ripple impact on society.

As we look ahead, our actions resonate far beyond mere words, shaping a dynamic and enriching cycle of positivity and appreciation. Several prestigious awards we received in 2023 highlight our unwavering dedication to sustainability excellence and leadership.

**I thank and invite everyone on the journey ahead. Let us continue to forge ahead with unyielding resolve, bold to act, and brave to transform.**

**Paneesh Rao**

Chief Sustainability Officer



# Sustainability Approach

Sustainability today stands as a critical pillar for success, commanding the attention of leading businesses and progressive leaders alike. At LTIMindtree, sustainability isn't merely a recent addition to our agenda. What distinguishes us is our proactive and consistent commitment to sustainability, a pledge that has become a fundamental component of our daily operations.



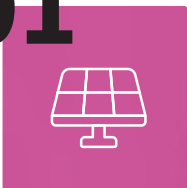
At the core of our sustainability philosophy lies more than just a set of practices; It is a powerful mindset, a driving force behind every decision we make to contribute to a better future for the planet, society, and future generations. It is about creating an organization that is not only environmentally mindful but also socially responsible and ethically motivated.

Our dedication to ESG principles is evident in our actions and our sustainability framework – at the core of which is our ESG Vision. We take a multi-pronged approach to sustainability including climate action, employing numerous frameworks aligned with the ten principles of the UNGC, SDGs, TCFD, TNFD, GRI, Carbon Disclosure Project (CDP), Science Based Targets initiative (SBTi), and other ESG components.

## Approach towards ESG

Our ESG vision is a commitment that reflects our endeavors to translate action into transformation. Towards this, we focus on the below priority areas

01



### Our environmental stewardship

Through optimizing natural resources consumption by focusing on Renewable Energy (RE), reducing our emissions due to conscious and responsible initiatives, being water-positive, and being mindful of climate change impacts and nature-related dependencies.

02



### Becoming an employer of choice

At the cornerstone of our broader goal of becoming an employer of choice lies the breadth and potency of our DEI efforts, from leadership advocacy to diversity in our value chain.

03



### Social responsibility

We believe in inclusive growth and upliftment of marginalized communities through community development, with a focus on priority areas of education, empowerment, environment, and health and wellness. As a socially conscientious organization, we aim to positively impact lives.

04



### Ethical responsibility

As a globally leading IT company, we maintain the highest standards of ESG governance in the system. Our focus is to diversify the Board, link ESG to Executive compensation, and continue to maintain governance with integrity and transparent disclosures.



Approach towards climate-related disclosures	Approach towards nature-related disclosures
<p>LTIMindtree recognizes the impact of climate change on both the environment and the company, as well as the pressing need to transition to a sustainable, low-carbon economy. Various risk assessments like climate, water, and biodiversity (TCFD based) were undertaken. Locations were categorized into high to low-water-stressed regions, and climate-related risks like acute water scarcity were assessed.</p> <p>LTIMindtree has mapped and assessed climate vulnerability risks using the climate-related scenario analysis recommended by the TCFD and categorized them into Physical and Transition Risks.</p> <p>These covered potential negative effects on personnel, communities, livelihood, health/wellbeing status, economic, social, and cultural assets, services (including environmental), and infrastructure due to climate change.</p> <p>Climate-related disclosures were reported as part of the CDP on climate change.</p>	<p>LTIMindtree is cognizant that biodiversity loss and ecosystem collapse are among the top five risks the world is facing and endeavors as a globally responsible citizen to ensure the conservation of natural habitats.</p> <p>For the first time, to understand nature-related dependencies, especially the impacts on ecosystems and biodiversity, L.E.A.P. assessment was conducted to identify 4 categories of nature-related issues: – DIOR – Dependency, Impact, Opportunities, and Risk, as per the procedure recommended by TNFD. These are location-specific and play an important role in identifying, assessing, mitigating, and managing nature-related issues.</p> <p>Understanding how ‘nature-related issues’ can affect LTIMindtree’s business operations, value chain, strategy, and financial planning can help in decision-making. In subsequent years, the focus will be on integrating environmental factors into LTIMindtree’s business model, financial planning, and value chain.</p>

The assessments done to identify climate-related risks and nature-related issues have equipped LTIMindtree with a clearer understanding and better preparedness against the most pressing challenge of climate change and declining biodiversity. We have identified the risks and outlined how we plan to handle them, along with the severity and impact of the risks if not mitigated.

## Stakeholders and Materiality

At the heart of our commitment to sustainability lies a carefully crafted process for identifying material issues. Rooted in our mission to balance societal impact with operational excellence, we prioritize the input of all stakeholders in our decision-making.

Our materiality assessment approach is systematic, drawing on globally recognized standards like the GRI Universal Standards 2021. Our management approach outlines how we proficiently handle the Economic, Environmental, and Social (EES) implications of our core material concerns.

Material topics are prioritized based on feedback from important stakeholders – both external and internal, and internal deliberations held during management meetings. The key material topics are thoroughly discussed at the Board level through dedicated board-level committees. Our Enterprise Risk Management (ERM) team evaluates our management strategy using risk assessments, audits, and performance reviews. The results of these reviews are subsequently reported to the Board-level Audit Committee for any changes or approvals.

Key Performance Indicators (KPIs) are closely linked to our functional heads, departments, and processes, and they complement our strategic planning efforts and long-term incentive programs. Our customers regularly review our ESG performance using various indices and rating bodies such as CDP. Furthermore, independent third-party audits serve to assess our performance against set norms and benchmarks.





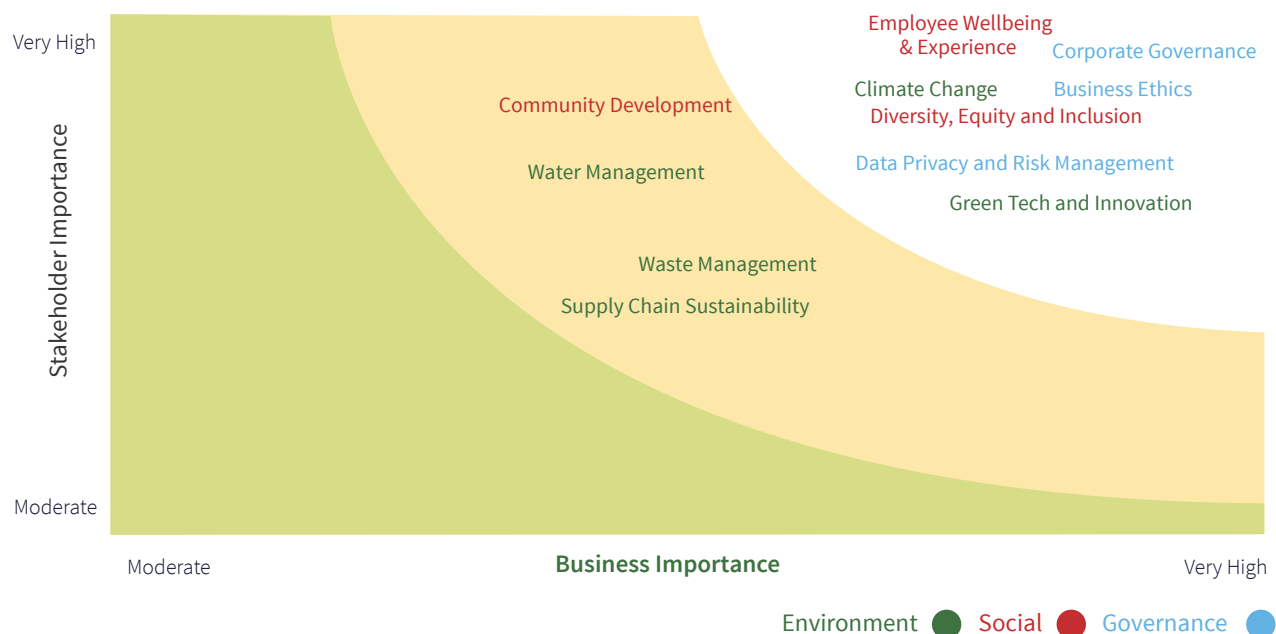
Internally, we scrutinize leadership changes, strategic initiatives, and the intricacies of our business model. Externally, we analyze economic trends, environmental challenges, and evolving stakeholder needs. Thus, by blending internal insights with external benchmarks, we effectively address both current concerns and future trends. One pivotal aspect of our materiality assessment is the proactive identification and evaluation of emerging ESG risks. We acknowledge the dynamic nature of material issues and, therefore, integrate multiple determinants into our assessment framework. These include assessing the direct economic implications of our business model, aligning with our organizational values, comparing against industry benchmarks, addressing stakeholder apprehensions, and navigating emerging societal challenges.

This holistic approach allows us to stay ahead of the curve and align our strategies with stakeholder expectations over time.

## Materiality assessment

Through engagement with stakeholders, feedback from the company, and internal assessments, critical concerns are considered and prioritized as key material issues into three key ESG pillars. The material issues are mapped to the SDGs, ensuring a positive impact in these areas.

### LTIMindtree's ESG Materiality Matrix



## Stakeholder Engagement

At LTIMindtree, engaging with stakeholders is pivotal to our strategy. It helps us avoid risks, create tailored plans, and improve decision-making through diverse perspectives. This engagement enhances accountability, builds trust, and highlights our commitment to transparency and collaborative growth.

### Clients



#### Why are they Important?

Clients are among our most important assets and their feedback is key to process improvements, quality enhancement, service performance and cost optimization.

#### Channel of Communication

- Client Satisfaction Survey (CSAT) through independent third-party consultants.
- Client Satisfaction Survey (CSS) tool.
- Project-related calls and meetings.
- Project management reviews.
- Relationship meetings and reviews.
- Steering committee meetings/Quarterly Business Reviews (QBRs) and briefings on client visits.
- Responses to Request for Information (RFI) /Request for Proposal (RFP) sponsored events.
- Mailers, newsletters, and brochures.
- Corporate website.
- Social media.

#### Frequency of Engagement

- Annually.
- Half-yearly.
- Ongoing.

#### Key Topics and Concerns

- Client feedback and satisfaction.
- Quality of work delivered, business value, resilience, and innovation.
- Understanding client, industry, and business challenges.
- Identifying opportunities to improve our services for cross-selling.
- Deciding on investments and capabilities required to fulfill demand.
- Understanding client's data privacy and security requirements.

### Employees



#### Why are they Important?

Our employees are at the center of all our operations; their collaborative skills and expertise are essential for our growth.

#### Channel of Communication

- CEO Connect.
- Leadership Townhalls.
- R&R Awards.
- Appraisals.
- Ultima Works intranet.
- Roadshows.
- Project or operations reviews.
- Video/ audio conference.
- One-on-one counselling.
- Engagement: Employee Appreciation Week, Festive Celebrations, HR open house connects, financial planning webinars, and location-specific cultural events.
- Conflict and Grievance Resolution through Grievance Handling & Prevention of Sexual Harassment (POSH) systems.
- Training & Development through Shoshin platform.
- Creativity & Innovation through Gigspace & Solvathon.
- Career and Learning: LTIMindtree 7-step program, Talent Central, Shoshin School, My Career My Growth, Succession Planning, Learn to Grow, Lead, and MPower.
- Remote Onboarding through Onboard Portal.
- Alumni Engagement through Alumni portal.

#### Frequency of Engagement

- Ongoing.
- Quarterly.
- Annual.

#### Key Topics and Concerns

- Employee motivation.
- Retention.
- Career development.
- Performance appraisal discussions.
- Career management and growth prospects.
- Learning opportunities.



## Investors and Shareholders



### Why are they Important?

As providers of capital, they are key to our growth and expansion plans.

### Channel of Communication

- Investors Page on the website.
- Integrated Annual Report.
- Stock Exchange notifications.
- Annual General Meeting (AGM).
- Press conferences & newsroom releases.
- Investor Meetings, conferences, and non-deal roadshows.
- Quarterly earnings call.
- Investor Day.

### Frequency of Engagement

- Annually.
- Quarterly.
- Event-based.
- Ongoing.

### Key Topics and Concerns

- Educating the investor community about LTIMindtree's value creation model and business strategy for the long term.
- Apprise and explain to investors the IT services industry dynamics and LTIMindtree's performance.
- To provide the shareholders with an opportunity to express, participate effectively in General Meetings, and vote on the matters related to the Company along with an additional right of demanding a poll.
- Create awareness and greater visibility of the Company's performance and take valuable suggestions.
- Helping investors voice their concerns regarding Company policies, reporting, strategy, etc., and addressing them adequately and to their satisfaction.
- Understanding shareholder and investor expectations from the Company.

## Industry Bodies



### Why are they Important?

As our valued partners in advancing the future of IT together, it is vital to foster a symbiotic connection with the industry bodies.

## Employees



- Compensation structure.
- Flexible working policies.
- Improving Diversity and Inclusion.
- Grievance redressal system.
- Building a rewarding culture and inculcating innovative work practices among employees.

## Government and Regulatory Bodies



### Why are they Important?

Key for ensuring compliance, interpretation of regulations and uninterrupted operations.

### Channel of Communication

- Workshops.
- Industry events.
- Filing of forms/disclosures by the Company.
- Investors Page on the website.

### Frequency of Engagement

- Annual.
- Event based.
- Ongoing.

### Key Topics and Concerns

- Ethical governance.
- Sustainability disclosures.
- Ensure 100% compliance to all applicable regulations.

## Media



### Why are they Important?

Improving the understanding of industry's positive impact on sustainability and climate change, and the drivers for further development.

### Channel of Communication

- Corporate websites.
- Press releases.
- Media opportunities -interviews, bylines, quotes.
- Sponsored (industry) events/marketplace presence.

### Frequency of Engagement

- Ongoing.

### Key Topics and Concerns

- Communicate the Company's strategy, performance, and way forward.





## Industry Bodies



### Channel of Communication

- Conferences and seminars.
- Committee meetings.
- Surveys.

### Frequency of Engagement

- Ongoing.

### Key Topics and Concerns

- Understand areas for sustainable development and leverage best practices.
- Public policy advocacy.
- Work in partnership to develop solutions to global challenges.

## Communities and NGOs



### Why are they Important?

A harmonious relationship with the communities where we operate is key to our social license to operate and collaborate with our NGO partners for societal development.

### Channel of Communication

- Community meetings.
- Pamphlets.
- Newspaper.

### Frequency of Engagement

- Ongoing.

### Key Topics and Concerns

- Needs of the community.
- To listen to the feedback from the community on the impact of the projects executed in the recent past.

## Media



- Amplify LTIMindtree's brand as a responsible corporation.
- Safeguard the reputation of the Company.
- Showcase thought leadership and Company capabilities.
- Drive business development and insight into public and business concerns.

## Suppliers



### Why are they Important?

Adoption of sustainable practices and timely availability of goods and services from our Suppliers have a material impact on our operations and efficiency of service delivery to clients.

### Channel of Communication

- S360 portal.
- Vendor meets.
- Email.

### Frequency of Engagement

- Ongoing.

### Key Topics and Concerns

- Stronger partnerships.
- Demand Sustainability.
- Credit worthiness.
- Ethical behavior.
- Fair Business Practices.
- Governance.

## Academic Institutions



### Why are they Important?

Campus to Corporate aimed at development of skilled talent pool for specific business demands, drive innovation, and strengthen our competitive advantage.

### Channel of Communication

- Campus recruitment drives.
- Community meetings.
- Corporate and Career website.
- Notice board.
- Email.

### Frequency of Engagement

- Ongoing.

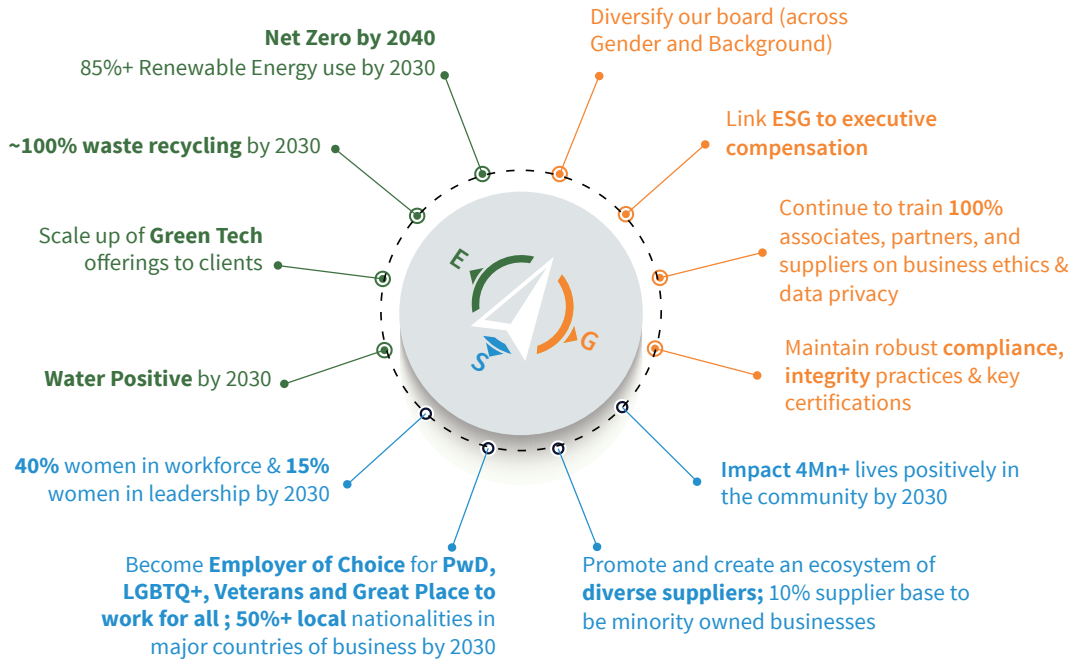
### Key Topics and Concerns

- Job creation.
- Internship opportunities.



# ESG Vision and Progress

Through our ESG vision, we aim to drive impactful sustainability in the organization and are committed to meaningful progress and positive impact.



The table summarizes our progress in FY2023-24 towards key long-term goals, serving as a snapshot of our ESG initiatives and providing essential data for evaluation.

ESG Vision Progress		
ESG Vision Ambition	Progress in FY 2023–24	Progress Initiatives
<b>Environmental</b>		
Net-Zero by 2040	<ul style="list-style-type: none"> <li>Scope 1: Reduction by 70% to 0.02 tons CO2e/employee (over baseline value of FY19)</li> <li>Scope 2: Reduction by 67% to 0.29 tons CO2e/employee (over baseline value of FY19 CO2e/employee)</li> </ul>	Sustainable infrastructure upgrades for energy efficiency and emissions reduction, Green certification initiatives and RE adoption, and Community-driven projects for emission mitigation
85%+ Renewable Energy Use by 2030	44.34% (86,446 GJ)	Strategic financial alignment for diverse RE partnerships and collaborations
100% waste recycling by 2030	92.14% (673.85 tons recycled out of 731.34 tons generated waste)	Single-use plastic elimination, High recycling rates, and Zero Waste to Landfill certification for four of our key Bengaluru campuses
Water Positive by 2030	<ul style="list-style-type: none"> <li>58% reduction to 4.29 kl/employee (over baseline value of FY 19)</li> <li>2.8x water positive</li> </ul>	4R water conservation strategy, Zero-discharge campuses, Recycled water use, efficient fixtures, and Gold Standard accreditation



The table summarizes our progress in FY2023-24 towards key long-term goals, serving as a snapshot of our ESG initiatives and providing essential data for evaluation.

ESG Vision Progress		
ESG Vision Ambition	Progress in FY 2023–24	Progress Initiatives
<b>Environmental</b>		
Scale up of Green tech offerings to clients	<ul style="list-style-type: none"> <li>Engaged with 70+ customers</li> </ul>	Green Facility/Building, Green IT, Green Carpet, and In-house Smart Building Solution
<b>Social</b>		
40% women in workforce	<ul style="list-style-type: none"> <li>30.69% of women in the workforce</li> </ul>	Flexible policies, childcare support, and women's career advancement initiatives
15% women in leadership by 2030	<ul style="list-style-type: none"> <li>9.19% women in leadership</li> </ul>	Offering tech skills, mentoring, and leadership programs
Become the Employer of Choice for LGBTQ, PwD and Veterans and a Great Place to Work (GPTW) for all: 50% + local nationalities in major countries of business by 2030	<ul style="list-style-type: none"> <li>0.17% PwD</li> <li>0.12% LGBTQ+</li> <li>0.11% Veterans in workforce</li> <li>23.8% local nationalities (outside India)</li> <li>Recognized as GPTW in the US, France, Poland &amp; Denmark</li> </ul>	Mandatory training on disability, LGBTQ+ inclusion, aligning with UN LGBTI standards for holistic action
Promote and create an ecosystem of diverse suppliers; 10% supplier base to be minority-owned businesses	12.64% spend on diverse suppliers	Promote diversity in supplier network through strategic partnerships and opportunities
Impact 4 million plus lives positively in the community by 2030	<ul style="list-style-type: none"> <li>598,698 CSR beneficiaries in FY24</li> <li>1,598,698 CSR beneficiaries cumulative from FY19</li> </ul>	Focus areas: Education, Empowerment, Health & Nutrition, and Environment
<b>Governance</b>		
Diversify our Board (across genders and background)	<ul style="list-style-type: none"> <li>50% Independent Directors, and</li> <li>1 Woman on Board</li> </ul>	First runner-up for DEI Champion: Rewarded for our achievements in promoting DEI across the Board
Link ESG to Executive Compensation	<ul style="list-style-type: none"> <li>ESG linked KPIs under review</li> </ul>	Innovating ESG-focused executive compensation framework, aligning roles with accountability and best governance practices – ESG linked KPIs currently under review
Continue to train 100% associates, partners and suppliers on business ethics and data privacy	<ul style="list-style-type: none"> <li>Associates training on business ethics and data privacy – 93% completed and rest in progress</li> <li>7 training sessions attended by 301 supplier organizations that includes 12% of our top vendors constituting 75% of our overall procurement spend</li> </ul>	Conducted supplier engagement sessions on sustainable supply chain to gather Greenhouse gases (GHG) and ESG data.
Maintain robust compliance, integrity practices, and Key certifications	<ul style="list-style-type: none"> <li>Maintaining global leadership in CDP for four years</li> <li>Several globally acclaimed ESG accolades</li> </ul>	Employing new and emerging national, global reporting frameworks, standards, certifications, and many ESG ratings/rankings





## Actions to Future

# Proof and Secure Business

Anticipating and mitigating business challenges and ensuring uninterrupted business performance, while at the same time safeguarding critical work assets from malicious threats, forms an important component of our day-to-day operations at LTIMindtree.



### Risk Management

At LTIMindtree, our risk management framework is aligned to ISO 31000 standards, supported by a governance structure to run the ERM program. We systematically identify risks spanning the entire organization, addressing both predominant concerns and unit-specific challenges. This approach considers internal and external factors. To monitor risks effectively, we establish Key Risk Indicators (KRIs) for each identified risk, ensuring focus on both short and long-term objectives. Our risk management process is a top-down approach, starting with oversight from the Board of Directors (BoDs) to the Risk Management Committee, Audit Committee, and Risk Management Assurance Group until the individual business unit level.

The ERM team serves as the custodian of the risk register within LTIMindtree, with contributions from various departments and stakeholders, after which the top prioritized risks are forwarded to the Chief Risk Officer (CRO). The Sustainability Function also contributes to the ERM process related to ESG and CSR aspects. The risk register contains all the identified risks, their descriptions, and the mitigation plan. Each risk has a risk owner and a risk manager, and the KRI is established with short-term and long-term goals to track and monitor progress. The risks are categorized into specific areas such as Strategic, Financial, IT, Operations, and Environment, including climate, nature-related, and biodiversity risks that pose a threat to our business sustainability. These also include key sustainability, social, and governance risks, like social elements including health and safety, labor rights, and human rights ensuring complete coverage and effective management across our organization.

Organizational risks are examined and monitored on a quarterly basis, while business unit-specific risks are assessed monthly. This strategy ensures that sustainability-related concerns are addressed proactively at both the organizational and operational levels. The final list of identified risks is at an enterprise-wide level and is fed into the system. The findings are submitted to the Board by the CRO, for thorough review enabling strong risk identification and mitigation strategies.

As the nature-related assessment was carried out in the reporting period, the company will be evaluating the assessment outcomes and in subsequent years, efforts will be made to incorporate relevant nature-related risks and its mitigation strategies.

## Glimpse of identified risks and the mitigation measures at LTIMindtree

### Risk: GHG Emissions

**Risk Description:** Failure to meet GHG reduction targets affects sustainability ratings, industry perceptions, and invites scrutiny.

**Mitigation measures:**

- Installation of Battery Monitoring Systems and smart LEDs.
- For more details on mitigation measures for GHG emission reduction refer to 'Emission and Energy management' section under 'Action that protect our planet'.

### Risk: Employee health and safety

**Risk Description:** An unsafe workplace can repel talent and raise turnover, tarnishing the organization's reputation. Improved employee health boosts productivity and service delivery.

**Mitigation measures:**

- Appropriate measures were taken. For example, for fire hazards – Fire extinguishers are installed, fire emergency plans are in place, and mock drills are held.
- For further details refer to 'Employee Well-being and Experience'.

