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Infosys BPM Limited Annual Report 2023-24

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Board and Committee – Infosys BPM Limited

The Board of Directors

Karmesh Gul Vaswani
Chairperson and Non-Executive Director

Anantharaman Radhakrishnan
Chief Executive Officer and Managing Director

Inderpreet Sawhney
Non-Executive Director

Martha King
Non-Executive Director

Corporate Social Responsibility Committee

Inderpreet Sawhney
Chairperson

Anantharaman Radhakrishnan
Member

Martha King
Non-Executive Director

As on March 31, 2024

Board's report

Dear Members,

The Board of Directors ("the Board") hereby submits the report of the business and operations of your Company ("the Company" or "Infosys BPM"), along with the audited financial statements, for the financial year ended March 31, 2024. The consolidated performance of the Company and its subsidiaries ("the Group") has been referred to wherever required.

1. Results of our operations and state of affairs

In ₹ crore, except per equity share data

Particulars	Standalone			Consolidated		
	For the year ended March 31,		YoY growth (%)	For the year ended March 31,		YoY growth (%)
	2024	2023		**2024**	2023	
Revenue from operations	**7,892**	7529	4.8	**13,365**	12,997	2.8
Other income, net	**226**	189	19.6	**298**	223	33.6
Total income	**8,118**	7,718	5.2	**13,663**	13,220	3.4
Expenses						
Cost of sales	**6,158**	5,800	6.2	**11,245**	10,535	6.7
Selling and marketing expenses	**303**	266	13.9	**319**	286	11.5
General and administration expenses	**577**	497	16.1	**829**	739	12.2
Total expenses	**7,038**	6,563	7.2	**12,393**	11,560	7.2
Profit / loss before finance cost and tax expenses	**1,080**	1,155	(6.5)	**1,270**	1,660	(23.5)
Finance cost	**35**	32	9.4	**89**	65	36.9
Profit before tax	**1,045**	1,123	(6.9)	**1,181**	1,595	(26.0)
Profit before tax (% of revenue)	**13.2**	14.9		**8.8**	12.3	
Tax expense	**246**	277	(11.2)	**308**	369	(16.5)
Profit after tax	**799**	846	(5.5)	**873**	1,226	(28.8)
Profit after tax (% of revenue)	**10.1**	11.2		**6.5**	9.4	
Total other comprehensive income / (loss), net of tax	**8**	(20)		**98**	115	
Total comprehensive income for the year	**807**	826		**971**	1,341	
Profit attributable to owners of the Company	**799**	846		**873**	1,226	
Earnings per share (EPS)(1)						
Basic	**2,36,103.65**	2,50,170.00	(5.6)	**2,58,087.09**	3,62,339.46	(28,8)
Diluted	**2,36,103.65**	2,50,170.00	(5.6)	**2,58,087.09**	3,62,339.46	(28.8)

1 crore = 10 million

Notes: The above figures are extracted from the audited standalone and consolidated financial statements as per Indian Accounting Standards (Ind AS).

(1) Equity shares are at par value of ₹10,000 per share.

Financial position

in ₹ crore, except equity share and per equity share data

Particulars	Standalone		Consolidated	
	As at March 31,		As at March 31,	
	2024	2023	**2024**	2023
Net current assets	**1,881**	2,362	**2,754**	3,792
Property, plant and equipment (including capital work-in-progress)	**293**	319	**337**	377
Right-of-use assets	**487**	540	**1,326**	1,336
Goodwill and other intangible asses	**19**	19	**458**	453
Other non-current assets	**1,165**	1,737	**1,845**	2,179
Total assets	**5,323**	6,631	**11,563**	13,355
Non-current lease liabilities	**484**	536	**1,279**	1,293
Other non-current liabilities	**4**	3	**60**	546
Retained earnings - Opening balance	**3,107**	3,395	**4,732**	4,639
Add:				
Profit for the year	**799**	846	**873**	1,226
Transfer from Special Economic Zone Re-investment Reserve on utilization [1]	**42**	67	**42**	67
Less:				
Dividends (including dividend distribution tax if any)	**(1,888)**	(1187)	**(1,888)**	(1,187)
Transfer to Special Economic Zone Re-investment Reserve [1]	**-**	(13)	**-**	(13)
Impact on account of adoption of Ind AS 37	**-**	(1)	**-**	-
Retained earnings – Closing balance	**2,060**	3,107	**3,759**	4,732
Equity share capital	**34**	34	**34**	34
Other reserves and surplus[2]	**1,326**	1,368	**1,219**	1,261
Other comprehensive income	**(63)**	(71)	**369**	271
Total equity	**3,357**	4,438	**5,381**	6,298
Total equity and liabilities	**5,323**	6,631	**11,563**	13,355
Number of equity shares	**33,828**	33,828	**33,828**	33,828

[1] The Special Economic Zone (SEZ) Re-investment Reserve has been created out of the profit of eligible SEZ units in terms of the provisions of Section 10AA(1)(ii) of the Income-tax Act, 1961. The reserve should be utilized by the Company for acquiring new plant and machinery for the purpose of its business in the terms of Section 10AA(2) of the Income-tax Act, 1961.

[2] Excluding retained earnings

Overview

Infosys BPM Limited, a wholly-owned subsidiary of Infosys Limited was established in April 2002. We offer integrated end-to-end transformative Business Process Management (BPM) services. Our consultative approach leverages generative business services prioritizing AI solutions, amplifying business value, and enabling our clients to navigate their next and chart their digital transformation journey by leveraging digital technology, cutting-edge platforms, cloud, business domain expertise, design thinking and data contextualization. As a global leader in next-generation business process management services, we also add further value to our clients through our industry-leading vertical utility platforms in Policy Administration and Insurance (McCamish NGIN), and Mortgage (our strategic partnership with ABN AMRO's Stater). Our enterprise capabilities with proprietary platforms such as APOC (Account Payables on Cloud) and our joint venture with Hitachi, Panasonic and Pasona (HIPUS) in Japan continues to complement our traditional enterprise services in Sourcing and Procurement.

As of March 31, 2024, we operate from 41 delivery centers across 12 countries, spread across five continents (12 in India; 7 in rest of APAC and Australia, 19 in Europe, 6 in the US and 1 in Latin America) and we leverage the global delivery model to offer onshore, offshore and near-shore services to clients. Infosys BPM offers business process management services in horizontals such as Finance & Accounting (F&A), Sourcing & Procurement (S&P), Sales & Fulfilment (S&F), Customer Service (CS), Human Resource Outsourcing (HRO), Legal Process Management (LPM), Digital Interactive Services (DIS), Digital Transformation Services (DTS), BPM Analytics (AT), Robotic Process Automation (RPA), Business Transformation Services, Annotation Services, Learning Services, Master Data Management, Geospatial Data Services, and Business Process as a Service (BPaaS). Our verticals include Manufacturing, Retail, CPG & Logistics, Financial Services, Healthcare, Insurance, Life Sciences Services, Edutech Services, OEMs, Energy & Utilities, Resources, Communication Services, and Media & Entertainment.

We continue to be ranked a leader by leading analysts including NelsonHall, Gartner, Everest, HfS, Avasant, ISG, IDC, Hackett, and Frost & Sullivan across both industry and enterprise offerings: across Insurance, Banking, FCC, Payment Services, Financial Services, Utilities, Telecom Media & Entertainment; Finance and Accounting, Sourcing and Procurement, Sales and Fulfilment, Customer Service and Human Resources Outsourcing as well as digital offerings such as Digital Transformation Services, AI services and Intelligent Automation.

Our unwavering commitment to excellence has ensured that we are consistently ranked amongst the leading BPM companies globally. We received over 40 external awards and recognitions in fiscal 2024, across diverse domain and functional expertise: six joint client awards across global forums such as SS&C (Security Software & Consulting), SSON (Shared Services & Outsourcing Network), GSA (Global Sourcing Association), ISG (Information Services Group), Whatfix among others; two Quality awards across CII (Confederation of Indian Industry), and NIQR (National Institute of Quality & Reliability); 26 HR awards across various organizations such as Association for Talent Development, People-first, HR Tech Summit and Awards, Brandon Hall, L&D Summit and Awards, TISS Leap Vault CLO Awards, NASSCOM Digital Skills, Women Empowerment Summit and GIWL (Great Indian Women Leadership) Awards, STPI (Software Technology Parks of India) IT Export Awards, NHRD Showcase, CSR Summit, among others.

We won multiple new logos, with a spate of renewals including leading US enterprise software, an American multinational play and entertainment company, and a multinational infrastructure consulting firm, among others.

We continue to focus on moving our pricing models to outcome-based and subscription-based pricing.

Infosys BPM Limited is at the forefront of utilizing AI to personalize the client experience and gain a competitive edge, with Generative AI that personalizes interactions and speeds up response times recognizing the potential benefits – increased productivity, faster processes, and improved business outcomes, all the while remaining cautious about responsible implementation with clear governance and ethics that are key considerations before large-scale deployment.

Our humanware is also constantly being upskilled in Gen AI, complex problem-solving, critical decision-making, and domain expertise, ensuring that the human-AI collaboration leverages the strengths of both, AI's power and human expertise – to maximize business value for our clients.

Performance overview (standalone)

Our revenues from operations aggregated to ₹7,892 crore, up by 4.8% from ₹7,529 crore in the previous year. Our gross profits amounted to ₹1,734 crore as against ₹1,729 crore in the previous year. The operating profits amounted to ₹854 crore as against ₹966 crore in the previous year. Sales and marketing costs were ₹303 crore and ₹266 crore for the years ended March 31, 2024 and March 31, 2023, respectively. General and administration expenses were ₹577 crore and ₹497 crore during the current year and previous year, respectively. Net profits after tax stood at ₹799 crore as against ₹846 crore in the previous year. The profit after tax for the year was 10.1% of revenue.

Performance overview (consolidated)

Our revenues from operations aggregated to ₹13,365 crore, up by 2.8% from ₹12,997 crore in the previous year. Our gross profits amounted to ₹2,120 crore as against ₹2,462 crore in the previous year. The operating profits amounted to ₹972 crore as against ₹1,437 crore in the previous year. Sales and marketing costs were ₹319 crore and ₹286 crore for the years ended March 31, 2024 and March 31, 2023, respectively. General and administration expenses were ₹829 crore and ₹739 crore during the current and previous year, respectively. Net profits after tax were ₹873 crore as against ₹1,226 crore in the previous year. The Group's profit after tax for the year is 6.5% of revenue.

Liquidity

Our principal sources of liquidity are cash and cash equivalents and the cash flow that we generate from our operations. We continue to be debt-free and maintain sufficient cash to meet our strategic and operational requirements. We understand that liquidity in the Balance Sheet has to balance between earning adequate returns and the need to cover financial and business requirements. Liquidity enables us to be agile and ready for meeting unforeseen strategic and business needs. We believe that our working capital is sufficient to meet our current requirements.

Share capital

During the year under review, the Company has not issued any shares and hence, the outstanding issued, subscribed, and paid-up equity share capital stands at ₹33,82,80,000 as on March 31, 2024.

Dividend

The Company recommended / declared dividend as under :

	Fiscal 2024		Fiscal 2023	
	Dividend per share (In ₹)	Dividend payout (In ₹ crore)	Dividend per share (In ₹)	Dividend payout (In ₹ crore)
Interim dividend	1,77,000	599	1,46,000	494
Special dividend	1,47,000	497	-	-
Final dividend	1,33,000[(1)]	450	2,34,000	792
Total dividend		1,546		1,286

Note: The Company declares and pays dividend in Indian rupees. Companies are required to pay / distribute dividend after deducting applicable withholding income taxes. The remittance of dividends outside India is governed by Indian law on foreign exchange and is also subject to withholding tax at applicable rate.

(1) Recommended by the Board, at its meeting held on April 16, 2024. The payment is subject to the approval of the shareholders at the ensuing Annual General meeting ("AGM") to be held on July 16, 2024.

Transfer to reserves

The Company does not propose to carry any amount to general reserves.

Changes in the nature of business

The Company did not undergo any change in the nature of its business during the fiscal 2024.

Particulars of loans, guarantees or investments

Loans, guarantees and investments covered under Section 186 of the Companies Act, 2013 form part of the notes to the financial statements.

Deposits from public

The Company has not accepted any deposits from the public and no amount of principal or interest was outstanding as of the Balance Sheet date.

Particulars of contracts or arrangements made with related parties

Particulars of contracts or arrangements with related parties referred to in Section 188(1) of the Companies Act, 2013, in the prescribed Form AOC-2, is appended as *Annexure-2* to the *Board's report*.

Material changes and commitments affecting financial position between the end of the financial year and date of report

There have been no material changes and commitments affecting the financial position of the Company between the end of the financial year and the date of the report.

2. Human Resource Management

Our focus for fiscal 2023 was adapting to the changes brought about by the pandemic and balancing client and employee needs while enabling a hybrid working arrangement. In fiscal 2024, we took initiatives of making the HR processes more efficient. Streamlined processes and an increasingly data-driven focus have led to a more dynamic and fast-paced HR landscape. We will continue to use AI across the HR value chain to ensure a high quality HR Function and support the growth of the organization.

In this fiscal we added 15,907 employees globally, with 9,232 in India, with 40% of total hiring in Q4, charting a healthy trend due to new logos and transition hiring across geos. Two outstanding projects in India grabbed the limelight. Everest, with 700+ employees onboarded in 45 days, with the first 200 done in March, set a new record/ benchmark and a new client requirement to ensure cross-function collaboration to re-hire with 88% conversion and staffing within timelines. We are leveraging artificial intelligence and machine learning to innovate and build a policy support tool that is being tested in India, Czech, and Americas. Technology integration for attracting talent continued with the QR code launch for the referral program and development of a parser to optimize the sourcing process further.

To cater to the dynamic business landscape and integrate technology, automation and alignment of external and internal skill based assessments is being planned. This weaves into the Demand Driven Talent Management (DDTM) model, changing how we look at talent demand. The 10 Women-only walk-in drives in this fiscal have led to the sourcing of 2,000+ profiles, aiding the organization's efforts to balance the DEI ratios across job level's ("JL"). In addition, diverse sourcing channels are being explored and training and hiring is reinitiated. The RPO (Recruitment Process Outsourcing) model, initiated in Europe, has led to significant cost savings. There are 10+ (Six Sigma, Lean Design Thinking-based) projects in the pipeline focused on HC savings, efficiency, and quality of delivery. To strengthen risk and compliance, quality checks and scores for all recruiters are now part of talent acquisition scorecards. We have won the NIQR (external award) for Design Thinking Integrated Methodological Approach for Talent Acquisition and the Platinum PACE award at the Annual IBPM Quality event.

The Learning & Development team has been a champion of innovation, creating the best-in-class training solutions to solve the business problems of the organization. The strong culture of constant innovation and continuous learning has helped us develop multiple new initiatives over the past year, as explained below:

- New Hires with No Experience (at an entry-level): This is a critical layer of the organization's learning lifecycle where the employees must be up and ready for production. It has two layers: Foundation Training and Finishing School. Foundation Training helps in corporate readiness concerning aptitude and communication skills, while Finishing School assists in providing foundational knowledge of domain, industry, and technology.
- Laterals across levels: Continuous learning is the key to constantly developing skills for the future. Reskilling on new-age skills and competency development in the areas of behavioral and domain are the major components. Reskilling is on automation and analytics that enable business

processes to automate the core processes to take on higher-order roles through innovation. Behavioral and domain skills required for the role are enhanced through various calendar programs and customized learning solutions.

- Valued talent: For valued talents and the future readiness of the organization for leadership, there are specific leadership interventions and career acceleration programs that elevate the quality of these talents to take up higher levels in the organization. Total number of employees who attended one of more Instructor Led Trainings for fiscal 2024 are 26,200. For valued talents and the future readiness of the organization for leadership, specific leadership interventions and career acceleration programs elevate the quality of these talents to take up higher levels in the organization. The total number of employees who attended one or more instructor-led trainings for fiscal 2024 is 26,200. Our online training platform, Lex, has 7,89,727 users and has seen a quantum jump of 151% year-on-year. 75% of employees have been covered in Generative Artificial Intelligence awareness courses..
- Onboarding experience: The Onboarding tool (Launchpad) has simplified the joining process and its compliance in nine onsite centers Ireland, UK, Germany, Romania, Singapore, Netherlands, Australia, Costa Rica and Puerto Rico.
- Employee Assimilation and New Hire Compliance: Various new joiner connects programs like Hypercare, Buddy, 100 days connect, and Mentorship program had a favorable impact on the 0-1 year vintage employees retention.
- SAM (Student Apprentice Model): Our continuous focus on supporting the business with faster resource deployment, a continuous talent pool at an optimized cost, and flexible staffing to cater to fluctuating demand led us to partner with Alvas College, Mangaluru, and introduce SAM.
- SAFE (Secure Affirmative Fun Environment): It is a key comprehensive program that promotes positive lifestyle choices and provides resources to help employees maintain a healthy balance between work and life.
- Senior Management Wellness Program: In the last three years, our focus has been more on senior management wellness. Healthy managers are more likely to foster a healthier, more positive work environment for their team and create an atmosphere of open communication and collaboration. Therefore, we introduced two unique interventions: Amigo (Leadership Guide and Mentorship Program) and the Manager Wellness Program.

  – Amigo-Leadership Guide and Mentorship Program: Understanding the need to identify and support the emotional needs of leaders, an exclusive leadership mentoring program was created and launched, keeping leaders at the focal point who the title holders mentor.
  – Employee Assistance Program (EAP): Introduced Healthy You, a gamified wellness solution and employee assistance program across APAC and EMEA.

Samaritans: It is a peer-to-peer counseling program. Samaritan Network is an initiative focusing on the emotional well-being of our employees. Samaritans are our own employees who are trained by professional counselors and are well-equipped to counsel and help our employees manage personal problems, interpersonal ineffectiveness, work-life balance, and work-related issues.

HowzU App: The app gauges the instant mood of the employee, whether they are happy or unhappy with respect to business (manager, work-related, colleagues), Personal, Technology, Work from Home, and Facilities (transport, Cafeteria), etc.; 60% of employees who have taken survey have expressed that they are happy. Any issues raised by employees are addressed within 24 hours by the respective departments.

iEOCO: It is a unique one-on-one guidance program for JL4 and above, led by the best mentors, to amplify their potential. Many leaders across the globe have enrolled to mentor the employees.

Employee Engagement Initiatives: In the remote and hybrid working model, new norms of employee experience have evolved and the way we view engagement currently, has seen a significant shift. From increased connections and communication in the virtual set-up to the renewed focus on the well-being of the employees, engagement has taken a new meaning in having a shared vision and purpose within teams, building psychological safety and trust, driving effective team goals via greater collaboration.

Rewards, Our Rewards and Recognition philosophy is to encourage, motivate, inspire, and create a sense of purpose in employees by rewarding and recognizing their contributions. To promote a recognition culture, we introduced DEI Recognition awards at the DC level and a Recognition Platform (Stripes).

Corporate Governance: Our focus is on prioritizing legal compliance, safeguarding the interest of shareholders and stakeholders, and fostering a culture of alignment within the organization to create a safe and thriving work environment, thereby earning trust and building a strong reputation. In fiscal 2024, 541 incidents about Discipline and HEAR were reported. Through our focussed interventions, we noticed significant drop in disciplinary cases over the year.

Compliance and Audits:

- Recertified in 7 ISO standards (ISO: 22301, ISO: 9001, ISO: 27001, ISO: 27701, ISO: 14001, ISO: 45001, ISO: 20000) & SSAE18 Enterprise audit with Zero non-compliance.

Employee Engagement

- Pulse: A method to gain employee feedback. We continue to analyze and act on it
- Ideas & You: 63 ideas have been submitted from employees, 57 ideas were reviewed, 4 ideas were deferred, and 2 idea has been implemented
- Account-specific employee engagement initiatives were led
- Across verticals, HR and Leadership connects were conducted covering 25K+ employees

Employee Development

- Amplifier: 1,200+ employees coverage in 9 session
- Careers 360 & Speed Lead: 6,200+ employees (6,000+ mentees and 70+ mentors) coverage in 31 sessions
- iLeap NeXt: 2603 - eNhance Certification, 5170 - Excel Certification, 3900- Transform Certification, 4487 employees coverage with 38 orientation session
- iGrow: There has been significant increase in Internal Growth rate for India based employees for fiscal year 2024
- iLead: 1,100+ employees coverage in 2 sessions
- Power Teams: 7,015 employees coverage in 64 sessions

- iEOCO: 1,873 employees coverage, 100+ Mentors, 60+ requests

High Performers Club

- Club Elite: 1,650+ employees covered under 12 sessions
- Club Chevaliers: 980+ employees covered under 11 sessions
- Club Stalwarts: 130+ employees covered under 3 sessions

Special Interventions For Leadership

- Inspiring Team Leader: In the last 14 seasons, 413 winners have been awarded; 220 winners are from India, and 193 are from the global delivery centers.
- Inspiring Manager: A total of 202 JL5 winners from the last seven seasons have been recognized and awarded. 71 winners are from India, 131 winners are from Geo centers, and 68% of winners grew internally.
- CEO SQUAD: Program uniquely tailored for select 16 JL6 high performers where they are recognized and engaged through various Leadership Connect sessions. In 7 sessions (including four high-performer connects), 357 employees were covered.

Compensation Interventions

- iSTAR
- Retention Bonus
- Special Incentives
- Skill Tag
- Talent Assurance Role Readiness Program
- Child Care Allowance

Employee Engagement Council: 13 High Attrition Clients from India region were reviewed with EEC Council, 10 high attrition accounts showing downward trend

- iValue: 228 employees coverage
- iListen: 80+ employees coverage
- iAssist: Proactive measures taken and notified BU heads on upward trending accounts and handhold the team for building an action plan

Organization Development

Organization Development keeps scanning the dynamic landscape of talent and business, helping the organization move forward with strategic and innovative practices.

Careers for life

- Through strategic planning we focussed on increasing Internal growth.
- Infosys BPM Internship Program was piloted to strengthen academia connect, and have students garner relevant practical exposure and understanding of the highly professional environment for early employment pipelines.
- With special focus on gender diversity initiatives, CareerScape and Talent Review were launched to fuel managerial careers for women in operations, and across India at junior, mid-junior levels.

Managerial and leadership interventions

- To strengthen succession management and leadership transitions, Transition Lab (TLAB) was introduced for leaders undergoing strategic role changes. This is to support the career transition journeys of leaders into their new roles.
- Crescendo7 – a comprehensive onboarding program for new leaders at JL7 was launched. The Assessments COE curated a skill-based assessment for project and program management as part of ProCap – An integrated capability building program for the newly established Transformation Program Management unit.
- The Management and Leadership Development team trained 4,000+ leaders globally on focused leadership workshops to build skills on: Gen AI Awareness, Operations Management in Hybrid, TechnoDomain, Consulting Skills, Managing Change, Leading Purpose Driven teams, Authentic leadership and Mitigating Unconscious Bias.

Strategic pan-organization initiatives

- With culture building for a hybrid organization in focus, key cultural attributes and behaviors have been co-created with key leadership groups to strengthen the Infosys culture in a hybrid world at Infosys BPM.
- With continued focus on building a skill-based organization, subdomains identification and creation across Enterprise Services, Industry Solutions and Digital Service lines have been formalized. SkillTags program now has 73 skill tags from 13 units, which benefited 4,192 employees and paved the way for 7,000+ aspirants on skill enhancement.
- Talent Criticality, a cutting-edge machine learning tool was launched for India in collaboration with business leaders. This tool predicts the flight-risk of key talent per manager at least four to six months ahead in the organization. With integration with other talent practices, it enables managers to drive meaningful targeted actions to optimize talent management and retention through the tool.

Internal Complaints Committee

Infosys' goal has always been to create an open and safe workplace for every employee to feel empowered, irrespective of gender, sexual preferences, and other factors, and contribute to the best of their abilities. Towards this, the Company has set up the Anti-Sexual Harassment Initiative ("ASHI"), which proudly completes 21 years of enabling a positive and safe work environment for our employees.

Our ASHI practices have set an industry benchmark as it ranked first among 300+ companies that participated in an external survey on the best anti-sexual harassment initiatives in 2017, 2019 and 2020. Infosys has constituted an Internal Committee ("IC") in all the development centers of the Company across India to consider and resolve all sexual harassment complaints reported by women. The IC has been constituted as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, and the committee includes external members from NGOs or with relevant experience. Investigations are conducted and decisions made by the IC at the respective locations, and a senior woman employee is the presiding officer over every case. Half of the total members of the IC are women. The role of the IC is not restricted to mere redressal of complaints but also encompasses prevention and prohibition of sexual harassment. In the last one year, the IC has worked extensively on creating awareness on relevance of sexual harassment issues in the new normal by using brand-new and innovative measures to help employees understand the forms of sexual harassment while working remotely.

Corporate Social Responsibility

The Company has constituted the CSR committee as per the requirements of the Companies Act, 2013. The CSR amount is allocated for projects undertaken at group level through Infosys Foundation.

The Committee, with the approval of the Board, has adopted the CSR Policy as required under Section 135 of the Companies Act, 2013. The policy is available on our website, at: https://www.infosysbpm.com/about/documents/csr-policy.pdf

The annual report on CSR activities is appended as *Annexure 5* to the *Board's report*. The details about the corporate social responsibility committee form part of the *Corporate governance report*.

We organized Faculty Development Programs at various centers of Infosys and University Campuses for 607 academicians from 301 colleges under our Flagship Program – Project Genesis. The workshops were conducted on Global Business Foundation Skills and domain-specific skills namely Digital Marketing Skills. This was the highest number of faculty members trained in any year. We saw participation from various universities from different states like Karnataka, Madhya Pradesh, Uttar Pradesh, Maharashtra, Telangana, and West Bengal. Uttar Pradesh and West Bengal were newly added in fiscal 2024.

In fiscal 2024, 76,195 students were further trained on these skills by the trained academicians who were part of FDPs in the last three years, and 1,926 students have received offer letters from various organizations. 160+ profiles screened for FSHIL Exclusive EWS (Economically Weaker Sections) hiring, 16 candidates selected, 12 candidates have joined us. 20 participants, including Principals, HODs, and Placement officers, attended the Principal / HOD Conclaves in Karnataka and West Bengal. The objective was to create awareness around Project Genesis.

Under our Rural Student Development Program, which focuses on upskilling differently abled and unemployed youth in employability skills in tier 2 and 3 cities, we have trained 2,193 students from various states, including 47 students from economically disadvantaged sections.

In fiscal 2024, 3,167 students and 133 faculty members from Kerala, Maharashtra, Karnataka, and Tamil Nadu were covered as a part of Student Connect Programs. As part of the program, the students attended a session on the BPM Industry and its opportunities.

We continue to support 11 digital classrooms set up in Government Schools in Karnataka, Maharashtra and Andhra Pradesh through an NGO called eVidyaloka. The objective is to create a knowledgeable and empowered rural India through quality education. In fiscal 2024, 61 volunteer teachers have completed 544 sessions benefiting 3,254 students through these digital classrooms.

Infosys BPM supported Sparsha Trust to set up a Digital Lab, Classrooms and Studio at Bengaluru to support education for underprivileged children in Karnataka in fiscal 2021. In fiscal 2024, 2,420 students have benefited through this initiative.

In fiscal 2024, 1,252 underprivileged tribal children benefited from digital classrooms which were set up in Chuliaposi, Sunapal and Atanati villages in Odisha in association with MaunaDhwani Foundation in fiscal 2022.

More than 5,700 beneficiaries were supported through various DC level and Engagement level CSR initiatives taken up by Infoscions from Chennai, Hyderabad, Pune, Mysuru, Bengaluru, Gurgaon and Jaipur. The volunteers donated AFO (Ankle foot orthoses), PTS (Panels Test Strips), leg gaiter, surgical shoes, vision therapy kits, school bags, notebooks, stationery items, toys, sports equipments and groceries.

Grow-trees is an initiative where employees can plant trees and contribute to a greener planet. More than 248 saplings have been planted in fiscal 2024 in association with the NGO, Grow-Trees.com.

Infosys BPM CSR Team won "Best CSR Impact Award" at the 9th Edition Corporate Social Responsibility Summit and Awards 2023, for outstanding community contributions.

Diversity & Inclusivity

Our vision is to create an inclusive workplace and leverage the power of diversity for sustainable competitive advantage. We have around 111 nationalities working at IBPM across the globe. Our Initiatives are categorized under three areas: IWIN (Infosys Women's Inclusivity Network) for Gender Diversity, InfyAbility for Employees with special ability and Multicultural Diversity/ Creating common ground.

Gender Diversity:

Capability Development Programs for women employees across job levels

- SOAR (Seize Opportunities & Achieve Resilience)
- EDVantage
- Propel (6 month mentoring program)
- eMErge 2.0 for rejoined women employees or have restarted their career after a sabbatical or career break
- Catalyst - A Women Manager Enablement Program
- I am Remarkable - 90 minute workshop facilitated by Client certified trainers| 4 batches | 94 women employees at JL3, 4 and 5
- Habits to Success
- Monthly Child care allowance (India)
- Women Rehire Drive | I Win Referrals
- Quarter long International Women's Day Celebrations – Awareness Mailers | Contests | Parenting Workshop | Financial Awareness Worshop | Breaking Barriers (External Speaker Session) | InspireHer (Internal Speaker Session) | Mailer Campaign – PowHER , Reboot 2.0 & HERise.Up

iPride (LGBTQIA+)

Quarter Long Pride Celebrations in Q1 - Breaking Barriers (External Speaker Session) | Awareness Mailer | Contests | Mental Health Awareness Session | Workshop on How to be an Ally InfyAbility (Persons/Employees with Disabilities) 550+ profiles sourced | 29 PWDs onboarded.

PWD Workplace Inclusion Session – 480 JL4s | Learning as a Professional Growth Accelerator - 70 EWDs | Beyond Words

(Sign Language workshop) – 65 employees | Quarterly Connect with DEI Head.

Quarter Long International Day of Persons with Disabilities celebrations-Awareness workshops | Awareness Mailers | Contests | Speaker Session | Rewards and Recognition.

Economically Weaker Section

We continue to focus on hiring from economically weaker sections.

Celebrations across Geo Centers - Multicultural diversity in our organization ensures geographic penetration, multilingual talent, cultural fit, and specific client requirements. At Infosys BPM, we have over 111 nationalities working together. We celebrate the inclusion of culture, gender, ethnicity, and much more. IWD Celebrations were held at various centers like Singapore, Puerto Rico, Australia, South Africa, Kuala Lumpur, Ireland, the UK, Brazil, Germany, Poland, and China.

Awards:

- Infosys BPM won Award For Excellence - Silver Award (DEI Category)
- External HR Recognition in April 2023
- Fiscal 2024 has been a consistent fiscal for HR External Awards submissions and wins.

We have won 25 awards against 35 submissions. At 71% conversion rate, fiscal 2024 has seen maximum wins for HR External Awards in past decade of IBPM. The key highlights have been wins in the area of DEI, Learning & Development ("L&D") and Employee Relations with our organization best practices setting the benchmark for the entire industry.

The details of awards won in fiscal 2024 are as follows:

- People First HR Excellence Awards 2023:
  - Pandemic Response
  - Health and Well-being
  - Employee Engagement Initiatives
  - HR Business Partnership
- HR Distinction Awards – 2023 in the category of New and Reimagined Foundation Training
- 2nd Edition HR Tech Summit & Awards 2023 in the category of Best L&D Strategy
- Brandon Hall Group Excellence Awards 2023 in the category of Best Strategy for a Corporate Learning University 2023
- 12th Edition Future of L&D Summit and Awards 2023 in the category of
  - The Evolution of L&D
  - Onboarding program of the year (Reimagined Foundation Training & iLeapNEXT)
- 13th Edition Future of L&D Summit and Awards (UBS Forums) in the category of
  - Best Leadership Program
  - Onboarding program of the year
- ET Future Skills Award 2023
- 4th Edition HR TECH Summit & Awards 2023 in the category of Best L&D Strategy
- NASSCOM Digital Skills Awards 2023 in the category Digital Skilling Initiatives
- 14th Edition Future of L&D Summit and Awards in L&D Excellence Awards category
- ATD BEST 2024
- ATD Excellence in Practice Awards
- Braestndon Hall Group Excellence Awards 2023
- Employee Experience Award 2023
- NHRD Showcase 2024
- 5th Edition HR TECH Summit & Awards 2024 in the category Best Workplace Diversity Award
- 9th Edition Corporate Social Responsibility Summit and Awards in Best CSR Impact Award category
- 5th Edition Women Empowerment summit and GIWL Awards 2023 in the category of Best Organization for Women Empowerment
- Infosys BPM DEI team wins 5th Edition Women Empowerment Summit and GWIL Awards 2023) Best Organization - Women Empowerment
- Infosys BPM won the prestigious Best Workplace Diversity Award at the 5th edition HR Tech Summit & Awards 2024
- TISS LeapVault CLO Awards 2023 for
  - Best Blended Learning Program
  - Best Skill Development
- People First HR Excellence Awards 2023 in
  - Pandemic Response
  - Health and Well-being
  - Employee Engagement Initiatives
  - HR Business Partnership

3. Subsidiaries

As on March 31, 2024, we have six wholly-owned subsidiaries, namely – Infosys (Czech Republic) Limited s .r .o ,Infosys Poland Sp . z o .o . , Infosys McCamish Systems LLC, Portland Group Pty. Limited, Infosys BPO Americas LLC and Infosys BPM UK Limited. The Company does not have any associate company.

During the year, the Board of Directors reviewed the affairs of the subsidiaries. In accordance with Section 129(3) of the Companies Act, 2013, we have prepared the consolidated financial statements of the Company and all its subsidiaries, which form part of the Annual Report. Further, a statement containing the salient features of the financial statement of our subsidiaries in the prescribed format AOC-1 is appended as *Annexure-1* to the *Board's report*. The statement also provides the details of performance and financial positions of each of the subsidiaries.

In accordance with Section 136 of the Companies Act, 2013, the audited financial statements, including the consolidated financial statements and related information of the Company and audited accounts of each of its subsidiaries, are available on our website, at www.infosysbpm.com. These documents will also be available for inspection by members during business hours at our registered office in Bengaluru, India.