**Risk:** Declining biodiversity



**Risk Description:** Globally, biodiversity loss and climate change are the major risks. Investors and key stakeholders are demanding more disclosures from companies related to biodiversity. Failure to provide information may cause capital loss and reputational damage.

**Mitigation measures:**

- LTIMindtree Whitefield STPI campus created a Miyawaki Forest in 2022, with 1000 saplings planted in a 3000 sq. ft. space. For further details refer to 'Biodiversity Initiatives'.

**Risk: Transition to net-zero commitment**

**Risk Description:** As part of our ESG vision, LTIMindtree has committed to being net-zero by 2040 and have carbon-neutral operations by 2030. Failure to adhere or ineffective achievement of these goals may severely affect stakeholder trust and investor confidence and impact Business resilience to Climate Change.

**Mitigation measures:**

- To achieve carbon neutrality and net-zero goals, LTIMindtree has committed to having 100% of existing and future campuses housed in LEEDS platinum-certified Green Buildings. All these means huge investments in green and clean climate solutions, including solar installations, IOT smart energy and water systems, HVAC optimizations, Green Buildings, etc. These investments will give better savings and, in the long run, will be more optimal than investing in carbon-led systems like fossil fuel-based electricity.

**Risk: Reporting regulations**

**Risk Description:** New/emerging country/region specific reporting regulations on sustainability disclosures including more stringent nature-related reporting obligations. Imposing stricter compliances in 'Green'/Climate-related regulations also impose stricter climate change or ESG reporting disclosures. Countries like USA and China are expected to follow EU and declare strict regulations similar to the EU climate laws including imposing carbon-tax polices like the Carbon Border Adjustment Mechanism (CBAM). Non-compliance with any will result in negative consequences and reputation loss.

**Mitigation measures:**

- LTIMindtree is transparent in disclosing its sustainability approach, through various disclosing platforms like the CDP and adopting the latest disclosing standards like TNFD.
- Communicating with investors and stakeholders regarding the sustainability approach is crucial.

**Risk: Provisioning services – water resources and air resources (TNFD)**

**Risk Description:** Provisioning services for the ecosystem provide clean air and clean water, which are necessary for human capital and business operations.

Water is the most important raw material for the organization and ensuring adequate supply of good quality water is important. Failure to do so may create a hindrance in business operation.

**Mitigation measures:**

- LTIMindtree aims to be a 5x water positive company by 2030 and is currently 2.8x positive with initiatives like installing zero-water discharge systems like Sewage Treatment Plants (STPs) in their campuses.
- LTIMindtree has taken up various initiatives to make sure we use water diligently and sustainably, For further details refer to 'Water management section' at page 24.

**Risk: Changes in other regulating and maintenance ecosystem services: Waste treatment (TNFD)**

**Risk Description:** Proper waste disposal has become crucial for organizations. Failing to do so can attract huge fines and penalties. Also, failing to adhere to proper waste disposal can result in a wide array of health and environmental damages.

**Mitigation measures:**

- LTIMindtree does not procure any raw materials as it is an IT organization falling under the IT/ITES category.
- LTIMindtree has strong policies like ESG and EHS policies, which enable proper waste management practices. For further details refer to 'Circular Economy'.

**Risk: Diversity, Equity & Inclusion (DEI)**

**Risk Description:** Increased diversity and inclusion in the organization positively affects productivity and innovation. Diverse teams bring in different perspectives and help us build better solutions. A lack of inclusion affects teams'



potential to respect differences and collaborate meaningfully. High attrition in the organization due to lack of aspiring opportunities can drain knowledge and impact revenue targets.

**Mitigation measures:**

- Efforts towards increasing diversity representation (gender, People with Disability, LGBTQ+, veterans, ethnicity, or nationality) through various DEI initiatives within the organization and in the supply chain (e.g., diversity hiring, policies, sensitization, and awareness sessions, unconscious bias mitigation, career development programs for employees, leader advocacy, etc.)

**Risk: ESG governance**

**Risk Description:** Governance and the associated risks of data integrity and transparency are increasingly relevant to stakeholders and regulatory bodies. Board oversight on ESG concerns, adherence to fair work practices, human rights, and harmonious relationships with our stakeholders enhances the corporate reputation. Failure to provide transparent and timely reporting may lead to non-compliance and reputational loss with stakeholders.

**Mitigation measures:**

- Maintain and improve on various ESG ratings/rankings.
- Training suppliers on sustainable supply chain, business ethics, COC, data privacy and security, insider trading and POSH.
- For more details refer to section 'Approach towards ESG.'

## Business Continuity Management

LTIMindtree has a strong emphasis on managing disruptive events, its principles and processes when entrenched in the business will be a major contributor to the achievement of a truly sustainable business. When a catastrophe occurs, the Business Continuity and Resilience team (BC&R) provides assurance that the recovery is managed effectively.

LTIMindtree has successfully completed ISO 22301:2019 certification which ensures to meet international business continuity standards. We have BCM framework for policy and program management, ongoing monitoring and reporting, and the routine governance tasks that are needed. Its ability to look at disruptive events and their impacts from a risk perspective across the whole business in a structured way will enable recovery plans to be put in place for all the accounts.

This framework addresses a wide array of potential disruptions, including natural disasters, man-made incidents, political factors, infrastructure risks, utility failures, technological challenges, and supplier continuity management. By proactively addressing these threats, we enhance our preparedness and resilience, ensuring the continuity of our business operations.



### From Action to Transformation

**Prompt action and communication ensured safety and work continuity**

### LTIMindtree's response to cyclone Michaung: risk management and preparedness

**The ground report**

LTIMindtree's office in Chennai is one of the larger offices, with around 8000 employees that serves around 40 high-volume clients. Most of the district reservoirs reached maximum capacity resulting in releasing of excessive water as per the direction of state government. In preparation for the impending rains. Multiple locations in Chennai had got more than 150 mm of rain and reported significant waterlogging across the city. As a preventive measure, electricity was turned off in most of the areas. Internet connectivity had also been disrupted in many areas of the city.

**Action from the LTIMindtree Chennai BCP team:**

- Daily crisis conference calls held with the location head, administrative team, HR representative, and IT infrastructure associate to examine the current situation and its implications.
- Recommended all the accounts to invoke BCP and execute their recovery strategies defined in their account level BC Plan
- Chennai facility infrastructure and network connectivity was ensured to support LTIMindtree associates to utilize anytime when the home office power / network down.





- Cross-trained resources at alternate sites were informed to prepare for providing additional extended support in case work-from-home failed.
- LTIMindtree employees' safety was ensured in collaboration with the crisis management, admin & HR team to assist employees in need of any necessities such as food and water.
- Rescued employees who were stuck in flooded or low-lying areas and supported them with temporary shelter.
- As all employees were able to work remotely, there was no impact on business operations.

**Lessons Learned:**

- With increasing frequencies of cyclones, we believe in preparedness and importance of precautionary BCP to minimize the disruptions.
- Improving the frequency of communications and calls with leadership.

## Cyber Security and Data Privacy

LTIMindtree has developed a highly secure and powerful data privacy and protection framework that adheres to all the important data privacy laws around the world, including GDPR, CCPA, PIPEDA, APP, PDPA, and others. We are also ISO 27001 and 27701 compliant. The LTIMindtree Data Privacy Office, chaired by the DPO, includes the COO, CPO, CIO, GC, CFO and CISO, and it administers the company's detailed documented privacy framework. LTIMindtree has successfully established suitable and relevant technical and organizational procedures to provide effective data privacy and protection management. There have been no known data breaches at LTIMindtree in the last 12 months in India.

LTIMindtree launched 'V-Protect', powered by Rubrik, for comprehensive data protection and recovery. LTIMindtree partnered with CYFIRMA team to protect modern connected digital organizations from emerging cyber threats.

### Threat monitoring, including inbound threats, signatures, and action methods

At LTIMindtree, we utilize advanced threat detection technologies which are deployed 24x7. This includes continuous monitoring of network traffic, system logs, and security incidents. We conduct regular vulnerability assessments to identify and address any weaknesses. Our multi-layered security, equipped with updated threat intelligence, ensures only authorized traffic entering our network. We keep our threat database updated with new signatures to promptly mitigate any known dangers. When a threat is identified, the affected system is immediately isolated to prevent its spread and then the threat's origin and severity is evaluated, to take appropriate control and elimination actions. This progression includes blocking malicious IPs or domains. It is crucial to inform users about the best security practices. Our incident response plan outlines roles and procedures, ensuring prompt and effective threat response.

### Awareness culture initiative regarding data security and data processing

At LTIMindtree, we maintain a continuous training culture with year-round awareness programs for all employees and subcontractors. This ensures consistent practice of strong cybersecurity and data processing protocols through various channels. Annual in-person training is provided to all employees, including those from Business Enabling units, ensuring compliance with data laws and security standards. In addition, Delivery and IT teams also receive Privacy and Security by Design training to develop secure applications. During induction, new employees are updated on their expected cyber security duties and responsibilities. Monthly emails on data privacy and security best practices are sent to all staff, alongside mandatory Secure Delivery Learning Paths customized to each employee's role.



## Actions that Protect our Planet

# Our Environmental Initiatives



At LTIMindtree, sustainability is not merely a mindset; it is a powerful driving force aimed at translating our positive actions into meaningful transformations that contribute to a better future for the planet, society, and future generations. We are committed to integrating sustainability into all aspects of our operations, with our ESG vision integral to its success. Our policies and initiatives are aimed at reducing environmental risks and are part of our core sustainability approach that adheres to global standards and frameworks, including the UNGC, the SDGs, the GRI, the CDP, the NGBRC, and TNFD.



Fundamental to our long-term sustainable strategy is our ESG vision and net-zero commitment — demonstrating our environmental stewardship through optimizing our consumption of natural resources, reducing our emissions, being water-positive, focusing on RE, circular economy, and being cognizant of climate change impacts and nature-related dependencies. This includes initiatives such as reducing single-use plastics, optimizing sustainable procurement methods, and accelerating efforts to eliminate ozone-depleting substances.

LTIMindtree is compliant with all the applicable environmental laws and regulations, such as the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, and the Environment Protection Act.

91% of LTIMindtree facilities have adopted the Environmental Management System (EMS) certified as per ISO 14001:2015 and have implemented an Occupational Health and Safety (OHS) management system complying to the international standard of ISO 45001:2018 standards. For rest of our locations, we have implemented our own internal Environmental, Health, and Safety (EHS) Management System. Teams at each plant assess operations, spot environmental issues, and control them. An impact register records environmental issues, which are checked and updated regularly. We have a plan for each facility to measure and monitor quality tests and fix problems if the limits exceed the statutory criteria or the previous report.

## Climate Change

As a human capital-intensive company, LTIMindtree's main approach to climate change mitigation is to save and optimize the consumption of natural resources, mainly energy and water, through decarbonization strategies and increasing our reliance on energy through renewable means. We focus on optimizing energy consumption by primarily reducing Scope 1 and Scope 2 emissions through the optimization of HVAC systems, energy management systems, and improving energy efficiency in the built environment through green buildings and smart office solutions. We also aim to reduce our Scope 3 emissions due to business travel and employee commuting.



As an IT services company, LTIMindtree does not directly impact nature and we are aware of the impacts and dependencies on business operations caused by climate change. We have mapped and assessed climate and nature vulnerability risks using the climate-related scenario analysis recommended by TCFD and TNFD.



**LTIMindtree's integrated approach towards climate change**

LTIMindtree has aligned its ESG commitments and goals to India's NDC and the Paris Climate Treaty, as a transitional approach to a 1.5°C, nature positive world. The Physical risks were evaluated using Representative Concentration Pathways (RCP) 8.5, a high-emissions scenario, to prepare for severe climate impacts, enhancing our Enterprise Risk Management (ERM) and Business Continuity Plan.

For analyzing transition risks, we used the IEA's Scenario Analysis (IEA NZE) aligned with global policies and India's climate action strategy. Risks identified were aligned to our ESG strategy, commitments, Climate strategy, and ESG policy. These covered potential negative effects on personnel, communities, livelihood, health/wellbeing status, economic, social, and cultural assets, services (including environmental), and infrastructure due to climate change. LTIMindtree also has well-crafted Sustainability Rewards & Recognition policy both in monetary and non-monetary terms to encourage our employees drive progress against climate change issues and promote environment friendly initiatives in the organization. Our exhaustive Climate-related disclosures are reported as part of the CDP response on climate change.

**LTIMindtree's climate and nature-related assessment**

LTIMindtree, as a global corporation, recognizes the pressing challenges posed by climate change and the decline of biodiversity, both of which could significantly affect its business operations. To gain a deeper understanding of these issues and their potential implications, LTIMindtree has undertaken assessments of climate and ecological factors.

**About TNFD and TCFD assessment**

The Task Force on Nature-related Financial Disclosure (TNFD) is a market-driven initiative backed by the United Nations, financial institutions, and investors. The TNFD framework intends to assist enterprises of all sizes in identifying, assessing, managing, and disclosing nature-related concerns arising from their operations that impact nature and biodiversity.

The nature-related assessment followed the Taskforce for Nature-Related Financial Disclosure's (TNFD) guidelines. TNFD has provided instructions and a method for performing assessments called the LEAP methodology. LEAP stands for Locate, Evaluate, Assess, and Prepare. The LEAP assessment and climate-related scenario analysis, including stress analysis, aids in the identification of nature-related concerns, such as dependencies, impacts, risks, and opportunities, as recommended by TCFD, TNFD and based on the IPCC's Fifth and Sixth Assessment Reports.

LTIMindtree already has a set of initiatives as a part of its strategy to reduce its environmental impact and work with the community on biodiversity conservation. The nature-related assessment using LEAP was carried out towards the end of the reporting period and tabled to the Senior Management of LTIMindtree. We are evaluating the assessment report and exploring the recommendations to improve our existing community-led biodiversity and water conservation initiatives.





## TNFD-related risks identified – Regulating mitigating services

**Dependency/Impact:** Dependency | Regulating – mitigating service

**Opportunity/Risk:** Risk

**Driver:** Protection against climate and natural hazards

**Metrics:** Ensuring smooth business operations at all the campuses

**Potential impacts on our businesses, strategy, and financial planning:**

Risk rating – High | Risk generated by – Change in state of nature / Change in flow of ecosystem services

**Mitigation/Response measure:**

LTIMindtree is taking initiatives to recognize and address risks posed by declining biodiversity (nature), such as floods and wildfires, which could impact the company's operations. Natural hazard risks are documented in the register, and internal mitigation methods are devised to address them. Campuses are given a solid business continuity strategy to address and manage the risk effectively.

LTIMindtree has identified nature-related issues and listed them under various risks and opportunities table. KRIs are assigned to each risk and opportunity. These KRIs serve as guiding metrics addressing risks and opportunities. As, the custodians, ESG team ensures LTIMindtree is making progress towards the ESG vision goals along the way.

## Emissions and Energy Management

Our primary goal is to increase energy efficiency, track, and monitor energy use with advanced technologies such as EMS data, regular audits, and AI-based tracking, ensuring optimal energy utilization while reducing carbon emissions. Because consumption is influenced by habit and behavior, we also work on raising awareness and implementing techniques to instill behavioral changes in our personnel regarding energy conservation.

We are committed to reaching net-zero emissions by 2040 and increasing our energy consumption by 85% through renewable sources in 2030. We are increasing our reliance on RE through onsite rooftop solar generation, green energy pricing, third-party procurement, and acquisition of Energy Attribute Certificates (EAC), Power Purchase Agreements (PPA), and other initiatives. In FY 2024, our RE increased to 86,446 GJ as against 75,873 GJ in FY 2023, with energy from renewable resources accounting for 44.34% of our total energy consumption. We are continually collaborating with partners and governments in many states to improve our use of renewable energy.

We have also installed Electric Vehicle (EV) charging stations in a number of our facilities to encourage employees to switch to EVs.



### From Action to Transformation Smart actions that led to energy optimization

#### Optimization of Uninterrupted Power Supply (UPS)

- In our Hyderabad and Pune campus we have reduced the installed UPS capacity by 33% and 50% reduction respectively.
- Expected cost savings - INR. 32.95 lakh /annum.
- Energy savings of – 1.54 lakh kWh /annum.

01



#### Installation of Electronically Commutated (EC) fan

- EC fans are highly efficient and replace all fixed-speed drives, and belt-pulley AC induction motors in an Air Handling Unit assembly. High efficiency also leads to a range of secondary and tertiary benefits.
- At Pune Hinjewadi campus we have retrofitted and replaced an Air Handling Unit (AHU) with Electronically Commutated (EC) fan. Through this initiative, we have reduced energy consumption by 9000 kWh units per year and cost by INR 90,000.

02



## Green energy procurement

- LTIMindtree aims to boost the use of RE for internal operations. RE sources currently meet 44.34% of total energy requirements.
- We have currently deployed 1,093.5 kW of solar panels on our campuses in Bengaluru Whitefield Software Technology Park of India (STPI), Pune Hinjewadi, Mumbai - Mensa and Airoli campus, and Bhubaneshwar campus. In Bhubaneshwar facility, the extra power generated from the in-house solar plant is exported back to the grid. LTIMindtree exported a total of 58099.13 kWh in FY24.
- For all the campuses in Hyderabad, India, we have initiated the process for purchasing RE through the green tariff scheme.
- In Hinjewadi campus, Pune, approximately 2 lakh kWh of RE units/month will be purchased under the state's green tariff scheme.

03



## Emissions reduction initiatives

### Reduction in refrigerant emissions

At Bengaluru Global Village, Bhubaneshwar, and Mumbai Powai campuses, obsolete AC units with R22 refrigerant have been replaced with eco-friendly R410A and R32, which have zero ozone depletion potential and 50% lower GWP than R22. The total energy and cost savings from replacing the R22 refrigerant with R410A in Bengaluru and R32 in Mumbai and Bhubaneshwar were 195,451 kWh per year and INR 678,989 Lakh, respectively.

### Optimization of cab travel

Routematic software and apps facilitate employee commutes and ensure safe transport. Employees can terminate the cab service when not needed, preventing the cab from driving empty and lowering the carbon footprint. It is deployed at locations where LTIMindtree is providing transportation services. Routematic, being a digital application, has eliminated use of paper for trip sheets and compliance paperwork. Automated transportation systems use AI to select routes with the least traffic congestion. Following such an analysis, these systems automatically generate the quickest and most time-efficient routes for transporting staff.

### Green commute

Some of our campuses have installed charging stations for employee vehicles. Wherever possible, we are also striving to encourage public transportation. We are transitioning to an EV program for staff commuting and have recently launched a pilot EV program at our Hyderabad campus. This program will contribute to a cleaner environment while also demonstrating LTIMindtree's commitment to long-term sustainability. By transitioning to EV, we are taking significant strides towards achieving our sustainability goals.

### Conscious business travel

We are also concerned about the Scope 3 emissions impact and have committed to reducing emissions from corporate travel. We participate in the Travel Smart Campaign and are one of the top 25 leading global companies trying to reduce business travel and related emissions in a sustainable manner.

## Water Management

Water is a basic necessity and an important resource that is precariously becoming scarce and stressed. We conduct regular risk assessments to identify potential water-related risks in our operations, such as water scarcity. We are conscious of such risks and dependencies and have taken an opportunity to reduce our water consumption.

### Identified TNFD related risks – Water and ecosystem related provisioning services

**Dependency/Impact:** Dependency – Water and Ecosystem related provisioning services | Dependency rating – High

**Risk/Opportunity:** Risk - Provisioning services – water resources and air resources.

Provisioning services of the ecosystem provides clean air and clean water, that is necessary for all the lifeforms. With the growing population – water scarcity and bad water quality have become a pressing issue. Sustainable management practices have become a mandate for businesses to mitigate risks and contribute to environmental conservation.

**Driver:** Water scarcity



**Metrics/Targets:** Water consumption

- Metrics: KL/employee
- Target: Water positive by 2030

**Potential impacts:** LTIMindtree has large human capital and water scarcity could lead to increased cost expenditure.

**Mitigation/response measures:** Installation of water-less urinals to reduce -water utilization. Installation of water aerators for optimizing water usage.

**Dependency/Impact:** Dependency – Provisioning services

**Risk/Opportunity:** Risk - Changes in other regulating and maintenance ecosystem services.

**Driver:** Water input and output.

**Metrics/Targets:** Water consumption

- Metrics: KL/employee
- Target: Water positive by 2030

**Potential impacts:** Risk rating – High

Risk generated by – Change in the state of nature

Water is a critical shared resource. For companies, implementing proper water management practices is not only a responsibility but also a necessity to ensure operational continuity, mitigate risks, and contribute to environmental conservation.

**Mitigation/response measures:** Zero Water Discharge (ZWD) system at LTIMindtree.

All campuses are equipped with Sewage Treatment Plants (STPs) for recycling and reusing the wastewater generated from operations for landscaping and flushing purposes.

We treat all wastewater from our facilities according to local regulations before discharging it, ensuring no impact on local water resources. All our facilities have Water Treatment Plants and Sewage Treatment Plants in place. The wastewater which is recycled is reused for landscaping and flushing.

Community-based water conservation is a key focus area of our Corporate Social Responsibility CSR program. We believe in community empowerment through a holistic approach to water conservation and awareness building on improvement in agriculture production. More information about our community conservation initiatives can be found in the CSR section of this report.

**Water-related initiatives taken up by LTIMindtree**

1. We have initiated a pilot project using a technology that converts atmospheric moisture into water generating 500 liters of potable water per day. This not only conserves water but also decreases the logistical emissions associated with supplying water to our facilities.
2. Converted traditional urinal pots to waterless urinals resulting in saving of 4,824 kl and cost of INR 13.67 lakh per annum.
3. Advanced STP Mechanism to recycle the water which is later used for both gardening and flushing purposes.
4. Rainwater Harvesting in our owned office campuses.
5. Water Recharging.
6. Installation of water tap aerators in 60% of our facilities has helped us to save approximately 118,356 KL per annum, with a cost savings of INR 1.18 crore per annum.

Notable achievements are LTIMindtree's 2.8x water positivity index, certifying the company as water-positive ahead of its 2030 target and 22.34% water recycled in the reporting year.

## Circular Economy

As an IT services company, LTIMindtree doesn't manufacture any products. However, as an environmentally responsible organization, we have implemented various waste management strategies that go beyond technological solutions.

Using LEAP assessment as per TNFD, we identified waste treatment as a driver for the nature dependency of supporting and regulating service with medium-level risk. We are conscious of the risk of improper waste management in nature.





## Identified TNFD related risks – Supporting and regulating service related to waste management

**Dependency/Impact:** Supporting and regulating services related to waste management

**Risk/Opportunity:** Risk

**Driver:** Changes in other regulating and maintenance ecosystem services: Waste treatment.

**Metrics/Targets:** • Waste recycling • Metrics: Waste generation (MT) • Target: 100% waste recycling by 2030

**Potential impacts:** Risk rating – Medium

Risk generated by - Change in state of nature.

Proper waste disposal has become crucial for organizations. Failing to do so can attract huge fines and penalties.

Also failing to adhere to proper waste disposal can result in a wide array of health and environmental damages.

**Mitigation/response measures:** Response: Refer to waste-related initiatives below

### Mindful initiatives undertaken to reduce waste generation:

- At one of our Kolkata facilities, we have replaced all the old hand dryers with energy-efficient and high-speed hand dryers, which will help to reduce our environmental impact and eliminate the usage of hand tissue paper in all restrooms.
- We have installed an organic waste converter and leaf shredder at one of the facilities in Mumbai in the reporting year to recycle food waste and garden waste within the premises. The waste is converted into manure and used as fertilizer. Any excess is distributed to employees.
- We have phased out the use of paper cups and replaced them with biodegradable cups and steel cups in Bhubaneswar and in a few of the facilities in Bengaluru and Kolkata. We have adopted the use of glass water bottles in our offices as a means to decrease the generation of plastic waste.
- Smart doses of Diversey chemicals are used to reduce the generation of plastic waste and emissions from the transportation of chemicals. Our projects are designed to encourage waste segregation, and storage.
- As a non-manufacturing company, we do not manufacture any products. We only procure materials required for day-to-day operations, including consumable office supplies, electrical and electronic equipment, cleaning chemicals, etc.
- 76% of the materials for the building projects were locally resourced to reduce our emissions.
- Reduced dependency on virgin materials.
- More than 40% of materials by cost are recycled materials.

We prioritize advocacy and sensitization to promote a culture of reducing, reusing, and recycling waste. Despite our increasing business scale, we have seen an improvement in our waste recycling percentage to 92.14%.



**We have conducted audits across four of our key Bengaluru facilities, achieving Zero Waste to Landfill certification.**

## Biodiversity

All our campuses are built on government-approved land in industrial zones having no impact on biodiversity. LTIMindtree campuses are distantly located from any of the protected areas where environment clearance is required including marine coral reefs, eco-sensitive zones, reserve forest, protected forest, National Park, wetlands, sanctuaries, and areas of high biodiversity values, etc.