A. Infosys (Czech Republic) Limited s .r .o

Fiscal 2024 was another year of revenue growth for Infosys (Czech Republic) Limited s .r .o . The delivery center has grown by 10.79% year on year in revenues. The growth was driven by expansion of some existing clients in the area of technical support and digital services, but mainly by a successful takeover of a Czech IT and business services center of a major UK electronic retailer in the end of 2022.

Over the year, the center has successfully delivered several transformation projects to Infosys clients which has led to considerable savings and also resulted in the reduction of the number of employees from 1,592 to 1,269. Due to its right combination of technical and language competencies, it remains a primary EU delivery center for high-end technical, GIS, and customer service work and from 2023 also for the area of Finance and Accounting.

During the fiscal, Infosys (Czech Republic) Limited s .r .o. retained its place in the board of directors of ABSL (Business Services Association) Czech Republic and played an important role in the local ICT sector.

During the year under review, the Company generated revenue of ₹482 crore as against a revenue of ₹412 crore for the year ended on March 31, 2023 with a profit of ₹4 crore against the loss of ₹7 crore for the year ended on March 31, 2023.

B. Infosys Poland Sp. z o. o.

Infosys Poland had a positive year with comparable revenue growth by ₹186 crores YoY . Lodz delivery center is focusing on F&A, sourcing & procurement, master data management, business analytics, digital services and high-end services (tax, SOX compliance, FP&A, consolidation of tax statements) as well as European language-based services as a part of Infosys' global delivery model. The center notified digital growth within digital transformations services, point solutions and automation. The center had opened a Business Experience Lounge.

Infosys Poland - Wroclaw delivery center currently has a HC of 370+ employees, focusing on Consulting and IT transformation capabilities for clients globally.

With a specific focus on digital skills and full stack application development, the team works on new transformation programs across business processes agnostic of technology and ERP, for clients in Europe and outside the continent.

To focus and ramp-up on Engineering services capability and specific to turbo machinery, a new branch has been setup in Poland at Elblag and this was as a part of the rebadging of 70+ Polish National employees.

During the year under review, the revenue was ₹1,255 crore as against revenue of ₹1,048 crore for the period ended March 31, 2023 with a profit of ₹134 crore as against a profit of ₹84 crore for the period ended March 31, 2023.

C. Infosys McCamish Systems LLC

Infosys McCamish continues to see opportunities across the globe and we look to expand our presence in the AMEA and APAC markets. While we continue to see opportunities in large-scale legacy ecosystem rationalization, there has been marked growth in the annuity market due to the current favorable interest rates. These opportunities in the annuity market apply to both established industry leaders and well-funded start up organizations. There has also been an uptick in the modernization of Producer Management and Compensation ecosystems among established carriers as competition in the agent and distribution market increases. In the special markets area we are seeing further expansion of private placement products with existing clients as well as another target area for private equity acquisitions. In retirement services, transformation/modernization efforts are emerging in the non-qualified plan business. A trend towards outsourcing is emerging similar to the larger defined contribution market of the past several years.

Over the reporting period we have renewed several contracts and continue to upgrade our clients to our latest technology and product features and have extended our platform and services among our existing base, in particular in the New Business and Underwriting, Producer Management and Compensation Systems and new product rollouts. In addition, we are working closely with our AI-First Center of Excellence to integrate our Infosys TOPAZ AI solution into our platform ecosystem.

We continue to work with industry leading analysts such as Gartner, Everest, ISG, Datos Aite and Celent to maintain a comprehensive functional evaluation and leadership rankings.

During the year under review, the revenues were ₹3,435 crore as against revenue of ₹3,787 crore for the period ended March 31, 2023, with a net loss of ₹63 crore as against a profit of ₹250 crore for the period ended March 31, 2023.

D. Portland Group Pty . Limited

Infosys Portland had a mixed year with increasing revenues from procurement and supply chain consulting and managed services and software on-sell agreements, reflecting our objective to expand our delivery footprint in key target markets of Australia, Middle East, US and UK / Europe. Margins were challenged due to investment in growth initiatives that will provide returns in future years, and the impact of lower utilization across some geographies.

During the year under review, the Company generated a revenue of ₹350 crore as against a revenue of ₹312 crore for the previous year ended on March 31, 2023, and with a profit of ₹13 crore against the profit of ₹29 crore for the year ended on March 31, 2023.

E. Infosys BPO Americas LLC

Infosys BPO Americas LLC, a mortgage-focused entity of Infosys BPM Limited, was incorporated in 2016. The entity holds licenses to service residential mortgage originations operations across 46 states in the US and has the approval to set up the India branch . In the past 12 months, this entity helped some of the largest US banks / lenders process their end-to-end mortgage applications. The aim is to strengthen the value proposition of customer delight through tech-driven transformation and a blended operating model.

During the year, the revenue was ₹120 crore as against revenue of ₹119 crore for the period ended March 31, 2023, and with a profit of ₹38 crore against ₹24 crore for the year ended on March 31, 2023.

F. Infosys BPM UK Limited

Infosys BPM UK Limited is an entity that was incorporated under the laws of England and Wales in December 2020, in order for us to provide services that would involve us carrying on UK-regulated activities, and hence would require us to be authorized by the Financial Conduct Authority (FCA). As on March 31, 2024, the entity is yet to receive the necessary FCA authorizations.

4. Awards and recognition

Awards Won:

- WINNER at the 2023 ISG Digital Case Study Research and Awards - INFOYS BPM has 3 STANDOUT winners in the 2023 ISG Digital Case Study Research & Awards
  - Banking and Financial Services (India)
  - Communications (Asia Pacific)
  - Retail (UK, Ireland, Scandinavia)
- Infosys McCamish wins 2023 XCelent Award for Customer Base and Support in VPAS® Policy Administration – no reprints
- Infosys McCamish wins 2023 XCelent Award for Breadth of Functionality in VPAS® Policy Administration
- Infosys BPM with the client (British electrical retailer) was a finalist at 2023 Hackett Group's Digital Awards – no reprints
- Infosys BPM nominated 13 nominees across Americas, Europe, APAC & India in categories for ISG Women in Digital – Digital Innovator, Rockstar Leader, Women's Advocate, Rising Star. Read e-book here.
- Infosys BPM wins the ISG Star of Excellence Award 2023 for BPM HR Outsourcing Enterprise Service. Read here.
- Our British electrical retailer client selected as a Finalist for ISG Paragon Award EMEA 2023 in the Excellence Category

Major awards from marketing:

- Infosys BPM and BT Enterprise won the GSA UK 2023 award, in the 'Automation Project of the Year' category
- Infosys BPM and Unilever won the GSA UK 2023 award, in the 'Procurement Programme of the Year' category
- Infosys BPM and BT-EE recognised as runners-up in the 'Customer Centricity' category, at SSON Europe Impact Awards 2023
- Infosys BPM and T-Mobile won the SSON North America Impact Award 2024, in the Creative Talent Management category
- Infosys BPM and The New York Times Company recognised as runners-up in the Business Resiliency category, at the SSON North America Impact Awards 2024
- Infosys BPM won the CMS Asia 2023 Award, under the Content Marketing Campaign of the Year category

Thought Leadership Paper:

- Published a Thought Leadership Paper by Everest Group, supported by Infosys BPM titled – "How to Maximize Value from Your Finance and Accounting Outsourcing (FAO) Engagements". Read here.
- Published Exclusive Joint Survey based Study by NelsonHall Research & Infosys BPM titled - "The State of HR SSC Operations in Eastern Europe". Read here.
- Infosys collaborates with HFS Research on Intelligent Automation Operations Study titled 'Overcoming Challenges in Automation with a Digital First mindset". Read here.
- Infosys BPM jointly authors with Namratha Darshan of ISG on a paper titled " How IT Service Providers are Navigating the Future with AI"

Enterprise Services

Finance & Accounting

- Leader in the Everest Group Finance and Accounting Outsourcing (FAO) PEAK Matrix® Assessment 2023
- Infosys BPM placed in Horizon 3 Market Leader in HFS Horizons Report: F&A Service Providers, 2023
- Infosys BPM recognized as a Leader in the IDC MarketScape: Worldwide F&A BPS in Cloud Vendor Assessment 2023
- Leader in ISG Provider Lens™ Finance and Accounting Outsourcing (FAO) Services Global 2023 Study
- Infosys BPM recognized as a Leader in the 2023 Gartner Magic Quadrant for Finance and Accounting Business Process Outsourcing
- Infosys BPM recognized as a Leader in the 2024 Gartner Magic Quadrant for Finance and Accounting Business Process Outsourcing

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Procurement

- Leader in Everest Group Procurement Outsourcing (PO) - Services PEAK Matrix® Assessment 2023
- Leader in ISG Provider Lens™ Procurement BPO and Transformation Services 2023 Report
- Infosys BPM ranked as Leader in ISG Provider Lens™ Quadrant study on 'Procurement Services 2024
- Influencer Relations Recognition | Infosys BPM ranked as Leader – Horizon 3 of 2024 HFS Sourcing and Procurement Service Providers

Supply Chain

- Star Performer & Major Contender in Everest Group Supply Chain Management BPS PEAK Matrix® 2023
- Ranked as Leader in 2024 Nelson Hall NEAT: Supply Chain Transformation for Sustainability NEAT
- Ranked as Innovator in the Avasant Supply Chain Operations Services Business Process Transformation 2024 RadarView™
- Ranked as Enterprise Innovator - Horizon 2 of 2024 HFS Supply chain Service Providers

Customer Services

- Infosys BPM recognized as Market Leader in Horizon 3 - HFS Horizons: Customer Experience Service Providers 2024
- Infosys recognized as Rising Star in ISG Provider Lens 2023 Customer Experience Services Report

Digital

- Infosys BPM placed in Horizon 3 – Market Leaders of HFS Horizons: Digital Marketing and Sales Service Providers, 2023
- Infosys BPM ranked as a LEADER in 2024 Everest Group Marketing Services PEAK Matrix Assessment
- Infosys BPM recognized as Leader in IDC MarketScape: Worldwide Artificial Intelligence Services 2023 Vendor Assessment

Industry Segments

Power & Utilities

- Leader in ISG Provider Lens™ Power and Utilities – Services and Solutions– Intelligent Business Process Management Services (iBPMS) – North America 2023

Insurance

- Leader in the ISG Provider Lens™ Insurance Platform Solutions 2023 Report - Life and Retirement Insurance Platform Solutions in the US

Banking, Financial Services

- Infosys BPM recognized as a Leader in Everest Group's Financial Crime and Compliance (FCC) Operations Services PEAK Matrix® Assessment 2024
- Infosys BPM recognized as a Leader and Star Performer in the Everest Group Capital Markets Operations – Services PEAK matrix 2023
- Infosys BPM recognized as a Leader in BPaaS for Banking & Financial Services
- Infosys BPM ranked as a Leader in the 2024 Avasant Banking Process Transformation Radarview

Healthcare

- Major Contender in Everest Group Healthcare Payer Operations PEAK Matrix® 2023

Retail & CPG

- Leader in ISG Provider Lens™ Retail & CPG Services reports – Managed Services in the US and Europe 2023

HRO

- Influencer Relations Recognition | Infosys BPM ranked as Challenger in the 2024 Hackett Digital World Class Matrix™ - Multi Process Human Resources Outsourcing (MPHRO)

Quality

Digital transformation led by AI-first, remains a key imperative for our organization, as well as for our clients. Last financial year brought new opportunities to innovate, adapt, and deliver exceptional value. Increased emphasis on reskilling employees on Quality Domain skills, establishing Design Thinking across the company, driving Global Center Maturity across 13 different Delivery Centers, accelerating efficiency through the Cross Functional projects, elevated our services to the next level, enhanced our credibility to client and driven outcomes at speed. Quality in collaboration with business and enabling functions has delivered this outstanding results.

The key highlights are:

- Achieved US$ 236MN worth BTN benefits for fiscal 2024 and savings worth 1,980 FTEs have been delivered through continuous improvement lever with our renewed rigor on initiatives like lean deployment, capacity modelling, data analytics, data visualization and workforce optimization tools run across a large number of projects.
- Won two Prestigious awards at the industry forum for high-impact projects delivered and best practices shared at industry forums like CII & NIQR
- Service Organization Controls (SOC 1) Audit for Enterprise was managed for 44 delivery centers globally and received a non-qualified (clean) Report for the 13th consecutive year.
- The Quality team has trained about 17,000+ employees globally in various programs to reinforce the Quality culture.
- 70,000+ participants from 20+ Global Centers participated in 19th annual flagship event – Inspire'23 & KM event to re-enforce quality culture.
- 16th annual PACE competition was launched to to drive the culture of process excellence and recognize best improvement projects. 624 nominations received.

5. Corporate governance

Corporate governance is about maximizing shareholder value legally, ethically and sustainably. At Infosys BPM, the goal of corporate governance is to ensure fairness to every stakeholder. We believe sound corporate governance is critical to enhance and retain investor trust. We always seek to ensure that our performance is driven by integrity . The Board exercises its fiduciary responsibilities in the widest sense of the term. Our *Corporate governance report* for fiscal 2024 forms part of this Annual Report. We wish to state that the Company has complied with all norms of corporate governance applicable to unlisted public companies as envisaged under the Companies Act, 2013.

Number of meetings of the Board

The Board met five times during the financial year, the details of which are given in the *Corporate Governance Report* that forms part of this Annual Report. The intervening gap between any two meetings were within the period prescribed by the Companies Act, 2013.

Policy on directors' appointment and remuneration

As on March 31, 2024, the Board comprised four members, one executive director and three non-executive directors, out of whom two were women directors. There are no independent directors appointed by the Company, as it is a wholly-owned subsidiary. The Act read with relevant rules, exempts wholly-owned subsidiaries from appointing an independent director. The composition of the Board is in conformity with applicable provisions of the Act. The policy of the Company on directors' appointment and remuneration, including criteria for determining qualifications, positive attributes of a director and other matters provided under sub-section (3) of Section 178 of the Companies Act,2013, adopted by the Board, is available on the website of the Company at www.infosysbpm.com.

We affirm that the remuneration paid to the directors is within the limits provided in the Section 197 of the Companies Act, 2013.

Board evaluation

The Companies Act, 2013 states that a formal annual evaluation needs to be made by the Board of its own performance and that of its individual directors. During fiscal 2024, the Board evaluated the performance of all directors as per the requirements of the Companies Act, 2013. The outcome of the Board evaluation for fiscal 2024 was discussed by the Board at its meeting held on April 16, 2024.

Directors and Key Managerial Personnel (KMP)

Induction

The Board appointed Karmesh Gul Vaswani as Chairperson and Non-Executive Director effective July 17, 2023. The proposal to regularize his appointment on the Board is placed for the shareholder's approval at the ensuring AGM to be held on July 16, 2024.

In the opinion of the Board, the director appointed during the year possesses requisite integrity, expertise, experience and proficiency.

Retirement and Resignation

There were no retirement or resignation reported during the fiscal 2024.

Reappointment of director liable to retire by rotation

As per the provisions of the Companies Act, 2013, Inderpreet Sawhney, non-executive director, whose office is liable to retire by rotation, the proposal of her reappointment is placed for the shareholder's approval at the ensuring AGM to be held on July 16, 2024.

Based on performance evaluation, the Board recommends her reappointment. The notice convening the 22nd AGM, to be held on July 16, 2024, sets out the details.

Committees of the Board

On October 9, 2023, Martha King was inducted as a member to the Corporate Social Responsibility Committee. The details of the constitution of the committee, number of meetings held etc. are given in the *Corporate Governance Report* which forms part of this Annual Report.

Cybersecurity

At Infosys BPM, as our employees operate efficiently as a hybrid workforce, we continued to remain vigilant on the evolving cybersecurity threat landscape. In our endeavor to maintain a robust cybersecurity posture, the team has remained abreast of emerging cybersecurity events globally, to achieve higher compliance and its continued sustenance.

During the year, our focus on cybersecurity personnel training, reskilling, and building a security culture of collective onus, encouraging shift-left, enabling the developer community with dedicated courses and resource kits went ahead as planned, together with our overall initiatives on improving cybersecurity processes, technologies, and posture.

During the year ended March 31, 2024, Infosys McCamish Systems ("McCamish") engaged cybersecurity and other specialists to assist in its investigation of and response to its November 2023 cybersecurity incident and remediation and restoration of impacted applications and systems.

Internal financial control and its adequacy

The Board has adopted policies and procedures for ensuring the orderly and efficient conduct of its business, including adherence to the Company's policies, safeguarding of its assets, prevention and detection of fraud, error reporting mechanisms, accuracy and completeness of the accounting records, and timely preparation of reliable financial disclosures.

Annual return

In accordance with the Companies Act, 2013, the annual return in the prescribed format is available at
https://www.infosysbpm.com/about/documents/annual-return-2024.pdf

Other disclosures and affirmations

Pursuant to the provisions of Companies (Accounts) Rules, 2014, the Company affirms that for the year ended on March 31, 2024:

a. There were no proceedings, either filed by the Company or against the Company, pending under the Insolvency and Bankruptcy Code, 2016, before the National Company Law Tribunal or any other court.
b. There was no instance of one-time settlement with any bank or financial institution.
c. There were no significant and material orders passed by the regulators or courts or tribunals impacting the going concern status and the Company's operations in future.

Director's responsibility statement

The financial statements are prepared in accordance with Indian Accounting Standards (Ind AS) under the historical cost convention on accrual basis except for certain financial instruments, which are measured at fair values, the provisions of the Act (to the extent notified). The Ind AS are prescribed under Section 133 of the Companies Act, 2013 ("the Act"), read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016. Accounting policies have been consistently applied except where a newly-issued accounting standard is initially adopted or a revision to an existing accounting standard requires a change in the accounting policy hitherto in use.

The directors confirm that:

- In preparation of the annual accounts for the financial year ended March 31, 2024, the applicable accounting standards have been followed and there are no material departures.
- They have selected such accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company at the end of the financial year and of the profit and loss of the Company for that period.
- They have taken proper and sufficient care towards the maintenance of adequate accounting records in accordance with the provisions of this Act for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities.
- They have prepared the annual accounts on a going concern basis.

- They have devised proper systems to ensure compliance with the provisions of all applicable laws and such systems are adequate and operating effectively.

6. Audit reports and auditors

The auditors have issued an unmodified opinion on the financial statements of the Company for the year ended March 31, 2024. Their report for fiscal 2024 does not contain any qualification, reservation or adverse remark. The Auditors' Report is enclosed with the financial statements in this Annual Report.

Parameshwar G . Hegde of Hegde & Hegde, Practicing Company Secretaries (FCS: 1325, CP No . 640), was appointed to conduct the secretarial audit of the Company for fiscal 2024, as required under Section 204 of the Companies Act, 2013 and Rules thereunder.

The secretarial audit report for fiscal 2024 forms part of the Annual Report as *Annexure 4* to the *Board's report*. The report does not contain any qualification, reservation or adverse remark.

Auditors

Statutory auditors

M/s Deloitte Haskins & Sells LLP, Chartered Accountants (ICAI Firm Registration Number 117366W/ W-100018) were reappointed as Statutory Auditors of the Company at the 20th AGM held on August 16, 2022, to hold office for a second term of five consecutive years from the conclusion of the 20th AGM till the conclusion of the 25th AGM to be held in the year 2027. During the year, the statutory auditors have confirmed that they satisfy the independence criteria required under the Act, the Code of Ethics issued by the Institute of Chartered Accountants of India and the Public Company Accounting Oversight Board.

Secretarial auditor

As required under Section 204 of the Act and Rules thereunder, the Board appointed Parameshwar G. Hegde of Hegde & Hegde, Practicing Company Secretaries, as secretarial auditor of the Company for fiscal 2025.

Cost records and cost audit

Maintenance of cost records and requirement of cost audit as prescribed under the provisions of Section 148(1) of the Companies Act, 2013 are not applicable for the business activities carried out by the Company.

Reporting of frauds by auditors

During fiscal 2024, the statutory auditor and the secretarial auditor has not reported any instance of fraud committed in the Company by its officers or employees.

Secretarial standards

The Company complies with all applicable secretarial standards issued by the Institute of Company Secretaries of India.

7. Risk Management Framework

The Company has always taken a comprehensive view to risk management to address risks inherent to clients as well as enterprise . The *Risk management report* form part of this Annual Report.

8. Conservation of energy, research and development, technology absorption, foreign exchange earnings and outgo

The particulars, as prescribed under Section 134(3)(m) of the Companies Act, 2013, read with the Companies (Accounts) Rules, 2014, are enclosed as *Annexure 6*.

Acknowledgments

We thank our customers, vendors, investors and bankers for their continued support during the year . The Board also places on record its appreciation of the contribution made by employees at all levels.

The Board also acknowledges the cooperation and support extended by government authorities of various countries where the Company has operations, the Government of India, particularly the Ministry of Labor and Employment, the Ministry of Communication and Information Technology, the Ministry of Commerce and industry, the Ministry of Corporate Affairs, the Ministry of Finance, the Central Board of Indirect Taxes and Customs, the Central Board of Direct Taxes, the Reserve Bank of India, the state governments, the Software Technology Parks (STPs) / Special Economic Zones (SEZs) – Bengaluru, Chennai, Gurugram, Jaipur, Pune, Hyderabad, Mysuru and other government agencies for their support and look forward to their continued support in the future.

For and on behalf of the Board of Directors

Place: Bengaluru Date: April 16, 2024	Sd/- **Karmesh Gul Vaswani** *Chairperson* DIN: 10193181	Sd/- **Anantharaman Radhakrishnan** *Chief Executive Officer and Managing Director* DIN: 07516278

Annexures to the Board's report

Annexure 1 – Statement containing the salient features of the financial statements of subsidiaries / associate companies / joint ventures

[Pursuant to first proviso to sub-section (3) of Section 129 of the Companies Act, 2013, read with Rule 5 of the Companies (Accounts) Rules, 2014 – AOC-1]

List of subsidiaries

(In ₹ crore, except % of shareholding and exchange rate)

Sl.No.	Name of the subsidiary	Financial period ended	Exchange rate	Share capital	Reserves and surplus	Total assets	Total liabilities (excluding share capital and reserves and surplus)	Investments	Turnover[1]	Profit / (Loss) before taxation[1]	Provision for taxation[1]	Profit / (Loss) after taxation[1]	% of shareholding
1	Infosys (Czech Republic) Limited s.r.o[2][3] (formerly Infosys BPO s.r.o)	March 31, 2024	1 CZK = ₹ 3.57	3	105	282	174	–	482	4	–	4	100.00
2	Infosys Poland Sp. z o.o. [2][4] (formerly Infosys BPO Poland, Sp. z.o.o)	March 31, 2024	1 PLN = ₹ 20.90	4	1,014	1,498	480	114	1,255	170	36	134	100.00
3	Infosys McCamish Systems LLC [2][5]	December 31, 2023	1 USD = ₹ 83.21	175	1,020	4,591	3,396	–	3,587	144	57	87	100.00
4	Portland Group Pty. Limited [2][6]	March 31, 2024	1 AUD = ₹ 54.11	18	32	265	215	–	350	18	5	13	100.00
5	Infosys BPO Americas LLC[2][7]	March 31, 2024	1 USD = ₹ 83.41	130	(54)	106	30	–	120	49	11	38	100.00
6	Infosys BPM UK Limited[2][8]	March 31, 2024	1 GBP= ₹ 105.03	1	–	1	–	–	–	–	–	–	100.00

[1] Converted at monthly average exchange rates
[2] Wholly-owned subsidiary of Infosys BPM Limited
[3] Incorporated effective February 04, 2004
[4] Infosys Poland, Sp. z o.o, acquired on October 01, 2007
[5] Infosys McCamish Systems LLC, acquired on December 04, 2009
[6] Portland Group Pty. Limited acquired on January 04, 2012
[7] Incorporated effective November 20, 2015
[8] Incorporated effective December 09, 2020

Notes:

1. Investments exclude investments in subsidiaries.

for and on behalf of the Board of Directors of Infosys BPM Limited

Karmesh Vaswani
Chairperson and Non-Executive Director
DIN: 10193181

Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer
DIN: 07516278

Inderpreet Sawhney
Non-Executive Director
DIN: 07925783

Bengaluru
April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary
Membership No.: ACS 34203

Annexure 2 – Particulars of contracts / arrangements made with related parties

[Pursuant to Clause (h) of sub-section (3) of Section 134 of the Companies Act, 2013, and Rule 8(2) of the Companies (Accounts) Rules, 2014 – AOC-2]

This form pertains to the disclosure of particulars of contracts / arrangements entered into by the Company with related parties referred to in sub-section (1) of Section 188 of the Companies Act, 2013, including certain arm's length transactions under the third proviso thereto.

Details of contracts or arrangements or transactions not at arm's length basis

There were no contracts or arrangements or transactions entered during the year ended March 31, 2024, that were not at arm's length basis.

Details of material contracts or arrangement or transactions at arm's length basis

The details of material contracts or arrangement or transactions at arm's length basis meeting the threshold criteria of 10% or more of the turnover for the year ended March 31, 2024 are as follows:

In ₹ crore

Name of related party	Nature of relationship	Duration of contract	Nature of Transaction[1][2]	Amount
Infosys Limited	Holding company	Apr 1, 2012 – Ongoing	Revenue transactions – Purchase of services	111
Infosys Limited	Holding company	Apr 1, 2012 – Ongoing	Revenue transactions – Purchase of shared services including facilities and personnel	107
Infosys Limited	Holding company	Apr 1, 2012 – Ongoing	Revenue transactions – Sale of services	2,162
Infosys Limited	Holding company	Apr 1, 2012 – Ongoing	Revenue transactions – Sale of shared services including facilities and personnel	7

(1) Appropriate approvals have been taken for related party transactions.

(2) Terms are based on transfer pricing guidelines.

For and on behalf of the Board of Directors

Bengaluru

Date: April 16, 2024

Sd / -
Karmesh Vaswani
Chairperson and Non-Executive Director
DIN: 10193181

Sd / -
Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer
DIN: 07516278

Annexure 3 – Particulars of employees

Information as per Rule 5(2) of Chapter XIII, the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014

Top 10 employees in terms of remuneration drawn during the year

Sl No.	Name	Designation	Date of commencement of employment	Education qualification	Age	Experience (in years)	Gross Remuneration in fiscal 2024 (in ₹)	Previous employment and designation
1	Rosemary R Digiandomenico	Principal, Institutional Trust Services & Operations	19-Oct-20	MBA, MPA	63	42	6,54,29,122	Vanguard
2	Binod Choudhary	Business Head	21-Feb-06	BE, MA, PGD	63	37	5,83,08,721	Equinox - I-Flex, Vice President
3	Sanjay Arora	Business Head	02-Nov-18	CA	55	32	5,45,97,842	Arvato Bertelsmann, COO & EVP, Arvato Goobal Service & North America Lead
4	George E Heming	Principal, IIG Recordkeeping & Plan Administration	12-Oct-20	B.Sc., MBA	60	43	4,86,90,215	Vanguard, Principal IIG
5	Ritesh Gandhi	Sales Head	15-Feb-06	BE, PGDBA	48	25	4,49,20,633	IBM Daksh, Business Development Manager
6	Sreekant Natarajan	Sales Head	01-Jul-13	BE, MBA	48	17	4,17,96,451	HCL Great Britan, Senior Area Sales Manager
7	Anantharaman Radhakrishnan	Chief Executive Officer & Managing Director	02-May-07	BE, PGD	56	33	4,08,73,855	Infosys Limited, AVP & Group Engagement Manager
8	John Thottungal	Sales Head	23-Dec-03	BE, MMS	50	27	4,07,03,974	ICICI Prudential, Manager
9	Mehul Sanghavi	Sales Head	27-Nov-13	BE, PGD	54	33	3,89,83,826	Infosys Limited, Senior Client Manager
10	Prasanth Nair	Group Practice Engagement Manager	03-Apr-06	B.Sc., PGDM	50	23	3,80,37,020	ICICI Bank, Regional Sales Manager

Notes: The details in the above table is based on payouts made during the year.

For overseas employees, the average exchange rates have been used for conversion to Indian Rupees.

Remuneration comprises of basic salary, allowances and taxable value of perquisite

1. The employees mentioned in the aforesaid exhibit have / had permanent employment contracts with the Company.
2. None of the above mentioned employee hold shares of Infosys BPM Limited.
3. None of the above mentioned employee is relative of any director or manager of Infosys BPM Limited.

Employees drawing a remuneration of ₹ 1.02 crore or above per annum and posted in India

Sl No.	Name	Designation	Date of commencement of employment	Educational qualification	Age	Experience (in years)	Gross Remuneration in fiscal 2024 (in ₹)	Previous employment and designation
1	Anup Kapoor	Chief Operating Officer and Whole Time Director	02-May-08	CA	58	25	2,24,24,323	Anasal Properities & Infra Ltd, CFO
2	Dependra Mathur	Head Human Resource Development	19-May-06	BE, PGD	59	35	1,66,73,748	WEP Peripherials, General Manager
3	Prem Joseph Pereira	Head - Business Finance-Segments	17-Jan-19	CA, ICWA	48	25	1,53,26,170	EdgeVerve Systems, CFO

Sl No.	Name	Designation	Date of commencement of employment	Educational qualification	Age	Experience (in years)	Gross Remuneration in fiscal 2024 (in ₹)	Previous employment and designation
4	V Raja	Business Head - Delivery Excellence	01-Dec-04	BE, PGD	56	33	1,28,20,706	Maven BPO Services, COO
5	Srimathi Kanakapura Swamy	Unit Strategy, Planning and Operations - Head	04-Jan-06	BE	54	33	1,22,81,193	Infosys Limited, Group Project Manager
6	Manoj Nair	Business Head	01-Apr-14	BE, MMS	50	25	1,18,68,320	Bharati Axa General Insurance, Zonal Vice President
7	Santosh Kumar Premdas	Strategic Business Practice Head	05-Jun-12	B.Sc., PGDBM	49	23	1,17,03,174	Ernst & Young, Senior Manager
8	Binay Kumar Behera	Head - Quality	20-Apr-05	BE, MBA	50	29	1,16,38,882	Hindalco, Manager
9	Uma Sankar	Head - Organization Development	12-May-16	BE	57	33	1,11,73,421	Capgemini India Limited, Director
10	Vasudeva Maipady Krishna	Chief Financial Officer	06-Feb-06	B.Sc., ICWA	49	26	1,09,36,105	Elcoteq, Assistant Controller
11	Vijay Narsapur	Business Head	16-Feb-09	B.Tech, PGD	52	31	1,09,24,951	Aditya Birla Minacs, SVP - Operations
12	Srikant Balan	Business Head	21-Mar-05	BE, MBA	49	28	1,03,66,296	Siemens Info Systems Limited, Consultant
13	Neela Mohan Subudhi Konchada	Business Head - High Tech Manufacturing	10-Aug-05	CA	53	27	1,02,94,639	Oracle (GFIC), Senior Manager

Notes: The details in the above table is based on payouts made during the year.

Remuneration comprises of basic salary, allowances and taxable value of perquisites

1. The aforementioned employees have / had permanent employment contracts with the Company
2. The above table is based on payouts made during the year.
3. The above table does not include the details of remuneration drawn by the top 10 employees as their details are provided in *Annexure 3* to the *Board's report*.

Employed for part of the year with an average salary above ₹ 8.5 lakhs per month posted in India

Sl No.	Name	Designation	Date of commencement of employment	Educational qualification	Age	Experience (in years)	Gross Remuneration in fiscal 2024 (in ₹)	Previous employment and designation
1	Kapil Jain	Global Head of Sales and Capability	13-Feb-06	BE, MS, MBA	57	33	4,70,21,916	Infosys Limited, Senior Engagement Manager
2	Thomas J Cresswell	Senior Manager, Conversions Client Case Representatives	12-Oct-20	MBA	50	27	4,48,45,722	Vanguard
3	Manish Sharma	Group Manager - Client Services	05-Nov-13	MBA	47	24	4,43,86,115	Citibank, SVP & Head, Corporate Relations
4	Clifford M Pai	HR Business Leader and Head - Employee Relations	07-May-07	BA, MLS	57	30	1,06,53,377	Glenmark Pharmacutecials Limited, General Manager

Sl No.	Name	Designation	Date of commencement of employment	Educational qualification	Age	Experience (in years)	Gross Remuneration in fiscal 2024 (in ₹)	Previous employment and designation
5	Sheshadri B C	Business Head - Delivery Excellence	23-Jun-04	MBA, LLB	60	38	86,62,115	Infosys Limited, Delivery Manager
6	Hemant Vasant Pansare	Portfolio Head	16-Jul-15	CA, CS	60	36	79,04,396	Axa Business Services, Vice President
7	Vinay Gopala Rao	Global Head - Enterprise Capability	04-Jun-07	CA	56	33	58,32,603	K P Rao & Co., Partner

Notes: The details in the above table is based on payouts made during the year.

1. The employees mentioned in the aforesaid exhibit have / had permanent employment contracts with the Company.
2. Remuneration comprises of basic salary, allowances and taxable value of perquisites

Annexure 4 – Secretarial audit report for the financial year ended March 31, 2024 - Form No. MR-3

(Pursuant to Section 204(1) of the Companies Act 2013 and Rule 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014)

To,

The Members,

Infosys BPM Limited

Plot Nos. 26/3, 26/4 and 26/6

Electronics City, Hosur Road

Bengaluru-560 100

Karnataka, India

I have conducted the secretarial audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by **INFOSYS BPM LIMITED** (hereinafter called the Company). Secretarial Audit was conducted in a manner that provided me a reasonable basis for evaluating the corporate conducts / statutory compliances and expressing my opinion thereon.

Based on my verification of the Company's books, papers, minute books, forms, and returns filed and other records maintained by the Company and also the information provided by the Company, its officers, agents and authorized representatives during the conduct of the secretarial audit, I hereby report that in my opinion, the Company has, during the audit period covering the financial year ended on March 31, 2024, complied with the statutory provisions listed hereunder and also that the Company has proper Board-processes and compliance-mechanism in place to the extent, in the manner and subject to the reporting made hereinafter:

I have examined the books, papers, minute books, forms and returns filed and other records maintained by the Company for the financial year ended on **March 31, 2024** according to the provisions of:

- i The Companies Act, 2013 ("the Act") and the rules made thereunder;
- ii Foreign Exchange Management Act, 1999, and the rules and regulations made thereunder to the extent of Foreign Direct Investment and Overseas Direct Investment, if any;
- iii The Depositories Act, 1996 and the Regulations and Bye-laws framed thereunder; (there was no event/action pursuant to this Act during the audit period) and
- iv Other laws applicable specifically to the Company, namely:
  - a) The Information Technology Act, 2000 and the rules made thereunder;
  - b) The Special Economic Zones Act, 2005 and the rules made thereunder;
  - c) Software Technology Parks of India rules and regulations;
  - d) The Patents Act, 1970;
  - e) The Trade Marks Act, 1999.

I have also examined compliance with the applicable clauses of the Secretarial Standards issued by The Institute of Company Secretaries of India.

I report that, during the period under review the Company has complied with the provisions of the Acts, Rules, Regulations, and Standards mentioned above.

I further report that, being an unlisted Company, during the audit period, the following Acts and the rules and regulations made thereunder were not applicable to the Company:

- i . The Securities Contracts (Regulation) Act, 1956 ("SCRA") and the rules made thereunder;
- ii . The Securities and Exchange Board of India Act, 1992 ("SEBI Act") and the Regulations and Guidelines made/issued thereunder.

I further report that, the compliance by the Company of applicable financial laws, such as direct and indirect tax laws and maintenance of financial records and books of accounts have not been reviewed in this Audit since the same have been subject to review by the statutory financial auditors, tax auditors and other designated professionals.

I further report that, the Board of Directors of the Company is duly constituted with proper balance of Executive Directors and Non-Executive Directors. The changes in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

Adequate notice is given to all directors to schedule the Board meetings and agenda and detailed notes on agenda were sent at least seven days in advance, and a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the meeting.

As per the minutes of the meetings duly recorded and signed by the Chairman, the decisions of the Board were unanimous and no dissenting views have been recorded.

I further report that, based on the information provided and the representation made by the Company and also on the review of the compliance certificates/reports taken on record by the Board of Directors of the Company, in my opinion, there are adequate systems and processes in the Company commensurate with the size and operations of the Company to monitor and ensure compliance with applicable laws, rules, regulations and guidelines.

I report further that, during the audit period:

There were no other specific events / actions in pursuance of the above referred laws, rules, regulations, guidelines, standards, etc., having a major bearing on the Company's affairs.

P . G . Hegde
Hegde & Hegde
Company Secretaries
FCS: 1325 / C .P .No: 640
UDIN: F001325F000098114

Place: Bengaluru
Date: April 15, 2024

This report is to be read with Annexure A which forms an integral part of this report.

Annexure A

To,

The Members

Infosys BPM Limited

Bengaluru

My report of even date is to be read along with this letter.

1 . Maintenance of secretarial records is the responsibility of the Management of the Company. My responsibility is to express an opinion on these secretarial records based on my audit.
2 . I have followed the audit practices and process as were appropriate to obtain reasonable assurance about the correctness of the contents of the secretarial records. The verification was done on test check basis to ensure that correct facts are reflected in secretarial records. I believe that the process and practices, I followed provide a reasonable basis for my opinion .
3 . I have not verified the correctness and appropriateness of financial records and Books of Accounts of the Company.
4 . Wherever required, I have obtained the Management Representation about the compliance of laws, rules and regulations and happening of events etc.
5 . The compliance of the provisions of corporate and other applicable laws, rules, regulations, standards is the responsibility of Management. My examination was limited to the verification of procedure on test basis.
6 . The Secretarial Audit report is neither an assurance as to the future viability of the Company nor of the efficacy or effectiveness with which the Management has conducted the affairs of the Company.

P . G . Hegde
Hegde & Hegde
Company Secretaries
FCS: 1325 / C .P .No: 640
UDIN: F001325F000098114

Place: Bengaluru
Date: April 15, 2024

Annexure 5 – Annual report on CSR activities

[Pursuant to Section 135 of the Companies Act, 2013 read with Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended]

1. Brief outline on the CSR Policy of the Company:

Over the years, we have been focusing on sustainable business practices encompassing economic, environmental, and social imperatives that not only cover business but also the communities around us. Our Corporate Social Responsibility ("CSR") encompasses holistic community development and institution building while shaping and sharing solutions that serve the development of businesses and communities. The CSR Policy aims to contribute to the sustainable development of society and the environment and to make our planet more livable for future generations. Our CSR activities, amongst others, focus on Education, Malnutrition and Health, Empowerment of Women, Environmental Sustainability, Gender Equality, Hunger, Poverty, Rural Development, National Heritage, Art and Culture, and Disaster Management. We contribute to serving the development of people by shaping their future with meaningful opportunities, thereby accelerating the sustainable development of society while preserving the environment and making our planet a better place today and for future generations.

Focus areas:

- Hunger, poverty, malnutrition and health
- Education
- Gender equality and empowerment of women
- Environmental sustainability
- Rural development projects
- National heritage and Art and culture
- Disaster management

CSR activities

CSR initiatives are undertaken directly or through Infosys Foundation ("the Foundation"). The Foundation was established in 1996 with a vision to boost CSR initiatives. This was long before the Companies Act, 2013 mandated CSR activities to be undertaken by the Company.

2. Composition of CSR Committee:

Sl. No.	Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year	Number of meetings of CSR Committee attended during the year
1	Inderpreet Sawhney	Chairperson	2	2
2	Anantharaman Radhakrishnan	Member	2	2
3	Martha King [(1)]	Member	2	1

[(1)] Appointed as member of the committee effective October 9, 2023

3. The web link (s) where the composition of the CSR Committee, CSR Policy, and CSR projects approved by the Board are disclosed on the website of the company:

- The composition of the CSR committee is available on our website, at https://www.infosysbpm.com/about/documents/composition-of-committees.pdf
- The Committee, with the approval of the Board, has adopted the CSR Policy as required under Section 135 of the Companies Act, which is available on our website, at https://www.infosysbpm.com/about/documents/csr-policy.pdf
- The Company has also adopted the CSR committee charter, which is available on our website, at https://www.infosysbpm.com/about/documents/csr-policy.pdf
- The Board, based on the recommendation of the CSR Committee, at its meeting held on April 16, 2024, has approved the annual action plan / projects for fiscal 2025, the details of which are available on our website, at https://www.infosysbpm.com/about/documents/csr-annual-action-plan-2024-25.pdf

4. The executive summary along with web link (s) of the Impact Assessment of CSR projects carried out in pursuance of sub-rule (3) of Rule 8:

The Company has been implementing various CSR projects for holistic community development and institution building to serve the enrichment and evolution of businesses and communities. For fiscal 2024, the Company has engaged an external agency to provide support and assistance for an independent review and impact assessment.

Methodology:

In order to assess the impact of its CSR projects, a mixed-method approach was deployed, which involved either one or both the quantitative and qualitative research tools (as relevant) for primary data collection. Using these tools, the team conducted interactions (virtual and on-field) with the project beneficiaries and other relevant stakeholders. Post data collection and analysis, the key insights and findings were collated in the form of a consolidated report for the Management's consideration. This study was guided by the Inclusiveness, Relevance, Effectiveness, Convergence, and Sustainability (IRECS) Framework, which was used to provide overall feedback on the efficacy of implementation as well as its efficiency in terms of achievement of the desired project outputs with reference to inputs.

Summary:

Projects undertaken for impact assessment in the current year cover the broad areas of education and art & culture as described below.

Theme 1: Education

Impact: The emphasis on Digital education and easy access to online learning content ensured a positive impact on the students' academic performance and a reduction in dropout rates.

Overview of CSR project under assessment	Project location	Implementation mechanism
VidyaGanga – a digital school program that aims to ensure continuity of learning for rural students	9 states across the country	eVidyaloka Trust (Implementation partner)

Theme 2: Art and Culture

Impact: Digital transformation innovations have made art accessible to diverse communities, enhanced visitor engagement, and promoted inclusivity. They have also provided local artisans with a platform to showcase their work.

Overview of CSR project under assessment	Project location	Implementation mechanism
Provide infrastructure for the construction of the Museum of Art and Photography	Bengaluru, Karnataka	Art and Photography Foundation (Implementation partner)

(Detailed project assessment report can be accessed at:
https://www.infosysbpm.com/about/documents/csr-impact-assessment-report-2023-24.pdf)

5. (a) Average net profit of the company as per sub-section (5) of Section 135: ₹974.00 crore
   (b) Two percent of the average net profit of the Company as per sub-section (5) of Section 135: ₹19.48 crore
   (c) Surplus arising out of the CSR projects or programs or activities of the previous financial years: Nil
   (d) Amount required to be set-off for the financial year, if any: Nil
   (e) Total CSR obligation for the financial year [(b)+(c)-(d)]: ₹19.48 crore

6. (a) Amount spent on CSR Projects (both ongoing projects and other than ongoing projects): ₹19.53 crore
   (b) Amount spent on administrative overheads: Nil
   (c) Amount spent on Impact assessment, if applicable: Nil
   (d) Total amount spent for the financial year [(a)+(b)+(c)]: ₹19.53 crore
   (e) CSR amount spent or unspent for the financial year:

Total amount spent for the financial year (in ₹ crore)	Amount unspent (in ₹)				
	Total amount transferred to unspent CSR account as per sub-section (6) of Section 135		Amount transferred to any fund specified under Schedule VII as per second proviso to sub-section (5) of Section 135		
	Amount (in ₹ crore)	Date of transfer	Name of the Fund	Amount	Date of transfer
19.53	Nil	NA	NA	NA	NA

(f) Excess amount for set-off:

Sl. No.	Particular	Amount (in ₹ crore)
(i)	Two percent of the average net profit of the company as per sub-section (5) of Section 135	19.48
(ii)	Total amount spent for the financial year	19.53
(iii)	Excess amount spent for the financial year [(ii)-(i)]	0.05
(iv)	Surplus arising out of the CSR projects or programs or activities of the previous financial years, if any	Nil
(v)	Amount available for set-off in succeeding financial years [(iii)-(iv)]	Nil

7. Details of unspent CSR amount for the preceding three financial years:

1	2	3	4	5	6		7	8
Sl. No.	Preceding financial year(s)	Amount transferred to unspent CSR account under sub-section (6) of Section 135 (in ₹ crore)	Balance amount in unspent CSR account under sub-section (6) of Section 135 (in ₹ crore)	Amount spent in the financial year (in ₹ crore)	Amount transferred to a Fund as specified under Schedule VII as per second proviso to sub-section (5) of Section 135, if any		Amount remaining to be spent in succeeding financial years (in ₹ crore)	Deficiency, if any
					Amount (in ₹ crore)	Date of transfer		
N.A								

8. Details of capital assets created or acquired through Corporate Social Responsibility amount spent during the financial year:

The number of capital assets created/ acquired: 2

Sl. No	Short particulars of the property or asset(s) [including complete address and location of the property]	Pin code of the property or asset(s)	Date of creation	Amount of CSR amount spent (in ₹ crore)	Details of entity/ Authority/ beneficiary of the registered owner		
					CSR Registration Number, if applicable	Name	Registered address
1	Procurement of three school buses to cater to students studying in four schools in the premises.	791 001	Mar 5, 2024	0.99	CSR00006101	Ramakrishna Mission Aalo	Ramakrishna Mission Aalo Viveknagar District West Siang Aalo (Along) - 791 001
2	Training 120 women in traditional hand embroidery of Punjab Phulkari by setting up four different centers for rural women in Patiala dist.	140 417	Sep 9, 2023	0.1	NA	The Patiala Handicraft WCIS Ltd.	The Patiala Handicraft WCIS Ltd. Phulkari Institute VPO Thuha, Tehsil Rajpura, Distt. Patiala – 140 417

9. Reasons for not spending two percent of the average net profit as per sub-section (5) of Section 135: Not applicable

Place: Bengaluru
Date: April 16, 2024

Sd/-
Inderpreet Sawhney
Chairperson, CSR Committee
DIN: 07925783

Sd/-
Anantharaman Radhakrishnan
Chief Executive Officer & Managing Director
DIN: 07516278

Annexure 6 – Conservation of energy, research and development, technology absorption, foreign exchange earnings and outgo

[Particulars pursuant to the Companies (Accounts) Rules, 2014]

Our focused approach on energy efficiency, renewable energy and carbon offset projects over the years resulted in Infosys achieving carbon neutrality for four years in a row since fiscal 2020, across all emissions, as per PAS 2060:2014 standards. We continue to remain carbon neutral for fiscal 2024, aligning to global commitments and supporting the global response to the threat of climate change.

Conservation of energy

Conservation of natural resources is important to maintain ecological balance, make them available for future generations, and help protect the environment. Resource conservation initiatives at Infosys have been focused, continuous, and imbibed in our operations, enabling a reduction in operational costs and our carbon footprint.

Smart building automation has been a key factor to manage uninterrupted operations in buildings, including critical infrastructure like data centers. Smart algorithms and the physical presence of operations staff have been minimized while ensuring efficient operations through experts operating remotely. Energy efficiency retrofits have helped us reduce connected load across our campuses. We have also installed rooftop solar systems to pursue our ambition to transition to renewables for our operations.

This section is covered in detail at the Group Level Annual Report.

Technology absorption

Live Enterprise@Infosys: An enterprise that senses, feels and responds in real-time – this was the theme of our transformation journey in the recent years. It had to be a mobile-first approach so that employees are connected to the organization wherever they are in the world and can access the organization's resources to learn and contribute. With process bursting, we have seen many of our key processes become faster and more responsive, and the Live Enterprise platform itself has been built on the latest open source stack. Following the overwhelming success in Infosys, we are also seeing interest of the Orbit platform (InfyMe version for our clients).

To enable this, our core backend infrastructure was transformed to host modern applications, using the scalability of the cloud, security of on-premise infrastructure in a hybrid cloud deployment with open source technologies and highly scalable container orchestration solutions like Kubernetes for microservices. The telemetry infrastructure using the ELK stack provides enhanced real-time visibility and enables proactive error detection and correction. In the coming days, we will further develop the platform and make it AI-first in addition to mobile-first.

Modern, hybrid, and secure workplace: Our hybrid workplace ecosystem brings together technologies such as borderless ODCs, virtual collaboration tools, and self-service applications to provide our employees the flexibility to work effectively in a hybrid environment. Our robust IT management system minimizes threats and prevents attacks, through a continuous cycle of vulnerability assessments and remediations to protect our data. Multiple collaboration tools enable our employees to connect, collaborate, and innovate anytime, anywhere, resulting in a culture of collaboration and innovation.

Cloud-native application platform: As part of the modernization of applications, some applications need to be exposed to different user groups with different authentication mechanisms. The cloud-native application platform offers these possibilities in a ready-to-use architecture. This enables quick onboarding of applications with industry-standard security as well as greater scalability and availability using the power of the cloud.

Energy-efficient IT infrastructure

We have adopted a multi-pronged strategy to make our computer workload energy-efficient and environment-friendly. Some of the measures implemented are:

Public cloud adoption: A majority of internal IT applications have been moved to public cloud infrastructure. Each of our employees has access to the cloud-based platform for collaboration such as messaging, presence, video and other requirements. Additionally, they have cloud-based unified internet access and secure private access.

Data center modernization: A strategic initiative launched by InfosysIT to modernize and future-proof the data center's IT landscape continues to yield high rewards. Density-optimized hyperscale platforms have been deployed to enable high-density server virtualization and consolidation across the enterprise. Hyperscale platforms are open source-driven infrastructure innovations that enable agility at cloud scale as well as efficient pooling and utilization of resources. This initiative is delivering significant energy savings and reduces the total cost of ownership for the organization.

Enterprise storage: We provide storage capacity for employees, delivery units, and internal requirements on all flash storage with fabric pool and storage grid technology. Data is marked hot and cold based on policy. Cold data is automatically moved to cheaper storage with larger capacity, resulting in data tiering and savings in terms of data center space, power consumption, and cooling.

Cloud-native development environment: The open source-based, cloud-native development platform is built on Hyper Converged Infrastructure (HCI) and compute which has helped to reduce data center footprint and power and cooling consumption.

Foreign exchange earnings and outgo (Standalone)

Particulars	As at March 31,	
	2024	2023
Foreign exchange earnings	7,501	7,185
Foreign exchange outgo	3,950	3,964
Net foreign exchange earnings (NFE)	3,551	3,221
NFE / earnings (%)	47.34	44.83

Sd / -

Karmesh Gul Vaswani
Chairperson
DIN: 10193181

Sd / -

Anantharaman Radhakrishnan
Chief Executive Officer and Managing Director
DIN: 07516278

Place: Bengaluru
Date: April 16, 2024

Corporate governance report

Our corporate governance is a reflection of our value system encompassing our culture, policies, and relationships with our stakeholders. Integrity and transparency are key to our corporate governance practices to ensure that we gain and retain the trust of our stakeholders at all times.

Corporate governance framework

We believe that an active, well-informed and independent board is necessary to ensure the highest standards of corporate governance . At Infosys BPM Limited ("the Company"), the Board of Directors ("the Board") is at the core of our corporate governance practice . The Board thus oversees the Management's functions and protects the long-term interests of our stakeholders . Our corporate governance framework ensures that we make timely disclosures and share accurate information regarding our financials and performance as well as the leadership and governance of the Company.

The driving principles of our corporate governance framework is as follows:

- Corporate governance standards should satisfy both the spirit and the letter of the law;
- Ensure transparency and maintain a high level of integrity;
- Clearly distinguish between personal conveniences and corporate resources;
- Communicate externally, and truthfully, about how the Company is run internally;
- Comply with the laws of all countries in which we operate;
- Have a simple and transparent corporate structure driven solely by business needs;
- The management is the trustee of the shareholders' capital and not the owner.

Corporate conduct is an integral part of our business. Actions are governed by values and principles, which are reinforced at all levels in the organization. Our code of business principles reflects our continued commitment to ethical business practices, values and compliance with all laws of the land.

Corporate governance is not merely compliance but also a philosophy to be professed and its objective is to create and adhere to a corporate culture of transparency and openness and to develop capabilities and identify opportunities that best serves the goal of value creation, thereby creating an outperforming organization. Accordingly, timely and accurate disclosure of information regarding the financial situation, performance, ownership and governance of the Company is an important part of corporate governance. Consequently, the organization is able to attract and enhance the trust and confidence of the stakeholders.

In line with the Company's commitment to good corporate governance practices and compliance with the provisions of Companies Act, 2013, our Company has complied with all norms applicable to an unlisted public company . The Company has also complied with Secretarial Standards on Board and General Meetings issued by the Institute of Company Secretaries of India.

A . Board of Directors

Size and composition of the Board

Infosys BPM Limited's Board is truly diverse in the range of knowledge, perspectives, experience and expertise that it brings to the organization. The Board members come from divergent backgrounds and hold diverse skills, thus creating the ground for open and free exchange of views and promoting independent decision-making.

The Company has an optimal combination of executive and non-executive directors . As on March 31, 2024, the Company has 4 (four) directors and the composition of the Board is as follows:

Name of the director	Director Identification Number (DIN)	Age	Position	Relationship with other directors	Directorships held in other companies	
					Indian listed companies	All companies around world [(1)]
Karmesh Gul Vaswani	10193181	52	Chairperson & NED**	None	–	10
Anantharaman Radhakrishnan	07516278	56	CEO & MD*	None	–	3
Inderpreet Sawhney	07925783	59	NED**	None	–	6
Martha King	09166670	60	NED**	None	–	2

[(1)] Directorship in companies around the world including Infosys BPM Limited, its holding and subsidiaries .

* CEO & MD: Chief Executive Officer and Managing Director

** NED: Non-Executive Director

Responsibilities of the Board leadership

The Chairman leads the Board and is responsible for fostering and promoting the integrity of the Board while nurturing a culture where the Board works harmoniously for the long-term benefit of the Company and all its stakeholders . The Chairman is primarily responsible for ensuring that the Board provides effective governance for the Company . In doing so, the Chairman will preside at meetings of the Board and at meetings of the shareholders of the Company .

The Chairman takes a lead role in managing the Board and facilitates effective communication among directors . He is responsible for matters pertaining to governance, including the organization and composition of the Board, the organization and conduct of Board meetings, effectiveness of the Board, Board committees and individual directors in fulfilling their responsibilities .

The Chairman provides leadership to the Board, identifies guidelines for the conduct and performance of directors, oversees the management of the Board's administrative activities such as meetings, schedules, agendas, communication and documentation . The Chairman is also responsible for the overall strategy of the Company.

The CEO & MD is responsible for executing corporate strategy in consultation with the Board as well as brand equity, planning, external contacts and all management matters . He is also responsible for achieving the annual business targets and acquisitions . The CEO & MD acts as a link between the Board and the Management and is also responsible for leading and evaluating the work of other executive leaders .

Role of the Board of Directors

The primary role of the Board is that of trusteeship to protect and enhance shareholder value through strategic direction to the Company .

- As trustees, the Board has fiduciary responsibility to ensure that the Company has clear goals aligned to shareholder value and its growth.
- It also directs and exercises appropriate control to ensure that the Company is managed in a manner that fulfills stakeholders' aspirations and societal expectations.
- It provides strategic guidance to the Company, ensures effective monitoring of the Management and is accountable to the Company and the shareholder.
- It assigns a sufficient number of its non-executive members capable of exercising independent judgment to tasks where there is a potential for conflict of interest.
- It reviews and guides corporate strategy, major plans of action, risk policy, annual budgets and business plans, setting performance objectives, monitoring implementation and corporate performance, and overseeing major capital expenditures, acquisitions and divestments.

Membership term

The Board constantly evaluates the contribution of the members and periodically shares updates with the shareholders about reappointments consistent with applicable statutes . The current law in India mandates the retirement of two-third of the board members (who are liable to retire by rotation) every year, and one-third of such directors shall retire at the annual general meeting . Executive directors are appointed by the shareholders for the tenure of a maximum period of five years, but are eligible for reappointment upon completion of their term.

Board member evaluation

One of the key functions of the Board is to monitor and review the Board evaluation framework. The Board lays down the evaluation criteria for the performance of executive / non-executive directors through peer evaluation excluding the director being evaluated through a Board effectiveness survey. The survey is a key part of the process of reviewing the functioning and effectiveness of the Board and for identifying possible paths for improvement.

Each Board member is requested to evaluate the effectiveness of the Board dynamics and relationships, information flow, decision-making of the directors, relationship with stakeholders, Company performance and strategy, and the effectiveness of the whole Board and its various committees . Feedback on each director is encouraged to be provided as part of the survey. The evaluation for fiscal 2024 has been completed.

Succession planning

The Board works on the leadership succession plan to ensure orderly succession in appointments to the Board and in senior management.

Board compensation review

The remuneration for executive director consists of a fixed component and a variable component, including stock incentives under the Holding Company's stock plan . The shareholders determine the compensation of the executive director for the entire period of the term.

Memberships in other Boards

The executive director is excluded from serving on the Board of any other entity except for Group companies, unless the said entity is an industrial entity whose interests are germane to the business of the Company or a government body that is of relevance to the business of the Company or an entity whose objective is the upliftment of society .

B . Board meetings

Scheduling and selection of agenda items for Board meetings

The meetings are held at the Company's registered office at Electronics City, Bengaluru, India . The Chairman and the Company Secretary draft the agenda for each meeting, along with explanatory notes in consultation with CEO & MD and distribute these in advance to the directors . Every Board member can suggest the inclusion of additional items on the agenda .

The Board meets at least once a quarter to review the quarterly results and other items on the agenda . Additional meetings are held when necessary . This year, some meetings were held virtually in line with the relaxations provided by the Ministry of Corporate Affairs .

During the year, the Board met 5 (five) times . The meetings were held on April 11, 2023, July 17, 2023, October 9, 2023, January 8, 2024 and March 4, 2024.

Number of Board meetings and the attendance during fiscal 2024:

Name of the director	Number of meetings held during the tenure	Number of meetings attended during the tenure
Karmesh Gul Vaswani[(1)]	4	4
Anantharaman Radhakrishnan	5	5
Inderpreet Sawhney	5	3
Martha King	5	4

(1) Appointed as Chairperson and non-executive director effective July 17, 2023

Remuneration to directors in fiscal 2024

Executive director / MD & CEO

Name of the director	Director Identification Number (DIN)	Relationship with other directors	Salary* (in ₹)	Commission (in ₹)	Stock Option/ Sweat Equity (in ₹)	Others (in ₹)	Total (in ₹)
Anantharaman Radhakrishnan	07516278	None	1,80,93,698	–	1,66,70,032	61,10,125	4,08,73,855

* Salary includes contribution to PF, Gratuity, and Superannuation allowance and performance incentives .

Note: The non-executive directors receive remuneration from the group Company which is in line with their employment agreement.

Availability of information to Board members

The Board has unrestricted access to all Company-related information including that of our employees . At Board meetings, managers and representatives who can provide additional insights into the items being discussed are invited . Information is provided to the Board members on a continuous basis for their review, inputs and approval periodically . Strategic and operating plans are presented to the Board in addition to the quarterly and annual financial statements.

Specific cases of acquisitions, important managerial decisions, material positive / negative developments and statutory matters are presented to the Board for its approval . As a process, information to directors is submitted along with the agenda well in advance of Board meetings . Inputs and feedback of Board members are taken and considered while preparing the agenda and documents for the Board meeting . At these meetings, directors can provide their inputs and suggestions on various strategic and operational matters.

Materially significant related party transactions

There have been no materially significant related party transactions, pecuniary transactions or relationships between our Company and its directors, the Management, subsidiaries or relatives, except for those disclosed in the Board's report.

Detailed information on materially significant related party transactions are enclosed as *Annexure* 2 to the *Board's report*.

C. Board committees

The Board constituted Corporate Social Responsibility Committee ("CSR Committee"). During the year, the Board approved appointed Martha King as a member of the CSR Committee.

Frequency and duration of committee meetings and agenda

The Chairman of the Board, in consultation with the Company Secretary and the Committee Chairperson, determines the frequency and duration of the committee meetings . The recommendations of the committees are submitted to the Board for approval.

Corporate Social Responsibility Committee (CSR)

We focus on our social and environmental responsibilities to fulfill the needs and expectations of the communities around us .

Our CSR is not limited to philanthropy, but encompasses holistic community development, institution-building and sustainability-related initiatives.

The CSR report, as required under the Companies Act, 2013 for the year ended March 31, 2024 is attached as *Annexure-5* to the *Board's report*. The *CSR Committee* is responsible for overseeing the execution of the Company's CSR policy.

The Committee, on a periodic basis, reviewed and approved the budget and disbursement of funds for CSR activities.

Composition

Pursuant to Section 135, the CSR Committee shall consist of three or more directors, of which at least one director shall be an independent director. However, where a company is not required to appoint an independent director under sub-section (4) of Section 149, it shall have in its CSR Committee two or more directors.

As on March 31, 2024, the CSR Committee consists of the following three members:

- Inderpreet Sawhney, Chairperson
- Anantharaman Radhakrishnan, Member
- Martha King, Member

The CSR Committee was set up to formulate and monitor the CSR policy of the Company . The CSR Committee adopted a policy that outlines the Company's objective of catalyzing economic development that positively improves the quality of life for the society, and aims to be a responsible corporate citizen and create positive impact through its activities on the environment, communities and stakeholders.

The CSR Committee is also responsible for overseeing the activities / functioning of the Infosys Foundation in identifying areas of CSR activities, programs and execution of initiatives as per predefined guidelines . The Foundation, in turn, guides the CSR Committee in reporting the progress of deployed initiatives, on a periodic basis.

During the year, the Committee met two times . The meetings were held on October 9, 2023 and January 8, 2024 .

The attendance details of the committee meetings are as follows:

Name of the director	Number of meetings held during the tenure	Number of meetings attended during the tenure
Inderpreet Sawhney	2	2
Anantharaman Radhakrishnan	2	2
Martha King[1]	2	1

[1] Appointed as a member of the Committee effective October 9, 2023

Risk management

Our Company has an integrated approach to managing the risks inherent in various aspects of its business . As part of this approach, the Board of Directors is responsible for monitoring risk levels according to various parameters and the management council is responsible for ensuring implementation of mitigation measures, if required. The risk management framework is in place.

Management discussion and analysis

A detailed report on our *Management's discussion and analysis* forms part of this Annual Report .

Secretarial audit

Pursuant to Section 204 of Companies Act, 2013 and Rules thereunder, the Board of Directors of the Company appointed Parameshwar G . Hegde of Hedge & Hedge Practicing Company Secretaries to conduct secretarial audit of records and documents of the Company . The Secretarial Audit Report confirms that the Company has complied with all the applicable provisions of the Companies Act, 2013 . Further, the Company adheres to various secretarial standards issued by the Institute of Company Secretaries of India.

Whistleblower Policy

Our Company has a Whistleblower Policy in place to ensure and promote ethics, transparency and accountability . The whistleblower mechanism allows employees to report concerns about unethical behavior, actual or suspected fraud, or violation of our Company's Code of Conduct and Ethics . It also provides for adequate safeguards against the victimization of employees who avails the mechanism.

Internal control

Our Management is responsible for establishing and maintaining adequate internal control over financial reporting . Our internal control over financial reporting is a process to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with International Financial Reporting Standards, as issued by the International Accounting Standards Board . Our internal control over financial reporting includes those policies and procedures that:

- Pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of our assets.
- Provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with applicable accounting principles, and that our receipts and expenditures are being made only in accordance with authorizations of our Management and directors.

General body meetings

Details of the last three Annual General Meetings are as follows:

Financial year ended	Date	Time	Venue	Special Resolution
March 31, 2023	July 17, 2023	5.30 p.m.	Held through video conferencing / OVAM	_
March 31, 2022	August 16, 2022	5.30 p.m.	Held through video conferencing / OVAM	–
March 31, 2021	July 7, 2021	5.00 p.m.	Held through video conferencing / OVAM	Reappointment of Gopal Devanahalli as an independent director Reappointment of Michael Gibbs as an independent director

Risk management report

Note: The risk-related information outlined in this section may not be exhaustive . The discussion may contain statements that are forward-looking in nature. Our business is subject to uncertainties that could cause actual results to differ materially from those reflected in the forward-looking statements . If any of the risks materializes, our business, financial conditions or prospects could be materially and adversely affected. Our business, operating results, financial performance or prospects could also be harmed by risks and uncertainties not currently known to us or that we currently do not believe are material. Readers are advised to refer to the detailed discussion of risk factors and related disclosures in our regulatory filings, and exercise their own judgment in assessing risks associated with the Company.

Overview

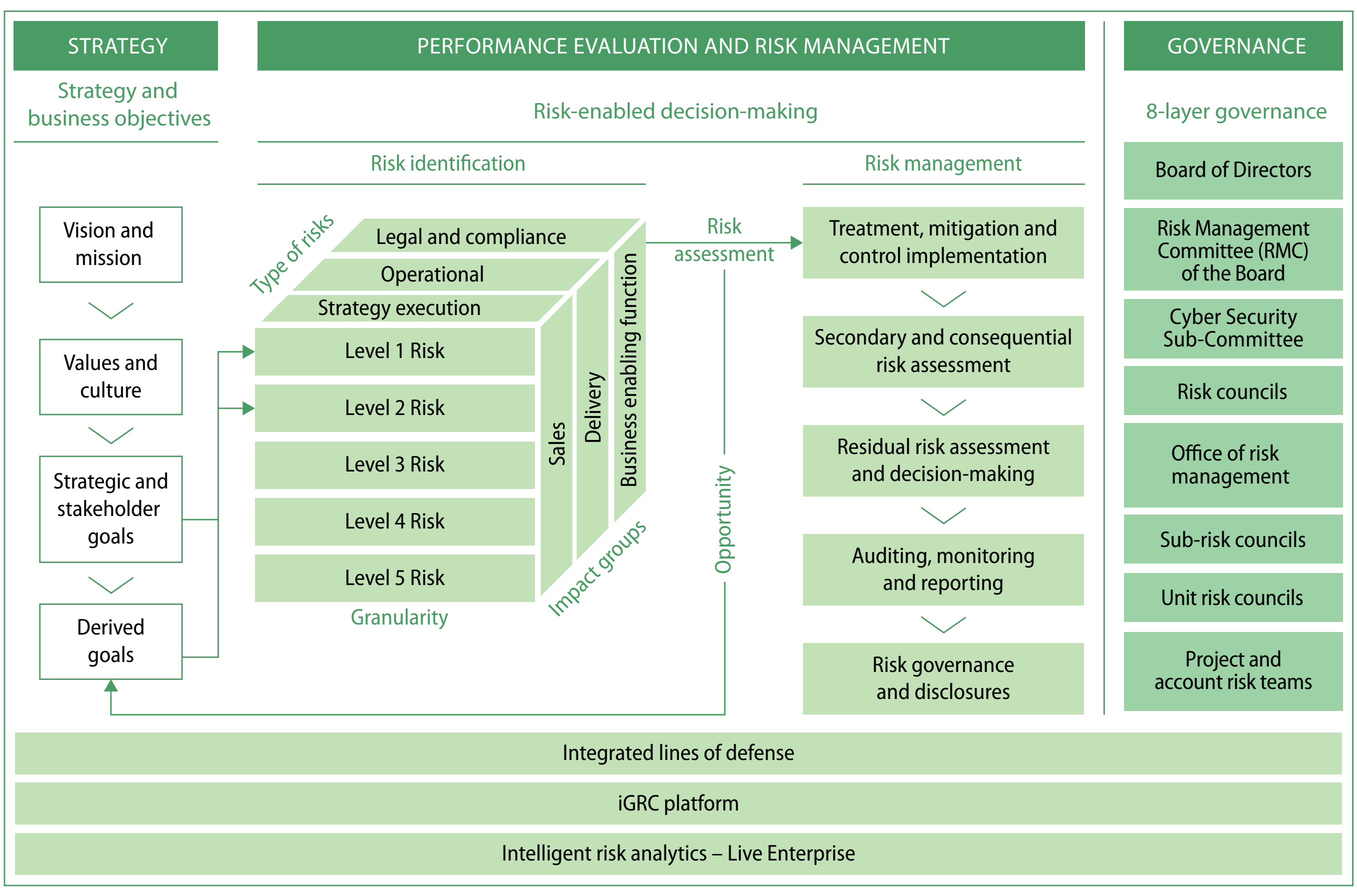
Our Enterprise Risk Management (ERM) function enables the achievement of the Company's strategic objectives by identifying, analyzing, assessing, mitigating, monitoring, and governing any risk or potential threat to these objectives . While this is the key driver, our values, culture and commitment to stakeholders – employees, customers, investors, regulatory bodies, partners and the community around us – are the foundation for our ERM framework .