As an IT services company, as per the LEAP assessment of TNFD, we do not cause any direct or indirect impacts on biodiversity with reference to construction, pollution, invasive species, reduction of species, etc. Although we do not directly influence or impact nature and biodiversity, as a global corporate responsible citizen, we take cognizance of the top global risks of biodiversity loss and ecosystem degradation. We also believe in empowering the community through community-led biodiversity and ecological restoration.

## Identified TNFD opportunities under Biodiversity

**Opportunities category:** Direct restoration, conservation, or protection of ecosystems or habitats.

**Nature related opportunities:** Purpose of opportunity – Risk reduction.

**Rational for addition:** Refer to biodiversity initiatives given below.





## From Action to Transformation




### Nature-led solutions that led to the creation of green space for Biodiverse species

#### Miyawaki forest

In 2022, the LTIMindtree Whitefield STPI campus introduced a Miyawaki Forest initiative, comprising 1000 plants across a 3000-square-foot area. Featuring diverse species ranging from 1 ft. to 15 ft. in height, including native trees like Babul, Neem, Bel, Shisham, Pipal, Drumsticks, Badam, Lemon, alongside flowering plants such as Jasmine, Hibiscus, and Cosmos, this endeavor serves multifaceted ecological purposes. Notably, it enhances carbon capture and pollution filtration, bolsters biodiversity, and expands tree coverage. Moreover, the Miyawaki Forest attracts various species of butterflies and birds, enriching the ecosystem with their presence.

#### Apiculture

We have introduced apiculture at our own campuses in Bengaluru Whitefield (STPI), Bengaluru Whitefield East Campus, and Bhubaneshwar. Honeybees contribute to the preservation of nature as the most proficient pollinators by collecting flower pollen, bee pollen, etc. from flowering plants. The harvested honey is gifted to clients and VIPs who visit our campuses.

 <b>Location</b> Bengaluru Whitefield – STPI	 <b>Location</b> Bengaluru Whitefield east campus	 <b>Location</b> Bhubaneshwar
<b>No. of honeybee boxes</b> 10	<b>No. of honeybee boxes</b> 9	<b>No. of honeybee boxes</b> 15
<b>Honey harvested</b> 15-20 liters per year	<b>Honey harvested</b> 12-15 liters per year	<b>Honey harvested</b> 30 – 35 liters per year

## Green Tech and Innovation

### Identified TNFD opportunities

**Opportunities category:** Actions that create positive changes in sentiment towards the organization/brand.

**Metrics and Target:** Increase in LEED certified buildings and increase in energy efficiency.

**Nature-related opportunities:** Purpose of opportunity – Technological efficiency

**Rational for addition:** LEED certified buildings reduce energy demand.

#### Green Building

LTIMindtree’s footprint is expanding continuously, so to ensure sustainable development and minimize our civic load on the community, we have committed to ensuring all existing and upcoming facilities are certified for green building. All the projects have been certified and applied for LEED IGBC Platinum certifications. This approach helps the organization reduce its impact on human health and the environment.

### Health and Ecological benefits

- By adopting green design, LTIMindtree was able to reduce energy per capita (per sq. ft) by 8.23% despite our overall occupied square feet increased by 11.13 lakh sq.ft.
- In all our projects we are achieving Lighting Power Density reduction by more than 50% by implementing total lighting management system where in the lights are controlled (switch on and off, dimming) based on occupancy, motion sensing, time scheduling and day light harvesting.
- The fresh air supply within our offices has been designed to meet ASHRAE’s requirement and use of low Volatile Organic Compound (VOC) paints to enhance the indoor air quality.
- All our workstations are ergonomically designed with BIFMA-certified furniture to improve workspace comfort.
- Installation of CO2 monitoring sensors on floors which are connected to BMS and monitored 24/7.



## Actions that Unlock Potential

# Our People Initiatives



The immense significance of human capital in the performance and evolution of a global IT enterprise cannot be overstated. Consequently, when mergers between two IT industry giants materialize, the resulting impact cascades across all tiers of the workforce, presenting a complex landscape fraught with both opportunities and challenges. The fusion of erstwhile companies - L&T Infotech and Mindtree - stands as an archetypal example, wherein their convergence brought forth a wealth of talent while also engendering a climate of uncertainty due to potential role duplications and uncertainties. The initial phase of post-merger realignment prioritized harmonizing processes, drawing from the finest practices of both entities to set a new standard of excellence.

During this merger, our Change Champions and Transition Leaders emerged as guiding forces, orchestrating a seamless integration process. Understanding the paramount importance of transparent communication, we strived to ensure that employees fully grasped the concrete benefits of HR algorithms by actively involving them in decision-making processes.

We conducted assessments of compensation and benefits, laying the groundwork for harmonizing operations while crafting reward systems tailored to both industry standards and the diverse needs of our workforce. Regular pulse surveys provided deep insights into employee sentiments, guiding targeted engagement initiatives. By dissecting performance data, we identified areas for enhancement and celebrated outstanding contributors within our teams. Fueling our return-to-office initiative was the strategic deployment of footfall analytics, integral to our Yin-Yang hybrid work model. By mining footfall data, we gleaned invaluable insights into office space utilization and employee preferences, enabling us to fine-tune workspace design and seamlessly integrate the Yin-Yang model. Leveraging algorithms and analytics led to an impressive 50% surge in foot traffic, showcasing the profound impact of data-driven approaches on our workspace strategy. **Notably, the post-merger journey aligns with this year's sustainability report theme, "From Action to Transformation," marking it as a success.**

Our vision, as we evolve each day, is to become the employer of choice for emerging talent and seasoned professionals. By continuously monitoring the shifting job market landscape, we ensure our strategies remain ahead of the curve. Understanding the perspectives of current and potential employees, particularly among younger demographics, is foundational to our journey. Our initiatives are aimed at not just boosting employee satisfaction and retention rates but revolutionizing them through the celebration of diversity. At the core of our ethos lies the creation of an inclusive workplace that not only attracts but also retains top-tier talent.

With an unyielding commitment to empowering women in leadership roles, our ambition has fueled progress in gender diversity. Moreover, it has cultivated an environment of inclusivity for employees with disabilities and those from the LGBTQ+ community. Additionally, our dedication extends to increasing the representation of veterans within our organization.



For our talent pool of 81,650 employees, we provide ample opportunities for career growth and development via our global presence in 38 countries, 100+ technologies across 20+ sectors.

### Talent Management - through intelligent collaboration

At LTIMindtree, the pursuit of a talented workforce is not merely a task but a delicate balance of art and strategy.

To meet these expectations, we have a multi-platform talent recruiting flow plan. From the initial point of contact to the final onboarding process, every step is carefully orchestrated to ensure efficiency and effectiveness. Our seamless process is further fortified by checks and balances at crucial junctures, allowing us to identify, assess, and onboard the right talent swiftly and confidently.





## Here is how we are accomplishing it:

### Collaborations and meaningful programs

LTIMindtree is strategically transforming its talent landscape through Structure Skill 3.0. Central to this transformation is the Campus to Corporate program, aimed at building strategic partnerships with select campuses. Through carefully planned 500 engagement initiatives with top 100 schools, LTIMindtree seeks to maximize its presence among students and faculty, positioning itself as the employer of choice with a strong commitment to societal responsibility. These efforts result in a skilled talent pool of fresh graduates customized to the specific demands of each business unit.

### Crafting an effective strategy for hiring smartly

Over the past year, LTIMindtree has strategically implemented an augmentation business model to streamline the hiring process for open positions. By prioritizing client interviews and actual fulfillment, we have positioned ourselves as a leading contender in the market, competing effectively with 4-5 other vendors to fulfill our clients' staffing requirements. In tandem, we have embraced predictive forecasting to align our hiring strategy with market demands, which utilizes sophisticated data analysis and algorithms to swiftly identify top candidates.

### Our action to enhance internal referral channels

To refine our hiring process, the talent acquisition team at LTIMindtree initiated a US vendor Channel Optimization with the objective of reducing external vendor reliance and enhancing internal referral channels. This encompassed insourcing, maximizing job portal utilization, and strategically leveraging prominent social media platforms like LinkedIn and Instagram for talent acquisition, resulting in highly promising outcomes.

### The transformation it delivered

Enhanced employee referral campaigns led to a 38% reduction in vendor dependence, with approximately 100 successful hires. Additionally, we focused on enhancing execution systems and associated processes through targeted transformation programs post-integration, ensuring increased team efficiency, stakeholder experience, and compliance. Sophisticated data presentation methods have streamlined processes and enhanced efficiency across our recruitment avenues, notably within specialized diversity portals tailored for differently-abled individuals, women, and employee referral initiatives.

### Technology-driven talent navigation - redefining recruitment

Embracing an emerging technology has become crucial in navigating the intricacies of a hybrid workforce model. As talent shortages persist and uncertainties grow, leveraging AI-driven solutions becomes imperative for attracting and retaining top talent. Through a skillful blend of AI tools and digital platforms, LTIMindtree optimizes recruitment processes, bolsters its employer brand, and fosters meaningful candidate engagement.

### Our suite includes emerging technology - Callify

This is a tailored solution crafted for candidate engagement, elevating the post-offer pre-onboarding experience. This innovative tool proves instrumental in identifying early-stage dropouts while enhancing communication and personalization, thereby bolstering the company's reputation.

**Transformation - LTIMindtree has witnessed a noteworthy improvement in the Joining Ratio.**

**Ripple Hire** - At LTIMindtree, we uphold the highest standards of compliance and integrity. Through Ripple Hire, we harness advanced face matching and voice biometrics during Microsoft Teams interviews, ensuring unparalleled consistency and authenticity at every stage.

**Transformation - Identified fraudulent or misrepresented professional and educational data.**

**Strengthened our employer-of-choice status by nurturing strong connections.**

**Digi Verify** - This verification platform facilitating automated end-to-end background checks, including Moonlighting checks, empowered our HR team to make informed decisions before extending offers. This not only saved recruitment costs but also ensured efficiency and reliability in candidate assessment.





### Onboarding is a priority – because first impressions matter

At LTIMindtree, our onboarding process is meticulously crafted to provide new recruits with a detailed understanding of our culture, values, and work environment. We prioritize creating opportunities for them to immerse themselves in our workplace dynamics, allowing them to observe and absorb our unique organizational vibe. Our goal is to facilitate a seamless transition, enabling them to quickly acclimate to our culture, forge strong relationships, and excel in their roles. To elevate the onboarding journey for new hires, LTIMindtree introduced two enriching experiences:

**Selfie Booth:** Newly onboarded individuals can capture their excitement in a dedicated booth, sharing their journey at LTIMindtree on platforms like LinkedIn or Instagram. Available at 10 locations, it fosters a positive company culture.

**Visit to L&T Museum:** Employees explore Planet L&T in Powai, showcasing L&T's contributions like the Statue of Unity and bridge construction. With nine visits organized and 112 attendees, it provides valuable insights into L&T's legacy and achievements.



**Arboretum** - LTIMindtree's signature onboarding program for Pan India joiners offers a harmonized induction experience aimed at instilling a sense of belonging, fostering connections, and facilitating professional growth. It is dedicated to nurturing and supporting new lateral joiners from diverse backgrounds, nurturing their career trajectories, personal development, and professional excellence through cultural assimilation.

Anchored by the pillars of 'I Belong', 'I'm Connected', and 'We Grow', Arboretum cultivates an environment conducive to emotional connection and cultural immersion.

### Strategies for connectivity outside of India - because the world is a talent pool

LTIMindtree expands its global footprint with career portals in local languages, enhancing communication with regional talent. The Smart Dreamers campaign, starting in Poland and expanding across Europe, utilizes targeted ads to bolster brand recognition and attract potential candidates. This initiative offers a unified advertising solution across platforms like LinkedIn, Reddit, Instagram, and Google Ads, driving traffic to the Career Site with real-time analytics for efficient budget allocation. Seamlessly integrated into the Applicant Tracking System, LTIMindtree ensures streamlined recruitment processes, supported by culturally aligned brand localization efforts.

**Currently, three active ad campaigns are in play: One Awareness Campaign introducing LTIMindtree, and two Recruitment Campaigns targeting specific job roles for quality leads.**

**Accomplishments:** Amidst heightened hiring standards, LTIMindtree successfully sustains controlled CTC levels, prioritizing quality over quantity. Our strategic vendor management practices yield cost efficiencies, while our commitment to diversity ratios ensures an inclusive workforce. Moreover, meticulous compliance measures in candidate onboarding processes further reinforce our operational excellence.

## Learning and Development – transformation through education

At LTIMindtree, our commitment to excellence is reflected in our culture of continuous learning. Through training initiatives, personalized mentorship programs, and access to cutting-edge resources, we empower our workforce. This commitment to individual growth not only enhances career trajectories but also creates a culture of collective excellence. By placing a strong emphasis on Learning and Development (L&D), we also reinforce our position as pioneers in driving innovation and delivering exceptional value to our clients globally.

### Headlining our L&D initiative is our concept Shoshin School.

Rooted in the Japanese philosophy of "Shoshin," meaning a beginner's mindset, our Shoshin School fosters a culture of openness to new ideas and skill development. Offering personalized learning paths, career development opportunities, and innovative job rotations, our updated upskilling and reskilling initiatives extend to associates on the bench,



accelerating deployment timelines and enhancing operational efficacy. This year alone, we have upskilled and reskilled over 25,000 associates.

**Programs under the Shoshin School umbrella:**

**Ignite** - Our flagship program, empowers campus recruits with a value-based learning experience, reducing their time to billability by 8 to 10 weeks. Through tailored learning tracks, students gain real-time contextual support, ensuring readiness for project engagement upon graduation.

**Orchard** - Stands as a cornerstone of our training framework, offering over 30 meticulously curated courses spanning diverse skill sets. Developed in collaboration with business SMEs and vendors, it offers rigorous classroom sessions to hands-on lab practice, and mentorship by industry experts. Orchard prepares our talent for the demands of the IT landscape.

**The Learning Promenade** - Is an initiative that celebrates our commitment to continuous learning, fostering a culture of knowledge sharing within LTIMindtree. Through engaging contests and platforms, we encourage employees to explore new domains, driving innovation and personal growth across the organization.

**Recharge**

A pioneering endeavor, offers cross-functional associates enriching opportunities to contribute to our vision and mission. By engaging in strategic projects leveraging cutting-edge technologies like Gen AI and Azure, participants gain invaluable insights into the transformative impact of our learning initiatives.



**From Action to Transformation  
Harnessing smart synergies for a learning transformation**

In the earlier dimensions of talent frameworks, e-LTI and e-Mindtree boasted Skill 2.0, Career Compass, and Career Architecture, respectively. However, in LTIMindtree, these frameworks converged and evolved into "**Unboxing Talent**," embodying the peak of talent-strategy synthesis.

**Featured:**

**Personalized Learning Paths:** Employees gained insights into their skills across diverse domains, allowing them to forge personalized learning paths aligned with their career aspirations.

**Industry-Aligned Curriculum:** The program offered industry-aligned curricula to elevate employees' proficiencies and ensure relevance in a rapidly evolving landscape.

**Agile Talent Deployment:** By empowering individuals to drive their skill development, the program facilitated agile talent deployment to meet customer needs and elevate service excellence.

**Results:**

**Enhanced employee value proposition:** "Unboxing Talent" empowered individuals to take charge of their skill development, thereby enhancing their value proposition within the organization.

**Enriched business value proposition:** The initiative facilitated agile talent deployment, ensuring that the organization could meet evolving customer demands with excellence.

**Performance Management**

At LTIMindtree, our Performance Management System (PMS) is the driving force behind nurturing a culture of excellence and innovation where every employee's potential is maximized. This smartly designed framework is geared towards nurturing talent, driving growth, and delivering exceptional results. The objective is to provide an enriching experience to our employees and enable them to:

- Evolve capabilities for pioneering solutions.
- Create superior value for our customers.
- Achieve industry-leading performance.



At its core, our PMS is built on three fundamental principles: consistent goal alignment, continuous feedback loops, and rigorous performance assessments. Through these pillars, employees are empowered to take ownership of their development journey, leveraging regular dialogues and coaching sessions with their managers to hone their skills and achieve their professional aspirations.

With a meticulously calibrated 4-point rating scale and descriptors, our system ensures objectivity and transparency in evaluating employee performance. This not only allows managers to recognize and reward outstanding contributions effectively but also nurtures a culture of accountability and transparency across the organization.

### Recognizing Talent - iWin

At the heart of our performance-driven culture is the iWin rewards and recognition (RnR) program, which reaches over 50% of our employees. Composed of different award categories and cycles, iWin is designed to recognize and appreciate talent within the organization. Categories include Continuous, Individual, Team, and organization-wide awards that recognize short- and long-term accomplishments by our employees. Further, our annual awards ceremony recognizes consistent achievements throughout the year. A recent initiative, 'Thank You Thursday', encourages employees to recognize exceptional contributions from their peers globally. In addition to encouraging excellence, iWin promotes a culture of appreciation and peer recognition at LTIMindtree.

## Diversity, Equity, and Inclusion - unlocking potential

At LTIMindtree, we understand that meeting compliance standards is merely the starting point; true leadership in ESG entails embracing DEI as a pivotal opportunity to set new benchmarks. While ESG traditionally emphasizes environmental concerns, its social dimension encompasses a broad spectrum of societal and workplace issues, with DEI emerging as a quantifiable metric. Anchored in safeguarding our most precious asset, our people, DEI mirrors the sustainability ethos seen in environmental and governance practices, nurturing a resilient workforce. We believe that the synergy between each DEI initiative and our ESG vision has not only strengthened cohesive action among diverse teams and departments but has also catalyzed a profound transformation within our organization.

With our people at the heart of our DEI initiatives, our policies and processes ripple outward to create a holistic and welcoming space for employees and applicants. Each day marks a stride towards heightened sensitivity and awareness, propelling our journey to becoming the premier destination for top-tier talent on a global scale. As we aspire to be the **Employer of Choice**, we remain vigilant to the evolving landscape of the job market. Understanding the needs and aspirations of our employees and potential recruits, particularly among younger demographics, guides our strategic approach. The convergence of a diverse array of individuals, regardless of age, race, physical ability, religious beliefs, gender identity, or sexual orientation, alongside the visionary leadership at the forefront of our enterprise, elevates the breadth and potency of our DEI efforts.



Ethnicity/  
Nationality



Persons with  
Disability



Gender  
(Women)



LGBTQ+  
Inclusion



Veterans

At LTIMindtree, diversity is our driving force. Women are not just part of our team; they are shaping their future with tailored support and opportunities. LGBTQ+ individuals are not just accepted; they are appreciated for the unique perspectives they bring, fueling our creativity. Veterans are not just respected; they are valued for their resilience, helping us navigate challenges with confidence. Persons with disabilities are not just accommodated; they are leading the charge toward a more accessible and empathetic workplace.







## From Action to Transformation

### Progressing towards an inclusive organization

The establishment of three DEI councils spanning continents: America, Europe, and India - galvanizes leaders across business units and functions, converging their collective energy towards a singular vision of inclusive excellence.

#### Build awareness/DEI engagements

At LTIMindtree, diversity is acknowledged as an ongoing journey of enlightenment and enrichment. We have curated a dynamic calendar of DEI events throughout the year. From International Women's Day to International Men's Day, from International Day for PwD to Pride Month, our organization pulses with activities designed to educate, inspire, and ignite dialogue.

With thought-provoking panel discussions, engaging quizzes, and enlightening guest speaker forums, we are creating pools of conversations that challenge perspectives and broaden horizons. A dedicated DEI Microsite and Virtual Learning page offers accessible and curated content. Our quarterly DEI newsletter delivers valuable updates and insights directly to our teams.

#### New joiner assimilation

In deep collaboration with our HR team, we strive to ensure a seamless onboarding experience so that every new joiner at LTIMindtree feels welcomed and valued from day one. Beyond physical accommodations, we prioritize imparting a deep understanding of LTIMindtree's DEI ethos to each new hire. From awareness of inclusive language to addressing unconscious bias, we lay the groundwork for a culture grounded in respect and inclusion.

Following the merger, we orchestrated sessions to promote unity. Since January 2024, we have elevated our commitment by instituting monthly DEI assimilation sessions for all new hires, ensuring that our values of diversity and inclusion are ingrained from the start.

#### Best-in-class policies and equitable benefits

At the core of our DEI initiatives lies a commitment to continuous policy refinement, and in close collaboration with the HR Team, there exist pockets of partnerships across departments that help teams navigate policy evolution seamlessly. Our policies are crafted to promote inclusivity and equity across every corporate facet. From embracing gender-neutral language and providing LGBTQ+-friendly insurance to covering Gender Realignment Surgery and Hormone Treatment for our transgender colleagues, our commitment to diversity is solid.

Our Reasonable Accommodation Policy and Assisted Benefits for PwD encompass transportation to and from work for visually impaired individuals, as well as the provision of cutting-edge assistive technologies. Notably, our recent adoption of the Generative AI tool Microsoft Copilot has further enhanced our support for employees who require it. Furthermore, our specialized policies, including those for maternity, parental leave (inclusive of same-sex partners), and sabbaticals, cater to the diverse life situations of our employees. Complementing these initiatives is our POSH policy, which ensures a safe working environment for all and is supported by whistle-blower mechanisms for swift resolution of any misconduct.

#### Focused diversity hiring

At LTIMindtree, collaborating closely with our Talent Acquisition team, we spearhead initiatives that put diversity front and center in our hiring practices. From active participation in job fairs to forging impactful partnerships with organizations, we are dedicated to casting a wide net to attract diverse talent. Our targeted campaigns and inclusive job descriptions reflect our commitment to nurturing a culture where everyone feels valued and respected. By tapping into diverse job boards for veterans and PwD hiring and providing sensitivity training for our recruiters and interviewers, we are endeavoring to cultivate a vibrant and inclusive community that thrives.

#### Supplier diversity

At LTIMindtree, we are committed to diversity not only within our organization, but also among our suppliers. Working hand-in-hand with our procurement team, we strive to uncover opportunities to bolster our partnerships with diverse suppliers. As part of this initiative, we have opened our doors to suppliers, inviting them to join us in DEI-related sensitization sessions. By extending this invitation, we are not just building relationships; we endeavor to inculcate a culture of inclusion that extends throughout our entire supply chain.





### Facilities/workplace

Our Administration, Facilities, and Compliance team is dedicated to nurturing inclusive workplaces. From thoughtfully designed wheelchair-accessible ramps to specialized amenities like creche facilities and lactation rooms, every tiny detail embraces diversity. “All-Gender” washrooms, aligning with the Transgender Rights Protection Act of 2019, provide an environment where everyone feels respected and valued.

Our pursuit of inclusivity is furthered through our regular accessibility audits, whose findings we swiftly implement to continually enhance our facilities. Furthermore, our digital platforms, including our website and internal systems, undergo continuous refinement to ensure seamless accessibility for all.

### Learning and sensitization

Our virtual platform is a vibrant hub of knowledge and awareness dedicated to DEI. Here, courses delving into crucial topics like disability sensitization and LGBTQ+ inclusion can be accessed for better understanding. We have also recently unveiled a cutting-edge virtual module aimed at tackling unconscious bias head-on. Led by our visionary leaders, these sessions are designed to ignite understanding and awareness across the board.

We have curated specialized programs tailored specifically for women, such as the Women Tech Trailblazer, which offers a unique blend of life-skills coaching and technical refinement, and EmpowHer, which helps women redefine leadership and excel in their respective fields. We also actively collaborate with external partners to provide workshops on essential skills like prioritization and conflict management, nurturing talent at every turn. For expecting mothers, our Womb to World program offers unwavering support, ensuring that every step of their career journey is met with the care and resources they deserve.

### Opportunities for growth

At LTIMindtree, Mentorship programs, focused learning, and role assignments provide opportunities for growth for associates.

### Robust systems

One of our key initiatives is the implementation of a voluntary DEI self - identification system, providing invaluable insights into the diversity within our organization. Embracing inclusivity, we offer an 'Others' gender option, accommodating individuals who don't conform to the gender binary. In support of our trans colleagues, we have introduced a 'Preferred Name' feature, facilitating their transition journey with dignity and respect. Additionally, pronouns are now a standard feature in our office work systems, a small yet significant step reflecting our commitment to DEI integration.



### People analytics

At LTIMindtree, our DEI Data Dashboard is more than just numbers—it is a window into our commitment to diversity and equity. By tracking metrics like promotion rates by demographics and the gender pay gap, we are able to pinpoint areas for improvement and implement targeted measures to drive meaningful change. But our approach goes beyond statistics. Through ongoing dialogue and open conversations, we encourage a culture of inclusivity, empathy, and appreciation for the diverse backgrounds and perspectives of our team members. By actively listening to and valuing the stories of our employees, we are not just breaking down barriers; we are building bridges of understanding and connection.

In adopting a holistic approach, we cherish the diverse strengths within our **Workforce**. Our commitment to a sustainable, inclusive, and mutually respectful environment extends warmly within our **Workplace** culture. We prioritize genuine connections with Customers, Partners, Vendors, and Communities across the **World** enriching our shared journey with authenticity and care.

### Leadership in thought and in action

The **actions** of our leaders serve as a source of lasting inspiration and profound **transformation**. Leading from the front as flagbearers of the DEI vision plan, they truly encapsulate the essence of "Walking the Talk" and, as role models, have triggered a set of positive influences from the uppermost echelons, which has percolated down to all levels. This establishes the tone and direction for the entire organization, setting a visibly encouraging precedent for proactive engagement in DEI initiatives.



## Employee Well-being and Experience – dominant foundations of organizational success

Beyond mere buzzwords, we remain steadfast in our dedication to promoting a work environment that nurtures the holistic growth and fulfillment of every individual. With a keen focus on enhancing the employee experience, we aim to empower our workforce to thrive, innovate, and contribute meaningfully to our collective journey towards excellence.

We have established a wellness framework built on four key pillars, each designed to address different aspects of employee well-being. These pillars serve as the foundation for an exhaustive range of initiatives aimed at supporting our employees' overall health and satisfaction. Our initiatives include workplace health and safety programs, occupational medical and healthcare services, with a particular focus on lifestyle, diseases, and mental well-being. LTIMindtree's EHS policy is applicable to all our locations and our stakeholders including employees, staff, visitors, and business partners, ensuring complete focus on occupational as well as non-occupational health, wellness and safety initiatives.

We have included a gym, reading area, designated spaces for table tennis, carrom, pool table, football, and other amenities in all of our new facilities for employee wellbeing. **Transcend** is of of our signature program that symbolizes our unwavering dedication to employee wellness and fitness by transforming their current lifestyle to lead a healthier & fitter life.

### Pillars of Wellness



01

#### Physical

Promoting an active and healthy lifestyle - both in the workplace and at home

- Transcend program
- Spine Care and Ergonomics
- Diabetic Management



02

#### Emotional

Understanding and managing one's emotional health and developing personal resilience.

- Pause, Rest, Recharge
- Finding Your Resilience
- Understanding Stress and Impacts



03

#### Financial

Understanding & being aware of one's finances for better financial management.

- Tax Planning
- Financial Planning
- Will & Legacy Planning



04

#### Social

Support the employee in building effective relationships.

- Elder Care Program
- Support systems at the workplace
- Career Counselling



## Health and Safety

Recognizing the fundamental link between employee well-being and business success, we have established an OHS Management System, certified as per ISO 45001:2018, covering 91% of our locations. For the rest of our sites, we have implemented our own internal EHS Management system.

Within our organization, a systematic approach to Hazard Identification and Risk Assessment (HIRA) has been established. This method entails identifying and appraising all hazards and risks stemming from facility operations, whether they pertain to routine or non-routine activities. These risks are evaluated based on three critical parameters: frequency and duration, severity and likelihood, and the potential impact on individuals.

We have installed firefighting systems across all buildings and conducted regular training sessions, including simulation exercises, to heighten safety awareness among employees and contractual staff. Routine activities, such as equipment checks, are distinguished from non-routine tasks like building renovations and new equipment installations, including unforeseen events.

We have also implemented a streamlined process to report incidents, near misses, and unsafe acts or conditions. For all the incidents or near-misses recorded, investigations are done to identify the root cause, and corrective actions are implemented to prevent recurrence. Additionally, relevant authorities responsible for each activity, including contractual staff, are involved in the evaluation of risk assessments. There were no significant incidents recorded during FY 2023-24.

**Workplace Incident Reporting Tool:** For effective reporting, tracking, and closure of incidents, the organization has launched a workplace incident reporting portal. This will assist our organization in identifying, investigating, analyzing, correcting, and reviewing critical workplace incidents that may lead to accidents, business outages, or security breaches. This will ultimately help us maintain a safer and more secure work environment for everyone.

**Green card:** Green Card has been introduced to enable people who don't have access to a system to report incidents or unsafe acts, or unsafe conditions. These cards are kept in the building lobbies and managed by security team. Once security team receives any green card, they will immediately send the same to the in-house EHS team. The in-house EHS team will take appropriate action to close the issue raised.

**Safety Work Permit Tool:** This tool is designed to manage work tasks within our office premises that could pose safety hazards. This digital system replaces the manual paperwork, enhancing efficiency and allowing real-time updates and monitoring. It accurately records the work details, identifies potential risks, and outlines necessary safety measures. This ensures seamless coordination and the upkeep of safe working conditions.





# Our Community Initiatives



## Actions to Educate

At LTIMindtree, our enduring partnerships with accredited entities facilitate the development and execution of initiatives tailored to the diverse needs of children, including those from migrant families, economically or socially disadvantaged backgrounds, out-of-school demographics, and individuals with disabilities or special needs. By synergizing innovative technological tools with time-tested classroom pedagogies, our vision is to revolutionize educational accessibility. Our endeavor aims to cultivate a landscape where every learner, regardless of background, enjoys equitable access to learning opportunities, thus driving holistic societal advancement.



### Enhancing Literacy with the Room to Read India Trust

With this alliance, we embarked on a strategic initiative to bolster literacy levels within government schools across India. We created exciting library activities that sparked kids' interest and encouraged them to explore the wonders of books. **Action sites –** Karnataka, Maharashtra, and Telangana state.

**Transformation –** 9,202 eager young readers were influenced and introduced to the joy of reading.

### Building essential reading and mathematics skills

Continuing our collaboration with the Sikshana Foundation - Foundational Literacy and Numeracy (FLN), we are empowering students with vital reading and math skills. These fundamental skills are the building blocks of a child's cognitive development, paving the way for future academic achievements. **Action sites –** Karnataka, Maharashtra, and Telangana state.

**Transformation –** 45,406 eager learners reached, and the impact grew exponentially.

### Introducing teachers to digital tools

Through our association with Pratham Infotech Foundation - Teachers Training Digital Shaala Learning, we focused on equipping teachers with cutting-edge learning technology and training them to harness the power of digital tools, transforming classrooms into dynamic hubs of learning. We have sparked a digital revolution in education, making learning not only accessible but also exciting for teachers and students alike. **Action site –** Teachers across Maharashtra.

**Transformation –** A remarkable 191,294 teachers and students were made digitally savvy.





### Rehabilitation programs for PWDs

Driven by our commitment to DEI, we have partnered with The Association of People with Disability (APD) to support individuals with every type of disability (PWD) in leading fulfilling lives. What sets this collaboration apart is APD's holistic approach, catering to every type of disability recognized by the Rights of Persons with Disabilities Act 2016. Through rehabilitation programs spanning healthcare, education, livelihood, social security, and government schemes, APD empowers PWD to achieve independence and fulfillment at every stage of life.

**Action site** – Karnataka

**Transformation** – Impacted 1,907 individuals, making a tangible difference in their quality of life.

### Scholarships to pursue PGDM programs

In partnership with Friends Union for Energizing Lives (FUEL), we are enabling deserving students to pursue prestigious PGDM programs in Business Analytics, Finance Analytics, and Supply Chain Management at the prestigious FUEL Business School, renowned for its industry-aligned courses. Our collaboration focuses on providing scholarships and opportunities to underprivileged students, particularly girls, and grooming future business leaders. Through education, skill development, and industry mentorship, we are driving gender equality and equipping students with 21st-century skills for thriving livelihoods.

**Action site** – Teachers across Maharashtra

**Transformation** – 10 students gained admissions.

### School infrastructure renovation

Our collaboration with the National Agro Foundation (NAF) focuses on a crucial aspect: school infrastructure renovation. Recognizing the profound impact of basic amenities on student mindset and learning quality, NAF has revitalized rural school infrastructure by renovating toilets, repairing classrooms, and ensuring regular water supply.

**Action site** – Karnataka

**Transformation** – Created conducive learning environments for 650 students.

### Computer science education

We partnered with Muskaan Dream Creative Foundation Samiti through their "Innovators of Tomorrow" program. This in-depth Information and Communication Technology (ICT) learning module equips underprivileged students and youth with essential problem-solving and computational thinking skills.

**Action sites** – Uttar Pradesh and Uttarakhand.

**Transformation** – Over 8,070 students have embraced this initiative, becoming problem solvers of tomorrow.

## Actions to Empower

Our commitment to the empowerment of women and youth has been at the forefront of our endeavors. Through targeted initiatives, we have facilitated livelihood development for women and provided job-oriented training, including valuable skills in computer technology, for the youth. The results speak volumes, as we witnessed tangible transformations in the lives of individuals and communities alike.

10,342 Beneficiaries across  
15 States of India

40% of those provided skill training  
are self-employed

INR 15,000 average monthly  
income earned by those who  
received livelihood training

### Livelihood training for tribals

Teaming up with the Socio-economic Empowerment Programs (SEEP) program initiated by the Swami Vivekananda Youth Movement, are on a journey to transform the lives of rural tribal women and youth. Through tailor-made training in dairy farming, sericulture, fashion design, beautician skills, English fluency, computer literacy, and soft skills, we are not just creating job opportunities; we are unlocking potential.

**Action site** – Karnataka

**Transformation** – Empowered 134 individuals who are already reaping the rewards of this initiative.

### Creating earning prospects for economically disadvantaged women

We worked with the Nudge Life Skills Foundation on their program that empowers ultra-poor women to become self-reliant through income generation via rural livelihood opportunities with seed funding and connecting them to social welfare schemes.



**Action site – Karnataka**

**Transformation – 1030 women experienced a positive change.**

**Enhanced employment prospects through specialized computer skills.**

The Skill Development Program at Centurion University of Technology and Management is industry-focused and offers specialized training in Computer Numerical Control (CNC) operations. We participated in this initiative as it provides marginalized youth with essential skills tailored for employment prospects. Moreover, in partnership with the university, marginalized individuals receive training in technology and food and beverage service management, geared towards promoting livelihood opportunities.

**Action site – Odisha**

**Transformation – 75 individuals completed training and enhanced their chances of gainful employment.**

On the same lines, in partnership with Lok Bharti Education Society, we are empowering marginalized youths with valuable IT/ITES skills, setting them on the path to meaningful employment and economic prosperity.

**Action sites – West Bengal, Karnataka, Assam, Uttarakhand, Rajasthan, Jharkhand, and Odisha**

**Transformation – Touched the lives of 550 beneficiaries, unlocking opportunities and nurturing potential.**

**Training intellectually disabled youths**

At LTIMindtree, we understand the unique challenges faced by individuals with intellectual disabilities in accessing education and employment opportunities. Hence, we have partnered with AMBA, known for its job-oriented training program for intellectually disabled youths. Through this collaboration, we have provided specialized training in data entry, empowering these individuals to achieve independence, confidence, and meaningful livelihoods.

**Action sites – Karnataka, Tamil Nadu, and Telangana State**

**Transformation – Our joint efforts have positively impacted the lives of 393 youth.**

**Livelihood for women artisans**

Through a meaningful collaboration with the Tisser Artisans Trust, we are rewriting the narrative for women artisans across the nation. Together, we are not just offering training; we are shaping a movement of self-reliance and appreciation for their craft. At the core of our partnership is a shared belief: these artisans deserve more than just a livelihood; they deserve recognition and the chance to preserve their rich cultural heritage. Hence, we not only equip them with skills but also empower them to form clusters and producer companies. Through upskilling, marketing, and integration into the value chain, we are ensuring their artistry thrives in today's world.

**Action sites – Andhra Pradesh, West Bengal, Odisha, Rajasthan, Bengaluru, Andhra Pradesh, and Karnataka joined the journey.**

**Transformation – 4,900 women artisans benefited.**

## Actions for the Environment

Our commitment to environmental care is grounded in an expansive, forward-thinking vision. We take a multi-dimensional approach, combining environmental and technological initiatives to enrich livelihoods. Our strategic interventions in natural spaces aim to boost biodiversity, conservation efforts, and resource protection. Through meticulous planning and execution, we strive to make a meaningful impact on both human lives and the health of our planet.

<b>165,683</b> Beneficiaries across 11 states of india	<b>55,179</b> kl clean water potential created through the building of 10 check dams	<b>12,520</b> acres total area planted	<b>52.42</b> KW solar power generated at 11 schools and 28 Anganwadi centers
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**Advocating for sustainable farming and reforestation initiatives.**

Our Project Tree-tings embodies our commitment to cultivating a greener, more sustainable future through environmental responsibility and corporate citizenship. This exclusive initiative is dedicated to inculcating tree planting and care efforts, enriching the green cover, and promoting sustainable agriculture practices. Through partnerships with organizations such as the Sustainable Green Initiative Foundation, SayTrees Environmental Foundation, EAGL Livelihood Foundation, Being Volunteer Foundation, Applied Environmental Research Foundation, Swades Foundation, and others, we have established strong on-the-ground relationships.



By strategically planting fruit-bearing trees, we not only enhance the environment but also provide small farmers with an additional source of income. Moreover, these initiatives mark a significant step towards our goal of achieving carbon neutrality.

**Action sites** – Pan India

**Transformation** – Leveraging these synergies, we have made a tangible impact, reaching 24,423 farmers.

### **Water conservation and drought resilience**

Water conservation lies at the heart of our environmental sustainability effort. By nurturing partnerships with organizations dedicated to water conservation through a blend of education and on-ground initiatives, we are actively working to make water-sensitive areas more resilient to drought. Our collaboration with Dilasa Janvikas Pratishthan exemplifies this approach. Through a holistic strategy encompassing the implementation of cement bunds, farm ponds, and rainwater capture methods, we address community water needs while promoting sustainable agriculture, preventing erosion, and enhancing drought resilience. These initiatives contribute to the local economy, encouraging growth and prosperity.

**Action site** – Maharashtra

**Transformation** – Impacted the lives of 7,490 individuals.

### **Ecosystem management**

With a focus on fair resource allocation and sustainable natural resource management, we collaborated with Anchalik Jana Kalyan Anusthan. By empowering local institutions and advocating participatory conservation methods, we have fortified ecosystems and secured access to land, water, and forests for marginalized and landless communities.

**Action site** – Odisha

**Transformation** – Benefited 820 individuals.

### **Marginalized forest communities' outreach**

In collaboration with the Foundation for Ecological Security, we conducted programs aimed at enhancing the economic prosperity of marginalized communities living on the outskirts of forests. By educating them on natural resource management, we aimed to improve both ecological stability and economic well-being.

**Action site** – Odisha

**Transformation** – Our efforts touched 60,000 lives in Odisha.

### **Empowering rural framers with tech**

Our joint efforts with the Selco Foundation and the Toyam Foundation focused on installing solar-powered cold storage units for agricultural produce. This initiative aimed to bolster the resilience of rural producers and farmer institutions by facilitating adaptation to market changes, enhancing productivity, and elevating the value of their produce.

**Action sites** – Karnataka, Uttar Pradesh, Maharashtra, West Bengal, and Odisha.

**Transformation** – Collectively impacted 810 beneficiaries.

### **Mangrove Restoration and Preservation**

Working with the Applied Research Environmental Foundation, the Aga Khan Agency for Habitat India and the Sustainable Green Initiative Foundation, we are spearheading the preservation and rejuvenation of coastal mangrove forests. By acknowledging the critical role of mangroves in flood protection and marine biodiversity, our community-driven incentives and plantation initiatives have enhanced ecosystem services and coastal resilience.

**Action sites** – Maharashtra, Odisha, and West Bengal.

**Transformation** – Empowered 28,047 beneficiaries.

### **For our brave soldiers**

In Ladakh, as a gesture to our nation's armed forces, in collaboration with SayTrees Environmental Trust, we installed 100 solar-powered biodigesters. These biodigesters effectively manage human waste from armed forces at high altitudes and glaciers, providing safe and hygienic infrastructure in remote locations.

### **Other noteworthy initiatives**

In Maharashtra and Chhattisgarh, we partnered with NGOs to distribute efficient cookstoves, reducing fuelwood consumption, replacing traditional stoves, and empowering women with clean cooking practices.



Our creation of the ESG Lab at IIM Mumbai empowers students with advanced ESG data and analysis skills, promoting knowledge equity in sustainable supply chain management for LTIMindtree stakeholders.

## Actions for Health and Nutrition

In today's demanding healthcare environment, accessing timely and affordable medical advice and interventions is crucial. Hence, we have prioritized this issue in our outreach program. With the support of local NGOs, we have forged strong community connections, enabling us to deliver precise, timely treatments to those who need them most.



### Addressing clubfoot deformities

In association with Cure International India Trust, we have achieved significant progress in aiding children with clubfoot deformities. By providing affordable non-surgical treatment, free braces, and support services, we have prevented permanent disabilities. Our initiative has successfully corrected clubfoot conditions without surgery.

**Action sites** – Maharashtra, Tamil Nadu, Telangana, Odisha, West Bengal, and Gujarat.

**Transformation** – 1,704 children have benefited, averting the risk of permanent disabilities.

### Rehabilitation for spastic children

Our enduring partnership with The Spastics Society of Tamil Nadu is reflected in the Community-Based Rehabilitation Center (CBR). Here, children aged 0 to 18+ with multiple disabilities receive timely and high-quality access to essential services, including early identification, education, healthcare, inclusion, and vocational training.

**Action site** – Tamil Nadu

**Transformation** – 345 children received treatment, paving the way for a brighter and more inclusive future.

### Eye care initiatives

Powered by strategic alliances with key partners like the Rotary Club of Madras East, HelpAge India, and the Centurion University of Technology and Management, our year-round vision care initiatives aim to enhance eye care for the elderly and disadvantaged communities through collaborative efforts with eye hospitals, awareness campaigns, and cataract surgeries.

**Action site** – Tamil Nadu, NCR region, Punjab, West Bengal, and Odisha.

**Transformation** – 11,653 individuals benefitted from professional eye care services and surgeries.

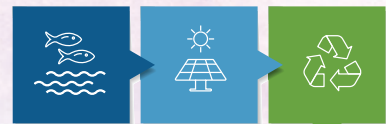
### Quizabled - empowering youth with disabilities

Along with Seva in Action, we launched the highly popular Quizabled Quiz nationwide. This pioneering competition is designed to empower children and youth with disabilities, offering them a platform to showcase their talents, challenge stereotypes, and celebrate their unique abilities.

**Action site** – Pan India.

**Transformation** – Overwhelming response from 2,924 participants.

We are embarking on a new chapter in FY 2024-25 by evolving from traditional, focus-specific programming to an Integrated Village Development Programme (IVDP) integrating education, environment, empowerment, and livelihood to achieve holistic development within gram panchayats. Aligning with the Government of India and NITI Aayog's Aspirational Block Programme, we will also implement interventions in the selected aspirational blocks leveraging 39 development indicators to gauge progress.





## Actions that Build Trust

# Sustainable Governance



At LTIMindtree, we are committed to upholding business integrity, ethics, transparency, accountability, and compliance throughout our operations. We strive to adhere to the highest standards of corporate governance and continuously work towards incorporating ESG priorities into our business operations.

### Ethics and Transparency

Our Code of Conduct (COC) serves as the foundation of our organizational culture, guiding every aspect of our business interactions. It addresses key areas such as human rights, POSH, whistleblower and grievance resolution processes.

Furthermore, through our Anti-Bribery and Anti-Corruption, Anti Fraud, and Anti-Money Laundering policies which apply globally to our employees at all levels, contractors, and third parties associated with LTIMindtree, we ensure all are well-informed to reaffirm their commitment to adhere to anti-corruption and ethical business practices. Our Human Rights policy is applicable to all our employees, locations, value chain partners, and third parties are required to attest to LTIMindtree's code of conduct and perform regular audits to ensure the effectiveness of our due diligence process. 100% of our BOD and Key Management Personnel (KMP) have undergone training on topics related to Anti-Bribery and Anti-Corruption. While 93% of our employees in all regions have completed the training related to Anti-Bribery and Anti-Corruption, training is in progress for 5.29% employees.

Our Diversity, Equity, and Inclusion Policy promotes equal employment opportunities and a harassment-free work environment. We value an inclusive workplace by respecting the dignity, diversity, listening to our people, and ensuring that their voices are heard. We have established committees such as Internal Committee as per POSH Act and the Whistleblowing Investigation Committee, to monitor progress and address sexual harassment, human rights, and other employee related issues promptly. These committees are reviewed by senior management at periodic intervals.

In addition to strengthening an inclusive and diverse workplace, we prioritize employee engagement and provide policies for risk management and compliance. Our sustainability framework and Human Rights Policy underscore our dedication to protecting and respecting human rights, with stringent measures in place to prevent violations such as human trafficking, child labor, forced or compulsory labor, discrimination, domestic servitude, sexual exploitation, organ harvesting, and illegal adoptions.

We provide training to employees on human rights policies or procedures and regularly monitor and review the effectiveness of our human rights policies and procedures. We ensure that all employees are well informed and trained to uphold the human rights principles outlined in our COC and Human Rights Policy. Adhering to the principles of the UNGC, we integrate explicit human rights and Anti-Slavery and Human Trafficking clauses into our contracts with suppliers, partners, and NGOs, extending our commitment across the supply chain.

To facilitate transparency and accountability, we provide avenues for employees, including subcontracted personnel, to lodge complaints through our complaint mechanism. We conduct due diligence procedures and publish board-approved annual statements on modern slavery to ensure ongoing compliance with ethical standards.

We have established various grievance and feedback mechanisms, such as Whistleblower, POSH, and other stakeholder platforms, to seek advice as well as capture a wide range of concerns, ethical issues, advice, and grievances, if any, including concerns on violations of human rights. Instances of policy violations, unethical behavior, or violations of applicable laws and regulations, can be promptly reported to [whistleblower@ltimindtree.com](mailto:whistleblower@ltimindtree.com), ensuring anonymity and protection from retaliation. Disciplinary actions are taken as necessary, with assistance sought from regulatory authorities when required.



During the reporting period of FY 2023-24, there have been zero incidents/complaints regarding critical concerns, discrimination at workplace, use of child labor, forced/compulsory/involuntary labor, and other human-rights-related issues. 14 complaints were filed under sexual harassment in the reporting period, of which investigation of 2 complaints is in progress. 54 employee complaints on various other aspects were filed and all were resolved. 17 shareholders complaints (including 2 pending complaints from the previous year (FY 2022-23) were resolved.

LTIMindtree recognizes and respects its employees’ rights in relation to free association and collective bargaining, in any jurisdiction and/or country wherein such rights are legally recognized. LTIMindtree also complies with the International Labor Organization Conventions and recommendations. All our employees have the freedom and right to join any associations, unions or groups that exist in line with local government regulations. We, however, have no trade unions or collective bargaining agreements in India.

### Our Policy Architecture

Our policy architecture comprises an array of essential policies, each contributing to the efficient operation of our organization. Covering various aspects such as personnel management, ethics, diversity, and the workplace environment, these policies collectively shape our organizational culture and guide our operations.

Articulated in clear and unambiguous terms, each policy reflects a set of guidelines, outlining both permissible actions and prohibited behaviors. Furthermore, the ramifications of non-compliance are explicitly stated, ensuring that all stakeholders comprehend and adhere to the prescribed standards.

#### The following policies are integral to our governance framework

01 Integrity Policy	02 Anti-bribery and Anticorruption Policy	03 Anti Money Laundering Policy	04 Anti-Fraud Policy
05 Anti-trust and Competition Policy	06 Anti-Slavery and Human Trafficking Policy	07 Whistle-blower Policy	08 POSH Policy
09 Grievance Redressal Policy	10 Employee COC	11 Code of Conduct for Board & Senior Management	12 Supplier COC
13 Diversity, Equity, and Inclusion Policy	14 Human Rights Policy	15 Non-Discrimination Policy	16 Equal Opportunity Policy
17 Reasonable Accommodation Policy	18 ESG Policy	19 EHS Policy	20 CSR Policy



Our mandatory e-learning training courses on our important policies and COC allow our employees (including interns and contractual employees) at all levels, officers, deputies, retainers, consultants, and sub-contractors to be well informed about the policies, improve workplace behavior and help the company follow laws, reduce liability risks, and operate effectively.

## ESG in Governance

At LTIMindtree, the BoDs, led by our Founder Chairman who is the Non-executive Director on the Board, are the highest authority governing the strategic direction and decision-making of the company. The Board is accountable for upholding the company to the highest ethical standards of business responsibility, transparency, and integrity, emulating the core values of our parent group, L&T. Conflict of interest has been adopted for the BoDs, KMP, and Senior Management.

The Board oversees the governance process through the constitution of various committees, consisting of an optimum mix of Executive Directors, Non-Executive Directors, and Independent Directors. They have expertise in numerous facets of responsible business practices, sustainability, CSR, and ESG aspects.

As of March 31, 2024, the board was composed of 3 Non-Executive Directors, 3 Executive Directors, 6 Independent Directors including 1 Woman Director.

### The governance structure at LTIMindtree comprises the following tiers



### Following are the Committees set up by the Board



Each of these committees meets at regular intervals to review the relevant focus areas and to take into account governance policies, appointments, remuneration and evaluation, CSR, and ESG aspects. The Chairperson of each of these committees is an Independent Director. All ground-level inputs and stakeholder feedback (including critical concerns, issues, and outputs of stakeholder consultation on ESG) are reviewed and discussed by above board committees, and the respective Committee Chairperson updates the Board at every meeting on these discussions/deliberations of the Committees.