The systematic and proactive identification of risks, and mitigation thereof, enables our organization to boost performance with effective and timely decision-making . Strategic decisions are taken after careful consideration of primary risks, secondary risks, consequential risks and residual risks . The ERM function also enables effective resource allocation through structured qualitative and quantitative risk impact assessment and prioritization based on our risk appetite . Our ERM framework encompasses all of the Company's risks such as strategic, operational, and legal and compliance risks. Any of these categories can have internal or external dimensions.

Hence, appropriate risk indicators are used to identify these risks proactively . We take cognizance of risks faced by our key stakeholders and their cumulative impact while framing our risk responses.

Infosys BPM Limited has adopted the integrated risk management framework that is being implemented across the Group companies . The framework is based on international standards and tailored to suit business needs of the Infosys Group, including Infosys BPM Limited.

Integrated Enterprise Risk Management Framework



Risk Governance Structure

At the corporate level, the leadership team led by the Chief Executive Officer is responsible for managing the risks. The Board of Directors ("the Board") is responsible for monitoring the management of risks. Risks identified by risk management functions or roles at different levels in the organization are presented at the appropriate councils in the governance structure. Critical risks or cross-functional risks at each level are escalated to the next level in the governance structure . Critical risks under different categories of risks at the Group level are reviewed by Chief Executive Officer, Chief Financial Officer, Chief Risk Officer and General Counsel in various councils. Critical risks from these councils are presented to the internal Board of Directors and then to the risk and strategy committee of the Board on a quarterly basis.

The key highlights of the ERM framework adopted by Infosys BPM are as follows:

- Subsidiary-level risk councils comprising the CEO, CFO, COO, Head of Quality and Head of Risk Management, review all internal and external risks such as those related to business strategy, people, market, delivery and IP to name a few, on a quarterly basis.
- All critical strategic and strategic execution risks are presented to the Group's Strategic and Risk Council on a quarterly basis.
- Operational and legal and compliance risks at the subsidiary are routed to the Group's operational risk council, and legal and compliance risk council, which meet once a quarter.
- The day-to-day implementation of the risk management process is undertaken by the respective functional teams and is overseen at the organization level by a Risk Management Core Group comprising members from each of the business enabling function and operations. On a monthly basis, the team reviews all the incidents, exceptions, and suggests necessary changes to the appropriate policies, processes, technology and standards for implementation and communication to stakeholders.

Refer to *Risk management report* in Infosys Annual Report 2023-24 for details of the Infosys integrated risk management framework.

Risk management highlights of the year

During the year, our focus was on strengthening the risk management program. We carried out the following risk management activities:

- Regularly assessed strategic threats to our business, especially relating to product roadmap, business strategy, global threats, market risks, etc.
- Reviewed key operational risks applicable to BPM and the impact to our business.
- Reviewed legal and compliance risks applicable to BPM and the impact to our business.

Third-party assurance

Infosys BPM's internal controls are also audited by a third party via SSAE 18, which is an internationally recognized auditing standard published by AICPA. SSAE 18 audit suggests that a service organization has been through an in-depth audit of control activities, which generally include controls over information technology and related processes . The audit is conducted by one of big four audit firms.

Infosys BPM has covered the following locations for SOC1, Type 2 audit: Manila (Alabang, OGS and BGC), Philippines; Bengaluru Ecity and Salarpuria, Mysuru, Mantri Square Pocharam, Gachibowli-Hyderabad, TRIL and TIDEL-Chennai, Embassy office, Phase 2 and 3-Pune, Jaipur and Gurugram-India; Lodz, Wroclaw-Poland; Brno-Czech Republic; Dalian and Hangzhou-China; Monterrey-Mexico; Belo Horizonte-Brazil; San Jose-Costa Rica; Phoenix Arizona, Chesterbrook, Malvern-Pennsylvania, Scottsdale Arizona-USA; Aguadilla-Puerto Rico; Dublin-Republic of Ireland; Birmingham-United Kingdom,; Dusseldorf-Germany, Bucharest-Romania; South Africa and Paramatta-Australia.

Report on health, safety, and environment

Infosys acknowledges that Occupational Health and Safety (OH&S) and Environment are the key aspects of sustainable business practices and hence Health, Safety and Environment (HSE) is integrated into our ESG framework. HSE policies, processes, and practices at Infosys promote physical, mental, and social well-being of employees in the workplace and ensures environmental protection. We are conscious of the fact that HSE consideration is a legal and ethical responsibility, and it is an area that directly impacts employee well-being, productivity, and business performance. We also recognize that OH&S is a fundamental human right and thus, we strive to provide a safe and healthy work environment to our employees.

The Health, Safety and Environmental (HSE) Management System at Infosys termed 'Ozone' is driven by the Management commitment, legal requirements, and expectations of our stakeholders. Ozone has not only enabled us to obtain assurance on the processes instituted through certifications but has also fostered a culture of safety and well-being across the organization. We ensure adherence to all applicable regulations in all the regions we operate across the globe. The robust Health, Safety and Environmental (HSE) Management System at Infosys termed 'Ozone' has enabled certification to ISO 45001:2018 and ISO 14001:2015 standards.

Elements of HSEMS

a. HSE Policy

Our Health, Safety & Environmental Policy enunciates our philosophy and commitment towards management of key HSE aspects and has played a pivotal role in advancing our initiatives and realizing the intended outcomes on OH&S.

b. Risk management

Ozone is based on the Demings cycle and has a focused risk-based approach in ensuring identification and implementation of operational controls in line with hierarchy and effective mitigation of hazards. Risk assessment is proactively conducted to identify hazards for all existing / new / modified activities, processes, products or services and the implementation of measures to minimize or control impacts and monitor them in a structured manner. Risk assessment is proactively conducted on a yearly basis or at the beginning of a new process or activity. Reactive risk assessments are also carried out at least once every quarter based on incidents that have occurred during the period. Hazardous conditions present are identified and prioritized for elimination and control. Once the identified hierarchy of controls are implemented, the document is revisited to assess the residual risks. A ranking is done based on the severity and probability of the risk. The Occupational Health and Safety (OH&S) hazards in the workplace are communicated to all concerned stakeholders who are also consulted when there are changes in operations. Relevant OH&S hazards are identified, and appropriate operational controls are implemented. During training, the hazards are shared along with directions on ways to reduce the risk. Employees are also consulted during development and review of policies and procedures to manage risks. Emergency response procedures for different scenarios are established and mock drills are conducted to evaluate our preparedness, response, and learnings.

c. Incident management

Incidents which include near misses / potential hazards / accidents are reported through internal applications, supervisors, or mails. Root causes of incidents are identified, analyzed and appropriate corrective actions are taken to avoid recurrence or occurrence of incidents leading to injuries / losses.

d. Occupational Health and Safety (OH&S) Committees

OH&S Committees comprising cross-functional teams are established at each of our campuses and offices. The Development Center Heads chair the safety committee meetings at their respective locations in India. In our overseas offices, these committees are formed based on the local legislations. The representation of employees in safety committees is 100%. The committee brings employees and management together in a non-adversarial, cooperative effort to promote OH&S within the entire workplace. The committee ensures the establishment, implementation, maintenance, and continual improvement of processes needed for the elimination of hazards and minimization of risks. Contract workers are also an intrinsic part of the committee, which is one of the ways to ensure participation and consultation.

e. Training and awareness

Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. Training includes awareness building, mock drills, classroom sessions and periodic demonstrations. HSEMS training is also a part of our employee induction program. To enable continuous learning, an HSE awareness module is available on Lex, our internal learning platform. Job-specific and generic trainings are conducted for contractual staff during induction and later through refresher courses. ESG frameworks also highlight the importance of employee engagement and stakeholder communication. Companies should actively engage with employees, involve them in decision-making processes, and provide channels for them to voice their concerns and feedback. This includes regular communication on OHS policies, procedures, and performance, as well as providing avenues for workers to report incidents, near-misses, and suggestions for improvement. Trainings are conducted either in physical or virtual modes.

f. Participation and consultation

The engagement of employees in ensuring safe and healthy workplace is essential and this is enabled through the process of participation and consultation, which includes employee / contract staff involvement in

a) Development and review of policies and procedures for risk management

b) Change management where this might affect workplace health and safety through management of change procedure

c) Representation in health and safety matters through the Safety Committee

d) Understanding the OH&S hazards in the workplace which are communicated to all concerned including contractors and visitors.

e) Health promotion programs. A Safety Week and Health Week are conducted annually.

f) Reporting incidents, including potential hazards, participating in the identification and implementation of controls based on root cause analysis, avoiding the recurrence of incidents and aiding in the elimination of unsafe behavior and conditions.

g) Participating in the emergency mock drills and reporting or identifying learnings, which need to be addressed.

I. Health & Safety

It is our constant endeavor to enhance safe work practices and enable safe working conditions, and through this, we have been able to reduce the occurrence / recurrence / severity of occupational incidents thus reducing financial implications on direct and indirect costs, improving employee productivity and retention. We prioritize physical and emotional well-being of employees. We provide access to healthcare, mental health resources, and promote work-life balance. As Infosys is an IT / ITES company, there are no product risks but those related to provision of services like ergonomics, emotional well-being, risks associated with operation of utilities, commute, etc. We have established numerous initiatives, interventions, virtual sessions, and process controls to address them . Well-equipped occupational health centers / physiotherapy facilities are available at our campuses in India. Various interventions on physical and emotional well-being were enabled under the aegis of our SAFE initiative. The effectiveness and adequacy of the HSE framework and its execution are subject to Management reviews at defined frequencies.

Safety interventions

Safety at the workplace is accorded one of the highest priorities at Infosys . We have always focused on building a culture of safety, emphasizing individual responsibility . Systems have been established, including work permits, trainings, LOTO (lockout/tagout), safety inspections, audits, operational controls, monitoring, audits and assessments and others. Gaps, learnings, deviations, findings if any, are identified, controls implemented and tracked for effective closure.

Safety promotions

In an endeavor to continually enhance safety awareness and sensitize manpower, we organize various promotional activities across the year. Through this initiative, we focus on knowledge enhancement and active participation. Employees are educated on adoption of safe and healthy work practices through regular communication, trainings and interventions on key issues related to occupational health and safety hazards. In compliance with the regulatory requirements, robust reporting processes including reporting on occupational health issues have been adopted so that corrective actions can be taken, and preventive measures are implemented. We conduct interventions at locations based on national and international days. During the year, the following days were observed:

a) World Day for Safety and Health at Work (Global) – Programs included awareness sessions across locations, employee engagement activities such as Spot the Hazard Contest, Poster with Slogan Contest, OSH Quiz Contest, creation and display of posters within the working premises, communication through mailers to spread awareness.

b) National Safety Week (India) - Celebrated in the month of March. In fiscal 2023-24, the theme of the Safety Month was "Focus on Safety Leadership for ESG Excellence". Various employee engagement activities were conducted to enhance awareness on HSE such as communication and endorsement of the safety pledge by employees, quiz competitions designed to test the knowledge of employees about safety measures and to create awareness on safety practices, poster competitions aimed at encouraging people to express their creativity while promoting safety, safety slogan competition where participants came up with creative and impactful slogans, medical camps to promote physical well-being of employees, in-house training sessions by the HSE teams on topics such as first aid, fire safety, ergonomics, construction safety, road safety and electrical safety, eafety mailers to employees, exhibitions on Personal Protective Equipment (PPE) and safety equipment, including unique exhibits like seat belt convincer, alcohol impairment vision goggles and driving simulations.

c) Road Safety Week (India) - Celebrated in January, the programs included sessions articulating the importance of road safety, communication to employees on defensive driving, defensive driving sessions, communication on road safety measures.

SAFE - Secure Affirmative Fun Environment

SAFE initiative is committed to ensure safe affirmative fun environment to employees . This is a comprehensive physical and psychological health initiative, customized to an IT and ITES environment and constantly innovating to cater to the needs of the employees with offerings including interactive portals, quizzes, comprehensive health and well-being plan for employees such as preventive healthcare options for health checks, talks, consultations, fitness-related interventions, and health awareness campaigns. We have various offerings from SAFE in both work model

- On campus: Health checkup camps, fitness workshops, expert sessions, sports for health, marathons / walkathons 24/7 medical center, face to face psychological consultation, emergency support
- Virtual: Expert talks, fitness challenges, awareness campaigns, 24/7 online counselling support, emotional wellness sessions, online emergency support etc.

The objective of SAFE at Infosys is to optimize the triad of employee health, quality of life and work environment, leading to a rise in employee productivity and morale, which in turn would sharpen the Company's competitive edge in the marketplace . We therefore strive to create a safe and healthy work environment, promote positive lifestyle choices and provide resources to help employees maintain a healthy balance between work and life.

We have a variety of health-related resources and benefits within the ambit of our SAFE program with a clear focus towards employee well-being.

Physical Well-being

- Health **Insurance**
- **Fitness** Challenge and Workshop
- **Expert** Talks
- Focused Interventions on **Health**

Emotional Well-being

- **Samaritan** Network
- **Amigo** (Leadership Mentoring and Coaching)
- **Counselling**
- **Expert** Talks
- SAFE **Hotline**

Safety

- Communication and Awareness
- Tech Interventions
- Enablement
- Security and Surveillance

Social connect

- IKIGAI
- Club Connects
- Meditation and Yoga
- Fun time with Family

Physical Well-being:

We at Infosys take the well-being of our employees very seriously . We provide a wide range of wellness programs and initiatives to help our employees maintain and improve their physical health . We encourage them to participate in regular physical activities and exercises, such as yoga, aerobics, fitness classes, health screenings, health education classes, and nutrition counseling. We also offer mental health support programs and resources, as well as work-life balance initiatives to help employees manage their work and personal commitments.

For employees:

The Health Insurance Plan (HIP) at Infosys aims to minimize the financial risk arising due to sickness or injuries for employees and their immediate dependents. HIP aims to provide reasonable insurance protection, which covers necessary hospitalization expenses for the treatment of illness and injuries requiring in-patient hospitalizations in healthcare facilities such as hospitals/nursing Homes in India.

- Health and wellness centers: These centers provide a variety of services, including health screenings, health-related seminars and workshops, health education, and group fitness classes . Employee safety is paramount and non-negotiable for us; therefore, we had taken extensive measures for employee safety. We had set up medical center on our office promises across India development centers with access to 24/7 dedicated ambulance services, so that initial support could be provided to employees. Our medical support staff is equipped with the required infrastructure to help employees with their health issues.
- Health camps – An opportunity for employees to avail attractive discounts on health checks right in the comfort of their campus. These camps are sometimes extended to families as well.
- Wellness programs - Our wellness program encourages employees to make healthy lifestyle choices and offers incentives such as discounted gym memberships, healthy snacks, and discounts on health-related products and services . All our locations have regular meditation and yoga classes after office hours to help employees manage stress.

For employees' families:

Extended Health Insurance Policy (EFHIP) at Infosys aims to minimize the financial risk arising due to sickness or injuries to our employees' parents, and parents-in-law and siblings. EFHIP aims to provide reasonable insurance protection for hospitalization expenses for the treatment of illness and injuries requiring in-patient hospitalizations in healthcare facilities such as hospitals/nursing homes in India.

Senior management wellness club

As part of the Senior Management Wellness Club, a customized wellness solution for the leaders, we offer the following services:

- Manager wellness programs : We have multiple interventions to address the wellness issues of the senior management, including sessions on yoga, zumba, ergonomics etc., medical checkup camps and so on.
- Manager assistance program : Keeping in mind the emotional well-being of our managers, we have partnered with an agency to provide counseling services on various issues like work-life balance, relationship issues, family issues etc.
- Amigo : This is an exclusive coaching and mentoring program for senior managers. Senior leaders in the organization help the senior management to address their issues on various aspects related to work and life
- Healthy you : We introduced this gamified wellness solution app for our employees across the globe. It helps our employees take various wellness challenges, develop healthy habits etc. The most important part of Healthy You is Employee Assistance, a program that helps employees get assistance from professional and trained counselors.

Emotional well-being:

At Infosys, our biggest asset is our social capital . We believe if our employees are happy, the organization will grow organically. We invest in our employees and work daily to make their experience better. SAFE at Infosys works as our well-being buddy in the organization.

Each area of our well-being has the potential to impact other areas. Many research studies focus on how poor mental well-being negatively impacts physical health, leading to an increased risk of cancer, heart disease, and respiratory disease. Thus, it becomes important to work together on this.

Emotional well-being at SAFE, carter offers which helps our employees to grow, help and reflect on employees' mental well-being. Our employees get overall support from mental health experts, live webinars with leading professionals, recorded platforms. We ensure that our employees are extended the benefits of mental health content, self-care and other engagement programs.

Based on reports received from the in-house counselors, we organized weekly emotional well-being sessions. We also organized doctors' sessions for raising awareness about various aspects such as COVID-related issues, cardiology, gynecology, pediatric, ophthalmology, general medicine and ergonomics. We engaged with not just employees, but also their families through 400+ mindfulness sessions, 100+ webinar series by experts and live session on the production floors. We have a wide range of emotional well-being programs for our employees and some of our flagship programs are:

- Exclusive Senior Management Wellness Program: A healthy manager will be more likely to foster a healthier, more positive work environment for their team and create an atmosphere of open communication and collaboration. Therefore, we introduced three unique interventions Manager Wellness Program, Manager Assistance Program and Amigo .

  - Wellness sessions for leaders, healthy habits, health challenges and health check surveys are some of the important highlights of this program
  - Amigo-Leadership Guide and Mentorship Program - Understanding the need to identify and support the emotional needs of leaders, an exclusive leadership mentoring program was created that allows leaders to be mentored by title holders.
  - Samaritans: It is a peer-to-peer counselling program. Samaritan network is an initiative focusing on the emotional well-being of our employees. Samaritans are our own employees who are trained by professional counselors and are well-equipped to counsel and help our employees with managing personal problems, interpersonal ineffectiveness, work-life-balance and work-related issues .

- Counseling Services: This is a 24/7 facility being provided to our employees facing psychological problems have instant access to a trained professional. We have a network of professional counselors who provides professional counseling, both face to face and on call, as required. However, post-pandemic, we moved to digital counselling platforms where employees could get on video calls with counsellors to discuss their issues 24x7. We also provided one-on-one counselling facilities, free of cost, to the families of employees who tested COVID positive, to provide them respite during distressing times. It has helped several cases to be addressed before they got worse.
- Mental health: Mental health is an important component of overall health and well-being and is critical to the success of any workplace. At Infosys, we prioritize the mental health of our employees through activities that promote physical and mental well-being. We initiated various programs like handling of relationship issues, power of optimism, session on mind and body connect, overcoming self-doubts and awareness to help employees understand the importance of mental health and how to recognize signs of stress and anxiety. The program also provided tips on how employees can take care of their mental health and provides access to mental health resources.

Good emotional well-being helps employees to be more resilient when faced with challenging situations and can lead to improved job satisfaction. We, at Infosys BPM, have avenues for employees to connect with one another, access mental health resources, and find ways to stay healthy and engaged in their work.

- Samaritan: This is a peer-to-peer counseling network program that offers support in issues like work-life balance, relationship issues, career-related issues, stress and anxiety.

- EoCo (Each One Connect One): This is a one-to-one coaching program where employees can choose a coach from a trained pool of leaders in job level 6 and above. A total of 42 employees benefitted from this program.
- Interventions through wellness coach (professional counselor)
- Mental health awareness campaigns
- Mind vacation (meditation) - A de-stressing initiative for employees to help connect the body and mind – one session every day in multiple time zones. So far, 15,000 employees have been covered in this initiative.
- Women's wellness : Exclusive sessions for women's wellness which includes sessions by experts on different topics like gynecology, breast cancer awareness
- Exclusive sessions for night shift employees to tackle their health-related issues

II. Environment

Conservation of resources has been our focus to be progressively self-sustainable, to reduce operational costs, and an important first step towards reducing our carbon footprint. Increased adoption of renewable energy in our operations has helped in reducing our emissions, and high-impact carbon offset projects have enabled us to offset unavoidable emissions.

Energy: Various retrofits were undertaken during the year which includes:
- Lighting: Replaced 1628 CFLs with LED Lighting fixtures at Pune saving up to 142167 units/ year
- Refrigerants with GWP: Replacement of 2 numbers of 2-ton capacity of R22 units at our Jaipur locations

Renewable Energy (RE): We have implemented rooftop solar systems, and we continue to pursue green power purchase from third-party power producers and work with governments to enable favorable policies for scaling up green power by corporates in India. In keeping with our commitment to enhance use of RE, we embarked on sourcing green energy in our Sydney Parramatta office to the extent of 20% during the year, which helps to reduce our carbon emissions.

Water management: Reduce, Recycle and Reuse of water through demand side measures and implementation of efficient technology has enabled freshwater conservation. We focused on rooftop rainwater harvesting during the year across campuses, which substantially reduces our dependency on external sources of water and has a positive impact on the water table, thereby benefiting the surrounding communities . We have also implemented state-of-the-art sewage treatment plants of tertiary treatment capabilities, which enable zero discharge of wastewater from our campuses.

Waste management: Infosys adopts the most sustainable model for waste management i .e. Circular Economy, emphasizing on the usage of materials incorporating aspects of Reduce, Reuse, Recycle, Refuse, Repurpose. We seek to uphold our ambition of "Zero Waste to Landfill" through active minimization combined with technology investment in recycling and streamlining systems and processes. During the year, we undertook drives to eliminate single-use plastics such as plastic cutleries, crockeries, plastic water bottles in the Australia and New Zealand facilities to reduce plastic pollution.

Engagement: The year also saw various engagement programs on Earth Day, World Environment Day and World Water Day across the globe where there were communications to employees through mailers, posters, drives to enhance participation and awareness on environmental topics.

Carbon offsets: After reducing and avoiding emissions to the maximum extent possible, there are unavoidable emissions that need to be addressed through the carbon offsets program. Infosys continues to identify projects that have a high social impact - improving health and livelihoods of rural families, creating rural jobs, etc., and along the way, also generating carbon offsets for the Company . Our unique offset program is certified to the highest level (Gold Standard) in terms of authenticity and transparency and considered to be of high quality . This year, we added new cookstove projects in Rajasthan, and biogas projects in Maharashtra and Karnataka. While the cookstove projects improve health of residents of the households through low-smoke, low-firewood usage option, the household biogas units benefit the families by minimizing the fuel cost and utilizing cattle manure .

Business continuity

The Business Continuity Management System (BCMS) initiative at Infosys referred to as the Phoenix program:

- Enables identification of business impacts due to disruption in our services,
- Identification and management of related risks,
- Establishment of business continuity plans, which are regularly tested. There are plans at the corporate, development center and account levels.
- Drills and exercises are conducted periodically to test our preparedness levels to handle all potential disasters, and to check the liaison effectiveness and involvement with external organizations. Observations recorded during these mock drills are analyzed and acted upon and the learnings are included in the plans and trainings. We are also certified to ISO:22301.

Management's discussion and analysis of Financial Condition and results of operations - Year ended March 31, 2024.

Overview

Infosys BPM Limited ("Infosys BPM" or "the Company"), a wholly-owned subsidiary of Infosys Limited (NYSE: INFY), was established in April 2002. We offer integrated end-to-end transformative business process management (BPM) services and have journeyed through the table stakes of effectiveness and efficiency with an ever-increasing focus on enhancing stakeholder experience and empathy. Over the last couple of decades, we have grown into a truly global organization, with a diverse, inclusive, and talented pool of over 57,600 employees across 111 nationalities, operating from 41 delivery centers spread across 12 countries as at March 31, 2024.

We have a substantial global client base, spanning a gamut of industries with deep domain expertise across multiple enterprise services. We leverage our digital services across several industry solutions and vertical platforms, combining the best of digital technology and people skills.

As a trusted transformation partner, we help our clients unlock business value by enabling them to Navigate the Next. Leveraging an AI-first approach alongside innovative business excellence frameworks, ongoing productivity improvements, process reengineering, automation, digitalization, and cutting-edge technology platforms we enable end users to achieve cost reduction objectives, improve process efficiencies, and enhance effectiveness, with an ever-increasing focus on delivering superior customer experience, with empathy.

Our business

Infosys BPM Limited was incorporated on April 3, 2002, as Progeon Limited and was subsequently renamed as Infosys BPO Limited on August 29, 2006. The Company's name was then changed to Infosys BPM Limited on December 18, 2017, symbolizing the paradigm shift in the nature of services through our holistic approach of delivering end-to-end transformative BPM services.

At Infosys BPM, we enable clients to experience their next by delivering business value through deep domain expertise and technology prowess, leveraging our global delivery model to offer onshore, offshore, and nearshore services to clients. We have augmented and amplified our growth through our innovative operating, pricing, and talent models based on scalable and predictable delivery platforms. Through our unique approach of integrating 'employees with business domain expertise and technology,' we continue to co-create business value and enhance the experience for our clients and our employees.

We are committed to helping our clients reimagine their businesses with our best-in-class, next-generation digital services across a wide range of industries (verticals) and service lines (horizontals). Our horizontals primarily include Finance & Accounting (F&A), Sourcing & Procurement (S&P), Sales & Fulfilment (S&F), Customer Service (CS), Human Resource Outsourcing (HRO), Legal Process Management (LPM), Digital Interactive Services (DIS), Digital Transformation Services (DTS), BPM Analytics (AT), Robotic Process Automation (RPA), Annotation Services, Learning Services, Master Data Management, Geospatial Data Services, and Business Process as a Service (BPaaS). Our verticals include Manufacturing, Retail, CPG, & Logistics; Financial Services; Healthcare, Insurance & Life Sciences; Services, OEMs, Utilities & Energy, Resources, Communications, Media & Entertainment, and Edutech Services.

We believe in continuously building a business mix that allows us to provide long-term and consistent benefits to our clients. Our objective is to enable our clients to move up the growth curve, by effectively managing and mitigating any risks and delivering enhanced business value, leveraging our deep process management skills and widespread experience. In addition to cost arbitrage, Infosys BPM consistently demonstrates value arbitrage with enterprise-wide improvements in client operations, based on diverse best practices and consultative digital solutions. Since its inception, Infosys BPM has focused on end-to-end outsourcing and operates on the principle that true BPM is transformational.

Financial condition and Business performance

The financial statements have been prepared in compliance with the requirements of the Companies Act, 2013, guidelines issued by Ind AS. Our management accepts responsibility for the integrity and objectivity of these financial statements, as well as for the various estimates and judgments used therein. The estimates and judgments relating to the financial statements have been made on a prudent and reasonable basis so that they reflect, in a true and fair manner, the form and substance of transactions and reasonably present our state of affairs, profits, and cash flows for the year.

I. Industry structure and development:

The BPM Industry has been undergoing a paradigm shift in terms of business value delivery models and enhanced customer experiences. This change has further triggered due to a global-level digital disruption that is now at its peak across processes and domains. Companies have been increasingly focusing on transforming their end-to-end processes with more accurate outcomes, more so for repetitive tasks.

This digital disruption has encouraged us to move further ahead on the journey of digitalization, automation, and artificial intelligence by increasingly taking on projects that enable transformation not for our clients but for us as well. To thrive on these huge shifts, Infosys BPM is leveraging the AI-first approach and has highly skilled and experienced domain professionals who can execute and deliver on high-impact client imperatives, leveraging our niche and customized solutions.

The new business process management will be focused on the inverted work triangle – from manual work to fully automated work, all combined, cohesively and coherently bringing about the change that will further enable end-to-end business transformation. Integrated solutions incorporating internal technologies and external partners, including cloud-based technology platform solutions as well as AI-powered tools and technologies, will increasingly be the way forward. Renewed business process management will be about augmented focus on enhanced business value delivery to ensure superior stakeholder experience.

1. Digital transformation partner to clients

The digital landscape is shifting. AI is proving to be a game-changer for enterprises, offering a powerful toolkit to address a wide range of business problems into a unified system, allowing seamless data flow, and enhancing both user experience and real-time decision-making, automating tasks, analyzing massive data for smarter decisions, and personalizing customer experiences, while its collaboration with cloud computing, big data, and IoT is creating a powerful synergy that unlocks new levels of business intelligence and automation for enterprises. Customers today navigate a complex web of digital channels. This ever-growing number of touchpoints creates a challenge for service providers who must cater to these diverse interactions. At Infosys BPM, we have over two decades of experience partnering with clients across industries. Through our AI-first operating Model, we leverage the power of Shared Digital Infrastructure, Partner Ecosystem, and Change Management, incorporating design thinking and data analysis to help our clients create and innovate business models that encompass product, design, data, talent, and engineering.

2. AI-First and AI-led BPM

Disruptive technologies such as AI and Gen AI, have altered the way we live, work and engage with technology. With the continued improvement in the generative AI area, businesses are growing at an unprecedented pace, sparking a lot of interest in the IT/services business. At Infosys BPM, we leverage Infosys Topaz, an AI-first set of services, solutions, and platforms using generative AI technologies to build an AI-first core that empowers people to deliver cognitive solutions, helping enterprises amplify human potential, creating tools and assistance for clients and organizations to work better by unlocking information between documents and databases with applied AI platforms that can extract capability across platforms.

3. Operating and talent model

The way BPM services are delivered is evolving. Companies are moving away from large centralized locations and adopting a distributed delivery model reducing the dependence on mega hubs and augmenting supply through a demand-driven talent model. This shift coincides with changes in the talent pool. There's a growing trend of Digital talent skilled in areas like cloud computing, AI, big data analytics, and IoT, seeking hybrid or remote work opportunities globally. This creates a wider talent pool but also intensifies competition, as BPM players vie with the IT industry for the same pool of highly sought-after deep-domain, data science, and AI experts.

4. Leveraging vertical utilities

We see a significant chance to assist clients across various industries with more complex, specialized tasks beyond basic process needs this ensures a consistent experience for stakeholders. The future of BPM lies in deep industry expertise, leading to improved operational performance and productivity for clients with industry-specific demands. At Infosys BPM our services cater to a wide range of industries, including Wealth Management, Actuarial Services, Manufacturing Reporting, Social Media Management, Pricing Support, Investment Banking, Fraud Management, and Asset Data Enrichment. To achieve this, we leverage our vertical utility McCamish Insurance Utilities platforms (VPAS, NGIN), Stater Mortgage platform, Hipus digital procurement platforms, and APOC (Accounts payable on the cloud) SaaS platform.

5. Commercial and pricing model

Customers are increasingly demanding a share in the value created by BPM services, and businesses are expected to deliver greater returns. This is leading to a shift in how deals are priced, with many moving towards outcome-based models. These models combine technology, process, people, and analytics to deliver specific results. This results an Opportunity for service providers to not only implement solutions but also demonstrate value-realization and outcome-based pricing focused on industry-specific use cases.

Macro-economic Environment

The current global economic downturn and uncertainty in European, US, Asian, and worldwide financial markets and economies is pushing the global economy into a recessionary environment. Within the current macro-economic environment, clients are experiencing longer decision-making cycles, impacting deal conversion and revenue realization for the current fiscal. Clients are looking to transform and digitize their processes with upfront initial year savings. Discretionary spend continues to be under pressure.

II. Financial condition:

Refer to the Standalone and Consolidated financial statements in this Integrated Annual Report for detailed schedules and notes.

Financial position as on March 31, 2024 at a glance

1. Equity share capital

We have only one class of shares referred to as equity shares having a par value of ₹ 10,000 each. Each holder of equity shares is entitled to one vote per share.

2. Other equity comprises mainly reserves and surplus and other components of equity

The movement in retained earnings was on account of profit earned during the year and payment of dividends. On a standalone basis, other components of equity decreased due to fair value changes on investments and remeasurement of the net defined benefit liability/asset.

3. Property, plant and equipment

Additions to the gross block were on computer equipment and infrastructure investments which comprise leasehold improvements, plant and machinery, furniture and fixtures, buildings, and office equipment.

4. Goodwill and other intangible assets

There was no addition to goodwill and other intangible assets in the current year.

5. Financial assets

A. Investments

On a standalone level, during the year, we invested additionally in our subsidiary (Infosys BPM UK Limited) for operations and expansions.

Refer to *Annexure 1* to the *Board's report* for the statement pursuant to Section 129(3) of the Companies Act, 2013, for the summary of the financial performance of our subsidiaries. The audited financial statements and related information of subsidiaries will be available on our website, at www.infosysbpm.com

Non-current investments represent investments in Non-convertible debentures (NCDs), Equity instruments, Preference Securities, Government bonds / Securities, Mutual funds and Promissory notes. Current investments include investments in certificates of deposit, liquid mutual funds and fixed maturity plan securities under both standalone and consolidated basis.

B. Trade receivables and unbilled revenues

Trade receivables and unbilled revenues are typically unsecured and are derived from revenue earned from customers located globally. On a consolidated basis, Days Sales Outstanding was 64 days, compared to 61 days in the previous year.

C. Cash and cash equivalents

Our cash and cash equivalents comprise deposits with banks and financial institutions. The bank balances in India include both Rupee accounts and foreign currency accounts. The bank balances in overseas current accounts are maintained to meet the expenditure of the overseas branches and project-related expenditure of the overseas operations and regulatory requirements.

D. Loans

We provide personal loans and salary advances to employees and loans to subsidiaries as per business requirements on a need basis.

E. Other financial assets

Restricted deposits represent amounts deposited with financial institutions to settle employee-related obligations as and when they arise during the normal course of business. Unbilled revenues are classified as financial assets as the right to consideration is unconditional and is due only after the passage of time. Foreign currency forward and options contracts are entered into to mitigate the risk of changes in exchange rates on foreign currency exposures. The counterparty for these contracts is generally a bank.

6. Other assets

Unbilled revenues are classified as non-financial assets, where the right to consideration is dependent on the completion of contractual milestones. Withholding taxes and others represent local taxes payable in various countries in which we operate. Deferred contract cost mainly comprises the cost of obtaining a contract and the cost of fulfilling a contract recorded in accordance with Ind AS 115, Revenue from Contracts with Customers. We provide gratuity, a defined benefit retirement plan ("the Gratuity Plan"), covering eligible employees. The Gratuity Plan provides a lump sum payment to vested employees at retirement, death, incapacitation, or termination of employment, of an amount based on the respective employee's salary and the tenure of employment.

7. Deferred tax assets / liabilities

Deferred tax assets primarily comprise deferred taxes on property, plant and equipment, accrued compensation to employees, lease liabilities, trade receivables, compensated absences, post-sales client support, carry forward losses, tax subsidies, and others. Deferred tax liability primarily comprises intangibles and others.