While the Board is accountable for oversight of the overall governance process, including ESG and CSR, the Executive Management is responsible for implementing the policies and procedures to imbibe a culture of good governance in the organization. The Management believes that good governance is a continuous journey, as a result of the ever-evolving developments in the business environment, both internally and externally.

*Our CEO and Managing Director is the highest executive authority responsible for implementing and overseeing our ESG, climate action, CSR, and related policies. As an Executive Director, he also serves on the Board's constituted committees that supervise ESG governance, including the CSR Committee, Risk Management Committee, and Stakeholders Relationship Committee. These Committees discuss the Company's ESG practices and risks and encourage management to go beyond regulatory requirements.*

Our Annual Report covers our Governance structure, ethical governance, grievance mechanisms, and risk management in greater detail.

## Review and Approval of ESG and CSR Initiatives

All policies related to ESG, CSR, and Governance are reviewed and approved by the senior management and the Board as relevant. The Board constituted CSR Committee ensures governance and accountability by providing strategic directions and approving initiatives related to CSR, ESG vision, and roadmap, including climate action and biodiversity conservation. It presents well-considered recommendations, including budgetary allocations, to the Board facilitating transparent communication regarding the discussions and deliberations conducted within the CSR Committee for approval. This structured approach ensures effective oversight and strategic alignment of ESG and CSR initiatives with the company's encompassing objectives and values.

At the helm of our ESG and CSR related matters is our Chief Sustainability Officer (CSO), operating at the executive level. The ESG and CSR teams comprised of experienced professionals led by the CSO are responsible for the identification and implementation of various initiatives under the Board approved ESG Vision and CSR policy, including projects aligned with our ESG vision and strategy, such as net-zero led decarbonization and renewable energy initiatives, diversity-focused programs, sustainability reporting, TNFD reporting, and key CSR focus areas such as education, empowerment, health and nutrition, and environment conservation. The CSO keeps the Board constituted CSR Committee, CEO and MD, executive leadership team, and other stakeholders informed of initiatives, progress, and outcomes.

## Board Accountability for Climate Change

The Board is conscious that the top global risks of extreme weather events due to climate change, biodiversity loss, and ecosystem collapse can shape and affect our business operations. The fact that LTIMindtree is one of the very handful of global companies to become an "Early Adopter" of TNFD is a testament to our proactive stance in integrating nature-related considerations into our business strategy, operational efficiency, and reporting frameworks. Furthermore, as recommended by TNFD, using LEAP assessment, the governance mechanisms were assessed:

- The board's oversight of nature-related dependencies, impacts, risks, and opportunities.
- The management's role in assessing and managing nature-related dependencies, impacts, risks, and opportunities.
- Human rights policies and engagement activities held for indigenous people or communities.





### Pillar: Governance

**Summary:** Through LEAP assessment LTIMindtree was able to recognize its nature-related issues and dependency on ecosystem services.

- The Board is accountable for oversight of the governance process, including ESG, climate change, and CSR.
- The CSO spearheads the implementation of initiatives and activities aimed at driving positive environmental impact. CSR and ESG teams are led by the CSO, who appraises the Board-constituted CSR committee about the activities, issues, initiatives, etc. related to both climate and nature.
- Global compliance team keeps track of changes to regulatory compliances.
- CSR team implements various engagement activities for local people under the domain of education, empowerment, environment, health and nutrition.

### Pillar: Strategy

**Summary:** Under the strategy pillar, LTIMindtree conducted various assessments like LEAP assessment, WRI atlas water risk assessment, and biodiversity risk assessment to understand nature-related issues that may impact the business operations of LTIMindtree.

- LTIMindtree is dependent on ecosystem services like provisioning services, supporting & regulating.
- Climate change is the impact driver that is most relevant for LTIMindtree considering the nature of its business operation.
- Various risks and opportunities were identified.
- As the assessment was carried out for the first time, the outcome would further scrutinize to understand how nature-related issues can affect the organization's business model, value chain, strategy, and financial planning.

### Pillar: Risk management

**Summary:** The core principle is 'doing good' (to stakeholders) while 'doing well' (ensuring business growth). Every organization faces various risks to their business operations, but what sets them apart is how the risks are managed. LTIMindtree has established a risk management framework for efficient management of risks through strong governance and effective strategy.

- LTIMindtree has a materiality assessment process that serves as a cornerstone in identifying and prioritizing key issues, concerns, and goals that resonate with the stakeholders and drive business operations.
- It is very important to integrate stakeholder interests and expectations into LTIMindtree's decision-making frameworks.
- ERM and ESG teams play a crucial role in identifying the key issues and tracking their progress by assigning risk owners.
- The risks are monitored and reported quarterly – 4 times a year – to the Risk Management Committee.

### Pillar: Metrics and targets

**Summary:** ESG vision is a strategic framework that encompasses the ESG goals of LTIMindtree. The goals and targets are identified over the long-term and progress is measured by current year status.

- ESG vision progress table can be referred for targets and current year status.
- All nature-related issues identified also have integrated metrics and targets, which are available under ESG performance dashboard.



## Actions that Ensure

# Sustainable Growth

LTIMindtree is a trusted digital transformation partner, offering a wide range of innovative services designed to reinvent consumer engagement and accelerate global business growth. Our pioneering Interactive Solutions, driven by AI, MR, and VR technologies, create immersive experiences that transcend conventional boundaries. From inception to support, our portfolio encompasses e-commerce, digital marketing, AI, and blockchain, all unified by a steadfast commitment to enhancing the customer journey.



## Service Transformations

With an unwavering commitment to excellence and customer satisfaction, we lead the charge toward a future where businesses thrive amidst the ever-shifting landscape of opportunities. But no matter what the business vertical or the ticket size, what makes these efforts and investments really worthwhile is when our customers are satisfied. To ensure that we keep this process delivering in an evolving value-driven loop, we at LTIMindtree have put in place a reliable and responsive customer feedback portal to receive client feedback.

At LTIMindtree, with respect to the delivery of services, our Escalation Risk Review (ERR) process operates at various tiers within the organization to identify and assess Flagship and Critical projects and programs carrying High/Critical risks. This ensures timely intervention from top management. Client escalations are thoroughly examined alongside discussions on our Go Green plan to tackle pertinent issues.

### ERR unfolds at three distinct levels:

- Organization level: Led by the Chief Delivery Officers (CDOs) and occasionally involving the Chief Operating Officer (COO) as needed. This review occurs on a fortnightly or monthly basis.
- Unit level: Undertaken by Delivery Heads and Service Line Heads on a weekly or fortnightly basis.
- Account level: Managed by Delivery Partners, with the frequency determined by Delivery Partners or Client Partners.

Additionally, a weekly call focusing on critical high-risk matters is steered by the Delivery Excellence Head. During ERR sessions, Client Partners and Delivery Partners craft and present Go Green plans to address critical issues and risks to the CDO or Delivery Heads.

**Our structured approach drives response and results:** We employ a methodical approach to pinpoint actionable items, holding in-depth conversations with clients to acquire insight into their input. During governance meetings, senior management closely monitors and reviews the action plans developed and distributed to customers. We maintain three communication levels for each engagement: L1 acknowledges feedback and validates action plans; L2 shares midterm progress; and L3 communicates action closure and delivered value. These efforts are crucial for enhancing the client experience and driving positive outcomes.

**Feedback through Client Satisfaction Survey (CSS):** Conducted annually by an independent consulting firm, the CSAT offers an exhaustive evaluation of client satisfaction at different organizational levels, ranging from CXOs to middle management, including engagement, project, sub-project, and individual employee levels. This survey measures our services on parameters such as project execution, quality, communication, culture, value delivered, and customer experience based on key parameters like satisfaction, loyalty, advocacy, and perceived business value for money. The feedback undergoes thorough analysis, and corrective actions are promptly implemented where necessary, with insights shared transparently with clients. It serves as a vital exercise for LTIMindtree, offering valuable insights to enhance the client experience and ensure the delivery of exceptional outcomes.



## Sustainable Supply Chain

Our Supply Chain Management includes global procurement activities for all our locations and is overseen by the Global Procurement team. Our procurement value chain consists of Service providers, dealers, OEMs, and resellers for procurement and services related to IT hardware & software, building maintenance and facilities, talent acquisition, employee-related – welfare and well-being, and corporate marketing.

At LTIMindtree, our sustainability commitment goes beyond compliance, integrating green procurement strategies that prioritize environmental impact alongside quality and cost. Embracing digital innovation, we invest in ESG initiatives, enabling energy-efficient client operations. Our focus remains on delivering value to clients while considering broader environmental and social impacts. We embed these considerations into all business operations, upholding principles of good governance, ethics, and transparency with stakeholders.

We have a strict policy against child labor and forced labor. We have ESG, EHS, Human Rights etc. policies that are also applicable to all our value chain and have implemented no-discrimination, no-child labor, or forced labor policies regarding vendors and suppliers by ensuring sign-off on the supplier COC. Almost all of our partners are required to provide sign-off prior to empanelment in the system. This means that LTIMindtree is committed to ensuring that its vendors and suppliers adhere to ethical labor practices and do not engage in any form of child labor or forced labor.

LTIMindtree, as an environmentally conscious company, encourages our value chain partners to also adopt environmentally friendly practices. Conscious of the impact of resource consumption on the planet, we have taken initiatives to source sustainably. **In FY 23–24, our sustainability sourcing percentage stood at 42.38% in terms of the cost spent on sourcing our inputs.**

**Supplier Diversity:** LTIMindtree places importance on engaging with diverse suppliers, towards which the procurement team is working closely with the Diversity, Equity, and Inclusivity Team. We have processes in place to procure goods and services from vulnerable, marginalized suppliers as well as MSMEs and women-owned businesses. We aim to add more women-owned businesses as well as other types of ownership, such as LGBTQ, to our vendor base. This collaborative approach stimulates innovation and drives positive social impact within our communities, reflecting our commitment to diversity and inclusivity in procurement processes. Total procurement spent towards suppliers comprising marginalized and vulnerable groups amounts to 7.60% and towards women-owned and minority-owned amounts to 12.64%.

**Engaging with suppliers:** We engage with our suppliers from time to time on policy matters, sustainability training, etc. As per the practice, we had in-person and virtual meetings with suppliers wherein we had detailed discussions on our supplier COC. We have connected the ESG team with our vendor base and conducted assimilation sessions with 301 suppliers on the topics of sustainability and business ethics to inculcate sustainability agenda in their operations and services.

**Ethical screening of suppliers:** As regulatory pressures mount, organizations face an ever more daunting challenge: grappling with the intricate task of managing risks linked to third-party relationships. LTIMindtree rises to this challenge with the implementation of an automated risk intelligence – Refinitiv that supports our due diligence processes related to third parties globally. All new suppliers will be screened via this tool which covers various environmental and social criteria. This cutting-edge system conducts extensive scans, scrutinizing third parties for compliance with sanctions, regulations, and ethical standards. It tirelessly monitors for indicators of criminal activity, financial irregularities, and adverse media coverage. Furthermore, it helps mitigate risks associated with money laundering, bribery, corruption, and modern slavery. Ultimately, this system serves as a vital safeguard, protecting LTIMindtree from potential reputational harm stemming from partnerships with risky entities.

### Vendor Onboarding through Supplier 360

We have a centralized information web portal for suppliers, Supplier 360, that provides a single point of access to a variety of information and data, making it easy for users to find what they need in one place.





## Advocacy

We collaborate with several business/trade and industry associations within the countries where our presence is notable to provide access to knowledge, expand networks, and improve reputation, advertising, education, and marketing for the benefit of business and society, thus creating a collaborative environment. These associations are also dedicated to enhancing local competitiveness and advocating for employee rights in those regions.

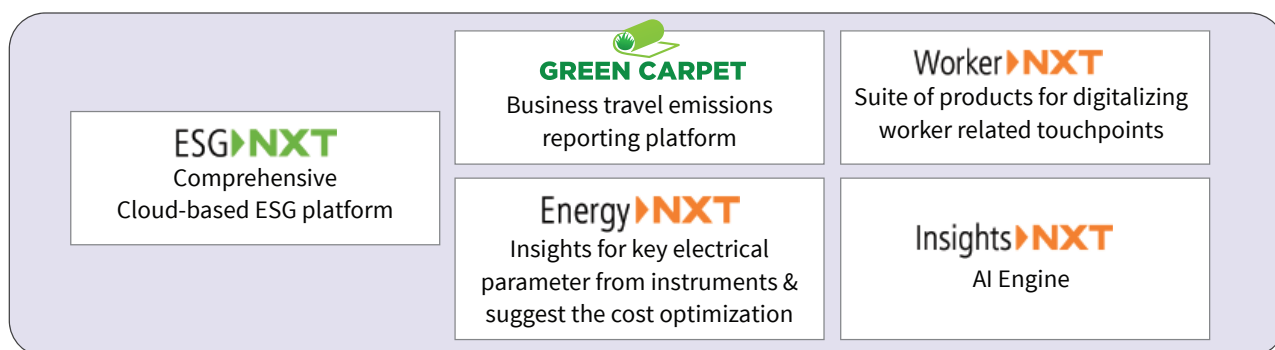
Prominent among the associations where we hold memberships are The Confederation of Indian Industry (CII), National Association of Software and Services Companies (NASSCOM) the premier trade body and chamber of commerce of the tech industry in India, and the Federation of Indian Chambers of Commerce & Industry (FICCI) which is the voice of India's business and industry.

As a responsible member of CII, LTIMindtree has proactively participated in and been honored for CII's sustainability and social initiatives. We were the official Gold Sponsor at the prestigious NASSCOM Technology & Leadership Forum 2024 and were recognized at NASTech 2024 for our membership in the NASSCOM community. Additionally, our rewarding association with FICCI earned us the National FICCI GeoSpatial Award for implementing an Aerial LiDAR Solution in engineering design for mega irrigation projects.

## ESG Offerings

Adding edge to our offering is our home-grown ESG tech 'by design' offering and engineering solutions, which benefit enterprises, societies, and the environment while creating long-term value for all our stakeholders. Our ESG service offerings are intended to assist clients with ESG consulting, GHG accounting, ESG reporting, net-zero transition, new energy adoption, and health and safety enhancement. Our talent pool of techno-domain consultants and SMEs, including GHG Consultants, ESG Product/Platform SMEs, Energy Management Experts, and Climate Risk Modelers, among others, helps us deliver value-laden ESG offerings to our clients.

### Our diverse and solution-intensive portfolio of Digital IPs and Solutions



### GREEN IT as a service

Green IT-as-Service is a comprehensive solution for making customers' IT landscape greener while increasing efficiency and lowering expenses. This is made possible by doing an assessment of the existing environment in order to analyze Green IT-related violations, discover Green Index Optimization levers, and initiate remedial efforts by developing an attainable roadmap for sustainability.

- **Enabling Green Software:** Our Green Software solution warrants that programs will optimize energy consumption when deployed in real-time. Our enterprise partner product allows us to baseline and improve the Green IT index of apps based on algorithms and metrics.
- **Enabling Green Infra:** Our Green Infra solution ensures that IT resources are provisioned based on actual requirements while also optimizing total energy consumption. LTIMindtree partner solution assists enterprises in improving application performance and resource utilization efficiencies, by offering continuous intelligent guidance that generates actions to manage workloads and improve resilience.





## From Action to Transformation

### Delivering Green solutions to transform our client's business

**Client** – A leading American health, wealth, and investment financial company

**Offering** – Solution for improving Green IT index for 37 applications and lowering IT infra-related carbon footprint through optimization.

**Impact**

- Enhanced tracking to drive enterprise Net-Zero goals.
- 10% reduction of energy savings for On-Prem infra.
- 95% Scope 2 emission reduction when moved to cloud.
- 40% Green IT index improvements assessed.

**Client** – One of Europe's largest producers and retailers of electricity and heat planning to be net-zero by 2040

**Offering** – Providing Green IT-as-a-Service for software and hardware solutions and reducing CO<sub>2</sub> emissions through AI-powered insights on right-sizing, scaling, and cloud migration on the hardware front.

**Impact**

- 25% increase in Green IT Index/ Software health
- 15% reduction in energy costs and IT carbon footprint
- Increased IT cost savings

As our clients prioritize climate change mitigation and adopt ESG initiatives, we recognize the need to align our goals with theirs. This commitment to sustainability drives us to improve our net zero initiatives, foster collaboration and co-innovate for a sustainable future that ultimately benefits both parties. Using state-of-the-art technology, expert knowledge and strategic partnerships, we drive business transformation that helps our clients achieve their sustainability goals ahead of schedule. Furthermore, it illuminates how we leverage cutting-edge Gen AI capabilities to deliver value-added solutions, unlocking novel possibilities and delivering impactful outcomes for every stakeholder.

By fostering an environment of shared innovation and responsibility, we aim to build a sustainable future where businesses can thrive by being responsible stewards of the planet. Together, we not only meet standards; we set new standards for sustainable development.



From our visionary leadership to our frontline workforce, the ethos of sustainability permeates every facet of our organization, propelling us beyond conventional paradigms. As we chart our course forward, our resolve remains resolute: to pave the way for a brighter, more sustainable future for generations to come.



# ESG Performance Dashboard

## Environmental Pillar

LTIMindtree has been steadfast in its pursuit of advancing towards the attainment of net-zero targets by 2040. The impact of the pandemic on 'work from office patterns' persisted until FY 2022-23, with merely 35% of the workforce operating from office premises. However, in FY 2024, as normalcy returned post-pandemic, our onsite workforce surged to 95%, leading to increased energy and water consumption, as well as waste generation. Whilst this directly affected our absolute emissions, the increase is also due to the following circumstances:

- In alignment with our expansion plans, there has been an augmentation in the number of facilities.
- The inclusion of environmental parameters in the evaluation of non-owned facilities, beyond our direct control.
- Reflecting our good governance practices, there has been a systematic enhancement in the carbon footprint categories reporting.
- As a result of our various pan-India initiatives, the total quantity of RE increased by 3837317.62 kWh. RE share of our existing facilities improved to 57.10% in FY24 compared to 52.07% in FY23. However, an increase in the number of new facilities and also more employees working from the office led to additional energy consumption; thus, aggregate RE as a percentage basis alone showed a decline.

We remain mindful of our commitments in line with our ESG Vision. To this end, concerted efforts have been made to increase the reporting parameters of our environmental footprint. Multiple systems and measures are also in place to closely monitor and track the carbon footprint against the baseline year of 2019.

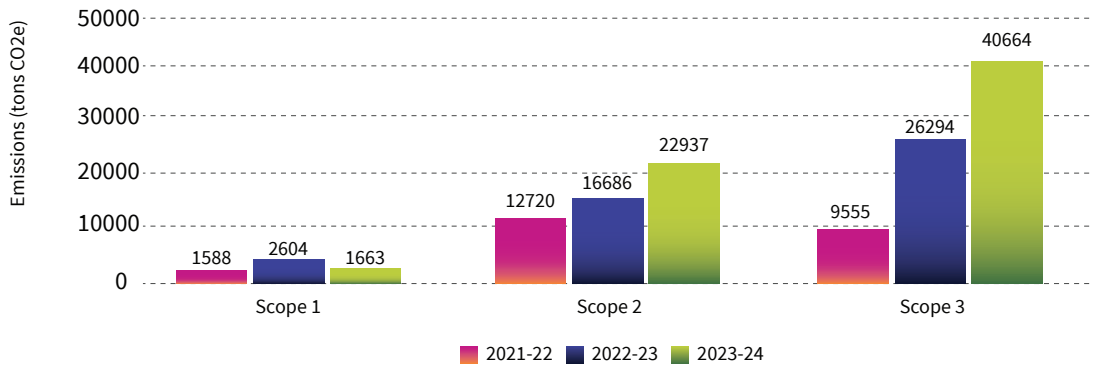
Our environmental initiatives aimed at optimization and reduction of the carbon footprint are strategically aligned with the anticipated surge in employees 'working from office' facilities. This strategic alignment is evident in the significant reduction in the per capita intensity metrics, as depicted below.

Carbon FootPrint	2018-19 Baseline	2021-22	2022-23	2023-24	FY24 vs FY23	FY24 vs FY19
GHG Emissions Intensity tons CO2e/ annum/employee	2.033	6.543	1.489	0.839	-43.65%	-58.73%
Energy GJ/annum/employee	6.364	33.396	4.935	2.555	-48.23%	-59.85%
Renewable Energy %	38.53%	53.03%	52.07%	44.34%	-7.73%	5.81%
Water ML/annum/employee	0.0102	0.050	0.007	0.004	-42.86%	-60.78%
Waste Recycling %	71.90%	99.31%	64.20%	92.14%	27.94%	20.24%
<b>Employees Working From Office</b>	<b>38458</b>	<b>3557</b>	<b>29960</b>	<b>77755</b>	<b>159.53%</b>	<b>102.18%</b>