Deferred income tax assets and liabilities are recognized for all temporary differences arising between the tax base of assets and liabilities and their carrying amounts in the financial statements. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realized.

8. Income tax assets / liabilities

Our net profit earned from providing business process management and other services outside India is subject to tax in the country where we perform the work. Most of our taxes paid in countries other than India can be claimed as credit against our tax liabilities in India.

9. Financial liabilities

Liabilities for accrued compensation to employees include provision for salaries, allowances, and variable pay to employees both in India and abroad, provision for bonus, performance, and salary incentives payable to the staff. Provision for expenses represents amounts accrued for other operational expenses. Compensated absences are both accumulating and non-accumulating in nature. The expected cost of accumulating compensated absences is determined by actuarial valuation. Other financial liabilities include financing arrangements entered into by the Company with a third party towards deferred contract cost assets.

Financial liabilities (except foreign currency forward contracts and compensated absences) are carried at amortized cost using the effective interest method. Trade and other payables maturing within one year from the balance sheet date are carried at fair value due to the short maturity of these instruments. Foreign currency forward contracts are amortized through profit and loss.

10. Other liabilities

Withholding and other taxes payable represent local taxes payable in various countries in which we operate. Invoicing in excess of revenues is classified as unearned revenues.

11. Provisions

The Company provides its clients with fixed-period post-sales support on its fixed-price, fixed-timeframe, and time and material contracts. Costs associated with such support services are accrued at the time-related revenues are recorded and included in Statement of Profit or Loss. The Company estimates such costs based on historical experience and estimates are reviewed on a periodic basis for any material changes in assumptions and likelihood of occurrence.

III. Results of our operations:

The function-wise classification of the standalone Statement of Profit and Loss is as follows:

(In ₹ crore)

Particulars	Year ended			
	March 31, 2024	%	March 31, 2023	%
Revenue from operations	7,892	100.0	7,529	100.0
Cost of revenue	6,158	78.0	5,800	77.0
Gross profit	1,734	22.0	1,729	23.0
Selling and marketing expenses	303	3.8	266	3.5
General and administrative expenses	577	7.3	497	6.6
Operating profit	854	10.8	966	12.8
Other income	226	2.9	189	2.5
Finance cost	35	0.4	32	0.4
Profit before tax	1,045	13.2	1,123	14.9
Tax expense	246	3.1	277	3.7
Profit after tax	799	10.1	846	11.2

The function-wise classification of the consolidated Statement of Profit and Loss is as follows:

(In ₹ crore)

Particulars	Year ended			
	March 31, 2024	%	March 31, 2023	%
Revenue from operations	13,365	100.0	12,997	100.0
Cost of revenue	11,245	84.1	10,535	81.1
Gross profit	2,120	15.9	2,462	18.9
Selling and marketing expenses	319	2.4	286	2.2
General and administrative expenses	829	6.2	739	5.7
Operating profit	972	7.3	1,437	11.1
Other income	298	2.2	223	1.7
Finance cost	89	0.7	65	0.5
Profit before tax	1,181	8.8	1,595	12.3
Tax expense	308	2.3	369	2.8
Profit after tax	873	6.5	1,226	9.4

1. Revenue

Of the total revenues for the year ended March 31, 2024, on a standalone basis, approximately 94.7% were export revenues, whereas 5.3% were domestic revenues as compared to 94.9% being export revenues and 5.1% being domestic revenues during the previous year.

Of the total revenues for the year ended March 31, 2024, on a consolidated basis, approximately 96.8% were export revenues, whereas 3.2% were domestic revenues as compared to 96.9% being export revenues and 3.1% being domestic revenues during the previous year.

Revenues for the current year increased by 4.8% and 2.8% on a standalone and consolidated basis respectively as compared to the immediately preceding year. The increase in revenues was primarily attributable to an increase in digital revenues and volume increases across most of the segments.

1.1 Analysis of revenues

The Company's revenues are segregated into onsite and offshore revenues. Onsite revenues are those services which are performed at our global development centers, while offshore services are those services which are performed at India development centers.

The details of revenues are as follows:

(In %)

Particulars	Standalone		Consolidated	
	March 31, 2024	March 31, 2023	March 31, 2024	March 31, 2023
Onsite	44.9	43.9	67.3	67.8
Offshore	55.1	56.1	32.7	32.2
Total	100.0	100.0	100.0	100.0

The proportion of work performed at our facilities and at client sites varies from period to period. The services performed onsite typically generate higher revenues per capita, but at lower gross margins in percentage as compared to the services performed at our own facilities in India. Therefore, any increase in the onsite effort impacts our margins.

The Revenue from digital and core services for fiscal 2024 and 2023 is as follows:

(In ₹ crore)

Particulars	Consolidated		
	March 31, 2024	March 31, 2023	% increase
Digital Revenue	4,233	3,754	12.8
Core Revenue	9,132	9,243	(1.2)
Total	13,365	12,997	

Revenue growth in reported terms includes the impact of currency fluctuations. We, therefore, additionally report the revenue growth in constant currency terms, which represents the real growth in revenue, excluding the impact of currency fluctuations. We calculate constant currency growth by comparing current period revenues in respective local currencies converted to INR using prior-period exchange rates and comparing the same to our prior-period reported revenues. Our revenues in reported currency terms for fiscal 2024 is US$ 1,614.5 million, a growth of 0.2%. Our revenues for fiscal 2024 in constant currency grew by -0.2%.

1.2 Revenues by project type

The Company's revenues are generated principally on time and material , unit of work basis and fixed-price contracts. Revenue from time-and-material and unit of work-based contracts are recognized when the related services are performed. Fixed-price business process management services revenue is recognized ratable either on a straight-line basis when services are performed through an indefinite number of repetitive acts over a specified period or using a percentage-of-completion method when the pattern of benefits from the services rendered to the customer and the group costs to fulfill the contract is not even through the period of contract because the services are generally discrete in nature and not repetitive. Revenue from other fixed-price, fixed-time frame contracts, where the performance obligations are satisfied over time is recognized using the percentage-of-completion method.

The segmentation of service revenues based on project types is as follows:

(In %)

Particulars	Standalone		Consolidated	
	March 31, 2024	March 31, 2023	March 31, 2024	March 31, 2023
Fixed price	22.5	24.5	29.3	31.6
Time and material	77.5	75.5	70.7	68.4
Total	100.0	100.0	100.0	100.0

1.3 Voice vs Non-voice

Infosys BPM has from the beginning advocated a non-voice BPM strategy. The Management is of the opinion that non-voice would offer greater opportunities for process improvements, higher client retention and greater revenues. On a standalone basis, for the current year ended March 31, 2024, the voice and non-voice proportion was at 15:85 whereas for the previous year, the voice and non-voice proportion was 12:88. On a consolidated basis, for the current year ended March 31, 2023, the voice and non-voice proportion was at 9:91 whereas for the previous year, the voice and non-voice proportion was 8:92.

2. Expenditure

Cost of sales

The cost of efforts, comprising employee cost and cost of technical sub-contractors, has increased as a percentage of revenue from 67.7% in fiscal 2023 to 67.8% in fiscal 2024 on a standalone basis and increased from 53.7% in fiscal 2023 to 55.8% in fiscal 2024 on a consolidated basis.

Selling and marketing expenses

The selling and marketing expenses on a standalone and consolidated basis have increased as a percentage of revenue during fiscal 2024 to 3.8% from 3.5% in fiscal 2023, and 2.4% during fiscal 2024 from 2.2% in fiscal 2023, respectively, mainly on account of a increase in salary expenses.

General and administration expenses

The general and administration expenses on standalone and consolidated basis have increased as a percentage of revenue during fiscal 2024 to 7.3% from 6.6% in fiscal 2023, and 6.2% during fiscal 2024 from 5.7% in fiscal 2023, respectively, mainly on account of a increase in overseas salaries, cost of software, and legal and professional charges.

3. Other income and finance cost

Other income primarily includes income from investments, gain/ loss on investments, foreign exchange gain / loss on forward and options contracts and foreign exchange gain / loss on translation of other assets and liabilities. Interest income is recognized using the effective interest method. Dividend income is recognized when the right to receive payment is established. We use foreign exchange forward and options contracts to hedge our exposure against movements in foreign exchange rates. Finance cost are on account of leases. The lease payments are discounted using the interest rate implicit in the lease or, if not readily determinable, using the incremental borrowing rates in the country of domicile of these leases.

4. Provision for tax

The present Indian corporate tax rate is 25.17% (comprising a base rate of 22.0% a surcharge of 10.0% on the base rate and an educational cess of 4.0% on the cumulative tax).

Provisions for taxation represent estimated income tax liabilities, both in India and abroad. On a standalone basis, for the year ended March 31, 2024, provisions for taxation amounting to ₹ 202 crore and deferred liability of ₹ 44 crore were recognized. Effective tax rate for the current year is 25.17% as compared to 23.1 % for the previous year. Effective tax rate is generally influenced by various factors, including non-deductible expenses, exempt non-operating income, overseas taxes, tax reversals, provisions, and other tax deductions. The increase in effective tax rate from fiscal 2023 to fiscal 2024 was mainly due to the creation of Deferred tax liability on the unutilized portion of 10AA benefits earlier claimed against the eligible SEZ units and due to an increase in overseas taxes.

On a consolidated basis, for the year ended March 31, 2024, provision for taxation amounts to ₹ 284 crore, and deferred tax liability of ₹ 24 crore was recognized. Net impact of provision for taxation for different periods is as follows:

(In ₹ crore)

Particulars	Standalone		Consolidated	
	March 31, 2024	March 31, 2023	March 31, 2024	March 31, 2023
Current taxes	202	293	284	484
Deferred taxes	44	(16)	24	(115)
Total	246	277	308	369

5. Segmental profitability

The Company internally reorganized its business segments to deepen customer relationships, improve focus of sales investments and increase management oversight. Consequent to the internal reorganization, there were changes in the reportable business segments based on "Management approach" as defined under Ind AS 108, Operating Segments. The CODM evaluates the Company's performance and allocates resources based on an analysis of various performance indicators by business segments. Accordingly, information has been presented along business segments. The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and expenditure in individual segments, and are as set out in the accounting policies. This is discussed in detail in *Note 2.25* to the *Consolidated financial statements* in this Annual Report.

Business Segment – Consolidated

(In ₹ crore)

Particulars	FA (1)	IS (2)	CS (3)	S&F (4)	S&P (5)	DB (6)	MCM (7)	Others	Total
Segmental revenues									
2024	1,848	2,234	1,583	1,169	362	850	3,470	1,850	13,365
2023	1,661	2,147	1,368	1,200	353	813	3,803	1,652	12,997
Segmental operating income									
2024	340	589	(7)	279	37	90	62	70	1,459
2023	309	593	(57)	330	32	132	365	135	1,839

Particulars	FA (1)	IS (2)	CS (3)	S&F (4)	S&P (5)	DB (6)	MCM (7)	Others	Total
Segmental operating income (%)									
2024	18.4%	26.3%	-0.4%	23.9%	10.2%	10.6%	1.8%	3.8%	10.9%
2023	18.6%	27.6%	-4.2%	27.5%	9.1%	16.2%	9.6%	8.2%	14.1%

(1) Finance & Accounts

(2) Industry Solutions

(3) Customer Service

(4) Sales & Fulfilment

(5) Sourcing & Procurement

(6) Digital Business

(7) McCamish

Geographic segment – Consolidated

(In ₹ crore)

Particulars	North America	Europe	Others*	Total
Segmental revenues				
Fiscal 2024	8,471	3,770	1,124	13,365
Fiscal 2023	8,552	3,390	1,055	12,997
Growth (%)	(0.9)	11.2	6.5	2.8

* India and Rest of the World

6. Liquidity

The growth of the Company has been largely financed by cash generated from operations. On a standalone basis, as at March 31, 2024, the Company had cash and cash equivalents of ₹ 295 crore as compared to ₹ 303 as at March 31, 2023. The cash and cash equivalents decreased by ₹ 8 crore during the current year. On a consolidated basis, as at March 31, 2024, the Company had cash and cash equivalents of ₹ 1,496 crore as compared to ₹ 1,761 crore as at March 31, 2023. The cash and cash equivalents decreased by ₹ 265 crore during the current year mainly due to payment of dividend, other financial liabilities and investment in financial assets.

The Company's treasury policy calls for investing only in highly rated banks, financial institutions and companies for short maturities with a limit for individual entities. The Company retains the money both in rupee and foreign currency accounts. The bank balances in overseas accounts are maintained to meet the expenditure of the overseas branches in the respective countries, and to meet project-related expenditure overseas. The Company's policy is to maintain sufficient cash in the balance sheet to fund ongoing capex requirements, operational expenses and other strategic initiatives for the next one year and to maintain business continuity in case of exigencies.

7. Related party transactions

These have been discussed in detail in Note 2.23 to the Standalone financial statements in this Integrated Annual Report.

8. Events occurring after the Balance Sheet date

There were no significant events that occurred after the Balance Sheet date apart from the ones mentioned in 'Material changes and commitments affecting financial position between the end of the fiscal and date of the report' in the Board's report.

IV. Opportunities and threats

1. Our strengths

Infosys BPM helps clients deliver improved business outcomes being more than process experts; we are a strategic partner that combines innovative technology with deep industry knowledge. We also have an established worldwide delivery approach, as well as a dedication to quality and process execution. We operate our business from 45 delivery centers with 12 in India, 7 in APAC, 19 in Europe, and 6 in the US and 1 in Latin America. Client engagement, long-term client connections, and a strong brand identity have helped us position ourselves as the employer of choice. The Company's comprehensive IT and BPM solutions strategy enables it to unleash business value across sectors and service lines while also addressing customers' business concerns. Infosys BPM helps its clients achieve cost savings, improve process efficiencies, increase effectiveness, and provide a better customer experience by leveraging innovative business excellence frameworks, continuous productivity improvements, process reengineering, automation, and cutting-edge technology platforms.

2. Our strategy

Leveraging Infosys applied AI framework to build an AI-first core that empowers people to deliver cognitive solutions – Accelerate growth, build connected ecosystems, unlock efficiencies at scale. Infosys BPM seeks to differentiate itself in the market by navigating clients to experience their next by delivering business value through deep domain expertise and technology prowess. We invest in offerings that help clients optimize their Cost of Revenue (CoR) instead of the traditional approach of optimizing just the Selling, General and Administrative (SG&A) expenses. We leverage the global delivery model to offer onshore, offshore and near-shore services to clients. We have consistently scaled and sustained profitable growth through our digitalized service delivery, innovative operating, pricing and talent models, and AI-enabled workforce.

3. Our competition

We operate in a highly competitive and continually changing market. At one end of the scale, we compete against consulting firms such as Accenture Limited and Deloitte Consulting LLP. We also compete with divisions of major worldwide technology corporations like Capgemini, Hewlett-Packard, and IBM Corporation. Aside from them, we compete directly with established Business Process Management firms like TCS BPS, Genpact Limited, Wipro BPM, EXL Service, and WNS Global Services. In the future, we foresee increased competition from these organizations, the Big 4s as well as new platform Business Process as a Service (BPaaS) providers and captives. We recognize that price alone cannot provide a lasting competitive advantage, and we have improved our capacity to attract and retain people within the firm. We are focusing on enhancing the scope and depth of service offerings in order to provide one-stop solutions for our customers.

V. Outlook, risk and concerns:

This section contains forward-looking statements that involve risks and uncertainties. Our actual results could differ materially from those anticipated in these statements as a result of certain factors.

The following lists our outlook, risks and concerns:

- Delays in client decision-making, conservative discretionary spending except for digital transformation, transactions being placed on hold or abandoned, and client productivity benefit requirements with ongoing pricing pressure.
- Our revenues are heavily reliant on clients mostly based in the US and Europe, as well as clients focused on certain industries. A downturn in the economy or industry in these locations may have an impact on our operations.
- Some of our clients are impacted by ongoing supply chain disruption which has been exacerbated by the war in Ukraine.
- While sector-specific and geo-specific nuances continue to exist due to macroeconomic parameters, we see muted demand across some geos and segments.
- Pricing pressure in new contracts (especially large deals) is due to aggressive competition and wage-inflation.
- Our revenues and expenses are difficult to predict and can vary significantly from period to period. We may be unable to maintain our historical profit margins or levels of profitability.
- The economic environment, pricing pressure and decreased employee utilization rates could potentially negatively impact our revenues.
- Intense competition in the market for technology services could affect our cost advantages.
- Our revenues are highly dependent upon a small number of clients, and the loss of any one of our major clients could significantly impact our business.
- Revenues are also dependent on net client addition by continuing to mining existing clients and maintaining the revenue level on a sequential basis.
- Legislation in certain countries in which we operate, may restrict companies in those countries from outsourcing work to us, or may limit our ability to send our employees to certain client sites.
- Some of our long-term client contracts contain benchmarking provisions which, if triggered, could result in lower future revenues and profitability under the contract.
- Our business will suffer if we weaken to anticipate and develop new services in order to keep pace with rapid changes in technology.
- We may be liable to our clients for damage caused by disclosure of confidential information, system failures, errors or unsatisfactory performance of services.
- The markets in which we operate are subject to the risk of earthquakes, floods, tsunamis and other natural and manmade disasters.
- Wage pressures in India and the hiring of employees outside India may prevent us from maintaining our competitive edge and diminish our profit margins.
- Terrorist attacks or a war could adversely affect our business, results of operations and financial condition.
- Exposure to currency exchange rate variations in the various currencies in which we conduct business, including the possible impact of the Russian-Ukraine war, increasing inflation, high interest rates, and economic recessionary trends.
- Our capacity to make correct estimates and assumptions while preparing our consolidated financial statements.

VI. Internal control system and their adequacy:

Infosys BPM has aligned its current systems of internal financial control with the requirement of Companies Act, 2013. Internal financial control systems include the design, implementation and maintenance of adequate internal financial controls that are operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to company's policies, safeguarding of its assets, prevention and detection of frauds and errors, accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Act. Further, Infosys BPM has appointed Ernst & Young LLP to oversee the internal controls and carry out internal audit of its activities.

Ratio Analysis

Particulars	2023-2024	2022-2023
Ratios- Financial Performance (%)		
Gross profit / Revenue	15.9	18.9
Cost of sales / Revenue	84.1	81.1
Selling and Marketing Expenses / Revenue	2.4	2.2
General and administrative expenses / Revenue	6.2	5.7
Selling and marketing, general and administrative expenses/ Revenue	8.6	7.9
Aggregate employee costs / Revenue	54.3	50.1
Operating profit (PBIDAT) / Revenue	10.9	14.1
Operating profit / Revenue	7.3	11.1
Other Income / Revenue	2.2	1.7
Profit before tax / Revenue	8.8	12.3
Tax / Revenue	2.3	2.8
Effective tax rate - Tax / PBT**	26.1	23.1
Profit after Tax/ Revenue	6.5	9.4
Ratios - Balance Sheet		
Days Sales Outstanding (DSO)	64	61
Consolidated Cash and investments / total assets %	24.5	32.8
Consolidated Cash and investments / Revenue %	21.2	33.7
Operating Cash Flows / Revenue %	6.4	15.6
Ratios- Return (%)		
ROE (PAT / Average Equity)	14.9	19.7
Ratios- Growth (%)		
Revenue	2.8	18.1
Operating Profit after Depreciation and Interest	(35.6)	2.8
Net Profit	(28.8)	4.3
Earning Per Share- Basic*	(28.8)	4.3
Earning Per Share- Diluted	(28.8)	4.3

Note: The ratio calculations are based on consolidated IND AS financial statements

* Weighted average number of shares are used in computing earning per share

** Effective tax rate is as per financials

Standalone Financial Statements under Indian Accounting Standards (Ind AS) for the year ended March 31, 2024

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Independent Auditor's Report

To the members of Infosys BPM Limited

Report on the Audit of the Standalone Financial Statements

Opinion

We have audited the accompanying standalone financial statements of INFOSYS BPM LIMITED (the "Company"), which comprise the Balance Sheet as at March 31, 2024, the Statement of Profit and Loss (including Other Comprehensive Income), the Statement of Changes in Equity and the Statement of Cash Flows for the year ended on that date and notes to the financial statements, including a summary of material accounting policies and other explanatory information (hereinafter referred to as the "standalone financial statements")

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid standalone financial statements give the information required by the Companies Act, 2013 ("the Act") in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards prescribed under section 133 of the Act, ("Ind AS") and other accounting principles generally accepted in India, of the state of affairs of the Company as at March 31, 2024, and its profit, total comprehensive income, its cash flows and changes in equity for the year ended on that date.

Basis for Opinion

We conducted our audit of the standalone financial statements in accordance with the Standards on Auditing ("SA"s) specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Standalone Financial Statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India ("ICAI") together with the ethical requirements that are relevant to our audit of the standalone financial statements under the provisions of the Act and the Rules made thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ICAI's Code of Ethics. We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion on the standalone financial statements.

Information Other than the Financial Statements and Auditor's Report Thereon

The Company's Board of Directors is responsible for the other information. The other information comprises the information included in the Management Discussion and Analysis, Board's Report including Annexures to Board's Report, Corporate Governance and Shareholder's Information, but does not include the consolidated financial statements, standalone financial statements and our auditor's report thereon.

Our opinion on the standalone financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the standalone financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the standalone financial statements or our knowledge obtained during the course of our audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Standalone Financial Statements

The Company's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation of these standalone financial statements that give a true and fair view of the financial position, financial performance, including other comprehensive income, cash flows and changes in equity of the Company in accordance with the Ind AS and other accounting principles generally accepted in India. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the standalone financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the standalone financial statements, management and Board of Directors is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors is also responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Standalone Financial Statements

Our objectives are to obtain reasonable assurance about whether the standalone financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these standalone financial statements.

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the standalone financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal financial controls relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3)(i) of the Act, we are also responsible for expressing our opinion on whether the Company has adequate internal financial controls system in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the standalone financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the standalone financial statements, including the disclosures, and whether the standalone financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Materiality is the magnitude of misstatements in the standalone financial statements that, individually or in aggregate, makes it probable that the economic decisions of a reasonably knowledgeable user of the standalone financial statements may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and in evaluating the results of our work; and (ii) to evaluate the effect of any identified misstatements in the standalone financial statements.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal financial controls that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Report on Other Legal and Regulatory Requirements

1. As required by Section 143(3) of the Act, based on our audit we report that:
    a. We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit.
    b. In our opinion, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books.
    c. The Balance Sheet, the Statement of Profit and Loss including Other Comprehensive Income, the Statement of Cash Flows and Statement of Changes in Equity dealt with by this Report are in agreement with the books of account.
    d. In our opinion, the aforesaid standalone financial statements comply with the Ind AS specified under Section 133 of the Act.
    e. On the basis of the written representations received from the directors as on March 31, 2024 taken on record by the Board of Directors, none of the directors is disqualified as on March 31, 2024 from being appointed as a director in terms of Section 164(2) of the Act.
    f. With respect to the adequacy of the internal financial controls with reference to standalone financial statements of the Company and the operating effectiveness of such controls, refer to our separate Report in "Annexure A". Our report expresses an unmodified opinion on the adequacy and operating effectiveness of the Company's internal financial controls over financial reporting.
    g. With respect to the other matters to be included in the Auditor's Report in accordance with the requirements of section 197(16) of the Act, as amended:

       In our opinion and to the best of our information and according to the explanations given to us, the remuneration paid by the Company to its directors during the year is in accordance with the provisions of section 197 of the Act.
    h. With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, as amended in our opinion and to the best of our information and according to the explanations given to us:
        i. The Company has disclosed the impact of pending litigations on its financial position in its standalone financial statements - Refer Note 2.22 to the standalone financial statements.

ii. The Company has made provision, as required under the applicable law or accounting standards, for material foreseeable losses, if any, on long-term contracts including derivative contracts - Refer Note 2.15 to the standalone financial statements.

iii. There has been no delay in transferring amounts, required to be transferred, to the Investor Education and Protection Fund by the Company.

iv. (a) The Management has represented that, to the best of its knowledge and belief, no funds (which are material either individually or in the aggregate) have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Company to or in any other person or entity, including foreign entities ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall, whether, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Company ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;

(b) The Management has represented, that, to the best of its knowledge and belief, no funds (which are material either individually or in the aggregate) have been received by the Company from any person or entity, including foreign entity ("Funding Parties"), with the understanding, whether recorded in writing or otherwise, that the Company shall, whether, directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries;

(c) Based on the audit procedures that have been considered reasonable and appropriate in the circumstances, nothing has come to our notice that has caused us to believe that the representations under sub-clause (i) and (ii) of Rule 11(e), as provided under (a) and (b) above, contain any material misstatement.

v. As stated in Note 2.11 to the standalone financial statements

(a) The final dividend proposed in the previous year, declared and paid by the Company during the year is in accordance with Section 123 of the Act as applicable.

(b) The interim dividend declared and paid by the Company during the year and until the date of this report is in compliance with Section 123 of the Act.

(c) The Board of Directors of the Company have proposed final dividend for the year which is subject to the approval of the members at the ensuing Annual General Meeting. The amount of dividend proposed is in accordance with section 123 of the Act, as applicable.

vi. Based on our examination, which included test checks, the Company has used accounting softwares for maintaining its books of account for the financial year ended March 31, 2024 which has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant transactions recorded in the softwares. Further, during the course of our audit we did not come across any instance of the audit trail feature being tampered with.

As proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 is applicable from April 1, 2023, reporting under Rule 11 (g) of the Companies (Audit and Auditors) Rules, 2014 on preservation of audit trail as per the statutory requirements for record retention is not applicable for the financial year ended March 31, 2024.

2. As required by the Companies (Auditor's Report) Order, 2020 (the "Order") issued by the Central Government in terms of Section 143(11) of the Act, we give in "Annexure B" a statement on the matters specified in paragraphs 3 and 4 of the Order.

For DELOITTE HASKINS & SELLS LLP
Chartered Accountants
(Firm's Registration No. 117366W/W-100018)

Gurvinder Singh
Partner

Membership No. 110128

UDIN: 24110128BKBGWN1111

Place: Bengaluru

Date: April 16, 2024

ANNEXURE "A" TO THE INDEPENDENT AUDITOR'S REPORT

(Referred to in paragraph 1(f) under 'Report on Other Legal and Regulatory Requirements' section of our report to the Members of Infosys BPM Limited of even date)

Report on the Internal Financial Controls with reference to standalone financial statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 ("the Act")

We have audited the internal financial controls with reference to standalone financial statements of INFOSYS BPM LIMITED (the "Company") as of March 31, 2024 in conjunction with our audit of the standalone financial statements of the Company for the year ended on that date.

Management's Responsibility for Internal Financial Controls

The Management of the Company is responsible for establishing and maintaining internal financial controls with reference to standalone financial statements based on the internal control with reference to standalone financial statements criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the Institute of Chartered Accountants of India. These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Companies Act, 2013.

Auditor's Responsibility

Our responsibility is to express an opinion on the Company's internal financial controls with reference to standalone financial statements of the Company based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the "Guidance Note") issued by the Institute of Chartered Accountants of India and the Standards on Auditing prescribed under Section 143(10) of the Companies Act, 2013, to the extent applicable to an audit of internal financial controls with reference to standalone financial statements. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to standalone financial statements was established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial controls with reference to standalone financial statements and their operating effectiveness. Our audit of internal financial controls with reference to standalone financial statements included obtaining an understanding of internal financial controls with reference to standalone financial statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error.

We believe that the audit evidence we have obtained, is sufficient and appropriate to provide a basis for our audit opinion on the Company's internal financial controls with reference to standalone financial statements.

Meaning of Internal Financial Controls with reference to standalone financial statements

A company's internal financial control with reference to standalone financial statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal financial control with reference to standalone financial statements includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorisations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Inherent Limitations of Internal Financial Controls with reference to standalone financial statements

Because of the inherent limitations of internal financial controls with reference to standalone financial statements, including the possibility of collusion or improper management override of controls, material misstatements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to standalone financial statements to future periods are subject to the risk that the internal financial control with reference to standalone financial statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, to the best of our information and according to the explanations given to us, the Company has, in all material respects, an adequate internal financial controls with reference to standalone financial statements and such internal financial controls with reference to standalone financial statements were operating effectively as at March 31, 2024, based on the criteria for internal financial control with reference to standalone financial statements established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the Institute of Chartered Accountants of India.

For DELOITTE HASKINS & SELLS LLP
Chartered Accountants
(Firm's Registration No. 117366W/W-100018)

Gurvinder Singh
Partner

Membership No. 110128

UDIN: 24110128BKBGWN1111

Place: Bengaluru

Date: April 16, 2024

ANNEXURE 'B' TO THE INDEPENDENT AUDITOR'S REPORT

(Referred to in paragraph 2 under 'Report on Other Legal and Regulatory Requirements' section of our report to the Members of Infosys BPM Limited of even date)

To the best of our information and according to the explanations provided to us by the Company and the books of account and records examined by us in the normal course of audit, we state that:

i. In respect of the Company's property, plant and equipment, right-of-use of assets and intangible assets:

(a) (A) The Company has maintained proper records showing full particulars, including quantitative details and situation of property, plant and equipment and relevant details of right-of-use assets.

(B) The Company does not hold any intangible assets. Hence, reporting under clause 3(i) of the Order is not applicable.

(b) The Company has a program of physical verification of property, plant and equipment and right-of-use assets so to cover all the verifiable assets once every three years which, in our opinion, is reasonable having regard to the size of the Company and the nature of its assets. Pursuant to the program, certain Property, Plant and Equipment were due for verification during the year and were physically verified by the management during the year. According to the information and explanations given to us, no material discrepancies were noticed on such verification.

(c) Based on our examination of the property tax receipts and lease agreement for land on which the building is constructed, registered sale deed / transfer deed / conveyance deed provided to us, we report that, the title in respect of self-constructed buildings and title deeds of all the immovable properties (other than properties where the company is the lessee and the lease agreements are duly executed in favour of the lessee), disclosed in the financial statements included under property, plant and equipment are held in the name of the Company as at the balance sheet date.

(d) The Company has not revalued any of its property, plant and equipment (including right-of-use assets) during the year.

(e) No proceedings have been initiated during the year or are pending against the Company as at March 31, 2024 for holding any benami property under the Benami Transactions (Prohibition) Act, 1988 (as amended in 2016) and rules made thereunder.

ii. (a) The Company does not have any inventory and hence reporting under clause 3(ii)(a) of the Order is not applicable.

(b) The Company has not been sanctioned working capital limits in excess of Rs. 5 crores, in aggregate, at any points of time during the year, from banks or financial institutions on the basis of security of current assets and hence reporting under clause 3(ii)(b) of the Order is not applicable.

iii. The Company has made investments in, companies, and granted unsecured loans to other parties, during the year, in respect of which:

(a) The Company has not provided any loans or advances in the nature of loans or stood guarantee, or provided security to any other entity during the year, and hence reporting under clause 3(iii)(a) of the Order is not applicable.

(b) In our opinion, the investments made and the terms and conditions of the grant of loans during the year are, prima facie, not prejudicial to the Company's interest.

(c) In respect of loans granted by the Company, the schedule of repayment of principal and payment of interest has been stipulated and the repayments of principal amounts and receipts of interest are generally been regular as per stipulation.

(d) In respect of loans granted by the Company, there is no overdue amount remaining outstanding as at the balance sheet date.

(e) No loan granted by the Company which has fallen due during the year, has been renewed or extended or fresh loans granted to settle the overdues of existing loans given to the same parties.

(f) The Company has not granted any loans or advances in the nature of loans either repayable on demand or without specifying any terms or period of repayment during the year. Hence, reporting under clause 3(iii)(f) is not applicable.

The Company has not made investments in Firms and Limited Liability Partnerships during the year. Further the Company has not provided any guarantee or security or granted any advances in the nature of loans, secured or unsecured, to Companies, Firms, Limited Liability Partnerships or any other parties.

iv. The Company has complied with the provisions of Sections 185 and 186 of the Companies Act, 2013 in respect of loans granted, investments made and guarantees and securities provided, as applicable.

v. The Company has not accepted any deposit or amounts which are deemed to be deposits. Hence, reporting under clause 3(v) of the Order is not applicable.

vi. The maintenance of cost records has not been specified by the Central Government under sub section (1) of section 148 of the Companies Act, 2013 for the business activities carried out by the Company. Hence, reporting under clause 3(vi) of the Order is not applicable to the Company.

vii. In respect of statutory dues:

(a) In our opinion, the Company has generally been regular in depositing undisputed statutory dues, including Goods and Services Tax, Provident Fund, Employees' State Insurance, Income Tax, Sales Tax, Service Tax, duty of Custom, duty of Excise, Value Added Tax, Cess and other material statutory dues applicable to it with the appropriate authorities.

There were no undisputed amounts payable in respect of Goods and Service tax, Provident Fund, Employees' State Insurance, Income Tax, Sales Tax, Service Tax, duty of Custom, duty of Excise, Value Added Tax, Cess and other material statutory dues in arrears as at March 31, 2024 for a period of more than six months from the date they became payable.

(b) Details of statutory dues referred to in sub-clause (a) above which have not been deposited as on March 31, 2024 on account of disputes are given below:

Name of the statute	Nature of dues	Forum where dispute is pending	Period to which the amount relates	Amount in Crores
Finance Act, 1994	Service Tax	Customs Excise and Service Tax Appellate Tribunal	FY 2004-05 to FY 2011-12, FY 2014-15 to FY 2017-18	100
The Income Tax Act, 1961	Income Tax	Commissioner (Appeals)	AY 2011-12 and AY 2021-22	134
		Appeal to be filed with Commissioner (Appeals)	AY 2018-19	12
		Assessing Officer	A.Y. 2012-13	-*
The Rajasthan Sales Tax Act, 1994	RVAT	Commissioner (Appeals)	FY 2017-18	-*
Goods and Service Tax Act, 2017	Goods and Service Tax	Deputy Commissioner	FY 2017-18	-*
		Appeal to be filed with Joint Commissioner (Appeals)	FY 2017-18	45
		Joint Commissioner (Appeals)	FY 2017-18, FY 2018-19 and FY 2019-20	2

* Less than INR 1 crore

viii. There were no transactions relating to previously unrecorded income that have been surrendered or disclosed as income during the year in the tax assessments under the Income Tax Act, 1961 (43 of 1961).

ix. (a) The Company has not taken any loans or other borrowings from any lender. Hence reporting under clause 3(ix)(a) of the Order is not applicable.

(b) The Company has not been declared wilful defaulter by any bank or financial institution or government or any government authority.

(c) The Company has not taken any term loan during the year and there are no outstanding term loans at the beginning of the year and hence, reporting under clause 3(ix)(c) of the Order is not applicable.

(d) On an overall examination of the financial statements of the Company, funds raised on short-term basis have, prima facie, not been used during the year for long-term purposes by the Company.

(e) On an overall examination of the financial statements of the Company, the Company has not taken any funds from any entity or person on account of or to meet the obligations of its subsidiaries.

(f) The Company has not raised any loans during the year and hence reporting on clause 3(ix)(f) of the Order is not applicable.

x. (a) The Company has not raised moneys by way of initial public offer or further public offer (including debt instruments) during the year and hence reporting under clause 3(x)(a) of the Order is not applicable.

(b) During the year, the Company has not made any preferential allotment or private placement of shares or convertible debentures (fully or partly or optionally) and hence reporting under clause 3(x)(b) of the Order is not applicable.

xi. (a) No fraud by the Company and no material fraud on the Company has been noticed or reported during the year.

(b) No report under sub-section (12) of section 143 of the Companies Act has been filed in Form ADT-4 as prescribed under rule 13 of Companies (Audit and Auditors) Rules, 2014 with the Central Government, during the year and upto the date of this report.

(c) We have taken into consideration the whistle blower complaints received by the Company during the year (and upto the date of this report) while determining the nature, timing and extent of our audit procedures.

xii. The Company is not a Nidhi Company and hence reporting under clause 3(xii) of the Order is not applicable.

xiii. In our opinion, the Company is in compliance with Section 188 of the Companies Act, 2013 for all transactions with the related parties and the details of related party transactions have been disclosed in the standalone financial statements as required by the applicable accounting standards. The Company is a wholly owned subsidiary and hence the provisions of Section 177 of the Companies Act, 2013 are not applicable to the Company.

xiv. (a) In our opinion the Company has an adequate internal audit system commensurate with the size and the nature of its business.

(b) We have considered, the internal audit reports for the year under audit, issued to the Company during the year and till date, in determining the nature, timing and extent of our audit procedures

xv. In our opinion during the year the Company has not entered into any non-cash transactions with its Directors or persons connected with its directors and hence provisions of section 192 of the Companies Act, 2013 are not applicable to the Company.

xvi. (a) In our opinion, the Company is not required to be registered under section 45-IA of the Reserve Bank of India Act, 1934. Hence, reporting under clause 3(xvi)(a), (b) and (c) of the Order is not applicable.

(b) In our opinion, there is no core investment company within the Group (as defined in the Core Investment Companies (Reserve Bank) Directions, 2016) and accordingly reporting under clause 3(xvi)(d) of the Order is not applicable.

xvii. The Company has not incurred cash losses during the financial year covered by our audit and the immediately preceding financial year.

xviii. There has been no resignation of the statutory auditors of the Company during the year.

xix. On the basis of the financial ratios, ageing and expected dates of realisation of financial assets and payment of financial liabilities, other information accompanying the financial statements and our knowledge of the Board of Directors and Management plans and based on our examination of the evidence supporting the assumptions, nothing has come to our attention, which causes us to believe that any material uncertainty exists as on the date of the audit report indicating that Company is not capable of meeting its liabilities existing at the date of balance sheet as and when they fall due within a period of one year from the balance sheet date. We, however, state that this is not an assurance as to the future viability of the Company. We further state that our reporting is based on the facts up to the date of the audit report and we neither give any guarantee nor any assurance that all liabilities falling due within a period of one year from the balance sheet date, will get discharged by the Company as and when they fall due.

xx. (a) The Company has fully spent the required amount towards Corporate Social Responsibility (CSR) and there are no unspent CSR amount for the year requiring a transfer to a Fund specified in Schedule VII to the Companies Act in compliance with second proviso to sub-section (5) of section 135 of the said Act or special account in compliance with the provision of sub-section (6) of section 135 of the said Act. Accordingly, reporting under clause 3(xx)(a) of the Order is not applicable for the year.

For DELOITTE HASKINS & SELLS LLP
Chartered Accountants
(Firm's Registration No. 117366W/W-100018)

Gurvinder Singh
Partner
(Membership No.110128)

UDIN: 24110128BKBGWN1111

Place: Bengaluru

Date: April 16, 2024

Balance Sheet

(In ₹ crore)

Particulars	Note	As at March 31, 2024	As at March 31, 2023
Assets			
Non-current assets			
Property, plant and equipment	2.1	283	307
Right-of-use assets	2.2	487	540
Capital work-in-progress	2.3	10	12
Goodwill		19	19
Financial assets			
Investments	2.4	915	1,396
Loans	2.5	2	2
Other financial assets	2.6	44	44
Deferred tax assets (net)	2.16	45	89
Income tax assets (net)	2.16	124	159
Other non-current assets	2.9	35	47
Total non-current assets		1,964	2,615
Current assets			
Financial assets			
Investments	2.4	1,111	1,916
Trade receivables	2.7	1,088	1,056
Cash and cash equivalents	2.8	295	303
Loans	2.5	32	26
Other financial assets	2.6	479	463
Income tax assets (net)	2.16	69	6
Other current assets	2.9	285	246
Total current assets		3,359	4,016
Total assets		5,323	6,631
Equity and liabilities			
Equity			
Equity share capital	2.11	34	34
Other equity		3,323	4,404
Total equity		3,357	4,438
Liabilities			
Non-current liabilities			
Financial liabilities			
Lease liabilities	2.2	484	536
Other financial liabilities	2.12	3	2
Other non-current liabilities	2.14	1	1
Total non-current liabilities		488	539
Current liabilities			
Financial liabilities			
Lease liabilities	2.2	98	101

Particulars	Note	As at March 31,	
		2024	2023
Trade payables	2.13		
Total outstanding dues of micro enterprises and small enterprises		4	3
Total outstanding dues of creditors other than micro enterprises and small enterprises		110	77
Other financial liabilities	2.12	863	977
Other current liabilities	2.14	288	331
Provisions	2.15	29	22
Income tax liabilities (net)	2.16	86	143
Total current liabilities		1,478	1,654
Total equity and liabilities		5,323	6,631

The accompanying notes form an integral part of the standalone financial statements

As per our report of even date attached

for and on behalf of the Board of Directors of Infosys BPM Limited

for Deloitte Haskins & Sells LLP
Chartered Accountants
Firm's Registration Number:117366W/ W-100018

Gurvinder Singh
Partner
Membership No. 110128

Karmesh Vaswani
Chairperson and Non-Executive Director
DIN No. 10193181

Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer
DIN No. 07516278

Inderpreet Sawhney
Non-Executive Director
DIN No. 07925783

Bengaluru
April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary
Membership No. ACS 34203

Statement of Profit and Loss

(in ₹ crore, except equity share and per equity share data)

Particulars	Note	Year ended March 31, 2024	Year ended March 31, 2023
Revenue from operations	2.17	7,892	7,529
Other income, net	2.18	226	189
Total Income		8,118	7,718
Expenses			
Employee benefit expenses	2.19	5,504	5,020
Cost of technical sub-contractors and professional charges	2.19	519	664
Travel expenses		145	100
Depreciation and amortization expense	2.1 and 2.2	238	220
Finance cost	2.2	35	32
Other expenses	2.19	632	559
Total expenses		7,073	6,595
Profit before tax		1,045	1,123
Tax expense:			
Current tax	2.16	202	293
Deferred tax	2.16	44	(16)
		246	277
Profit for the year		799	846
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss			
Remeasurement of the net defined benefit liability/asset, net of tax	2.20	(8)	(1)
		(8)	(1)
Items that will be reclassified subsequently to profit or loss			
Fair value changes on investments, net of tax	2.4	16	(19)
		16	(19)
Total other comprehensive income/(loss), net of tax		8	(20)
Total comprehensive income for the year		807	826
Earnings per equity share			
Equity shares of par value ₹ 10,000 each			
Basic and diluted (₹)		2,36,103.65	2,50,170.00
Weighted average equity shares used in computing earnings per equity share			
Basic and diluted	2.21	33,828	33,828

The accompanying notes form an integral part of the standalone financial statements

As per our report of even date attached

for Deloitte Haskins & Sells LLP
Chartered Accountants
Firm's Registration Number:117366W/ W-100018

Gurvinder Singh
Partner
Membership No. 110128

for and on behalf of the Board of Directors of Infosys BPM Limited

Karmesh Vaswani
Chairperson and Non-Executive Director
DIN No. 10193181

Anantharaman Radhakrishnan
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Bengaluru
April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary
Membership No. ACS 34203

Statement of Changes in Equity

(In ₹ crore)

Particulars	Equity share capital	Other equity							Total equity attributable to equity holders of the Company
		Reserves and surplus						Other comprehensive income[2]	
		Capital reserve		Securities premium[2]	General reserve	Special Economic Zone Re-investment Reserve[1][2]	Retained earnings[2]		
		Capital reserve	Other reserves[2]						
Balance as at April 1, 2022	**34**	**1**	**–**	**25**	**1,000**	**414**	**3,395**	**(51)**	**4,818**
Impact on account of adoption of Ind AS 37	–	–	–	–	–	–	(1)	–	(1)
	34	1		25	1,000	414	3,394	(51)	4,817
Changes in equity for the year ended March 31, 2023									
Profit for the period	–	–	–	–	–	–	846	–	846
Fair value changes on investments, net of tax (Refer to Note 2.4)	–	–	–	–	–	–	–	(19)	(19)
Remeasurement of the net defined benefit liability / asset, net of tax	–	–	–	–	–	–	–	(1)	(1)
Total comprehensive income for the period	–	–	–	–	–	–	846	(20)	826
Transfer to Special Economic Zone Re-investment Reserve	–	–	–	–	–	13	(13)	–	–
Transfer from Special Economic Zone Re-investment Reserve on utilization	–	–	–	–	–	(67)	67	–	–
Reserves recorded upon business transfer under common control (Refer to Note 2.11)	–	–	(18)	–	–	–	–	–	(18)

Particulars	Equity share capital	Other equity							Total equity attributable to equity holders of the Company
		Reserves and surplus						Other comprehensive income[2]	
		Capital reserve		Securities premium[2]	General reserve	Special Economic Zone Re-investment Reserve[1][2]	Retained earnings[2]		
		Capital reserve	Other reserves[2]						
Dividends (Refer to Note 2.11)	–	–	–	–	–	–	(1,187)	–	(1,187)
Balance as at March 31, 2023	**34**	**1**	**(18)**	**25**	**1,000**	**360**	**3,107**	**(71)**	**4,438**
Balance as at April 1, 2023	**34**	**1**	**(18)**	**25**	**1,000**	**360**	**3,107**	**(71)**	**4,438**
Changes in equity for the year ended March 31, 2024									
Profit for the period	–	–	–	–	–	–	799	–	799
Fair value changes on investments, net of tax (Refer to Note 2.4)	–	–	–	–	–	–	–	16	16
Remeasurement of the net defined benefit liability/asset, net of tax	–	–	–	–	–	–	–	(8)	(8)
Total comprehensive income for the period	–	–	–	–	–	–	799	8	807
Transfer from Special Economic Zone Re-investment Reserve on utilization	–	–	–	–	–	(42)	42	–	–
Dividends (Refer to Note 2.11)	–	–	–	–	–	–	(1,888)	–	(1,888)
Balance as at March 31, 2024	**34**	**1**	**(18)**	**25**	**1,000**	**318**	**2,060**	**(63)**	**3,357**

(1) The Special Economic Zone Re-investment Reserve has been created out of the profit of eligible SEZ units in terms of the provisions of Sec 10AA (1)(ii) of Income tax Act,1961. The reserve should be utilized by the Company for acquiring new plant and machinery for the purpose of its business in the terms of the Sec 10AA(2) of the Income tax Act, 1961.

(2) A description of the purposes of each reserve within equity have been disclosed in Note 2.11.

The accompanying notes form an integral part of the standalone financial statements

As per our report of even date attached

for Deloitte Haskins & Sells LLP
Chartered Accountants
Firm's Registration Number:117366W/ W-100018

Gurvinder Singh
Partner
Membership No. 110128

Bengaluru
April 16, 2024

for and on behalf of the Board of Directors of Infosys BPM Limited

Karmesh Vaswani
Chairperson and Non-Executive Director
DIN No. 10193181

Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer
DIN No. 07516278

Inderpreet Sawhney
Non-Executive Director
DIN No. 07925783

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary
Membership No. ACS 34203

Statement of Cash Flows

Accounting policy

Cash flows are reported using the indirect method, whereby profit for the period is adjusted for the effects of transactions of a non-cash nature, any deferrals or accruals of past or future operating cash receipts or payments and item of income or expenses associated with investing or financing cash flows. The cash flows from operating, investing and financing activities of the Company are segregated. The Company considers all highly liquid investments that are readily convertible to known amounts of cash to be cash equivalents.

(In ₹ crore)

Particulars	Note	Year ended March 31,	
		2024	2023
Cash flows from operating activities:			
Profit for the year		799	846
Adjustments to reconcile net profit to net cash generated from operating activities:			
Depreciation and amortization expense	2.1 and 2.2	238	220
Finance cost	2.2	35	32
Income tax expense	2.16	246	277
Profit on sale of property, plant and equipment		–	(1)
Interest and dividend income		(85)	(50)
Income on other financial assets		(129)	(122)
Exchange differences on translation of assets and liabilities, net		47	(18)
Allowance for credit loss on financial assets		5	17
Other adjustments		19	16
Changes in assets and liabilities			
Trade receivables and unbilled revenue		7	(124)
Loans, other financial assets and other assets		(103)	(65)
Trade payables		34	16
Other financial liabilities, other liabilities and provisions		(165)	168
Cash generated from operations		948	1,212
Income taxes paid, net of refunds	2.16	(337)	(163)
Net cash generated from operating activities		611	1,049
Cash flows from investing activities:			
Expenditure on property, plant and equipment		(95)	(178)
Deposits placed with corporation		(3)	(3)
Interest received on bank deposits and others		94	139
Investment in subsidiary	2.4	–	(1)
Payment towards business transfer for entities under common control	2.11	–	(19)
Payment to acquire financial assets			
Non-convertible debentures		–	(247)
Government securities		–	(198)
Certificates of deposit		(1,498)	(1,439)
Government bonds		–	(13)
Liquid mutual fund units and fixed maturity plan securities		(5,681)	(4,885)
Commercial paper		(982)	(518)
Proceeds on sale of financial assets			
Non-convertible debentures		275	75
Government securities		299	350

Particulars	Note	Year ended March 31,	
		2024	2023
Certificates of deposit		2,243	950
Government bonds		–	8
Liquid mutual fund units and fixed maturity plan securities		5,695	4,831
Commercial paper		1,004	–
Dividend received from subsidiary		53	200
Net cash generated / (used) in investing activities		1,404	(948)
Cash flows from financing activities:			
Payment of lease liabilities	2.2	(135)	(109)
Payment of dividends		(1,888)	(1,187)
Net cash used in financing activities		(2,023)	(1,296)
Effect of exchange differences on translation of foreign currency cash and cash equivalents		–	1
Net increase / (decrease) in cash and cash equivalents		(8)	(1,195)
Cash and cash equivalents at the beginning of the period	2.8	303	1,497
Cash and cash equivalents at the end of the period	2.8	295	303
Supplementary information:			
Restricted cash balance	2.8	–	–

The accompanying notes form an integral part of the standalone financial statements

As per our report of even date attached

for Deloitte Haskins & Sells LLP
Chartered Accountants
Firm's Registration Number:117366W/ W-100018

Gurvinder Singh
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Bengaluru
April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary
Membership No. ACS 34203

Notes to the Standalone financial statements

1 Overview

1.1 Company overview

Infosys BPM Limited ("Infosys BPM" or "the Company") (formerly known as Infosys BPO Limited) was incorporated on April 3, 2002 to provide business process management services to organizations that outsource their business processes. Infosys BPM is a wholly-owned subsidiary of Infosys Limited. The Company helps clients improve their competitive positioning by managing their business processes in addition to providing increased value.

The Company is a public limited company incorporated and domiciled in India and has its registered office at Bengaluru, Karnataka, India. The name of the Company was changed from Infosys BPO Limited to Infosys BPM Limited with effect from December 18, 2017.

The standalone financial statements are approved by the Company's Board of Directors on April 16, 2024.

1.2 Basis of preparation of financial statements

These standalone financial statements are prepared in accordance with Indian Accounting Standards (Ind AS), under the historical cost convention on the accrual basis except for certain financial instruments which are measured at fair values, the provisions of the Companies Act, 2013 ('the Act') (to the extent notified) . The Ind AS are prescribed under Section 133 of the Act read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and relevant amendment rules issued thereafter.

Accounting policies have been applied consistently to all periods presented in these standalone financial statements except where a newly-issued accounting standard is initially adopted or a revision to an existing accounting standard requires a change in the accounting policy hitherto in use.

As the quarter and year-to-date figures are taken from the source and rounded to the nearest digits, the quarter figures in this interim condensed standalone financial statements added up to the figures reported for the previous quarters might not always add up to the year-to-date figures reported in this interim condensed standalone financial statements.

1.3 Use of estimates and judgments

The preparation of the financial statements in conformity with Ind AS requires the Management to make estimates, judgments and assumptions. These estimates, judgments and assumptions affect the application of accounting policies and the reported amounts of assets and liabilities, the disclosures of contingent assets and liabilities at the date of the financial statements and reported amounts of revenues and expenses during the period. The application of accounting policies that require critical accounting estimates involving complex and subjective judgments and the use of assumptions in the standalone financial statements have been disclosed in Note 1.4. Accounting estimates could change from period to period. Actual results could differ from those estimates. Appropriate changes in estimates are made as management becomes aware of changes in circumstances surrounding the estimates. Changes in estimates are reflected in the financial statements in the period in which changes are made and, if material, their effects are disclosed in the notes to the standalone financial statements.

1.4 Critical accounting estimates and judgments

a. Revenue recognition

The Company's contracts with customers include promises to transfer multiple products and services to a customer. Revenues from customer contracts are considered for recognition and measurement when the contract has been approved, in writing, by the parties to the contract, the parties to contract are committed to perform their respective obligations under the contract, and the contract is legally enforceable. The Company assesses the services promised in a contract and identifies distinct performance obligations in the contract. Identification of distinct performance obligations to determine the deliverables and the ability of the customer to benefit independently from such deliverables, and allocation of transaction price to these distinct performance obligations involves significant judgment.

Fixed-price business process management services revenue is recognized ratably on a straight-line basis when services are performed through an indefinite number of repetitive acts over a specified period. Revenue from fixed-price business process management services contract is recognized ratably using a percentage-of-completion method when the pattern of benefits from the services rendered to the customer and Company's costs to fulfil the contract is not even through the period of the contract because the services are generally discrete in nature and not repetitive. The use of method to recognize the business process management services revenue requires judgment and is based on the promises in the contract and nature of the deliverables.

The Company uses the percentage-of-completion method in accounting for its other fixed-price contracts. Use of the percentage-of-completion method requires the Company to determine the actual efforts or costs expended to date as a proportion of the estimated total efforts or costs to be incurred. Efforts or costs expended have been used to measure progress towards completion as there is a direct relationship between input and productivity. The estimation of total efforts or costs involves significant judgment and is assessed throughout the period of the contract to reflect any changes based on the latest available information.

Contracts with customers include subcontractor services or third-party vendor equipment or software in certain integrated services arrangements. In these types of arrangements, revenue from sales of third-party vendor products or services is recorded net of costs when the Company is acting as an agent between the customer and the vendor, and gross when the Company is the principal for the transaction. In doing so, the Company first evaluates whether it controls the good or service before it is transferred to the customer. The Company considers whether it has the primary obligation to fulfil the contract, inventory risk, pricing discretion and other factors to determine whether it controls the goods or service and therefore, is acting as a principal or an agent.

Provisions for estimated losses, if any, on uncompleted contracts are recorded in the period in which such losses become probable based on the estimated efforts or costs to complete the contract.

b. Income taxes

The Company's major tax jurisdiction is India even though the Company also files tax returns in other overseas jurisdiction. Significant judgments are involved in determining the provision for income taxes, including amount expected to be paid/recovered for uncertain tax positions. Also, refer to Notes 2.16 and 2.19.

In assessing the realizability of deferred income tax assets, management considers whether some portion or all of the deferred income tax assets will not be realized. The ultimate realization of deferred income tax assets is dependent upon the generation of future taxable income during the periods in which the temporary differences become deductible. Management considers the scheduled reversals of deferred income tax liabilities, projected future taxable income and tax planning strategies in making this assessment. Based on the level of historical taxable income and projections for future taxable income over the periods in which the deferred income tax assets are deductible, the Management believes that the Company will realize the benefits of those deductible differences. The amount of the deferred income tax assets considered realizable, however, could be reduced in the near term if estimates of future taxable income during the carry forward period are reduced.

c. Property, plant and equipment

Property, plant and equipment represent a significant proportion of the asset base of the Company. The charge in respect of periodic depreciation is derived after determining an estimate of an asset's expected useful life and the expected residual value at the end of its life. The useful lives and residual values of the Company's assets are determined by the Management at the time the asset is acquired and reviewed periodically, including at each financial year end. The lives are based on historical experience with similar assets as well as anticipation of future events, which may impact their life, such as changes in technology. Also, refer to Note 2.1.

2.1 Property, plant and equipment

Accounting policy

Property, plant and equipment are stated at cost, less accumulated depreciation and impairment, if any. Costs directly attributable to acquisition are capitalized until the property, plant and equipment are ready for use, as intended by management. The Company depreciates property, plant and equipment over their estimated useful lives using the straight-line method. The estimated useful lives of assets are as follows:

Building[1]	22-25 years
Plant and machinery[1]	5 years
Computer equipment[1]	3-5 years
Furniture and fixtures[1]	5 years
Office equipment[1]	5 years
Leasehold improvements	Over the lease term or 5 years whichever is lower

[1] Based on technical evaluation, the Management believes that the useful lives as given above best represent the period over which the Management expects to use these assets. Hence, the useful lives for these assets is different from the useful lives as prescribed under Part C of Schedule II of the Companies Act, 2013.

Depreciation methods, useful lives and residual values are reviewed periodically, including at each financial year end. The useful lives are based on historical experience with similar assets as well as anticipation of future events, which may impact their life, such as changes in technology.

Advances paid towards the acquisition of property, plant and equipment outstanding at each Balance Sheet date is classified as capital advances under other non-current assets and the cost of assets not put to use before such date are disclosed under 'Capital work-in-progress'. Subsequent expenditures relating to property, plant and equipment is capitalized only when it is probable that future economic benefits associated with these will flow to the Company and the cost of the item can be measured reliably. Repairs and maintenance costs are recognized in the Statement of Profit and Loss when incurred. The cost and related accumulated depreciation are eliminated from the financial statements upon sale or retirement of the asset and the resultant gains or losses are recognized in the Statement of Profit and Loss.

Impairment

Property, plant and equipment are evaluated for recoverability whenever events or changes in circumstances indicate that their carrying amounts may not be recoverable. For the purpose of impairment testing, the recoverable amount (i.e. the higher of the fair value less cost to sell or the value-in-use) is determined on an individual asset basis unless the asset does not generate cash flows that are largely independent of those from other assets. In such cases, the recoverable amount is determined for the cash generated unit ("CGU") to which the asset belongs.

If such assets are considered to be impaired, the impairment to be recognized in the Statement of Profit and Loss is measured by the amount by which the carrying value of the assets exceeds the estimated recoverable amount of the asset. An impairment loss is reversed in the Statement of Profit and Loss if there has been a change in the estimates used to determine the recoverable amount. The carrying amount of the asset is increased to its revised recoverable amount, provided that this amount does not exceed the carrying amount that would have been determined (net of any accumulated amortization or depreciation) had no impairment loss been recognized for the asset in prior years.

The changes in the carrying value of property, plant and equipment for the year ended March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Buildings [1]	Leasehold improvements	Plant and machinery	Office equipment	Computer equipment	Furniture and fixtures	Total
Gross carrying value as at April 1, 2023	162	170	69	95	509	32	1,037
Additions	–	21	6	6	67	10	110
Deletions*	–	(3)	(2)	(11)	(36)	(6)	(58)
Gross carrying value as at March 31, 2024	162	188	73	90	540	36	1,089
Accumulated depreciation as at April 1, 2023	90	126	62	85	343	24	730
Depreciation	6	15	3	4	102	4	134
Accumulated depreciation on deletions*	–	(3)	(2)	(11)	(36)	(6)	(58)
Accumulated depreciation as at March 31, 2024	96	138	63	78	409	22	806
Carrying value as at March 31, 2024	66	50	10	12	131	14	283
Carrying value as at April 1, 2023	72	44	7	10	166	8	307

* During the year ended March 31, 2024, certain assets which were old and not in use having gross book value of ₹42 crore (net book value: Nil), were retired.

The changes in the carrying value of property, plant and equipment for the year ended March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Buildings [1]	Leasehold improvements	Plant and machinery	Office Equipment	Computer equipment	Furniture and fixtures	Total
Gross carrying value as at April 1, 2022	155	144	66	113	496	70	1,044
Additions	7	37	5	6	101	6	162
Additions through Business transfer (Refer to Note 2.11)	–	–	–	–	2	–	2
Deletions*	–	(11)	(2)	(24)	(90)	(44)	(171)
Gross carrying value as at March 31, 2023	162	170	69	95	509	32	1,037
Accumulated depreciation as at April 1, 2022	84	127	62	106	324	66	769
Depreciation	6	10	2	3	109	2	132
Accumulated depreciation on deletions*	–	(11)	(2)	(24)	(90)	(44)	(171)
Accumulated depreciation as at March 31, 2023	90	126	62	85	343	24	730
Carrying value as at March 31, 2023	72	44	7	10	166	8	307
Carrying value as at April 1, 2022	71	17	4	7	172	4	275

* During the year ended March 31, 2023, certain assets which were old and not in use having gross book value of ₹138 crore (net book value: Nil), were retired.

[1] Includes certain assets provided on cancellable operating lease to holding company.

The aggregate depreciation has been included under depreciation and amortization expense in the Statement of Profit and Loss.

Repairs and maintenance costs are recognized in the Statement of Profit and Loss when incurred.

2.2 Leases

Accounting policy

The Company as a lessee

The Company's lease asset classes primarily consist of leases for land and buildings. The Company assesses whether a contract contains a lease, at inception of a contract. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Company assesses whether: (1) the contact involves the use of an identified asset (2) the Company has substantially all of the economic benefits from use of the asset through the period of the lease and (3) the Company has the right to direct the use of the asset.

At the date of commencement of the lease, the Company recognizes a right-of-use asset ("ROU") and a corresponding lease liability for all lease arrangements in which it is a lessee, except for leases with a term of twelve months or less (short-term leases) and low value leases. For these short-term and low value leases, the Company recognizes the lease payments as an operating expense on a straight-line basis over the term of the lease.

As a lessee, the Company determine the lease term as the non-cancellable period of a lease adjusted with any option to extend or terminate the lease, if the use of such option is reasonably certain. The Company makes an assessment on the expected lease term on a lease-by-lease basis and thereby assesses whether it is reasonably certain that any options to extend or terminate the contract will be exercised. In evaluating the lease term, the Company considers factors such as any significant leasehold improvements undertaken over the lease term, costs relating to the termination of the lease and the importance of the underlying asset to Infosys BPM's operations taking into account the location of the underlying asset and the availability of suitable alternatives. The lease term in future periods is reassessed to ensure that the lease term reflects the current economic circumstances.

Certain lease arrangements include the options to extend or terminate the lease before the end of the lease term. ROU assets and lease liabilities includes these options when it is reasonably certain that they will be exercised.

The ROU assets are initially recognized at cost, which comprises the initial amount of the lease liability adjusted for any lease payments made at or prior to the commencement date of the lease plus any initial direct costs less any lease incentives. They are subsequently measured at cost less accumulated depreciation and impairment losses.

The ROU assets are depreciated from the commencement date on a straight-line basis over the shorter of the lease term and useful life of the underlying asset. The ROU assets are evaluated for recoverability whenever events or changes in circumstances indicate their carrying amounts may not be recoverable. For the purpose of impairment testing, the recoverable amount (i.e., the higher of the fair value less cost to sell and the value-in-use) is determined on an individual asset basis unless the asset does not generate cash flows that are largely independent of those from other assets. In such cases, the recoverable amount is determined as Cash Generating Unit (CGU) to which the asset belongs.

The lease liability is initially measured at amortized cost at the present value of the future lease payments. The lease payments are discounted using the interest rate implicit in the lease or, if not readily determinable, using the incremental borrowing rates in the country of domicile of these leases. Lease liabilities are remeasured with a corresponding adjustment to the related right of use asset if the Company changes its assessment if whether it will exercise an extension or a termination option.

Lease liability and ROU assets have been separately presented in the Balance Sheet and lease payments have been classified as financing cash flows.

The Company as a lessor

Leases for which the Company is a lessor is classified as a finance or operating lease. Whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee, the contract is classified as a finance lease. All other leases are classified as operating leases.

When the Company is an intermediate lessor, it accounts for its interests in the head lease and the sublease separately. The sublease is classified as a financing or operating lease by reference to the right-of-use asset arising from the head lease.

For operating leases, rental income is recognized on a straight-line basis over the term of the relevant lease.

The changes in the carrying value of right of use assets for the year ended March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Category of ROU asset		Total
	Land	Buildings	
Balance as of April 1, 2023	10	530	540
Additions[1]	–	61	61
Deletions	–	(10)	(10)
Depreciation	–	(104)	(104)
Balance as of March 31, 2024	10	477	487

[1] Net of adjustments on account of modifications

The changes in the carrying value of right of use assets for the year ended March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Category of ROU asset		Total
	Land	Buildings	
Balance as of April 1, 2022	10	423	433
Additions[1]	–	195	195
Deletions	–	–	–
Depreciation	–	(88)	(88)
Balance as of March 31, 2023	10	530	540

[1] Net of adjustments on account of modifications

The aggregate depreciation expense on ROU assets is included under depreciation and amortization expense in the Statement of Profit and Loss.

The break-up of current and non-current lease liabilities as at March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	As at March 31, 2024	As at March 31, 2023
Non-current lease liabilities	484	536
Current lease liabilities	98	101
Total	582	637

The movement in lease liabilities during the years ended March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	As at March 31, 2024	As at March 31, 2023
Balance at the beginning	637	501
Additions[1]	61	195
Deletions	(10)	–
Finance cost accrued during the year	35	32
Payment of lease liabilities	(136)	(109)
Translation difference	(5)	18
Balance at the end	582	637

[1] Net of adjustments on account of modifications

Rental expense recorded for short-term leases was ₹45 and ₹30 crore for the years ended March 31, 2024 and March 31, 2023, respectively.

The details regarding the contractual maturities of lease liabilities on an undiscounted basis as at March 31, 2024 and March 31, 2023 are as follows:

(In ₹ crore)

Particulars	As at March 31, 2024	As at March 31, 2023
Less than one year	121	124
One to five years	404	409
More than five years	171	240
Total	696	773

The Company does not face a significant liquidity risk with regard to its lease liabilities as the current assets are sufficient to meet the obligations related to lease liabilities as and when they fall due.

Leases not yet commenced to which Company is committed amounts to ₹67 crore for a lease term ranging from five years to six years.

2.3 Capital work-in-progress (CWIP)

(In ₹ crore)

Particulars	As at March 31, 2024	As at March 31, 2023
Capital work-in-progress	10	12
Total capital work-in-progress	10	12

The capital work-in-progress ageing schedule for the year ended March 31, 2024 is as follows:

(In ₹ crore)

Particulars	Amount in CWIP for a period of				
	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
Projects in progress	10	–	–	–	10
Total capital work-in-progress	10	–	–	–	10

The capital work-in-progress ageing schedule for the year ended March 31, 2023 was as follows:

(In ₹ crore)

Particulars	Amount in CWIP for a period of				
	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
Projects in progress	12	–	–	–	12
Total capital work-in-progress	12	–	–	–	12

During the years ended March 31,2024 and March 31, 2023, in capital-work-in progress, there are no projects whose completion is overdue or has exceeded its cost compared to its original plan.

2.4 Investments

(In ₹ crore)

Particulars	As at March 31, 2024	As at March 31, 2023
Non-current investments		
Equity instruments of subsidiaries	693	693
Government bonds	14	14
Non-convertible debentures	–	222
Government securities	208	467
Total non-current investments	915	1,396
Current investments		
Liquid mutual fund units	204	199
Certificates of deposit	98	809
Non-convertible debentures	225	279
Government securities	261	308
Commercial paper	323	321
Total current investments	1,111	1,916
Total carrying value	2,026	3,312

(In ₹ crore, except as otherwise stated)

Particulars	As at March 31, 2024	As at March 31, 2023
Non-current investments		
Unquoted		
Investments carried at cost		
Investments in equity instruments of subsidiaries		
Infosys (Czech Republic) Limited s.r.o., 18,75,000 (18,75,000) equity shares of CZK 10 each, full paid	3	3
Infosys Poland Sp z.o.o, 5,000 (5,000) equity shares of PLN 500 each, fully paid	59	59
Infosys McCamish Systems LLC	289	289
Portland Group Pty Limited, 1,74,50,000 (1,74,50,000) equity shares, fully paid	211	211
Infosys BPO Americas LLC	130	130
Infosys BPM UK Limited, 1,00,000 (1,00,000) equity shares of GBP 1 each, fully paid	1	1
	693	693
Quoted		
Investments carried at amortized cost		
Government bonds	14	14
	14	14
Investments carried at fair value through other comprehensive income		
Non-convertible debentures	–	222
Government securities	208	467
	208	689
Total non-current investments	915	1,396
Current investments		
Unquoted		
Investments carried at fair value through profit or loss		
Liquid mutual fund units	204	199
	204	199
Investments carried at fair value through other comprehensive income		

Particulars	As at March 31,	
	2024	2023
Certificates of deposit	98	809
Commercial paper	323	321
	421	1,130
Quoted		
Investments carried at fair value through other comprehensive income		
Non-convertible debentures	225	279
Government securities	261	308
	486	587
Total current investments	1,111	1,916
Total investments	2,026	3,312
Aggregate amount of quoted investments	708	1,290
Market value of quoted investments (including interest accrued thereon) – Non-current	222	705
Market value of quoted investments (including interest accrued thereon) - Current	486	587
Aggregate amount of unquoted investments	1,318	2,022
Investment carried at cost	693	693
Investment carried at amortized cost	14	14
Investment carried at fair value through other comprehensive income	1,115	2,406
Investment carried at fair value through profit or loss	204	199

Refer to Note 2.10 for accounting policies on financial instruments.