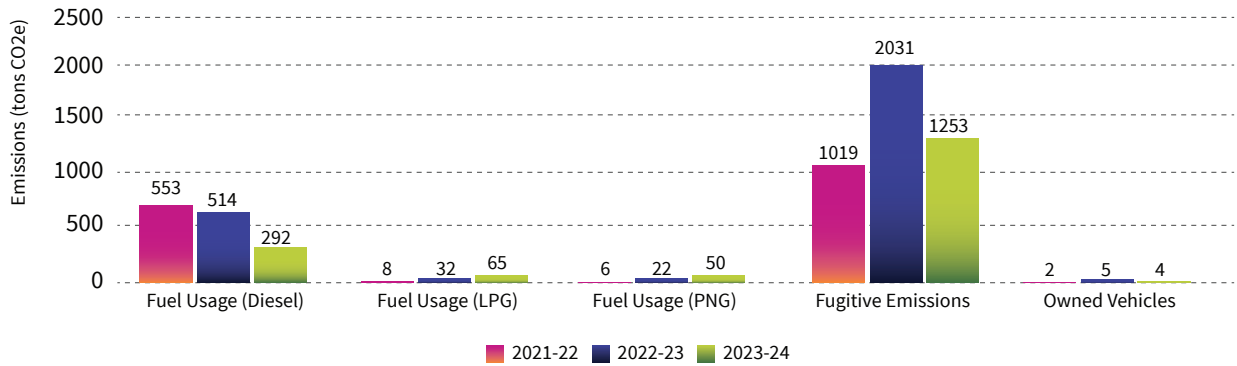




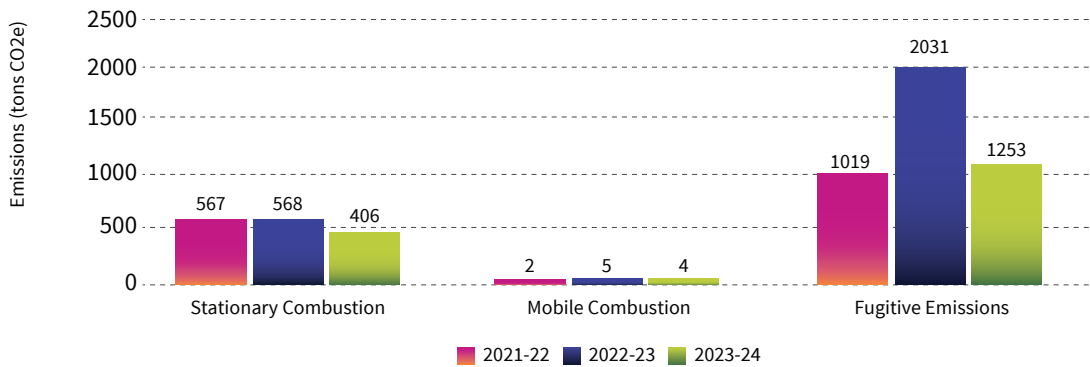
## GHG Emissions Performance



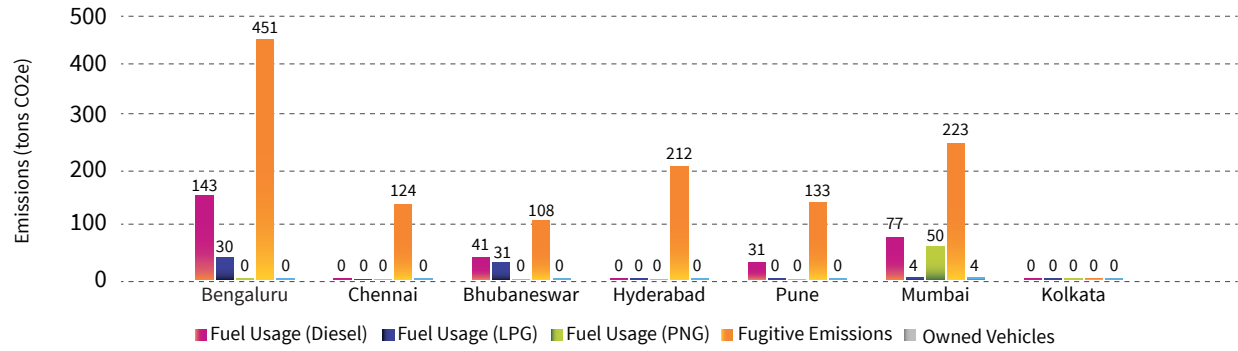
## Scope 1 Emissions Source-wise



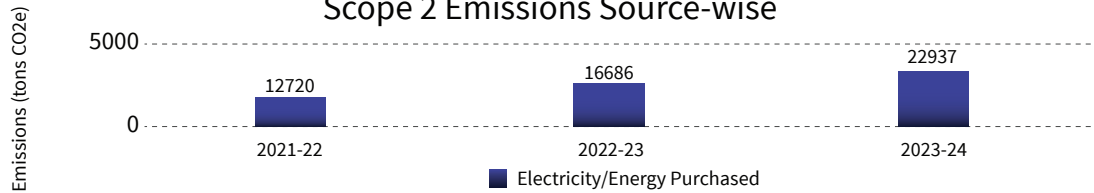
## Scope 1 Emissions Category-wise



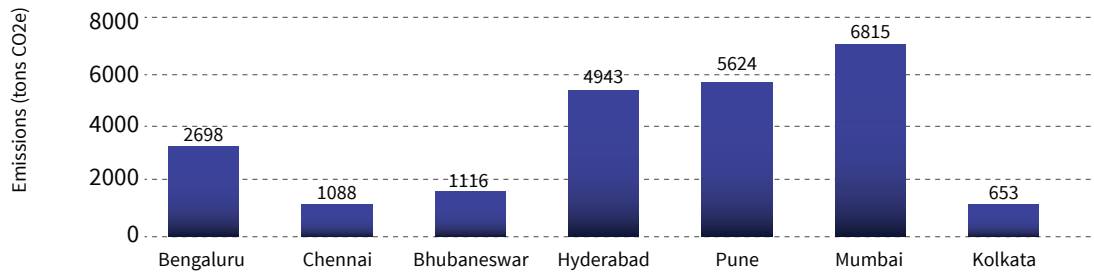
### Scope 1 Emissions Location-wise



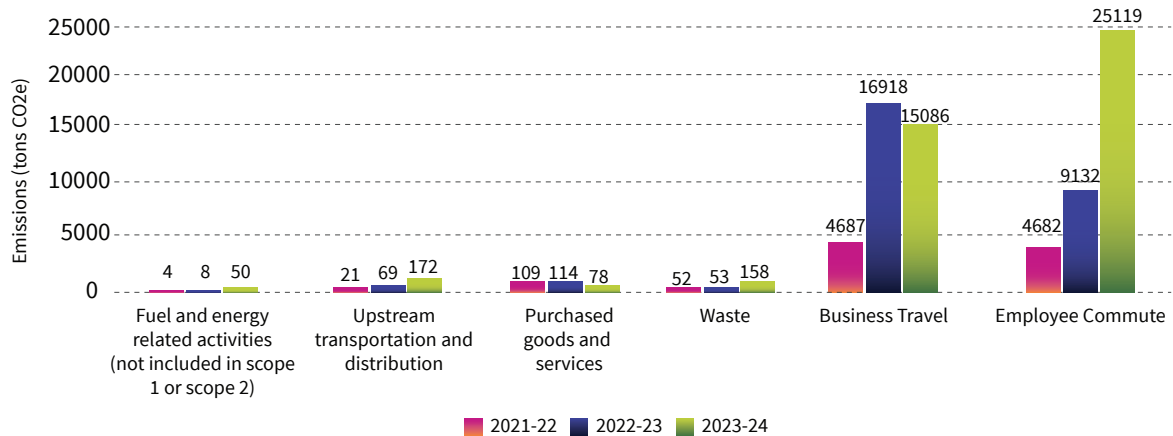
### Scope 2 Emissions Source-wise



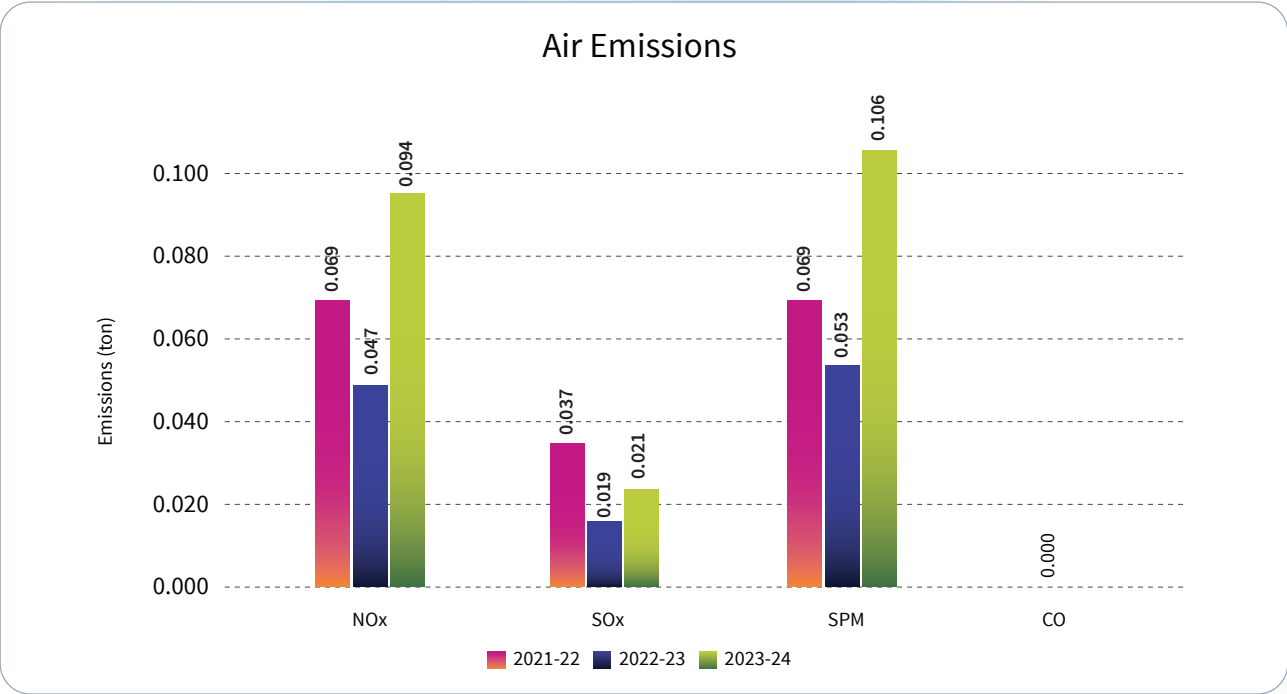
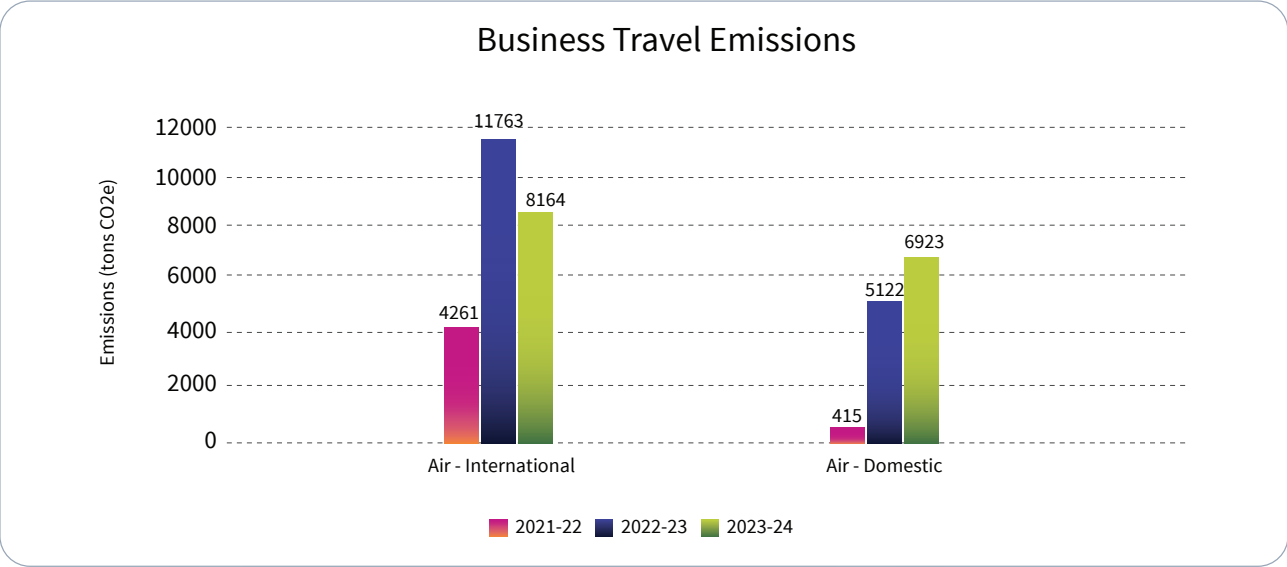
### Scope 2 Emissions Location-wise



### Scope 3 Emissions Source-wise

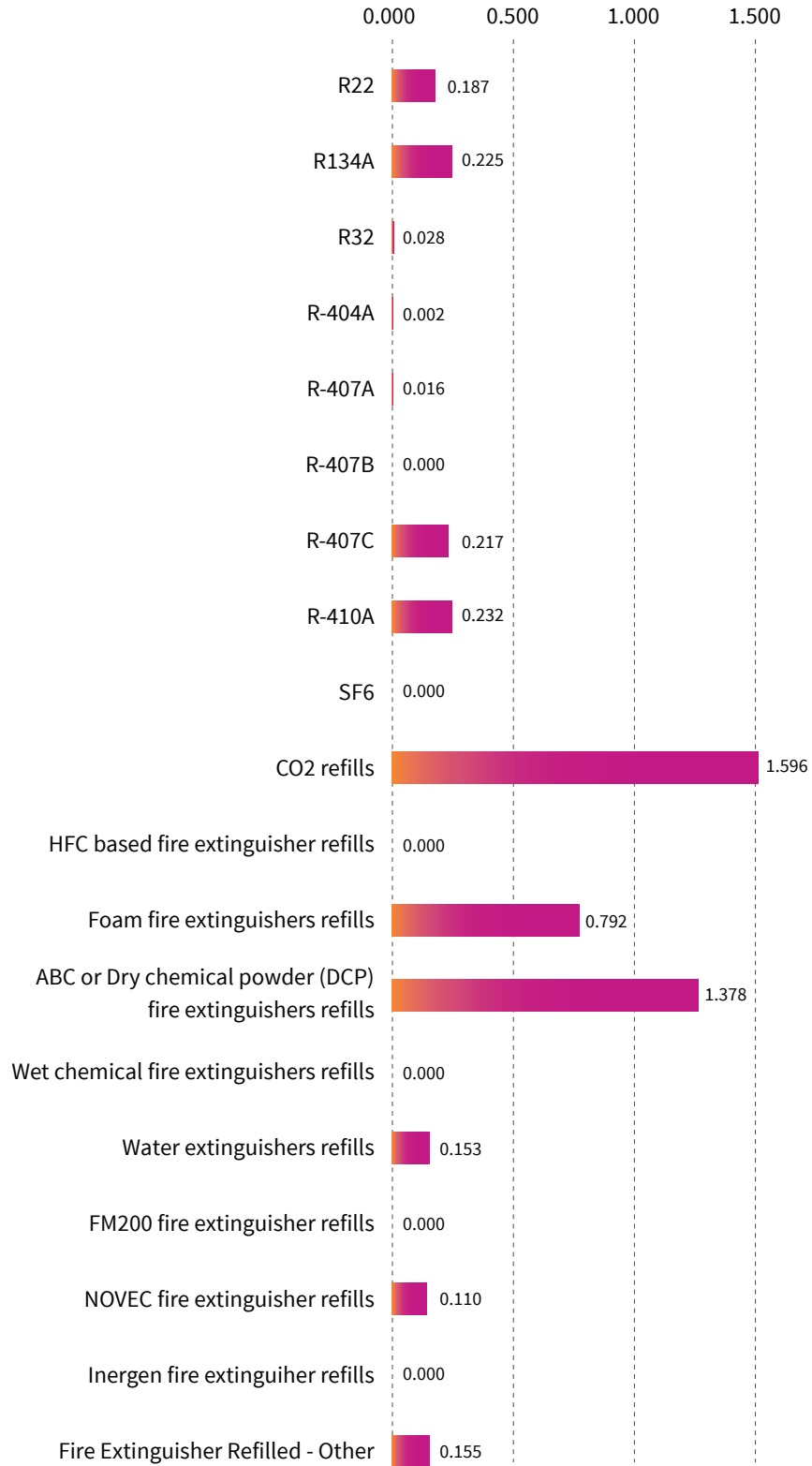


Note: All downstream categories related to Scope 3 – Downstream transportation, Processing of sold products, Use of sold products, End of life treatment, Downstream lease, Franchise, and Investments are not applicable/none/nil. Our upstream leased assets are under our operational control and thus the related emissions are reported under Scope 1 and Scope 2 above.





## Ozone Depleting Substances (ton)

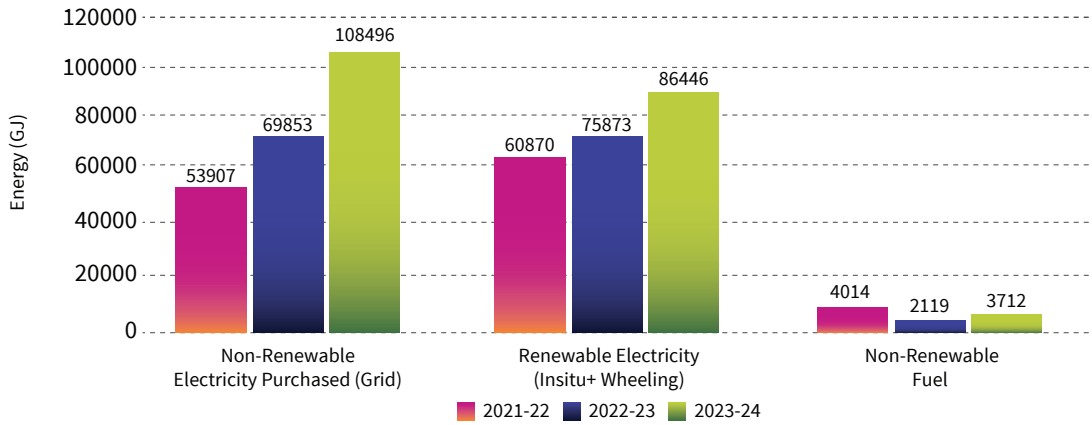


Note:

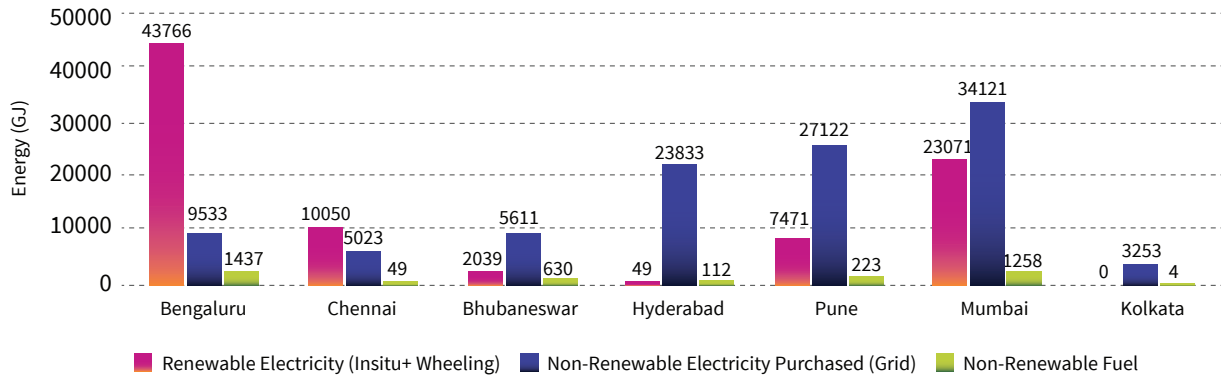
R-22 is classified as a Montreal Protocol gas and hence has a CFC-potential; other gases identified are CFC/HCFC free gases. CFC equivalent of R22 is 0.010 tons in FY23-24.



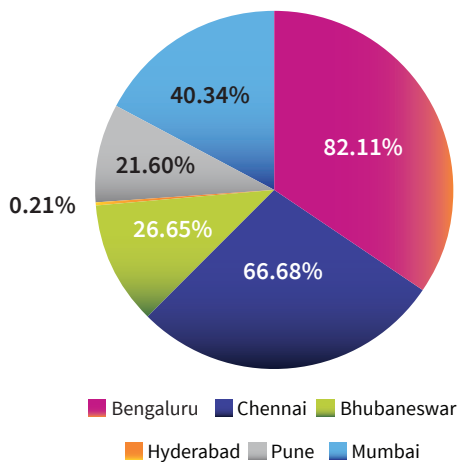
### Energy Performance Source-wise



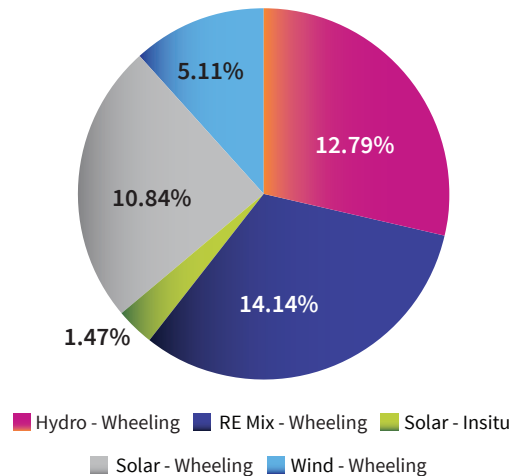
### Energy Performance Location-wise



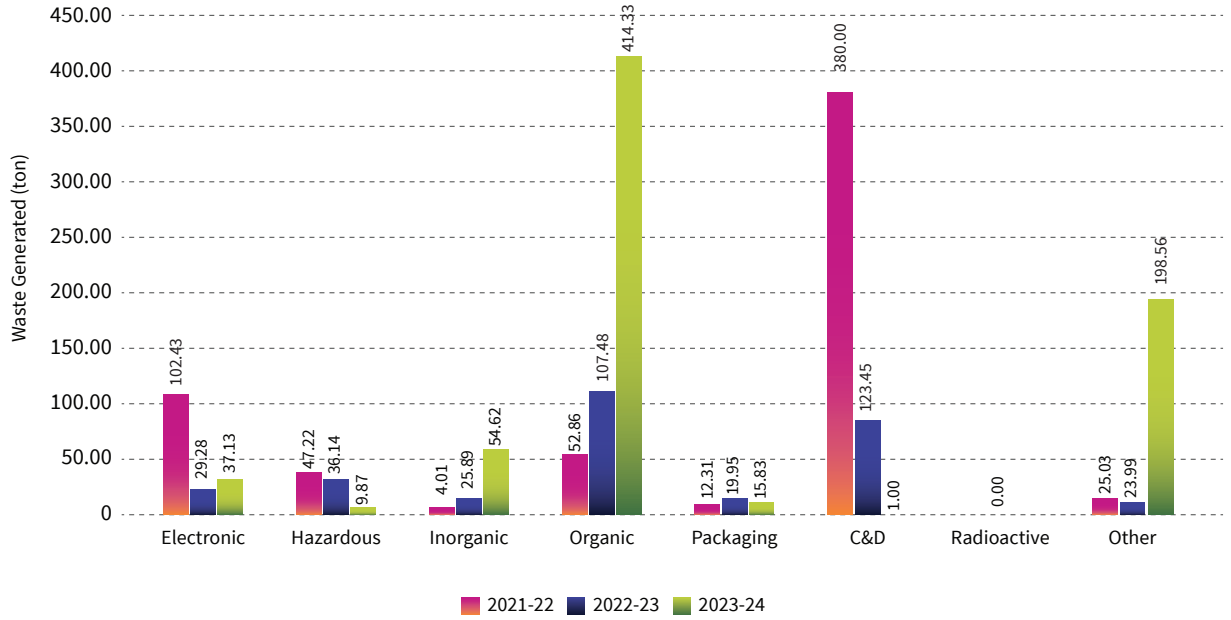
### Renewable Energy Location-wise



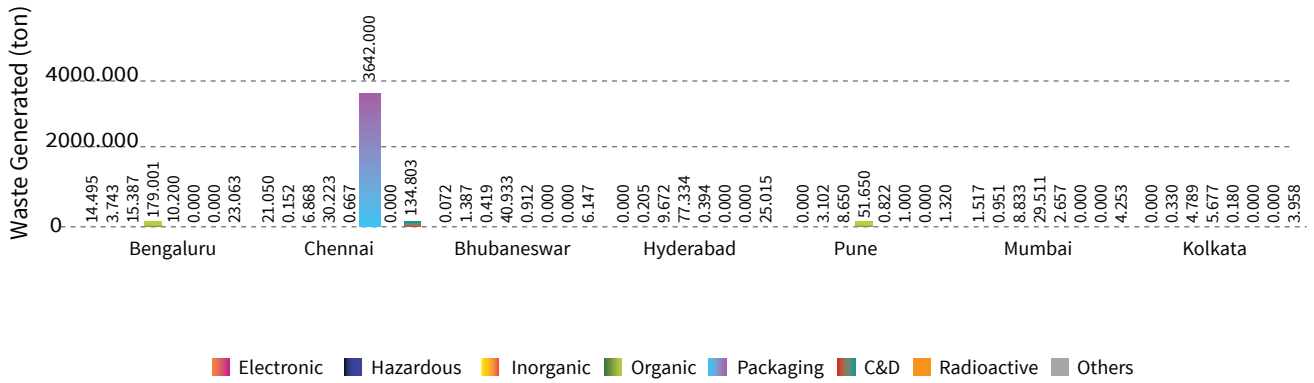
### Renewable Energy Source-wise



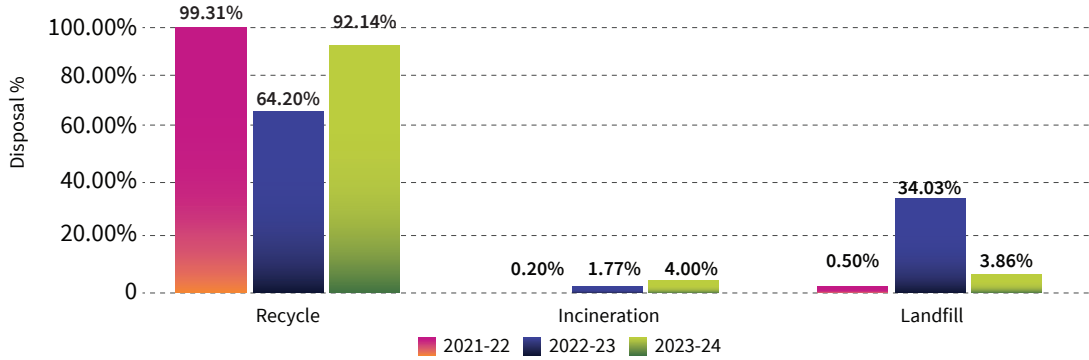
### Waste Management Performance



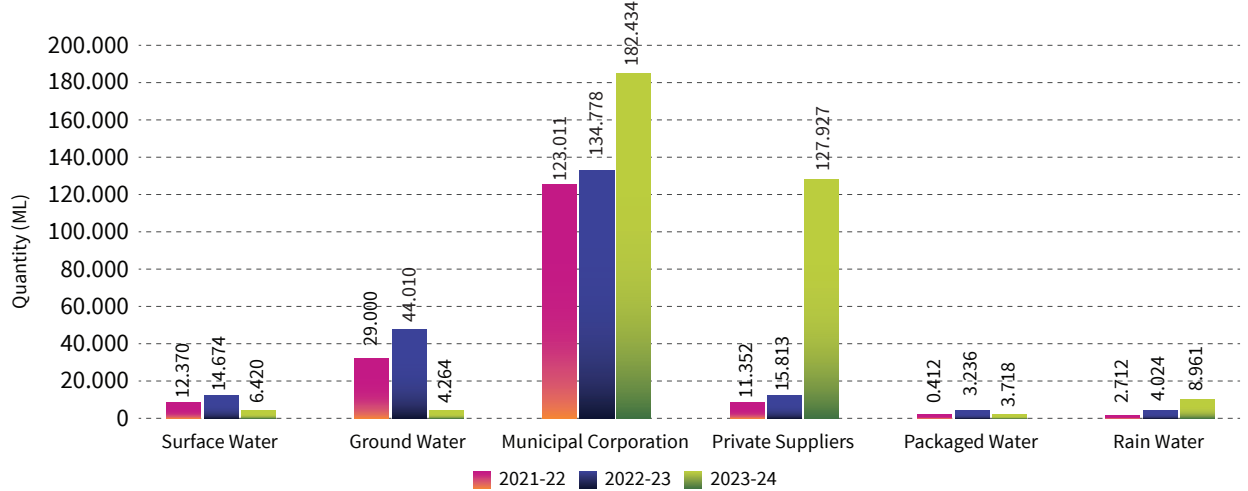
### Waste Management Performance Location-wise



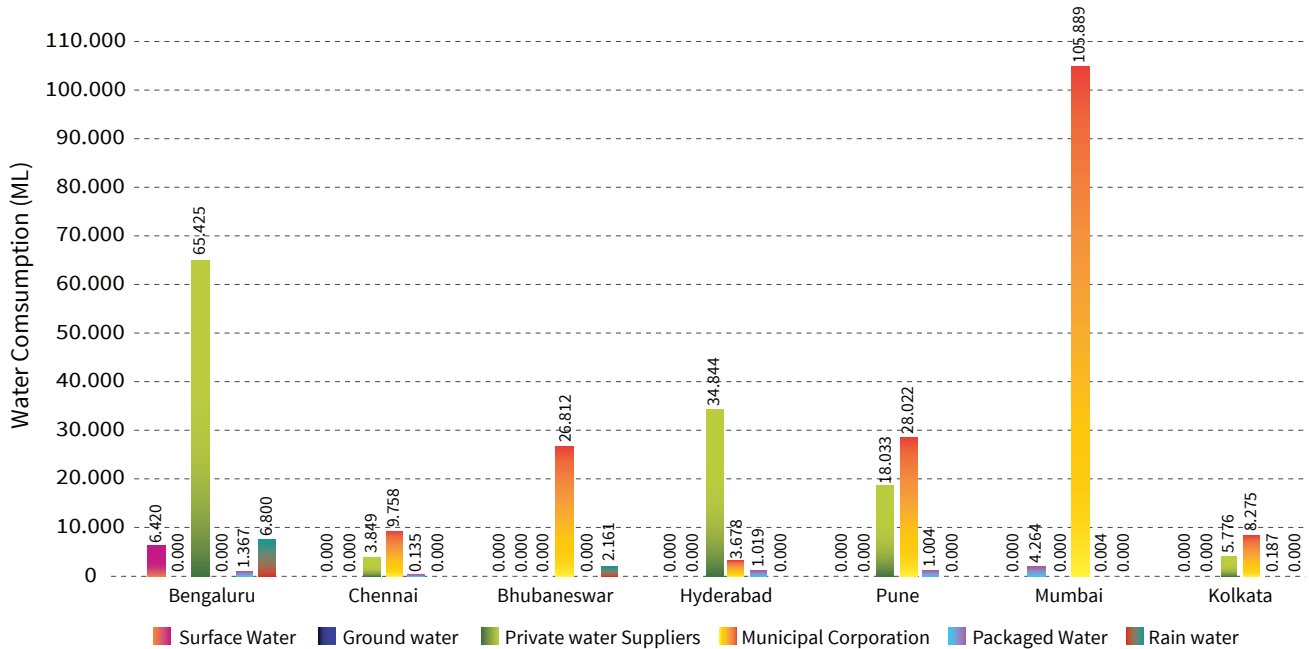
### Waste Management Disposal-wise



### Water Consumption Source-wise

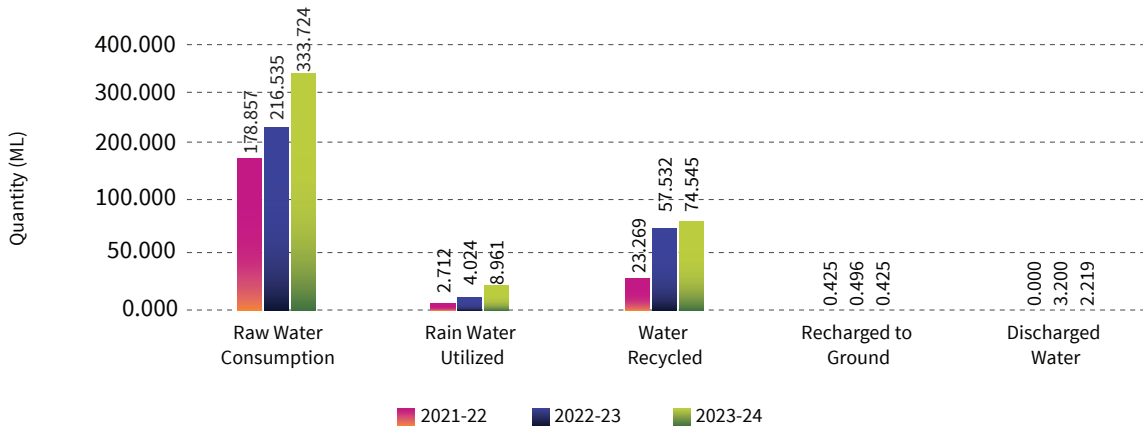


### Water Performance Location-wise

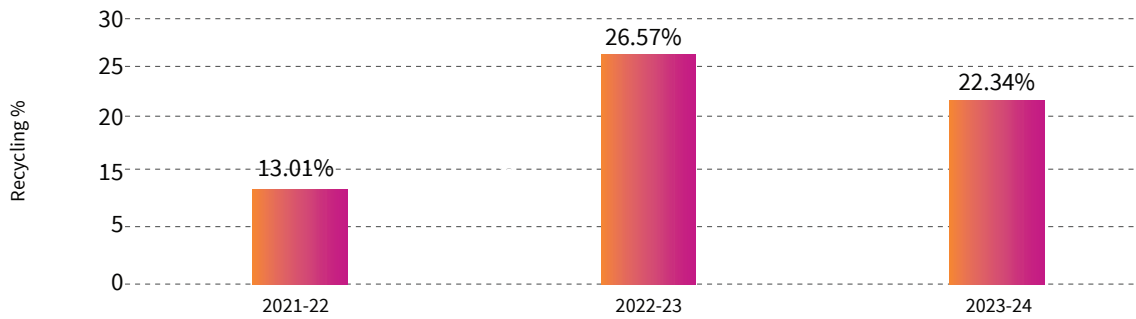




### Water Recycling/Conservation



### Water Recycling Performance



## Social Pillar

All employees at LTIMindtree are classified as either Permanent or Contract (Other than Permanent), with no categorization as 'Workers'. Recognizing that gender is not strictly binary, some individuals may prefer to opt out of traditional male/female identification and select 'Others'. This inclusive category encompasses individuals who identify as non-binary, gender-fluid, transgender, or any other gender identity beyond the binary norm. In the fiscal year 2023-2024, 231 of our employees identified their gender as 'Others' within our talent pool. In this Sustainability Report, we have included data on the 'Other' gender category alongside the conventional male/female categorization, wherever applicable and data available.

### Talent pool

Category	Male	Female	Others	Total
<b>By employee category</b>				
Associates	47,577	23,444	17	71,038
Middle management	8,082	1,525	4	9,611
Senior management	768	82	2	852
Top management	139	10	0	149
Total	56,566	25,061	23	81,650
<b>By employee contract</b>				
Permanent	56,566	25,061	23	81,650
Contract	2,873	871	208	3,952
Total	59,439	25,932	231	85,602
<b>By Region</b>				
India	48,370	22,747	1	71,118
UK	493	107	2	602
USA	4,550	1,390	10	5,950
Others	3,153	817	10	3,980
<b>By Age</b>				
<30	19,014	12,838	7	31,859
30-50	35,918	11,979	13	47,910
>50	1,634	244	3	1,881

### Differently abled

Category	Male	Female	Total
Permanent	47	11	58
Other than permanent	3	0	3
Total	50	11	61

Note:

- It is completely voluntary for our employees to declare their disability status and the number of PwD employees shown here are those who have declared their disability. So, this data represents a subset of actual PwDs currently working with LTIMindtree.



## New hires

Category	Male	Female	Others	Total
<b>By Employee Category</b>				
Associates	9,941	4,548	14	14,503
Middle Management	874	112	4	990
Senior Management	75	10	0	85
Top Management	13	2	0	15
<b>By Region</b>				
India	9,293	4,060	0	13,353
UK	39	10	0	49
USA	853	353	9	1,215
Others	718	249	9	976
<b>By Age</b>				
<30	4,890	2,839	7	7,736
30-50	5,811	1,798	10	7,619
>50	202	35	1	238
TOTAL	10,903	4,672	18	15,593

## Attrition among new hires

Category	Male	Female	Others	Total
<b>By Employee Category</b>				
Associates	898	352	4	1,254
Middle Management	65	6	0	71
Senior Management	3	0	0	3
Top Management	0	0	0	0
<b>By Region</b>				
India	736	283	0	1,019
UK	3	2	0	5
USA	135	44	2	181
Others	92	29	2	123
<b>By Age</b>				
<30	403	212	2	617
30-50	536	140	2	678
>50	27	6	0	33
TOTAL	966	358	4	1,328



## Attrition

Category	Male	Female	Others	Total
<b>By Employee Category</b>				
Associates	7,289	3,646	2	10,937
Middle Management	694	132	0	826
Senior Management	85	15	0	100
Top Management	19	2	0	21
<b>By Region</b>				
India	7,364	3,583	1	10,948
UK	53	20	0	73
USA	395	108	0	503
Others	275	84	1	360
<b>By Age</b>				
<30	3,565	2,306	1	5,872
30-50	4,417	1,468	1	5,886
>50	105	21	0	126
Total	8,087	3,795	2	11,884

## Turnover

Category	Male	Female	Others	Total
<b>By Employee Category</b>				
Associates	15.08%	15.35%	14.37%	15.17%
Middle Management	8.84%	8.94%	0.00%	8.86%
Senior Management	11.53%	18.22%	0.00%	12.18%
Top Management	13.24%	6.59%	0.00%	12.08%
<b>By Region</b>				
India	14.94%	15.44%	100.00%	15.10%
UK	10.44%	18.69%	0.00%	11.83%
USA	8.78%	8.02%	0.00%	8.59%
Others	9.98%	12.19%	14.81%	10.43%
<b>By Age</b>				
<30	18.67%	17.80%	20.34%	18.32%
30-50	12.16%	12.10%	9.92%	12.14%
>50	6.36%	8.42%	0.00%	6.62%
Total	14.21%	14.98%	11.54%	14.45%

### Note:

- Turnover rates calculated based on the total employee numbers at the end of the reporting period
- Formula followed = (Number of employees who have left the organization in a particular category)/(Total number of employees in that particular category at the end of the reporting period)
- Turnover: Number of employees who leave the organization voluntarily or due to dismissal, retirement, or death in service





## Retention to work and retention after parental leave

Category	No. of employees that took parental leave	Return to work rate (after leave ended)	Retention Rate (after leave ended and were still employed after 12 months)
Maternity leave	1,701	98.94%	65.89%
Paternity leave	3,176	98.93%	73.87%

## Proportion of senior management from local community

Region	Local Hires	Total Number	% of Locals
India	37	37	100%
UK and Europe	5	5	100%
US	46	46	100%
Others	12	12	100%
Total	100	100	100%

## Ratios of standard entry-level wage by gender compared to local minimum wage

(Per day)	India (INR)			UK (GBP)			US (USD)		
	Male	Female	Others	Male	Female	Others	Male	Female	Others
Entry Level Wage	774	774	1242	77	116	0	113	109	0
Local Minimum Wage	643	643	643	76	76	0	58	58	0
<b>Ratio</b>	<b>1.20</b>	<b>1.20</b>	<b>1.93</b>	<b>1.01</b>	<b>1.53</b>	<b>0.00</b>	<b>1.95</b>	<b>1.88</b>	<b>0.00</b>

Note: Local minimum wage reference

India - <https://factohr.com/minimum-wages-in-india/>

UK - <https://www.gov.uk/national-minimum-wage-rates>

## Basic salary and remuneration of women to men

Employee Category	India (in INR)			UK (in GBP)			US (in USD)			ROW (in USD)		
	Male	Female	Ratio	Male	Female	Ratio	Male	Female	Ratio	Male	Female	Ratio
<b>Basic Salary</b>												
Associates	4,60,426	3,78,240	0.82	59,936	55,226	0.92	1,09,979	97,063	0.88	64,731	59,981	0.93
Middle Management	9,94,111	8,16,821	0.82	88,263	83,574	0.95	1,39,816	1,38,776	0.99	1,04,018	98,291	0.94
Senior Management	16,72,596	15,46,960	0.92	1,34,638	1,60,578	1.19	2,01,059	1,96,697	0.98	1,70,029	1,06,706	0.63
Top Management	22,26,559	21,59,580	0.97	1,79,573	1,51,693	0.84	2,57,395	2,35,702	0.92	2,24,803	2,17,131	0.97
<b>Remuneration</b>												
Associates	15,29,500	12,10,801	0.79	60,016	55,226	0.92	1,09,983	97,158	0.88	64,768	60,062	0.93
Middle Management	34,62,402	29,75,699	0.86	96,989	94,135	0.97	1,49,391	1,51,503	1.01	1,12,707	1,06,042	0.94
Senior Management	60,68,302	57,49,232	0.95	1,62,426	1,76,750	1.09	2,45,993	2,35,925	0.96	2,09,213	1,29,458	0.62
Top Management	92,55,125	89,77,021	0.97	2,35,946	1,84,823	0.78	3,46,992	3,11,934	0.90	2,93,708	3,13,463	1.07



## Benefits provided to employees

Standard Benefits provided	India		US		UK		ROW	
	Full Time	Part-time/ Contract	Full Time	Part-time/ Contract	Full Time	Part-time/ Contract	Full Time	Part-time/ Contract
Group Term Life Insurance	Yes	No	Yes	No	Yes	Yes	Yes	No
Health care - Medical Insurance	Yes	No	Yes	No	Yes	No	Yes	No
Disability	Yes	Yes	Yes (we have disability insurance and accommodation).	No	Yes	No	No	No
Parental leave	Yes	No	Yes, we have bonding leave	No	Yes	Yes	As per country compliance	As per country compliance
Retirement provision (PF+Gratuity)	Yes	No	Yes (for specific EEs coming from India to USA); we have 401(k) along with Employer match,	No	No	No	No	No
Stock ownership	Yes	No	Yes (for specific employees)	No	Yes	No	Yes	No
B+Ve (Counselling Program)	Yes	Yes	Yes	No	No	No	No	No
Healthy Mind Healthy Body (Wellness Program)	No	No	Yes; we have it through health insurance	No	No	No	No	No
Personal Accident Insurance	Yes	No	Yes; we have it through Basic Life and AD&D. 100% employer paid	No	No	No	No	No
Special Needs leave	Yes	No	Yes	No	No	No	No	No
Emergency Medical fund	Yes	No	No	No	No	No	No	No
Loans and Advances (House Deposit, Salary advance)	Yes	No	Yes	No	Yes	No	Yes	No
Reduced working hours	Yes	No	No	No	No	No	No	No
Sabbatical	Yes (Higher Studies leave)	No	No	No	Yes (For select group)	No	No	No
Child Care Vouchers	No	No	No	No	Yes (Discontinued as per local compliance for new joiners)	Yes (Discontinued as per local compliance for new joiners)	No	No
Flexible Work Hours	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Day Care Facility	Yes	Yes	No	No	No	No	No	No



Standard Benefits provided	India		US		UK		ROW	
	Full Time	Part-time/ Contract	Full Time	Part-time/ Contract	Full Time	Part-time/ Contract	Full Time	Part-time/ Contract
Caring for family members	Yes (Reduced work hours/SNL)	No	Yes - We have elder care program (for parents in India); we have Employee Assistance Program (EAP) which can be availed for family members	No	No	No	No	No
Insurance top up - Employee /Spouse/Children / parental	Yes	No	NA	NA	NA	NA	NA	NA
Addition to loans and advances - home assistance policy	Yes (Salary advance loan)	No	No	No	No	No	No	No

### CSR - Infrastructure projects spend

List of activities	NGO Partner	Spent in FY23-24 (INR)
Infrastructure with Rural Lifeline Trust	Rural Lifeline Trust	44,00,000
Solar Power Project with Swades Foundation - Anganwadi and Schools - Solar powered lighting. Solar streetlights in the villages.	Swades Foundation	95,54,000
Farm pond and Check dam with Dilasa Janvikas Pratishthan.	Dilasa Janvikas Pratishthan	35,00,000
Rural Govt. school infrastructure renovation.	National Agro Foundation	22,82,461
Integrated Watershed Community Development Program (IWCDP).	National Agro Foundation	2,10,91,829
	Total	4,08,28,290

### Learning & Development

Employee Category	Total No. of Employees per Category				No. of Hours of Training per Category				Average hours of training per year per employee			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent	56,566	25,061	23	81,650	28,72,494	14,37,641	401	43,10,536	50.78	57.37	17.45	52.79
Sub-Contractors	2,873	871	208	3,952	41,212	12,819	2,404	56,435	14.34	14.72	11.56	14.28
Total	59,439	25,932	231	85,602	29,13,707	14,50,460	2,805	43,66,971	49.02	55.93	12.14	51.01

### Career development review

Categorisation	No. of eligible employees	No. of Employees submitting annual performance appraisal	% of submission
Male	53,097	53,097	100%
Female	23,677	23,677	100%
Other	17	17	100%
<b>Total</b>	<b>76,791</b>	<b>76,791</b>	<b>100%</b>



OHS Incidents - City -wise Split up								
Details	Bangalore	Chennai	Bhubaneshwar	Hyderabad	Pune	Mumbai	Kolkata	Total
No of Incidents	1	0	4	2	1	2	0	10
No of Nearmiss	4	1	0	3	0	3	0	11
Total No of incidents including Nearmiss	5	1	4	5	1	5	0	21
No of Incidents led to lost time injury	0	0	0	1	0	0	0	1
No of lost days due to injuries	0	0	0	60	0	0	0	60
Total No. of Person Hours Worked (Total no of employees*9*22*12)	4,70,99,448	1,88,20,296	24,80,544	4,07,00,880	3,69,77,688	2,87,97,120	98,67,528	18,47,43,504
Total No. of Employees (From LA1)	19,823	7,921	1,044	17,130	15,563	12,120	4,153	77,754
Incident Rate per 100 employees = $\frac{\text{No. of incidents}}{\text{Total No. of Employees}} \times 100$	0.005	0	0.383	0.012	0.006	0.017	0	0.013
Frequency Rate = $\frac{\text{No. of incidents} \times 100000}{\text{Total Person Hours Worked}}$	0.002	0	0.161	0.005	0.003	0.007	0	0.005
Severity Rate = $\frac{\text{Total No. of Lost Days}}{\text{Total No. of Incidents}}$	0	0	0	30	0	0	0	6
Lost Time Injury Frequency Rate = $\frac{\text{No. of lost time injuries in FY} \times 1,000,000}{\text{Total hours worked by all staff in same FY}}$	0	0	0	0.025	0	0	0	0.005





# Governance Pillar

Note: USD-INR exchange rate used for FY 2023-24 82.8400

## Direct Economic Value Generated and Added

Direct Economic Value Generated (A)	2023-24 (INR in Crore)
Revenue (through core business segments)	35,517
Other Income (through other sources)	702
<b>Total</b>	<b>36,219</b>
Economic Value Distributed (B)	
Operating cost	6,380
Personnel expenses (wages+benefits)	22,671
Interest Charges	221.7
Taxes and royalties (given to various govt. wherever business units are located) - Taxes expenses	1,464
Taxes and royalties (given to various govt. wherever business units are located) - Dividend tax paid	0
Dividends (payments to capital providers)	1,775
Donations (political parties/politicians)	0
Community development/CSR investments - paid to LTIMindtree Foundation	78
<b>Total</b>	<b>32,591</b>
Economic value added (A-B)	3,628

## Defined benefit plan obligation and other retirement plan

	2023-24 (INR in crore)
Contributions to Provident and Other Funds	1,531.1
Staff welfare expenses	61
<b>Total</b>	<b>1,592.10</b>

## Financial assistance received from government

	2023-24 (INR in crore)
IT exemption	0
Land provided at subsidized rate	0
Incentives	0
Custom, excise duties waived (Duties foregone)	40.95
IT exemption	0
<b>Total</b>	<b>40.95</b>



## Sustainable supply chain

Region	# Active Suppliers	% of Suppliers	Spend (USD)	% Spend
India	3,400	50.40%	39,32,19,330.86	35.10%
US	836	12.40%	50,54,46,305.48	45.20%
UK	488	7.20%	4,81,25,446.35	4.30%
ROW	2,020	30.00%	17,20,33,225.22	15.40%
Total	6,744	100%	1,11,88,24,307.91	100%

## Diverse suppliers – procurement spend

Suppliers	# Active Suppliers	% of Suppliers	Spend (USD)	% Spend
Women owned	81	1.20%	8,54,97,351.95	7.64%
Minority owned	91	1.35%	5,59,50,677.46	5.00%

## MSME suppliers – procurement spend

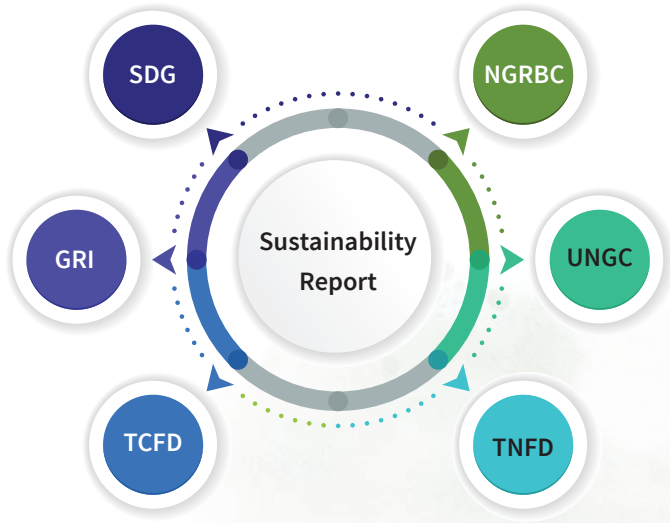
% of goods and services sourced in 2023-24	
Directly sourced from MSMEs/ small producers	8%
Directly from within India	30%
- MSME	28%
- Non MSME	72%
Sourced outside India	70%

## TCFD and TNFD metrics

Please refer to the Metrics and targets pillar section in our first exclusive [TNFD report](#) on our sustainability website.



# Annexures



## Frameworks and Standards Mapping

### Pillar: Environmental

**Stakeholder:** Employees

**Material Topics:** Green Tech and Innovation, Climate Change, Water Management, Waste Management.

#### Why Material to us?

LTIMindtree conducts TNFD-recommended LEAP assessment to address the potential impact of climate-related and nature-related dependencies, impacts, and opportunities from a business operational perspective. LTIMindtree aims for Net-Zero emissions by 2040, Increase RE sources by 85% in 2030, and become water positive by 2030. Key performance indicators (KPIs) track progress, focusing on energy efficiency and sustainability awareness. Equal importance is also given to waste and water management through the latest technology, initiatives, and overall management practices.

Material Topic	NGRBC Principle	SDG	UNGC Principle	TNFD	GRI Disclosure
Green Tech and Innovation	Principle 6 - Restore Environment	 3 GOOD HEALTH AND WELL-BEING	Principle 7 – Environmental Responsibility.	Disclosure A of Strategy pillar	<b>(Internal &amp; External Impact)</b>
Climate Change		 6 CLEAN WATER AND SANITATION			
Water Management	Principle 7 - Public Advocacy	 7 AFFORDABLE AND CLEAN ENERGY	Principle 8 – Environment initiatives	Disclosure A, B, C of Metrics and target pillar	Economic Performance
Waste Management		 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE			
		 10 REDUCED INEQUALITIES			
		 11 SUSTAINABLE CITIES AND COMMUNITIES			
		 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Principle 9 – Environment friendly technologies	Disclosure D of Strategy and Disclosure A, B, C, D of Risk management pillar	Energy
	 13 CLIMATE ACTION				
	 14 LIFE BELOW WATER				
		 15 LIFE ON LAND		Disclosure B of Strategy pillar	Emissions
					Water & Effluents
					Waste



**Pillar – Social**







**Stakeholder:** Employees

**Material Topics:** Employee Wellbeing & Experience, Diversity, Equity, & Inclusion

**Why Material to us?**

Human capital is central to LTIMindtree's operations, focusing on nurturing talent. Our inclusive policies help to contribute positive employee experience, contributing to strong branding of our company. We prioritize employee well-being, evolving beyond physical health to incorporate mental, social, and financial aspects, reflecting our holistic commitment.

We aspire to become employer of choice that is truly inclusive. DEI is at the heart of LTIMindtree.

Material Topic	NGRBC Principle	SDG	UNGC Principle	TNFD	GRI Disclosure
Employee Wellbeing and Experience.	Principle 3 - Human Resources	 	Principle 3 – Freedom of association.	Disclosure C of Governance pillar	<b>(Internal &amp; External Impact)</b> Economic Performance <b>(Internal Impact)</b> Occupational Health & Safety Education and Training Diversity & Equal Opportunity Labour Relations Non-discrimination Freedom of association & collective bargaining Employment
Diversity, Equity, and Inclusion.	Principle 5 - Human Rights	 	Principle 6 – No discrimination.		
		 	Principle 1: Respect human rights.  Principle 2: No human rights abuse.		

**Pillar – Social**

**Stakeholder:** Suppliers & Partners

**Material Topic:** Supply chain sustainability

**Why Material to us?**

Supply chain sustainability is crucial for LTIMindtree. We prioritize green procurement, considering environmental impact alongside quality and cost. Additionally, we actively engage with our suppliers on sustainable procurement training.