Details of amounts recorded in Other Comprehensive Income

(In ₹ crore)

Particulars	Year ended March 31,					
	2024			2023		
	Gross	Tax	Net	Gross	Tax	Net
Net gain/(loss) on						
Non-convertible debentures	8	–	8	(8)	–	(8)
Government securities	9	–	9	(12)	–	(12)
Certificates of deposit	(1)	–	(1)	1	–	1
Commercial paper	–	–	–	–	–	–
Total	16	–	16	(19)	–	(19)

Method of fair valuation:

(In ₹ crore)

Class of investment	Method	Fair value as at March 31,	
		2024	2023
Non-convertible debentures	Quoted price and market observable inputs	225	501
Liquid mutual fund units	Quoted price	204	199
Government securities	Quoted price and market observable inputs	469	775
Certificates of deposit	Market observable inputs	98	809
Commercial paper	Market observable inputs	323	321

Certain quoted investments are classified as Level 2 in the absence of active market for such investments.

2.5 Loans

(In ₹ crore)

Particulars	As at March 31, 2024	2023
Non-current		
Unsecured, considered doubtful		
Loans to employees	–	–
Less: Allowance for doubtful loans to employees	–	–
	–	–
Unsecured, considered good		
Loans to employees	2	2
Total non-current loans	2	2
Current		
Unsecured, considered good		
Loans to employees	32	26
Total current loans	32	26
Total loans	34	28

2.6 Other financial assets

(In ₹ crore)

Particulars	As at March 31, 2024	2023
Non- current		
Security deposits (1)	3	3
Rental deposits (1)	38	41
Unbilled revenues(1)*	3	–
Total non-current other financial assets	44	44
Current		
Security deposits (1)	–	–
Rental deposits (1)	7	–
Restricted deposits(1)**	187	171
Unbilled revenues(1) (3)*	220	235
Interest accrued but not due (1)	16	16
Foreign currency forward contracts (2)	3	6
Others (1) (4)	46	35
Total current other financial assets	479	463
Total other financial assets	523	507
(1) Financial assets carried at amortized cost	520	501
(2) Financial assets carried at fair value through Profit or Loss	3	6
(3) Includes dues from holding company, subsidiaries and other group companies (Refer to Note 2.23)	1	1
(4) Includes dues from holding company, subsidiaries and other group companies (Refer to Note 2.23)	42	35

* Classified as financial asset as right to consideration is unconditional and is due only after a passage of time.

** Restricted deposits represent deposit with financial institutions to settle employee-related obligations as and when they arise during the normal course of business.

2.7 Trade receivables

(In ₹ crore)

Particulars	As at March 31, 2024	As at March 31, 2023
Current		
Trade receivable considered good – Unsecured[2]	1,104	1,071
Less: Allowance for expected credit loss	16	15
Trade receivable considered good – Unsecured	1,088	1,056
Trade receivable – credit impaired – Unsecured	4	6
Less: Allowance for credit impairment	4	6
Trade receivable – credit impaired – Unsecured	–	–
Total trade receivables[1]	1,088	1,056
[1] Includes dues from companies where directors are interested	–	–
[2] Includes dues from holding company, subsidiaries and other group companies (Refer to Note 2.23)	262	198

The details regarding the ageing of trade receivables as at March 31, 2024 are as follows :

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment						
	Not due	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	Total
Undisputed trade receivables – considered good	1,000	96	2	–	–	4	1,102
Undisputed trade receivables – credit impaired	–	2	–	–	1	–	3
Disputed trade receivables – considered good	–	–	–	–	–	3	3
Disputed trade receivables – credit impaired	–	–	–	–	–	–	–
Less: Allowance for credit loss							20
Total trade receivables	1,000	98	2	–	1	7	1,088

The details regarding the ageing of trade receivables as at March 31, 2023 were as follows :

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment						
	Not due	Less than 6 months	6 months - 1 year	1-2 years	2-3 years	More than 3 years	Total
Undisputed trade receivables – considered good	935	132	–	4	–	–	1,071
Undisputed trade receivables – credit impaired	–	–	–	–	1	–	1
Disputed trade receivables – considered good	–	–	–	–	–	–	–
Disputed trade receivables - credit impaired	–	–	–	–	–	5	5
Less: Allowance for credit loss							21
Total trade receivables	935	132	–	4	1	5	1,056

2.8 Cash and cash equivalents

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Balances with banks		
In current and deposit accounts	295	303
Cash on hand	–	–
Total Cash and cash equivalents	295	303
Balances with banks in unpaid dividend accounts	–	–
Deposits with more than 12 months maturity	50	–

Cash and cash equivalents as at March 31, 2024 and March 31, 2023 include restricted bank balances of less than ₹ 1 crore each. This represents restricted bank balance, in trust account, in accordance with collection agency licensing requirements.

The deposits maintained by the Company with banks and financial institutions comprise of time deposits, which can be withdrawn by the Company at any point without prior notice or penalty on the principal.

2.9 Other assets

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Capital advances	4	–
Advances other than capital advance		
Payment to vendors for supply of goods and services	–	–
Others		
Prepaid expenses	2	–
Defined benefit assets	4	6
Deferred contract cost[3]	6	24
Withholding taxes and others[4]	18	17
Unbilled revenues[2]	1	–
Total non-current other assets	35	47
Current		
Advances other than capital advance		
Payment to vendors for supply of goods and services	2	4
Others		
Prepaid expenses[1]	116	62
Deferred contract cost[3]	15	18
Withholding taxes and others[4]	133	122
Unbilled revenues[2]	19	40
Others	–	–
Total current other assets	285	246
Total other assets	320	293
[1] Includes dues from holding company (Refer to Note 2.23)	1	–

[2] Classified as non-financial asset as contractual right to consideration is dependent on completion of contractual milestones.

[3] Deferred contract costs are upfront costs incurred for the contract and are amortized over the term of the contract. Cost which are expected to be amortized within 12 months from the Balance Sheet date have been presented as current.

[4] Withholding taxes and others primarily consists of input tax credits and Cenvat recoverable from Government of India.

2.10 Financial instruments

Accounting policy

2.10.1 Initial recognition

The Company recognizes financial assets and financial liabilities when it becomes a party to the contractual provisions of the instrument. All financial assets and liabilities are recognized at fair value on initial recognition, except for trade receivables which are initially measured at transaction price. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities, that are not at fair value through profit or loss, are added to the fair value on initial recognition. Regular way purchase and sale of financial assets are accounted for at trade date.

2.10.2 Subsequent measurement

a. Non-derivative financial instruments

(i) Financial assets carried at amortized cost

A financial asset is subsequently measured at amortized cost if it is held within a business model whose objective is to hold the asset in order to collect contractual cash flows and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

(ii) Financial assets at fair value through other comprehensive income

A financial asset is subsequently measured at fair value through other comprehensive income if it is held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding. Further, in cases where the Company has made an irrevocable election based on its business model, for its investments which are classified as equity instruments, the subsequent changes in fair value are recognized in other comprehensive income.

(iii) Financial assets at fair value through profit or loss

A financial asset which is not classified in any of the above categories are subsequently fair valued through profit or loss.

(iv) Financial liabilities

Financial liabilities are subsequently carried at amortized cost using the effective interest method, except for contingent consideration recognized in a business combination which is subsequently measured at fair value through profit or loss. For trade and other payables maturing within one year from the Balance Sheet date, the carrying amounts approximate fair value due to the short maturity of these instruments.

(v) Investment in subsidiaries

Investment in subsidiaries is carried at cost in the separate financial statements.

b. Derivative financial instruments

The Company holds derivative financial instruments such as foreign exchange forward and option contracts to mitigate the risk of changes in exchange rates on foreign currency exposures. The counterparty for these contracts is generally a bank.

(i) Financial assets or financial liabilities, at fair value through profit or loss

This category has derivative financial assets or liabilities which are not designated as hedges.

Although the Company believes that these derivatives constitute hedges from an economic perspective, they may not qualify for hedge accounting under Ind AS 109, Financial Instruments. Any derivative that is either not designated as hedge, or is so designated but is ineffective as per Ind AS 109, is categorized as a financial asset or financial liability, at fair value through profit or loss.

Derivatives not designated as hedges are recognized initially at fair value and attributable transaction costs are recognized in Interim Condensed Statement of Profit and Loss when incurred. Subsequent to initial recognition, these derivatives are measured at fair value through profit or loss and the resulting exchange gains or losses are included in other income. Assets/liabilities in this category are presented as current assets/current liabilities if they are either held for trading or are expected to be realized within twelve months after the Balance Sheet date.

2.10.3 Derecognition of financial instruments

The Company derecognizes a financial asset when the contractual rights to the cash flows from the financial asset expires or it transfers the financial asset and the transfer qualifies for derecognition under Ind AS 109. A financial liability (or a part of a financial liability) is derecognized from the Company's Balance Sheet when the obligation specified in the contract is discharged or cancelled or expires.

2.10.4 Fair value of financial instruments

In determining the fair value of its financial instruments, the Company uses a variety of methods and assumptions that are based on market conditions and risks existing at each reporting date. The methods used to determine fair value include discounted cash flow analysis, available quoted market prices and dealer quotes. All methods of assessing fair value result in general approximation of value, and such value may never actually be realized.

Refer to financial instruments by category table below for the disclosure on carrying value and fair value on financial assets and liabilities. For financial assets and liabilities maturing within one year from the Balance Sheet date and which are not carried at fair value, the carrying amounts approximate fair value due to short maturity of these instruments.

2.10.5 Impairment

The Company recognizes loss allowances using the Expected Credit Loss (ECL) model for the financial assets and unbilled revenues which are not fair valued through profit or loss. Loss allowance for trade receivables and unbilled revenues with no significant financing component is measured at an amount equal to lifetime ECL. For all other financial assets, expected credit losses are measured at an amount equal to the 12-month ECL, unless there has been a significant increase in credit risk from initial recognition in which case those are measured at lifetime ECL.

The Company determines the allowance for credit losses based on historical loss experience adjusted to reflect current and estimated future economic conditions. The Company considered current and anticipated future economic conditions relating to industries the Company deals with and the countries where it operates.

The amount of expected credit losses (or reversal) that is required to adjust the loss allowance at the reporting date to the amount that is required to be recognized is recognized as an impairment gain or loss in Interim Condensed Statement of Profit and Loss.

Financial instruments by category

The carrying value and fair value of financial instruments by categories as at March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Amortized cost	Financial assets/ liabilities at fair value through profit or loss		Financial assets/liabilities at fair value through OCI		Total carrying value	Total fair value
		Designated upon initial recognition	Mandatory	Equity instruments designated upon initial recognition	Mandatory		
Assets:							
Cash and cash equivalents (Refer to Note 2.8)	295	–	–	–	–	295	295
Investments (Refer to Note 2.4)							
Non-convertible debentures[(1)]	–	–	–	–	225	225	225

Particulars	Amortized cost	Financial assets/ liabilities at fair value through profit or loss		Financial assets/liabilities at fair value through OCI		Total carrying value	Total fair value
		Designated upon initial recognition	Mandatory	Equity instruments designated upon initial recognition	Mandatory		
Government bonds[2]	14	–	–	–	–	14	14
Liquid mutual fund units	–	–	204	–	–	204	204
Certificates of deposit	–	–	–	–	98	98	98
Government securities	–	–	–	–	469	469	469
Commercial paper	–	–	–	–	323	323	323
Trade receivables (Refer to Note 2.7)	1,088	–	–	–	–	1,088	1,088
Loans (Refer to Note 2.5)	34	–	–	–	–	34	34
Other financial assets (Refer to Note 2.6)[3][4]	520	–	3	–	–	523	523
Total	1,951	–	207	–	1,115	3,273	3,273
Liabilities:							
Lease liabilities (Refer to Note 2.2)	582	–	–	–	–	582	582
Trade payables (Refer to Note 2.13)	114	–	–	–	–	114	114
Other financial liabilities (Refer to Note 2.12)	701	–	–	–	–	701	701
Total	1,397	–	–	–	–	1,397	1,397

(1) The carrying value of debentures approximates fair value as the instruments are at prevailing market rates

(2) On account of fair value changes including interest accrued

(3) Excludes unbilled revenue on contracts where the right to consideration is dependent on completion of contractual milestones

(4) Excludes interest accrued on government bonds carried at amortized cost of less than ₹1 crore

The carrying value and fair value of financial instruments by categories as at March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Amortized cost	Financial assets/ liabilities at fair value through profit or loss		Financial assets/liabilities at fair value through OCI		Total carrying value	Total fair value
		Designated upon initial recognition	Mandatory	Equity instruments designated upon initial recognition	Mandatory		
Assets:							
Cash and cash equivalents (Refer to Note 2.8)	303	–	–	–	–	303	303
Investments (Refer to Note 2.4)							
Non-convertible debentures[1]	–	–	–	–	501	501	501
Government bonds[2]	14	–	–	–	–	14	14
Liquid mutual fund units	–	–	199	–	–	199	199
Certificates of deposit	–	–	–	–	809	809	809
Government securities	–	–	–	–	775	775	775

Particulars	Amortized cost	Financial assets/ liabilities at fair value through profit or loss		Financial assets/liabilities at fair value through OCI		Total carrying value	Total fair value
		Designated upon initial recognition	Mandatory	Equity instruments designated upon initial recognition	Mandatory		
Commercial paper	–	–	–	–	321	321	321
Trade receivables (Refer to Note 2.7)	1,056	–	–	–	–	1,056	1,056
Loans (Refer to Note 2.5)	28	–	–	–	–	28	28
Other financial assets (Refer to Note 2.6)[(3)(4)]	501	–	6	–	–	507	507
Total	1,902	–	205	–	2,406	4,513	4,513
Liabilities							
Lease liabilities (Refer to Note 2.2)	637	–	–	–	–	637	637
Trade payables (Refer to Note 2.13)	80	–	–	–	–	80	80
Other financial liabilities (Refer to Note 2.12)	814	–	4	–	–	818	818
Total	1,531	–	4	–	–	1,535	1,535

(1) The carrying value of debentures approximates fair value as the instruments are at prevailing market rates.

(2) On account of fair value changes including interest accrued

(3) Excludes unbilled revenue on contracts where the right to consideration is dependent on completion of contractual milestones

(4) Excludes interest accrued on government bonds carried at amortized cost of less than ₹ 1 crore

For trade receivables, trade payables, other assets and payables maturing within one year from the Balance Sheet date, the carrying amounts approximate the fair value due to the short maturity of these instruments.

Fair value hierarchy

Level 1 – Quoted prices (unadjusted) in active markets for identical assets or liabilities.

Level 2 – Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).

Level 3 – Inputs for the assets or liabilities that are not based on observable market data (unobservable inputs).

The fair value hierarchy of assets and liabilities measured at fair value as at March 31, 2024 is as follows:

(In ₹ crore)

Particulars	As at March 31, 2024	Fair value measurement at end of the reporting period using		
		Level 1	Level 2	Level 3
Assets				
Investments in liquid mutual fund units (Refer to Note 2.4)	204	204	–	–
Investment in non-convertible debentures (Refer to Note 2.4)[(1)]	225	225	–	–
Investments in government securities (Refer to Note 2.4)	469	469	–	–
Investment in certificates of deposit (Refer to Note 2.4)	98	–	98	–
Investment in commercial paper (Refer to Note 2.4)	323	–	323	–
Derivative financial instruments - Fair value gain on outstanding foreign currency forward contracts (Refer to Note 2.6)	2	–	2	–
Liabilities				
Derivative financial instruments - Fair value loss on outstanding foreign currency forward contracts (Refer to Note 2.12)	–	–	–	–

(1) During the year ended March 31, 2024, the non-convertible debentures of ₹75 crore and government securities of ₹83 crore were transferred from Level 2 to Level 1, since they were valued based in quoted price.

The fair value hierarchy of assets and liabilities measured at fair value as at March 31, 2023 was as follows:

(In ₹ crore)

Particulars	As at March 31, 2023	Fair value measurement at end of the reporting period using		
		Level 1	Level 2	Level 3
Assets				
Investments in liquid mutual fund units (Refer to Note 2.4)	199	199	–	–
Investment in non-convertible debentures (Refer to Note 2.4)	501	428	73	–
Investments in government securities (Refer to Note 2.4)	775	692	83	–
Investment in certificates of deposit (Refer to Note 2.4)	809	–	809	–
Investment in commercial paper (Refer to Note 2.4)	321	–	321	–
Derivative financial instruments - Fair value gain on outstanding foreign currency forward contracts (Refer to Note 2.6)	6	–	6	–
Liabilities				
Derivative financial instruments - Fair value loss on outstanding foreign currency forward contracts (Refer to Note 2.12)	4	–	4	–

Financial risk management

Financial risk factors

The Company's activities expose it to a variety of financial risks: market risk, credit risk and liquidity risk. The Company's primary focus is to foresee the unpredictability of financial markets and seek to minimize potential adverse effects on its financial performance. The primary market risk to the Company is foreign exchange risk. The Company uses derivative financial instruments to mitigate foreign exchange related risk exposures. The Company's exposure to credit risk is influenced mainly by the individual characteristic of each customer and the concentration of risk from the top few customers.

The gross carrying amount of a financial asset is written off (either partially or in full) when there is no realistic prospect of recovery.

Market risk

The Company operates internationally, and a major portion of the business is transacted in several currencies and consequently the Company is exposed to foreign exchange risk through its sales and services in the United States and elsewhere, and purchases from overseas suppliers in various foreign currencies. The Company holds derivative financial instruments such as foreign exchange forward contracts to mitigate the risk of changes in exchange rates on foreign currency exposures. The exchange rate between the rupee and foreign currencies has changed substantially in recent years and may fluctuate substantially in the future. Consequently, the results of the Company's operations are adversely affected as the rupee appreciates/ depreciates against these currencies.

The foreign currency risk from financial assets and liabilities as at March 31, 2024 is as follows:

(In ₹ crore)

Particulars	US Dollar	Euro	United Kingdom Pound Sterling	Australian Dollar	Other currencies	Total
Net financial assets	1,198	204	66	20	56	1,544
Net financial liabilities	(398)	(122)	(32)	(13)	(318)	(883)
Total	800	82	34	7	(262)	661

The foreign currency risk from financial assets and liabilities as at March 31, 2023 was as follows:

(In ₹ crore)

Particulars	US Dollar	Euro	United Kingdom Pound Sterling	Australian Dollar	Other currencies	Total
Net financial assets	1,107	202	87	28	77	1,501
Net financial liabilities	(524)	(110)	(36)	(16)	(363)	(1,049)
Total	583	92	51	12	(286)	452

Sensitivity analysis between Indian Rupee and USD

(In %)

Particulars	Year ended March 31,	
	2024	2023
Impact on the Company's incremental Operating Margins	0.34%	0.34%

Sensitivity analysis is computed based on the changes in the income and expenses in foreign currency upon conversion into functional currency, due to exchange rate fluctuations between the previous reporting period and the current reporting period.

Derivative financial instruments

The Company holds derivative financial instruments such as foreign exchange forward contracts to mitigate the risk of changes in exchange rates on foreign currency exposures. The counterparty for these contracts is generally a bank. These derivative financial instruments are valued based on inputs that are directly or indirectly observable in the marketplace.

The details in respect of outstanding foreign exchange forward contracts are as follows:

Particulars	As at March 31,			
	2024		2023	
	In million	In ₹ crore	In million	In ₹ crore
Forward contracts				
In US Dollar	150	1,253	135	1,113
In Euro	–	–	11	98
In Czech koruna	374	135	364	134
Total forward contracts		1,388		1,345

The foreign exchange forward contracts mature within twelve months. The analysis of the derivative financial instruments into relevant maturity groupings based on the remaining period as at the Balance Sheet date is as follows :

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Not later than one month	1,179	947
Later than one month and not later than three months	209	398
	1,388	1,345

The quantitative information about offsetting of derivative financial assets and derivative financial liabilities is as follows:

(In ₹ crore)

Particulars	As at March 31,			
	2024		2023	
	Derivative financial asset	Derivative financial liability	Derivative financial asset	Derivative financial liability
Gross amount of recognized financial asset/liability	4	(2)	8	(6)
Amount set off	(2)	2	(2)	2
Net amount presented in the Balance Sheet	2	–	6	(4)

Credit risk

Credit risk refers to the risk of default on its obligation by the counterparty resulting in a financial loss. The maximum exposure to the credit risk at the reporting date is primarily from trade receivables amounting to ₹ 1088 crore and ₹ 1056 crore as March 31, 2024 and March 31, 2023, respectively and unbilled revenue amounting to ₹ 239 crore and ₹ 275 crore as at March 31, 2024 and March 31, 2023, respectively. Trade receivables and unbilled revenue are typically unsecured and are derived from revenue earned from customers primarily located in the United States.

Credit risk is managed through credit approvals, establishing credit limits and continuously monitoring the creditworthiness of customers to which the Company grants credit terms in the normal course of business. As per Ind AS 109, the Company uses expected credit loss model to assess the impairment loss or gain. The Company uses a provision matrix to compute the expected credit loss allowance for trade receivables and unbilled revenues. The provision matrix takes into account available external and internal credit risk factors such as credit default swap quotes, credit ratings from international credit rating agencies and the Company's historical experience for customers.

The details in respect of percentage of revenues generated from top customer and top ten customers are as follows:

(In %)

Particulars	Year ended March 31,	
	2024	2023
Revenue from top customer	11%	13%
Revenue from top ten customers	41%	44%

Credit risk exposure

The allowance for lifetime expected credit loss/(Gain) on customer balances is ₹ (1) crore and ₹ 7 crore for the year ended March 31, 2024 and March 31, 2023, respectively.

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Balance at the beginning	21	14
Provisions recognized / (reversed)	(1)	7
Write-offs	–	(1)
Translation differences	1	1
Balance at the end	21	21

Credit risk on cash and cash equivalents is limited as we generally invest in deposits with banks and financial institutions with high credit ratings assigned by international and domestic credit rating agencies. Investment primarily include investment in liquid mutual fund units, fixed maturity plan securities, certificates of deposit, commercial papers, quoted bonds issued by the government and quasi government organizations, non-convertible debentures issued by government aided institutions.

Liquidity risk

Liquidity risk is defined as the risk that the Company will not be able to settle or meet its obligations on time.

The Company's principal sources of liquidity are cash and cash equivalents and the cash flow that is generated from operations. The Company has no outstanding borrowing. The Company believes that the working capital is sufficient to meet its current requirements. Accordingly, no liquidity risk is perceived.

As at March 31, 2024, the Company had a working capital of ₹ 1,881 crore including cash and cash equivalents of ₹ 295 crore and current investments of ₹ 1,111 crore. As at March 31, 2023, the Company had a working capital of ₹ 2,362 crore including cash and cash equivalents of ₹ 303 crore and current investments of ₹ 1916 crore.

As at March 31, 2024 and March 31, 2023, the outstanding compensated absences were ₹ 165 crore and ₹ 161 crore, respectively, which have been substantially funded. Accordingly, no liquidity risk perceived.

The details regarding the contractual maturities of significant financial liabilities as at March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Less than 1 year	1-2 years	2-4 years	4-7 years	Total
Trade payables	114	–	–	–	114
Other financial liabilities (Refer to Note 2.12)	701	–	–	–	701

The details regarding the contractual maturities of significant financial liabilities as at March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Less than 1 year	1-2 years	2-4 years	4-7 years	Total
Trade payables	80	–	–	–	80
Other financial liabilities (Refer to Note 2.12)	818	–	–	–	818

2.11 Equity

Accounting policy

Ordinary shares

Ordinary shares are classified as equity. Incremental costs directly attributable to the issuance of new ordinary shares and share options are recognized as a deduction from equity, net of any tax effects.

Description of reserves

Retained earnings

Retained earnings represent the amount of accumulated earnings of the Company.

Securities premium

The amount received in excess of the par value of equity shares has been classified as securities premium.

Special Economic Zone Re-investment reserve

The Special Economic Zone Re-investment reserve has been created out of the profit of the eligible SEZ unit in terms of the provisions of Sec 10AA(1)(ii) of Income tax Act, 1961. The reserve should be utilized by the Company for acquiring new plant and machinery for the purpose of its business in terms of the provisions of the Sec 10AA (2) of the Income tax Act, 1961.

Other components of equity

Other components of equity consist of remeasurement of net defined benefit liability / asset, equity instruments fair valued through other comprehensive income, changes on fair valuation of investments and changes in fair value of derivatives designated as cash flow hedges, net of taxes.

Business transfer reserve

Business combinations between entities under common control is accounted for at carrying value of the assets and liabilities in the financial statements.

On January 9, 2023, the Board of Directors of the Company authorized to execute a Business Transfer Agreement and related documents with its holding company, Infosys Limited, to transfer the German IBPM business of Infosys Limited to the Company for a consideration based on an independent valuation.

Subsequently on February 22, 2023, the Company entered into a business transfer agreement to acquire the German IBPM business of Infosys Limited with effective date as February 1, 2023 for a consideration of₹19 crore resulting in recognition of a business transfer reserve of ₹18 crore.

The details of the assets and liabilities taken over upon business transfer are as follows:

(In ₹ crore)

Assets / liabilities	Total
Property, plant and equipment	2
Other financial liabilities (Employee obligations)	(1)
Net assets / (liabilities)	1
Less: Consideration paid in cash	19
Business transfer reserve	(18)

Equity share capital

(in ₹ crore, except as otherwise stated)

Particulars	As at March 31, 2024	As at March 31, 2023
Authorized		
Equity shares, ₹ 10,000 par value		
1,23,375 (1,23,375) equity shares	123	123
Issued, subscribed and paid-up		
Equity shares, ₹ 10,000/- par value		
33,828 (33,828) equity shares fully paid-up	34	34
	34	34

The Company has only one class of shares referred to as equity shares having a par value of ₹ 10,000. Each holder of equity shares is entitled to one vote per share.

In the event of liquidation of the Company, the holders of equity shares will be entitled to receive any of the remaining assets of the Company in proportion to the number of equity shares held by the shareholders, after distribution of all preferential amounts. However, no such preferential amounts exist currently.

The details of shareholder holding more than 5% shares as at March 31, 2024 and March 31, 2023 are as follows:

Name of the shareholder	As at March 31,			
	2024		2023	
	Number of shares	% held	Number of shares	% held
Infosys Limited (the holding company)	33,828	100.00	33,828	100.00

The details of shares held by promoters at the end of the year March 31, 2024 are as follows:

Promoter name	No. of shares	% of total shares	% Change during the year
Infosys Limited, the holding company	33,828	100.00	–

The details of shares held by promoters at the end of the year March 31, 2023 were as follows:

Promoter name	No. of shares	% of total shares	% Change during the year
Infosys Limited, the holding company	33,828	100.00	–

The reconciliation of the number of shares outstanding and the amount of share capital as at March 31, 2024 and March 31, 2023 is as follows:

Particulars	As at March 31,			
	2024		2023	
	Number of shares	Amount	Number of shares	Amount
Number of shares at the beginning of the period	33,828	34	33,828	34
Add: Shares issued during the period	–	–	–	–
Less: Consolidation of par value from 10 to 10,000	–	–	–	–
Number of shares at the end of the period	33,828	34	33,828	34

Dividends

Final dividends on shares are recorded as a liability on the date of approval by the shareholders and interim dividends are recorded as a liability on the date of declaration by the Company's Board of Directors.

The Company declares and pays dividends in Indian rupees. Companies are required to pay/distribute dividend after deducting applicable withholding income taxes.

The amount of per share ₹ 10,000 par value (₹10 par value) dividend recognized as distribution to equity shareholders is as follows:

(in ₹)

Particulars	Year ended March 31,	
	2024	2023
Special dividend for fiscal 2024	1,47,000	–
Interim dividend for fiscal 2024	1,77,000	–
Final dividend for fiscal 2023	2,34,000	–
Interim dividend for fiscal 2023	–	1,46,000
Final dividend for fiscal 2022	–	2,05,000

During the year ended March 31, 2024, on account of the final dividend for fiscal 2023 and interim and special dividend for fiscal 2024, the Company has incurred a net cash outflow of approximately ₹1,888 crore.

The Board of Directors, in their meeting on April 16, 2024, recommended a final dividend of₹133,000 per equity share for the financial year ended March 31, 2024. This payment is subject to the approval of shareholders in the ensuing Annual General Meeting (AGM) of the Company and if approved, would result in a cash outflow of approximately₹450 crore.

2.12 Other financial liabilities

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Others		
Compensated absences	3	2
Total non-current other financial liabilities	3	2
Current		
Others		
Accrued compensation to employees[(1)]	369	362
Accrued expenses[(1)(4)]	274	280

Particulars	As at March 31, 2024	2023
Retention monies[(1)]	–	2
Compensated absences	162	159
Client deposits	–	–
Capital creditors[(1)]	27	10
Other payables[(1)(3)]	31	160
Foreign currency forward contracts[(2)]	–	4
Total current other financial liabilities	863	977
Total other financial liabilities	866	979
[(1)] Financial liability carried at amortized cost	701	814
[(2)] Financial liability carried at fair value through profit or loss	–	4
[(3)] Includes dues to holding, subsidiaries and other group companies (Refer to Note 2.23)	20	14
[(4)] Includes dues to holding, subsidiaries and other group companies (Refer to Note 2.23)	5	–

2.13 Trade payables

(In ₹ crore)

Particulars	As at March 31, 2024	2023
Outstanding dues of micro enterprises and small enterprises	4	3
Outstanding dues of creditors other than micro enterprises and small enterprises	110	77
Total trade payables[(1)]	114	80
[(1)] Includes dues to holding, subsidiaries and other group companies (Refer to Note 2.23)	31	27

The information as required to be disclosed pursuant under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act, 2006) has been determined to the extent such parties have been identified on the basis of information available with the Company.

(In ₹ crore)

Particulars	As at March 31, 2024	2023
Amount remaining unpaid :		
Principal	4	3
Interest	–	–
Interest paid by the Company under MSMED Act, 2006 along with the amounts of the payment made to the supplier beyond the appointed day	–	1
Interest due and payable for the period of delay in making payment (which has been paid but beyond the appointed day during the year) but without adding the interest specified under the MSMED Act, 2006);	–	–
Interest accrued and remaining unpaid at the end of the year	–	–
Interest remaining due and payable (pertaining to prior years), until such date when the interest dues as above are actually paid to the small enterprise, for the purpose of disallowance as a deductible expenditure under section 23 of MSMED Act 2006.	–	–

The details regarding the ageing of trade payables as at March 31, 2024 are as follows :

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment					
	Not due	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
MSME	4	–	–	–	–	4
Others	107	3	–	–	–	110
Disputed dues – MSME	–	–	–	–	–	–
Disputed dues – Others	–	–	–	–	–	–
Total trade payables	111	3	–	–	–	114

The details regarding the ageing of trade payables as at March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment					
	Not due	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
MSME	3	–	–	–	–	3
Others	70	7	–	–	–	77
Disputed dues – MSME	–	–	–	–	–	–
Disputed dues – Others	–	–	–	–	–	–
Total trade payables	73	7	–	–	–	80

2.14 Other liabilities

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Others		
Accrued defined benefit plan liability	1	1
Total non-current other liabilities	1	1
Current		
Unearned revenue	193	222
Client deposits	1	1
Others		
Withholding taxes and others	94	108
Accrued defined benefit plan liability	–	–
Total current other liabilities	288	331
Total other liabilities	289	332

2.15 Provisions

Accounting policy

A provision is recognized if, as a result of a past event, the Company has a present legal or constructive obligation that is reasonably estimable, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined by discounting the expected future cash flows at a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability.

a. Post-sales client support

The Company provides its clients with a fixed-period post-sales support on its fixed-price, fixed-timeframe and time and material contracts. Costs associated with such support services are accrued at the time related revenues are recorded and included in Statement of Profit or Loss. The Company estimates such costs based on historical experience and estimates are reviewed on a periodic basis for any material changes in assumptions and likelihood of occurrence.

b. Onerous contracts

Provisions for onerous contracts are recognized when the expected benefits to be derived by the Company from a contract are lower than the unavoidable costs of meeting the future obligations under the contract. Provisions for estimated losses, if any, on incomplete contracts are recorded in the period in which such losses become probable based on the estimated efforts or costs to complete the contract. The provision is measured at the present value of the lower of the expected cost of terminating the contract and the expected net cost of continuing with the contract. Before a provision is established, the Company recognizes any impairment loss on the assets associated with that contract.

The provision for post sales client support and others as at March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Current		
Others		
Post-sales client support and others	29	22
Total Provisions	29	22

Provision for post-sales client support and others are expected to be utilized over a period of six months to one year.

Provision for post-sales client support and others

The movement in the provision for post-sales client support and others is as follows :

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Balance at the beginning	22	16
Provision recognized	11	36
Provision utilized	(4)	(29)
Exchange difference	–	(1)
Balance at the end	29	22

2.16 Income taxes

Accounting policy

Income tax expense comprises current and deferred income tax. Income tax expense is recognized in net profit in the Statement of Profit and Loss except to the extent that it relates to items recognized directly in equity, in which case it is recognized in other comprehensive income. Current income tax for current and prior periods is recognized at the amount expected to be paid to or recovered from the tax authorities, using the tax rates and tax laws that have been enacted or substantively enacted by the Balance Sheet date. Deferred income tax assets and liabilities are recognized for all temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial statements. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realized.

Deferred income tax assets and liabilities are measured using tax rates and tax laws that have been enacted or substantively enacted by the Balance Sheet date and are expected to apply to taxable income in the years in which those temporary differences are expected to be recovered or settled. The effect of changes in tax rates on deferred income tax assets and liabilities is recognized as income or expense in the period that includes the enactment or the substantive enactment date. A deferred income tax asset is recognized to the extent that it is probable that future taxable profit will be available against which the deductible temporary differences and tax losses can be utilized. Deferred income taxes are not provided on the undistributed earnings of subsidiaries and branches where it is expected that the earnings of the subsidiary or branch will not be distributed in the foreseeable future.