**Stakeholder:** Communities













**Material Topic:** Community Development

**Why Material to us?**

LTIMindtree, a responsible corporate citizen, supports local communities in Education, Empowerment, Environment, Health, and Nutrition. Partnering with accredited entities, we implement initiatives to diverse community needs, prioritizing women and youth empowerment.





Material Topic	NGRBC Principle	SDG	UNGC Principle	TNFD	GRI Disclosure
Supply Chain Sustainability.	Principle 2 - Service Responsibility	 	Principle 4- 5 – Labor practices	Disclosure B of Risk management and Strategy pillar	(External Impact) Procurement practices Indirect Economic Impacts
Community Development.	Principle 8 - Inclusive Growth	 			
		 			
		 			
		 			
		 			

### Pillar – Governance

**Stakeholder:** Employees, Customers, Investors

**Material Topic:** Data Privacy and Risk Management








**Why Material to us?**

At LTIMindtree, we are committed to upholding the highest standards of ethics, integrity, and compliance throughout our operations. Strong data privacy along with effective risk management helps to build a strong governance structure and maintain trust and confidence by our stakeholders.

**Material Topic:** Business Ethics and Corporate Governance

**Why Material to us?**

Our COC guides all our business interactions, covering human rights, governance on POSH, whistleblower policy, and grievance resolution processes. We educate and train employees and value chain partners to uphold human rights principles and policies. The Board oversees governance, including ESG, climate change, CSR, and nature-related issues at LTIMindtree. Through Board members actively engage in discussions on ESG strategies, covering climate action, biodiversity preservation, and community development, advocating for surpassing regulatory standards.

Material Topic	NGRBC Principle	SDG	UNGC Principle	TNFD	GRI Disclosure
Business Ethics	Principle 1 - Ethics and Transparency	 	Principle 10 Fight Corruption	Disclosure C of Governance pillar	(Internal Impact) Governance Structure
Corporate Governance.	Principle 4 - Responsiveness to Stakeholders	 			
Data Privacy and Risk Management.	Principle 9 - Customer Engagement	  		Disclosure A and C of Strategy pillar.	Economic Performance Marketing and Labeling Customer Privacy



## The United Nations Global Compact (UNGC) Guidelines

Principles	Statement	Page Number
Human Rights		
Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights.	41
Principle 2	Make sure that they are not complicit in human rights abuses.	41
Labor		
Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	42
Principle 4	The elimination of all forms of forced and compulsory labor.	41
Principle 5	The effective abolition of child labor.	41
Principle 6	The elimination of discrimination in respect of employment and occupation.	41
Environment		
Principle 7	Businesses should support a precautionary approach to environmental challenges.	20
Principle 8	Undertake initiatives to promote greater environmental responsibility.	20-26
Principle 9	Encourage the development and diffusion of environmentally friendly technologies.	24-26
Anti-Corruption		
Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	41

# Task force on Climate-related Financial Disclosures (TCFD) and Task force on Nature-related Financial Disclosures (TNFD) Content Index

TCFD Disclosure	TNFD Disclosure	GRI Alignment	Page Number
<b>I. Governance</b>			
A. Describe the board's oversight of climate-related risks and opportunities	A. Describe the board's oversight of <b>nature-related</b> dependencies, impacts, risks and opportunities.	General disclosure GRI 2-9, 2-13, 2-14, 2-16	44
B. Describe management's role in assessing and managing climate-related risks and opportunities	B. Describe management's role in assessing and managing <b>nature-related</b> dependencies, impacts, risks and opportunities.	Partly aligns with General disclosure GRI 2-12	44
	C. Describe the organization's human rights policies and engagement activities, and oversight by the board and management, with respect to Indigenous Peoples, Local Communities, affected and other stakeholders, in the organization's assessment of, and response to, nature-related dependencies, impacts, risks and opportunities.	GRI 2-9, 2-12, 2-23, 2-24, and partly aligns with 411-1	36, 38, 39, 41 BRSR – 205, 206, 207
<b>II. Strategy</b>			
A. Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term	A. Describe the nature-related dependencies, impacts, risks and opportunities the organization has identified over the short, medium and long term.	Partly aligns with 304, Biodiversity, GRI 300 (all), 2-25, 2-27	8, 22 - 26
B. Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning	B. Describe the effect nature-related dependencies, impacts, risks and opportunities have had on the organization's business model, value chain, strategy and financial planning, as well as any transition plans or analysis in place.	GRI 2-6, 2-22, GRI 201	22-26 and 44
C. Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario	C. Describe the resilience of the organization's strategy to nature-related risks and opportunities, taking into consideration different scenarios.	GRI 2-6, 2-22, 2-25, 2-26	21-29
	D. Disclose the locations of assets and/or activities in the organization's direct operations and, where possible, upstream and downstream value chain(s) that meet the criteria for priority locations.	Latest Biodiversity GRI 304	3



TCFD Disclosure	TNFD Disclosure	GRI Alignment	Page Number
<b>III. Risk management</b>			
<p>A. Describe the organization's processes for identifying and assessing climate-related risks</p> <p>B. Describe the organization's processes for managing climate-related risks</p> <p>C. Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management</p>	<p>A. Describe the organization's processes for identifying, assessing and prioritizing nature-related dependencies, impacts, risks and opportunities in its direct operations.</p> <p>B. Describe the organization's processes for identifying, assessing and prioritizing nature-related dependencies, impacts, risks and opportunities in its upstream and downstream value chain(s).</p> <p>C. Describe the organization's processes for monitoring nature-related dependencies, impacts, risks and opportunities.</p> <p>D. Describe how processes for identifying, assessing, prioritizing and monitoring nature-related risks are integrated into and inform the organization's overall risk management processes.</p>	<p>General disclosure 2-29, Latest Biodiversity GRI 300 (all), 201</p> <p>Latest Biodiversity GRI 304</p> <p>GRI 201,</p> <p>GRI 2-24,</p>	<p>9, 16, 17, 22-26</p> <p>9, 16, 17, 22-26</p> <p>9, 16, 17</p> <p>9, 16, 17</p>
<b>IV. Metrics and targets</b>			
<p>A. Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process</p> <p>B. Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks</p> <p>C. Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets</p>	<p>A. Disclose the metrics used by the organization to assess and manage material nature-related risks and opportunities in line with its strategy and risk management process.</p> <p>B. Disclose the metrics used by the organization to assess and manage dependencies and impacts on nature.</p> <p>C. Describe the targets and goals used by the organization to manage nature-related dependencies, impacts, risks and opportunities and its performance against these.</p>	<p>GRI 300 (all)</p> <p>GRI 300 (all)</p> <p>GRI 300 (all)</p>	<p>22, 23, 24, 25, 50-58</p> <p>22, 23, 24, 25, 26, 44, 50-58</p> <p>14, 50-58</p>





## GRI Content Index

GRI Standard	Disclosure No	Disclosure Title	Page Number
2021	2-1	Organizational details	2
2021	2-2	Entities included in the organization's sustainability reporting	3
2021	2-3	Reporting period, frequency and contact point	3, 84
2021	2-4	Restatements of information	None
2021	2-5	External assurance	79
2021	2-6	Activities, value chain and other business relationships	2, 47, BRSR - 153
2021	2-7	Employees	59
2021	2-8	Workers who are not employees	59
2021	2-9	Governance structure and composition	43, AR - 109-110
2021	2-10	Nomination and selection of the highest governance body	AR - 235
2021	2-11	Chair of the highest governance body	43, AR - 110, 111
2021	2-12	Role of the highest governance body in overseeing the management of impacts	43, 44, AR - 264
2021	2-13	Delegation of responsibility for managing impacts	44
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2021	2-15	Conflicts of interest	43, BRSR - 174
2021	2-16	Communication of critical concerns	42, 44
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2021	2-20	Process to determine remuneration	AR - 268
2021	2-21	Annual total compensation ratio	BRSR - 190
2021	2-22	Statement on sustainable development strategy	6
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2021	2-24	Embedding policy commitments	41, 42
2021	2-25	Processes to remediate negative impacts	41
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2021	2-28	Membership associations	48, BRSR - 202
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2021	3-1	Process to determine material topics	9
2021	3-2	List of material topics	10

GRI Standard	Disclosure No	Disclosure Title	Page Number
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2016	201-2	Financial implications and other risks and opportunities due to climate change	16-17, 22-25 & TNFD Report disclosures
2016	201-3	Defined benefit plan obligations and other retirement plans	66
2016	201-4	Financial assistance received from the Government	66
2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	62
2016	202-2	Proportion of senior management hired from the local community	62
2016	203-1	Infrastructure investments and services supported	2, 15, 64
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2016	205-1	Operations assessed for risks related to corruption	41, 78
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2016	205-3	Confirmed incidents of corruption and actions taken	41, 78
2016	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	78
2016	301-2	Recycled input materials used	24
2016	301-3	Reclaimed products and their packaging materials	24
2016	302-1	Energy consumption within the organization	22, 55
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2016	302-3	Energy intensity	50
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2018	303-3:2018	Water withdrawal	24, 57
2018	303-4:2018	Water Discharge	24, 58
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2024	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	25



GRI Standard	Disclosure No	Disclosure Title	Page Number
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2024	304-3	Habitats protected or restored	25
2016	305-1	Direct (Scope 1) GHG emissions	22, 51, 52
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2016	305-5	Reduction of GHG emissions	23
2016	305-6	Emissions of ozone-depleting substances (ODS)	54
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2016	308-1	New suppliers that were screened using environmental criteria	47, 78
2016	308-2	Negative environmental impacts in the supply chain and actions taken	47, 78
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GRI Standard	Disclosure No	Disclosure Title	Page Number
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2016	413-2	Operations with significant actual and potential negative impacts on local communities	78
2016	414-1	New suppliers that were screened using social criteria	47, 78
2016	414-2	Negative social impacts in the supply chain and actions taken	None
2016	415-1	Political contributions	None
2016	417-3	Incidents of non-compliance concerning marketing communications	78
2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	19, 78





## Notes:

- Methodologies, assumptions, conversion factors, etc. used in calculations (GHG, energy, water, waste management etc.) – no major changes, documented as Standard Operating Procedures (SOP) published internally, and part of the assurance.
- Training on anti-corruption policies and integrity is all-pervasive.
- All our employees and security personnel are trained in organizational and human rights policies, procedures, and integrity policy. They follow a code of conduct.
- LTIMindtree does not provide any transition assistance programs.
- Legal actions for anti-competitive behavior, anti-trust, and monopoly practices: nil.
- Confirmed incidents of corruption and actions taken: nil.
- Employee representation in our various operational committees is at 2.21%.
- None of our operations are complicit in child/forced/compulsory labor. Our contracts with suppliers include clauses rule out the same through supplier code of conduct.
- 100% of our new suppliers have undergone our screening process, and ongoing monitoring have resulted in 0% negative social or environmental impacts in our supply chain during the reporting period.
- LTIMindtree is compliant with all applicable laws and regulations.
- No human rights violation found in our organization or our value chain.
- We have no trade unions and no collective bargaining agreements.
- No water bodies/habitats negatively affected by operations.
- No spills from our operations.
- No non-compliance with environmental laws/marketing communications/laws w.r.t. social and economic areas.
- Zero substantiated complaints concerning breaches of customer privacy and losses of customer data in the year.
- No operations of ours have any negative impact on local communities.
- The GRI Standards content Index prepared as per GRI Universal Standards 2021.
- KPI series on water performance and Occupational Health and Safety follow GRI Standards 2018 and Waste performance follow GRI Standards 2020.



## **INDEPENDENT ASSURANCE STATEMENT**

### **Introduction**

DNV Business Assurance India Private Limited ('DNV'), has been commissioned by LTIMindtree Limited (Corporate Identity Number L72900MH1996PLC104693), hereafter referred to as 'LTIMindtree' or 'the Company') to undertake an independent assurance of the Company's disclosures in its Sustainability Report (hereafter referred as 'Report'). The disclosures have been prepared by LTIMindtree in accordance "to requirements of Global Reporting Initiative (GRI) sustainability reporting standards 2021".

DNV carried out assurance engagement in accordance with DNV's VeriSustain protocol, V6.0, which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised)- *Assurance Engagements other than Audits or Reviews of Historical Financial Information*. DNV's Verisustain Protocol has been developed in accordance with the most widely accepted reporting and assurance standards.

DNV carried out Limited Level of assurance/Type 2 Moderate level of assurance for LTIMindtree. We planned and performed our work to obtain the evidence we considered sufficient to provide a basis for our conclusion.

We do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.

### **Responsibilities of the Management of LTIMindtree and of the Assurance Provider**

The Management of LTIMindtree has the sole responsibility for the preparation of the Report and is responsible for all information disclosed in the Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also, ensuring the quality and consistency of the information presented in the Report. LTIMindtree is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

### **Scope, Boundary and Limitations**

The agreed scope of work included information on non- financial performance which were disclosed in the Report prepared by LTIMindtree based on GRI Topic-specific Standards for the identified material topics for the activities undertaken by the Company during the reporting period 01/04/2023 to 31/03/2024. The reported topic boundaries of non-financial performance are based on the internal and external materiality assessment covering Company's operations as brought out in 'About the Report' section of the report.

The reporting scope and boundary encompasses Environmental, Social and Governance performance of LTIMindtree's operations as brought out in the Report in the sections '*About the Report*', for the activities undertaken by LTIMindtree during the reporting period 1st April 2023 - 31st March 2024.

#### **Inherent Limitation(s):**

DNV's assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith, are true, and is free from material misstatements. Because of the selected nature (sampling) and other inherent limitation of both procedures and systems of internal control, there remains the unavoidable risk that errors or irregularities, possibly significant, may not have been detected.

The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of  $\pm 5\%$  based on materiality threshold for estimation/measurement errors and omissions.
- DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- This assurance includes trends check as put in our ESG Performance Dashboard which has been audited by DNV in FY23 for FY22 and FY23 data trends and now in FY24 for FY24 and FY23 data trends too.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.

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- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

**Assurance process**

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of LTIMindtree. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company’s business and its key stakeholders. We carried out the following activities:

Limited Level of Assurance
Reviewed the disclosures in the report. Our focus included general disclosures, management processes and any other key metrics specified under the reporting framework.
Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in report.
Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting principles.
Collect and evaluate documentary evidence and management representations supporting adherence to the reporting disclosures.
Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected indicators.
DNV audit team conducted both on-site and virtual audits. Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.
Reviewed the process of reporting as defined in the assessment criteria.

**Conclusion**

**Limited Level of Assurance**

On the basis of the assessment undertaken, nothing has come to our attention to suggest that the disclosures are not fairly stated and are not prepared, in all material aspects, in accordance with the reporting criteria.

**Principles as per DNV VeriSustain**

**1. Stakeholder Inclusiveness**

*The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.*  
 The Report brings out the stakeholders who have been identified as significant to LTIMindtree as well as the modes of engagement established by the Company to interact with these stakeholder groups. The key topics of concern and needs of each stakeholder group which have been identified through these channels of engagement are further brought out in the Report.  
*Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusiveness.*

**2. Materiality**

*The process of determining the issues that are most relevant to an organization and its stakeholders.*  
 The Report explains out the materiality assessment process carried out by LTIMindtree which has considered concerns of internal and external stakeholders, and inputs from peers and the industry, as well as issues of relevance in terms of impact for its business. The list of topics has been prioritized, reviewed and validated, and LTIMindtree has indicated that there is no significant change in material topics from the previous reporting period.  
*Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.*

**3. Responsiveness**

*The extent to which an organization responds to stakeholder issues.*  
 The Report adequately brings out the LTIMindtree’s policies, strategies, management systems and governance mechanisms in place to respond to topics identified as material and significant concerns of key stakeholder groups.  
*Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness.*

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**4. Reliability/Accuracy**

*The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.*

The Report brings out the systems and processes that LTIMindtree has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of information mapped with data verified through our remote assessments with LTIMindtree management teams and process owners at the Corporate Office and sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified in the report during the verification process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.

*Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.*

**5. Completeness**

*How much of all the information that has been identified as material to the organization and its stakeholders is reported?*

The Report brings out the Company's performance, strategies and approaches related to the environmental, social and governance issues that it has identified as material for its operational locations coming under the boundary of the report, for the chosen reporting period while applying and considering the requirements of Principle of Completeness.

*Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.*

**6. Neutrality/Balance**

*The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.*

The Report brings out the disclosures related to LTIMindtree performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry environment.

*Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.*

**7. Sustainability Context**

The level to which an organisation monitors, measures and is accountable for how its actions affect its broader ecosystems. The Report brings out the key performance metrics, surveys and management processes used by LTIMindtree to monitor, measure and evaluate its significant direct and indirect impacts linked to identified material topics across the Company, its significant value chain entities and key stakeholder groups.

*Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Sustainability Context.*

**Statement of Competence and Independence**

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 - *Conformity assessment - General principles and requirements for validation and verification bodies*, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct<sup>1</sup> during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of LTIMindtree.

**Purpose and Restriction on Distribution and Use**

This assurance statement, including our conclusion has been prepared solely for the Company in accordance with the agreement between us. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Management of the Company for our work or this report.

For DNV Business Assurance India Private Limited

<sup>1</sup> DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>



<p><b>Karthik Ramaswa my</b></p>	<p>Digitally signed by Karthik Ramaswamy Date: 2024.06.11 09:14:48 +05'30'</p>	<p><b>Kakarapartha i, Venkata Raman</b></p>	<p>Digitally signed by Kakarapartha, Venkata Raman Date: 2024.06.11 09:56:21 +05'30'</p>
<p>Karthik Ramaswamy Lead Verifier, Sustainability Services, DNV Business Assurance India Private Limited, India.</p>	<p>Kakarapartha Venkata Raman Assurance Reviewer, Sustainability Services, DNV Business Assurance India Private Limited, India.</p>		
<p>Chandan Sarkar (Verifier) Shilpa Swarnim (Verifier) Goutam Banik (Verifier) Anamika Kumari (Verifier) Mithu Ghose (Verifier)</p>			

11 June 2024, Bengaluru, India.

DNV Business Assurance India Private Limited is part of DNV - Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. [www.dnv.com](http://www.dnv.com)

## Annex I

'Global Reporting Initiative (GRI) 2021 standard disclosures'

"The Report adheres to the Global Reporting Initiative (GRI) 2021 standard disclosures and the topic disclosures related to the GRI standards which are mentioned below:"

- GRI 2: General Disclosures
- GRI 3: Material Topics
- GRI 201: Economic performance 2016 - 201-1, 201-2, 201-3, 201-4;
- GRI 202: Market Presence 2016 - 202-1, 202-2;
- GRI 203: Indirect Economic Impacts 2016 - 203-1, 203-2;
- GRI 204: Procurement Practices 2016 - 204-1;
- GRI 205: Anti-Corruption 2016 -205-1, 205-2, 205-3;
- GRI 206: Anti-competitive behavior 2016 206-1;
- GRI 301: Material 2016 - 301-2, 301-3;
- GRI 302: Energy 2016 - 302-1, 302-2, 302-3, 302-4, 302-5;
- GRI 303: Water and Effluents 2018 - 303-1, 303-2, 303-3, 303-4, 303-5;
- GRI 304: Biodiversity 2016 - 304-1, 304-2, 304-3, 304-4;
- GRI 305: Emissions 2016 - 305-1, 305-2, 305-3\*, 305-4, 305-5, 305-6, 305-7;
- GRI 306: Waste 2020 - 306-1, 306-2, 306-3, 306-4, 306-5;
- GRI 308: Supplier Environmental Assessment 2016 - 308-1, 308-2;
- GRI 401: Employment 2016 - 401-1, 401-2, 401-3;
- GRI 403: Occupational Health and Safety 2018 - 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10;
- GRI 404: Training and Education 2016 - 404-1, 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity 2016 - 405-1, 405-2;
- GRI 406: Non-discrimination 2016 - 406-1;
- GRI 407: Freedom of Association and Collective Bargaining 2016 - 407-1;
- GRI 408: Child Labour 2016 - 408-1;
- GRI 409: Forced and Compulsory Labour 2016 - 409-1;
- GRI 410: Security Practices 2016 - 410-1;
- GRI 413: Local Communities 2016 - 413-1, 413-2;
- GRI 414: Supplier Social Assessment 2016 - 414-1, 414-2;
- GRI 415: Public Policy 2016 - 415-1;
- GRI 417: Marketing and Labelling 2016 - 417-3;
- GRI 418: Customer Privacy 2016 - 418-1;

\*Note: Scope 3 emissions (GRI 305-3) covers; Purchased goods and services, Fuel and energy related activities, Upstream transportation and distribution, Waste generated in operations, Business travel and Employee commute for the reporting year.

### GHG Emissions

Parameter	Unit of Measurement	FY 23-24
305-1; Total Scope 1 emissions	Metric tonnes of CO2 equivalent	1,663
305-2; Total Scope 2 emissions	Metric tonnes of CO2 equivalent	22,937
305-3; Total Scope 3 emissions		
Category 1: Purchased goods and services	Metric tonnes of CO2 equivalent	78
Category 3: Fuel and energy related activities	Metric tonnes of CO2 equivalent	50
Category 4: Upstream transportation and distribution	Metric tonnes of CO2 equivalent	172
Category 5: Waste generated in operations	Metric tonnes of CO2 equivalent	158
Category 6: Business travel	Metric tonnes of CO2 equivalent	15,086
Category 7: Employee commute	Metric tonnes of CO2 equivalent	25,119

## Annex II

### Sites selected for audits

S.no	Site	Location
1.	Corporate office	Corporate site audit was done at Global City, Bengaluru campus.
2.	India Offices	Twenty-two sites spread over; Bengaluru, Bhubaneswar, Chennai, Pune, Hyderabad, Kolkata and Mumbai
3.	International Offices	None. Reason, audit undertaken for only non-environmental disclosure data which are centrally collated.

## Glossary

### Expansion

BMS:	Building Management System
BSE:	Bombay Stock Exchange Limited
C&D:	Construction and Demolition
CDO:	Chief Delivery Officer
CDP:	Carbon Disclosure Project
CEO:	Chief Executive Officer
CFO:	Chief Finance Officer
CIO:	Chief Information Officer
CISO:	Chief Information Security Officer
CO:	Carbon Monoxide
CO <sub>2</sub> :	Carbon Dioxide
COC:	Code of Conduct
COO:	Chief Operating Officer
CPG:	Consumer Packaged Goods
CPO:	Chief Product Officer
CXO:	Chief Experience Office
DEI:	Diversity, Equity & Inclusion
DPO:	Data Protection Officer
EHS:	Environmental, Health & Safety
ERM:	Enterprise Risk Management
ERR:	Escalation Risk Review
ESG:	Environmental, Social and Governance
EV:	Electric Vehicle
FY:	Financial Year
GDPR:	General Data Protection Regulation
GHG:	Green House Gases
GJ:	Giga Joules
GRI:	Global Reporting Initiative
HIRA:	Hazard Identification Risk Assessment
HVAC:	Heating, Ventilation, and Air Conditioning
INR:	Indian Rupee
IOT :	Internet of Things
IPCC:	Intergovernmental Panel on Climate Change
ISO:	International Organization for Standardization
IT:	Information Technology
ITES:	Information Technology Enabled Services
PIPEDA:	Personal Information Protection and Electronic Documents Act
KMP:	Key Management Personnel
KPI:	Key Performance Indicator

### Expansion

KRI:	Key Risk Indicator
KwH:	Kilowatt-hour
L&T:	Larsen and Toubro
LEAP:	Locate, Evaluate, Assess, Prepare
MD:	Managing Director
MSME:	Micro, Small & Medium Enterprises
NDC:	National Development Council
NGRBC:	National Guidelines For Responsible Business Conduct
NO <sub>x</sub> :	Oxides of Nitrogen
NSE:	National Stock Exchange Limited
OEM:	Original Equipment Manufacturer
OHS:	Occupational Health and Safety
OHSMS:	Occupational Health and Safety Management System
PDPA:	Personal Data Protection Act
PF:	Provident Fund
PMS:	Performance Management System
POSH:	Prevention of Sexual Harassment
PPA:	Power Purchase Agreement
PwD:	Person with Disability(ies)
RE:	Renewable Energy
RFI:	Request for Information
RFP:	Request for Proposal
RnR:	Rewards and Recognition
ROW:	Rest of World
SDG:	Sustainability Development Goal
SO <sub>x</sub> :	Oxides of Sulfur
SPM:	Suspended Particulate Matter
STP:	Sewage Treatment Plant
STPI:	Software Technology Park of India
TCFD:	Task Force for Climate Related Finance Disclosures
tCO <sub>2</sub> e:	Tons of Carbon Dioxide Equivalent
TNFD:	Task Force for Nature Related Finance Disclosures
UNGC:	United Nations Global Compact
UPS:	Uninterruptible Power Supply





**Good for me.  
Good for the environment.**

In consideration of the environment, we have printed very highly limited editions of the report on Colourline IQ 100% recycled paper, certified with the German eco-label – Blue Angel.

Our digital edition of the report is available as per the QR code in the back page.  
You can also refer to: <https://www.ltimindtree.com/sustainability-report.pdf>





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