The Company offsets current tax assets and current tax liabilities, where it has a legally enforceable right to set off the recognized amounts and where it intends either to settle on a net basis, or to realize the asset and settle the liability simultaneously. Tax benefits of deductions earned on exercise of employee share options in excess of compensation charged to income are credited to equity.

Income tax expense in the Statement of Profit and Loss comprises:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Current taxes	202	293
Deferred taxes	44	(16)
Income tax expense	246	277

Income tax expense for the years ended March 31, 2024, and March 31, 2023 includes reversal (net of additional provisions) of ₹58 crore and ₹3 crore respectively, pertaining to earlier periods. These reversals pertain to prior periods on account of adjudication of certain disputed matters in favor of the Company and upon filing of return across various jurisdictions.

Deferred income tax for the years ended March 31, 2024, and March 31, 2023 relates to origination and reversal of temporary differences and includes ₹2 crore reversals pertaining to earlier periods in fiscal 2024.

A reconciliation of the income tax provision to the amount computed by applying the statutory income tax rate to the income before income taxes is summarized below:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Profit before income taxes	1,045	1,123
Enacted tax rates in India	25.17%	25.17%
Computed expected tax expense	263	283
Overseas taxes	13	17
Tax provision (reversals)	(60)	(3)
Effect of exempt non-operating income	(13)	0
Effect of non-deductible expenses	4	(4)
Tax on dividend received from subsidiaries	–	–
Additional deduction on research and development expense	–	–
Effect of non-utilization of SEZ re-investment reserve	35	–
Others	4	(16)
Income tax expense	246	277

The applicable Indian corporate statutory tax rates for fiscal 2024 and 2023 is 25.17% and 25.17%, respectively.

The provision for taxation includes tax liabilities in India on the Company's global income as reduced by exempt incomes and any tax liabilities arising overseas on income sourced from those countries as per Indian Income tax Act, 1961.

The details of income tax assets and income tax liabilities as of March 31, 2024 and March 31, 2023 are as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Income tax assets	193	165
Current Income tax liabilities	(86)	(143)
Net income tax assets at the end	107	22

The gross movement in the current income tax asset/ (liability) for the years ended March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Net income tax asset/ (liability) at the beginning	22	117
Translation differences	(53)	34
Income tax paid, net of refunds	337	163
Income tax expense	(202)	(293)
Income tax on other comprehensive income	3	1
Net income tax asset at the end	107	22

The movement in gross deferred income tax assets and labilities (before set off) for the year ended March 31, 2024 is as follows:

(In ₹ crore)

Particulars	Carrying Value as on April 01,2023	Changes through Profit and Loss	Changes through OCI	Translation difference	Carrying Value as on March 31,2024
Deferred income tax assets / (liabilities)					
Property, plant and equipment	23	4	–	–	27
Lease liabilities	25	–	–	–	25
Compensated absences	39	3	–	–	42
Trade receivables	6	(1)	–	–	5
Derivative financial instruments	(0)	–	–	–	–
Others	(4)	(50)	–	–	(54)
Total deferred tax assets / (liabilities)	89	(44)	–	–	45

The movement in gross deferred income tax assets and labilities (before set off) for the year ended March 31, 2023 was as follows:

(In ₹ crore)

Particulars	Carrying Value as on April 01,2022	Changes through Profit and Loss	Changes through OCI	Translation difference	Carrying Value as on March 31,2023
Deferred income tax assets / (liabilities)					
Property, plant and equipment	21	2	–	–	23
Lease liabilities	18	7	–	–	25
Compensated absences	37	2	–	–	39
Trade receivables	4	2	–	–	6
Derivative financial instruments	(1)	1	–	–	(0)
Others	(7)	3	–	–	(4)
Total deferred tax assets / (liabilities)	72	17	–	–	89

Deferred income tax assets have not been recognized on accumulated losses of ₹ 700 crore and ₹ 612 crore as at March 31,2024 and March 31,2023, respectively as it is probable that future taxable profit will not be available against which the unused tax losses can be utilized in the foreseeable future. Majority of the accumulated losses as at March 31, 2024 will expire in financial year 2032.

Deferred tax assets and deferred tax liabilities have been offset wherever the Company has a legally enforceable right to set off current tax assets against current tax liabilities and where the deferred tax assets and deferred tax liabilities relate to income taxes levied by the same taxation authority.

In assessing the realizability of deferred income tax assets, the Management considers whether some portion or all of the deferred income tax assets will not be realized. The ultimate realization of deferred income tax assets is dependent upon the generation of future taxable income during the periods in which the temporary differences become deductible. The Management considers the scheduled reversals of deferred income tax liabilities, projected future taxable income, and tax planning strategies in making this assessment. Based on the level of historical taxable income and projections for future taxable income over the periods in which the deferred income tax assets are deductible, the Management believes that the Company will realize the benefits of those deductible differences. The amount of the deferred income tax assets considered realizable, however, could be reduced in the near term if estimates of future taxable income during the carry forward period are reduced.

The credits relating to temporary differences during the years ended March 31, 2024 and March 31, 2023 are primarily on account of property, plant and equipment, compensated absences, lease liability, and others partially offset by reversal of credits pertaining to derivative financial instruments.

2.17 Revenue from operations

Accounting policy

The Company derives revenues primarily from business process management services. Arrangements with customers for business process management services are either on a fixed-timeframe, unit of work or on a time-and-material basis.

Revenues from customer contracts are considered for recognition and measurement when the contract has been approved by the parties, in writing, to the contract, the parties to contract are committed to perform their respective obligations under the contract, and the contract is legally enforceable. Revenue is recognized upon transfer of control of promised products or services ("performance obligations") to customers in an amount that reflects the consideration the Company has received or expects to receive in exchange for these products or services ("transaction price"). When there is uncertainty as to collectability, revenue recognition is postponed until such uncertainty is resolved.

The Company assesses the services promised in a contract and identifies distinct performance obligations in the contract. The Company allocates the transaction price to each distinct performance obligation based on the relative standalone selling price. The price that is regularly charged for an item when sold separately is the best evidence of its standalone selling price. In the absence of such evidence, the primary method used to estimate standalone selling price is the expected cost plus a margin, under which the Company estimates the cost of satisfying the performance obligation and then adds an appropriate margin based on similar services.

The Company's contracts may include variable consideration including rebates, volume discounts and penalties. The Company includes variable consideration as part of transaction price when there is a basis to reasonably estimate the amount of the variable consideration and when it is probable that a significant reversal of cumulative revenue recognized will not occur when the uncertainty associated with the variable consideration is resolved.

Revenue on time-and-material contracts and unit of work based contracts are recognized as the related services are performed. Fixed-price business process management services revenue is recognized ratably either on a straight-line basis when services are performed through an indefinite number of repetitive acts over a specified period or using a percentage of completion method when the pattern of benefits from the services rendered to the customer and Company's costs to fulfil the contract is not even through the period of contract because the services are generally discrete in nature and not repetitive.

Revenue from other fixed-price, fixed-timeframe contracts, where the performance obligations are satisfied over time is recognized using the percentage-of-completion method. Efforts or costs expended have been used to determine progress towards completion as there is a direct relationship between input and productivity. Progress towards completion is measured as the ratio of costs or efforts incurred to date (representing work performed) to the estimated total costs or efforts. Estimates of transaction price and total costs or efforts are continuously monitored over the lives of the contracts and are recognized in profit or loss in the period when these estimates change or when the estimates are revised. Revenues and the estimated total costs or efforts are subject to revision as the contract progresses. Provisions for estimated losses, if any, on uncompleted contracts are recorded in the period in which such losses become probable based on the estimated efforts or costs to complete the contract.

The billing schedules agreed with customers include periodic performance based billing and / or milestone based progress billings. Revenues in excess of billing are classified as unbilled revenue while billing in excess of revenues are classified as contract liabilities (which we refer to as unearned revenues).

Arrangements to deliver software products generally have three elements: license, implementation and Annual Technical Services (ATS).When implementation services are provided in conjunction with the licensing arrangement and the license and implementation have been identified as two distinct separate performance obligations, the transaction price for such contracts are allocated to each performance obligation of the contract based on their relative standalone selling prices. In the absence of standalone selling price for implementation, the Company uses the expected cost plus margin approach in estimating the standalone selling price. Where the license is required to be substantially customized as part of the implementation service the entire arrangement fee for license and implementation is considered to be a single performance obligation and the revenue is recognized using the percentage-of-completion method as the implementation is performed. Revenue from client training, support and other services arising due to the sale of software products is recognized as the performance obligations are satisfied. ATS revenue is recognized ratably over the period in which the services are rendered.

Contracts with customers includes subcontractor services or third-party vendor equipment or software in certain integrated services arrangements. In these types of arrangements, revenue from sales of third-party vendor products or services is recorded net of costs when the Company is acting as an agent between the customer and the vendor, and gross when the Company is the principal for the transaction. In doing so, the Company first evaluates whether it controls the good or service before it is transferred to the customer. The Company considers whether it has the primary obligation to fulfil the contract, inventory risk, pricing discretion and other factors to determine whether it controls the goods or service and therefore is acting as a principal or an agent.

The incremental costs of obtaining a contract (i.e., costs that would not have been incurred if the contract had not been obtained) are recognized as an asset if the Company expects to recover them. Certain eligible, nonrecurring costs (e.g. set-up or transition or transformation costs) that do not represent a separate performance obligation are recognized as an asset when such costs (a) relate directly to the contract; (b) generate or enhance resources of the Company that will be used in satisfying the performance obligation in the future; and (c) are expected to be recovered.

Such capitalized contract costs relating to upfront payments to customers are amortized to revenue and other capitalized costs are amortized to expenses over the respective contract life on a systematic basis consistent with the transfer of goods or services to customer to which the asset relates. Capitalized costs are monitored regularly for impairment. Impairment losses are recorded when present value of projected remaining operating cash flows is not sufficient to recover the carrying amount of the capitalized costs.

The Company presents revenues net of indirect taxes in its Statement of Profit and Loss.

Revenue from operations for the years ended March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Income from business process management services	7,892	7,529
	7,892	7,529

Trade receivables and contract balances

The timing of revenue recognition, billings and cash collections results in receivables, unbilled revenue, and unearned revenue on the Company's Balance Sheet. Amounts are billed as work progresses in accordance with agreed-upon contractual terms, either at periodic intervals (e.g., monthly or quarterly) or upon achievement of contractual milestones.

Receivables are rights to consideration that are unconditional. Unbilled revenues comprising revenues in excess of billings from time and material contracts and fixed price business process management services are classified as financial asset when the right to consideration is unconditional and is due only after a passage of time.

Invoicing to the clients for other fixed time frame contracts is based on milestones as defined in the contract and therefore the timing of revenue recognition is different from the timing of invoicing to the customers. Therefore, unbilled revenues for other fixed timeframe contracts are classified as non-financial asset (contract asset) because the right to consideration is dependent on completion of contractual milestones.

Invoicing in excess of earnings are classified as unearned revenue.

Trade receivables and unbilled revenues are presented net of impairment in the Balance Sheet.

During the years ended March 31, 2024 and March 31, 2023, the Company recognized revenue of ₹ 167 crore and ₹ 182 crore arising from opening unearned revenue as of April 1, 2023 and April 1, 2022, respectively.

During the years ended March 31, 2024 and March 31, 2023, ₹ 40 crore and ₹ 44 crore of unbilled revenue pertaining to fixed price development contracts as of April 1, 2023 and April 1, 2022, respectively has been reclassified to trade receivables upon billing to customers on completion of milestones.

Remaining performance obligations disclosure

The remaining performance obligation disclosure provides the aggregate amount of the transaction price yet to be recognized as at the end of the reporting period and an explanation as to when the Company expects to recognize these amounts in revenue. Applying the practical expedient as given in Ind AS 115, the Company has not disclosed the remaining performance obligation related disclosures for contracts where the revenue recognized corresponds directly with the value to the customer of the entity's performance completed to date, typically those contracts where invoicing is on time and material basis. Remaining performance obligation estimates are subject to change and are affected by several factors, including terminations, changes in the scope of contracts, periodic revalidations, adjustment for revenue that has not materialized and adjustments for currency.

The aggregate value of performance obligations that are completely or partially unsatisfied as of March 2024, other than those meeting the exclusion criteria mentioned above is ₹ 2,241 crore. Out of this, the Group expects to recognize revenue of around 41.1% within the next one year and the remaining thereafter. This includes contracts that can be terminated for convenience without a substantive penalty since, based on current assessment, the occurrence of the same is expected to be remote.

2.18 Other income, net

Accounting policy

2.18.1 Other Income

Other income is comprised primarily of interest income, dividend income and gain/loss on investments and exchange gain / loss on forward and options contracts and on translation of foreign currency assets and liabilities. Interest income is recognized using the effective interest method. Dividend income is recognized when the right to receive payment is established.

2.18.2 Foreign currency

a. Functional currency

The functional currency of the Company is the Indian rupee. These standalone financial statements are presented in Indian rupees (rounded off to crore; one crore equals ten million).

b. Transactions and translations

Foreign-currency denominated monetary assets and liabilities are translated into the relevant functional currency at exchange rates in effect at the Balance Sheet date. The gains or losses resulting from such translations are included in the Statement of Profit and Loss and reported within exchange gains / (losses) on translation of assets and liabilities, net. Non-monetary assets and non-monetary liabilities denominated in a foreign currency and measured at fair value are translated at the exchange rate prevalent at the date when the fair value was determined. Non-monetary assets and non-monetary liabilities denominated in a foreign currency and measured at historical cost are translated at the exchange rate prevalent at the date of transaction. The related revenue and expense are recognized using the same exchange rate.

Transaction gains or losses realized upon settlement of foreign currency transactions are included in determining net profit for the period in which the transaction is settled. Revenue, expense and cash-flow items denominated in foreign currencies are translated into the relevant functional currencies using the exchange rate in effect on the date of the transaction.

Other comprehensive income, net of taxes includes translation differences on non-monetary financial assets measured at fair value at the reporting date, such as equities classified as financial instruments and measured at Fair Value through Other Comprehensive Income (FVOCI).

Other income for the years ended March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Interest income on financial assets carried at amortized cost		
Government bonds	–	1
Deposit with banks and others	27	48
Current accounts with banks	1	–
Interest income on financial assets carried at fair value through other comprehensive income		
Non-convertible debentures	23	27
Certificates of deposit	36	31
Government securities	27	43
Commercial paper	24	4
Income on investments carried at fair value through profit or loss		
Gains on liquid mutual funds units	19	16
Income on financial assets carried at fair value through other comprehensive income		
Gain on sale of commercial paper	–	–
Gain on sale of certificates of deposit	–	–
Profit / (loss) on sale of property, plant and equipment	–	1
Rental income from holding company	4	3
Dividend received from subsidiary[(1)]	53	–
Interest income on Income tax refund	6	2
Exchange gains/(losses) on foreign currency forward contracts	(8)	(42)
Exchange gains/(losses) on translation of other assets and liabilities	12	53
Miscellaneous income, net	2	2
	226	189

(1) The Company received dividend from its wholly-owned subsidiaries. Refer to Note 2.23.

2.19 Expenses

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Employee benefit expenses		
Salaries including bonus	5,308	4,832
Contribution to provident and other funds	138	134
Staff welfare	58	54
	5,504	5,020
Cost of technical sub-contractors and professional charges		
Cost of technical sub-contractors	360	518
Legal and professional	112	66
Recruitment and training	47	80
	519	664
Other expenses		
Consumables	12	12
Brand building and advertisement	3	3
Short-term leases (Refer to Note 2.2)	45	30
Marketing expenses	25	24
Rates and taxes	9	9
Contribution towards Corporate Social Responsibility	19	18
Communication expenses	101	109
Power and fuel	32	25
Repairs and maintenance	147	128
Bank charges and commission	5	4
Postage and courier	1	3
Impairment loss recognized / (reversed) under expected credit loss model	(2)	9
Professional membership and seminar participation fees	1	1
Provision for doubtful loans and advances	8	8
Provision for post-sales client support and others	–	–
Cost of software packages	209	157
Insurance	14	12
Auditor's remuneration		
Statutory audit fees	1	1
Tax matters	–	–
Reimbursement of expenses	–	–
Others	2	6
	632	559

2.20 Employee benefits

Accounting policy

2.20.1 Gratuity

The Company provides for gratuity, a defined benefit retirement plan ("the Gratuity Plan") covering eligible employees. The Gratuity Plan provides a lump-sum payment to vested employees at retirement, death, incapacitation or termination of employment, of an amount based on the respective employee's salary and the tenure of employment with the Company.

Liabilities with regard to the Gratuity Plan are determined by actuarial valuation, performed by an independent actuary at each Balance Sheet date using the projected unit credit method. The Company fully contributes all ascertained liabilities to the Infosys BPM Limited Employees' Gratuity Fund Trust ("the Trust"). Trustees administer contributions made to the Trusts and contributions are invested in a scheme with Life Insurance Corporation of India as permitted by Indian Law.

The Company recognizes the net obligation of a defined benefit plan in its Balance Sheet as an asset or liability. Gains and losses through re-measurements of the net defined benefit liability/asset are recognized in other comprehensive income. The actual return of the portfolio of plan assets, in excess of the yields computed by applying the discount rate used to measure the defined benefit obligation is recognized in other comprehensive income. The effect of any plan amendments is recognized in net profits in the Statement of Profit and Loss.

The Company provides for Minimum mandated retirement benefit scheme under Republic Act 7641 (R.A. 7641) covering eligible employees in Philippines. The R.A. 7641 scheme is a final salary Defined Benefit Plan that provides for a lumpsum payment made on retirement. During the years ended March 31, 2024 and March 31, 2023, the Company recognized net defined liability of ₹1 crore and ₹1 crore, respectively. (Refer note 2.14).

2.20.2 Superannuation

Certain employees of the Company are participants in a defined contribution plan. The Company has no further obligations to the superannuation plan beyond the monthly contribution to the Infosys BPM Limited Employees' Superannuation Fund Trust, the corpus of which is invested with the Life Insurance Corporation of India.

2.20.3 Pension

Certain employees of the Company are participants in a defined contribution plan. The Company has no further obligations to the pension plan beyond the monthly contributions.

2.20.4 Provident fund

Eligible employees of the Company are participants in defined contribution plan. The Company has no further obligations under the provident fund plan beyond its monthly contributions.

2.20.5 Compensated absences

The Company has a policy on compensated absences which are both accumulating and non-accumulating in nature. The expected cost of accumulating compensated absences is determined by actuarial valuation performed by an independent actuary at each Balance Sheet date using projected unit credit method on the additional amount expected to be paid/availed as a result of the unused entitlement that has accumulated at the Balance Sheet date. Expense on non-accumulating compensated absences is recognized in the period in which the absences occur.

The Code on Social Security, 2020 ("the Code") relating to employee benefits during employment and post-employment benefits received Presidential assent in September 2020. The Code has been published in the Gazette of India. However, the date on which the Code will come into effect has not been notified. The Company will assess the impact of the Code when it comes into effect and will record any related impact in the period the Code becomes effective.

(a) Gratuity

The funded status of the gratuity plan and the amounts recognized in the Company's financial statements as of March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Change in benefit obligations		
Benefit obligations at the beginning	154	150
Service cost	18	17
Interest expense	10	9
Transfer of obligation	(2)	(5)
Remeasurements – Actuarial losses	13	3
Benefits paid	(16)	(20)
Benefit obligations at the end	177	154
Change in plan assets		
Fair value of plan assets at the beginning	160	154
Interest income	11	9
Transfer of employees	(2)	(5)
Remeasurements – Return on plan assets excluding amounts included in interest income	2	2
Contributions	26	20
Benefits paid	(16)	(20)
Fair value of plan assets at the end	181	160
Funded status	4	6
Prepaid gratuity asset	4	6

The amount for the years ended March 31, 2024 and March 31, 2023 recognized in the Statement of Profit and Loss under employee benefit expenses are as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Service cost	18	17
Net interest on the net defined benefit liability/(asset)	(1)	–
Net gratuity cost	17	17

The amount for the years ended March 31, 2024 and March 31, 2023 recognized in the Statement of Other Comprehensive Income are as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Remeasurements of the net defined benefit liability/ (asset)		
Actuarial losses	13	3
(Return) / loss on plan assets excluding amounts included in the net interest on the net defined benefit liability/(asset)	(2)	(2)
	11	1

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
(Gain)/loss from change in demographic assumptions	–	–
(Gain)/loss from change in financial assumptions	1	(2)
(Gain)/loss from change in experience assumptions	12	6
	13	4

The weighted-average assumptions used to determine benefit obligations as of March 31, 2024 and March 31, 2023 are as follows:

Particulars	As at March 31,	
	2024	2023
Discount rate	7.0%	7.1%
Weighted average rate of increase in compensation levels	7.5%	7.5%

The weighted-average assumptions used to determine net periodic benefit cost for the years ended March 31, 2024 and March 31, 2023 are as follows:

Particulars	Year ended March 31,	
	2024	2023
Discount rate	7.1%	6.5%
Weighted average rate of increase in compensation levels	7.5%	7.5%
Weighted average duration of defined benefit obligation	5.8 years	5.9 years

Assumptions regarding future mortality experience are set in accordance with the published statistics by the Life Insurance Corporation of India.

The Company assesses these assumptions with its projected long-term plans of growth and prevalent industry standards. The discount rate is based on the government securities yield.

Sensitivity of significant assumptions used for valuation of defined benefit obligations

(In ₹ crore)

Impact of percentage point increase/decrease in	As at March 31,	
	2024	2023
Discount rate	4	4
Weighted average rate of increase in compensation level	4	3

Sensitivity for significant actuarial assumptions is computed by varying one actuarial assumption used for the valuation of the defined benefit obligation by one percentage, keeping all other actuarial assumptions constant.

Gratuity is applicable only to employees drawing a salary in Indian rupees and there are no other foreign defined benefit gratuity plans.

The Company contributes all ascertained liabilities towards gratuity to the Infosys BPM Limited Employees' Gratuity Fund Trust. Trustees administer contributions made to the trust. As of March 31, 2024 and March 31, 2023, the plan assets have been primarily invested in insurer managed funds.

Actual return on assets for the years ended March 31, 2024 and March 31, 2023 were ₹ 13 crore and ₹ 11 crore, respectively.

The Company expects to contribute ₹ 25 crore to the gratuity trusts during the fiscal 2025.

Maturity profile of defined benefit obligation:

(In ₹ crore)

Within 1 year	57
1-2 year	46
2-3 year	39
3-4 year	37
4-5 year	32
5-10 years	81

(b) Superannuation

The Company contributed ₹ 11 crore to the Superannuation Trust for the year ended March 31, 2024 (₹ 11 crore for the year ended March 31, 2023).

(c) Provident fund

The Company contributed ₹ 118 crore towards Provident Fund for the year ended March 31, 2024 (₹ 110 crore for the year ended March 31, 2023).

(d) Pension fund

The Company contributed ₹ 11 crore to pension funds for the year ended March 31, 2024 (₹ 13 crore for the year ended March 31, 2023).

2.21 Reconciliation of basic and diluted shares used in computing earnings per share

Accounting policy

Basic earnings per equity share is computed by dividing the net profit attributable to the equity holders of the Company by the weighted average number of equity shares outstanding during the period. Diluted earnings per equity share is computed by dividing the net profit attributable to the equity holders of the Company by the weighted average number of equity shares considered for deriving basic earnings per equity share and also the weighted average number of equity shares that could have been issued upon conversion of all dilutive potential equity shares. The dilutive potential equity shares are adjusted for the proceeds receivable had the equity shares been actually issued at fair value (i.e. the average market value of the outstanding equity shares). Dilutive potential equity shares are deemed converted as of the beginning of the period, unless issued at a later date. Dilutive potential equity shares are determined independently for each period presented.

The number of equity shares and potentially dilutive equity shares are adjusted retrospectively for all periods presented for any share splits, reverse share splits and bonus shares issues including for changes effected prior to the approval of the financial statements by the Board of Directors.

The following is a reconciliation of the equity shares used in the computation of basic and diluted earnings per equity share:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Basic earnings per equity share – weighted average number of equity shares outstanding	33,828	33,828
Effect of dilutive common equivalent shares	–	–
Diluted earnings per equity share – weighted average number of equity shares and common equivalent shares outstanding	33,828	33,828

2.22 Contingent liabilities and commitments (to the extent not provided for)

Accounting policy

Contingent liability is a possible obligation arising from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity or a present obligation that arises from past events but is not recognized because it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation or the amount of the obligation cannot be measured with sufficient reliability.

2.21.1 Contingent liability

(In crore)

Particulars	As at March 31,	
	2024	2023
Contingent liabilities :		
Claims against the Company, not acknowledged as debts(1) [Amount paid to statutory authorities ₹ 158 crore (₹ 111 crore)]	461	266
Commitments :		
Estimated amount of contacts remaining to be executed on capital contracts and not provided for (net of advances and deposits) (2)	62	53

(1) As at March 31, 2024 and March 31, 2023, claims against the Company not acknowledged as debts in respect of income tax matters amounted to ₹178 crore and ₹38 crore, respectively.

The claims against the Company majorly represent demands arising on completion of assessment proceedings under the Income Tax Act, 1961. These claims are on account of multiple issues of disallowances such as disallowance of expenditure towards software being held as capital in nature, disallowance under Section 80G, disallowance on account of denial of certain foreign tax credit among others.

The Company is contesting the demand and the management including its tax advisors believes that its position will likely be upheld in the appellate process. The management believes that the ultimate outcome of these proceedings will not have a material adverse effect on the Company's financial position and results of operations.

Amount paid to statutory authorities against the tax claims amounted to ₹158 crore and ₹111 crore as at March 31, 2024 and March 31, 2023, respectively.

(2) Capital contracts primarily comprises of commitments for infrastructure, facilities and computer equipment.

2.22.2 Legal proceedings

The Company is subject to legal proceedings and claims, which have arisen in the ordinary course of business. The Company's management reasonably expects that these legal actions, when ultimately concluded and determined, will not have a material and adverse effect on the Company's results of operations or financial condition.

2.23 Related party transactions

List of related parties:

Name of related parties	Country	Holding as at March 31,	
		2024	2023
Holding company			
Infosys Limited	India	Holding Company	Holding Company
Subsidiaries			
Infosys BPM UK Limited[(1)]	U.K.	100%	100%
Infosys (Czech Republic) Limited s.r.o.[(1)]	Czech Republic	100%	100%
Infosys Poland Sp z.o.o[(1)]	Poland	100%	100%
Infosys McCamish Systems LLC[(1)]	U.S.	100%	100%
Portland Group Pty Ltd[(1)]	Australia	100%	100%
Infosys BPO Americas LLC.[(1)]	U.S.	100%	100%
Infosys BPM Canada Inc [(1)(31)(36)]	Canada	–	–

Fellow subsidiaries	Country
Infosys Technologies (China) Co. Limited (Infosys China)[(2)]	China
Infosys Technologies S. de R. L. de C. V. (Infosys Mexico)[(2)]	Mexico
Infosys Technologies (Sweden) AB (Infosys Sweden)[(2)]	Sweden
Infosys Technologies (Shanghai) Company Limited (Infosys Shanghai)[(2)]	China
EdgeVerve Systems Limited (EdgeVerve)[(2)]	India
Infosys Austria GmbH[(2)]	Austria
Skava Systems Private Limited (Skava Systems)[(2)(22)]	India
Infosys Chile SpA[(2)]	Chile
Infosys Arabia Limited[(3)(22)]	Saudi Arabia
Infosys Consulting Ltda.[(2)]	Brazil
Infosys Luxembourg S.a.r.l[(2)]	Luxembourg
Infosys Americas Inc. (Infosys Americas)[(2)(30)]	U.S.
Infosys Consulting S.R.L.[(2)(19)]	Argentina
Infosys Consulting S.R.L.[(2)]	Romania
Infosys Limited Bulgaria EOOD[(2)]	Bulgaria
Infosys Turkey Bilgi Teknolojileri Limited Sirketi[(2)]	Turkey
Infosys Germany Holding Gmbh[(2)]	Germany
Infosys Automotive and Mobility GmbH & Co. KG[(2)]	Germany
Infosys Green Forum[(2)]	India
Infosys Business Solutions LLC[(2)]	Qatar
WongDoody Inc. [(2)]	U.S.
Danske IT and Support Services India Private Limited ("Danske IT") [(2)(32)]	India
Infosys Public Services, Inc. USA (Infosys Public Services)[(2)]	U.S.
Infosys Public Services Canada Inc. [(12)(23)]	Canada
Panaya Inc. (Panaya)[(2)]	U.S.
Panaya Ltd.[(4)]	Israel
Panaya Germany GmbH [(4)(27)]	Germany
Brilliant Basics Holdings Limited (Brilliant Basics)[(2)(22)]	U.K.
Brilliant Basics Limited [(5)(22)]	U.K.
Infosys Consulting Holding AG [(2)]	Switzerland
Infosys Management Consulting Pty Limited[(6)]	Australia

Name of related parties	Country	Holding as at March 31,	
		2024	2023
Infosys Consulting AG[6]	Switzerland		
Infosys Consulting GmbH[6]	Germany		
Infosys Consulting SAS[6]	France		
Infy Consulting B.V.[6]	The Netherlands		
Infosys Consulting (Belgium) NV[6]	Belgium		
Infy Consulting Company Ltd[6]	U.K.		
GuideVision s.r.o.[7]	Czech Republic		
GuideVision Deutschland GmbH[8]	Germany		
GuideVision Suomi Oy[8]	Finland		
GuideVision Magyarország Kft[8]	Hungary		
GuideVision Polska Sp. z.o.o[8]	Poland		
GuideVision UK Ltd[8][22]	U.K.		
Infosys Nova Holdings LLC. (Infosys Nova)[1]	U.S.		
Outbox systems Inc. dba Simplus (US)[9]	U.S.		
Simplus ANZ Pty Ltd.[10]	Australia		
Simplus Australia Pty Ltd[11]	Australia		
Simplus Philippines, Inc.[10]	Philippines		
Kaleidoscope Animations, Inc.[9]	U.S.		
Kaleidoscope Prototyping LLC[18][34]	U.S.		
Blue Acorn iCi Inc (formerly Beringer Commerce Inc)[9]	U.S.		
Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.)[2]	Singapore		
Infosys Financial Services GmbH. (formerly Panaya GmbH) [13][29]	Germany		
Infosys South Africa (Pty) Ltd[13]	South Africa		
Infosys (Malaysia) SDN. BHD. (formerly Global Enterprise International (Malaysia) Sdn. Bhd.)[13]	Malaysia		
Infosys Middle East FZ LLC [13]	Dubai		
Infosys Norway [13][28]	Norway		
Infosys Compaz Pte. Ltd [14]	Singapore		
HIPUS Co., Ltd[14]	Japan		
Fluido Oy [13]	Finland		
Fluido Sweden AB [15]	Sweden		
Fluido Norway A/S[15]	Norway		
Fluido Denmark A/S[15]	Denmark		
Fluido Slovakia s.r.o[15]	Slovakia		
Infosys Fluido UK, Ltd.[15]	U.K.		
Infosys Fluido Ireland, Ltd.[16]	Ireland		
Stater N.V.[14]	The Netherlands		
Stater Nederland B.V.[17]	The Netherlands		
Stater XXL B.V.[17]	The Netherlands		
HypoCasso B.V.[17]	The Netherlands		
Stater Participations B.V.[35]	The Netherlands		
Stater Belgium N.V./S.A.[17][35]	Belgium		
Stater Gmbh[17]	Germany		
Infosys Germany GmbH (formerly Kristall 247. GmbH ("Kristall")[13]	Germany		
WongDoody Gmbh (formerly known as oddity GmbH) [20]	Germany		

Name of related parties	Country	Holding as at March 31,	
		2024	2023
WongDoody (Shanghai) Co. Limited (formerly known as oddity (Shanghai) Co., Ltd.) [21]	China		
WongDoody limited (Taipei) (formerly known as oddity Limited (Taipei)) [21]	Taiwan		
oddity space GmbH [20][33]	Germany		
oddity jungle GmbH [20][33]	Germany		
oddity code GmbH [20][33]	Germany		
WongDoody d.o.o (formerly known as oddity code d.o.o) [21][33]	Serbia		
oddity waves GmbH [20][33]	Germany		
oddity group services GmbH [20][33]	Germany		
BASE life science A/S [13][24]	Denmark		
BASE life science AG [25]	Switzerland		
BASE life science GmbH [25]	Germany		
BASE life science S.A.S [25]	France		
BASE life science Ltd. [25]	U.K.		
BASE life science S.r.l. [25]	Italy		
Innovisor Inc.[25]	U.S.		
BASE life science Inc.[25]	U.S.		
BASE life science S.L.[25][26]	Spain		

(1) Wholly-owned subsidiary of Infosys BPM Limited

(2) Wholly-owned subsidiary of Infosys Limited

(3) Owned and controlled subsidiary of Infosys Limited

(4) Wholly-owned subsidiary of Panaya Inc.

(5) Wholly-owned subsidiary of Brilliant Basics Holding Limited.

(6) Wholly-owned subsidiary of Infosys Consulting Holding AG

(7) Wholly-owned subsidiary of Infy Consulting Company Limited

(8) Wholly-owned subsidiary of GuideVision s.r.o.

(9) Wholly-owned subsidiary of Infosys Nova Holdings LLC

(10) Wholly-owned subsidiary of Outbox systems Inc. dba Simplus (US)

(11) Wholly-owned subsidiary of Simplus ANZ Pty Ltd

(12) Wholly-owned subsidiary of Infosys Public Services, Inc.

(13) Wholly-owned subsidiary of Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.)

(14) Majority-owned and controlled subsidiary of Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.)

(15) Wholly-owned subsidiary of Fluido Oy

(16) Wholly-owned subsidiary of Infosys Fluido UK, Ltd.

(17) Wholly-owned subsidiary of Stater N.V

(18) Wholly-owned subsidiary of Kaleidoscope Animations, Inc.

(19) Infosys Consulting S.R.L. (Argentina) (formerly a wholly-owned subsidiary of Infosys Consulting Holding AG) became the majority owned and controlled subsidiary of Infosys Limited with effect from April 1, 2022

(20) On April 20, 2022, Infosys Germany GmbH (formerly Kristall 247. GmbH ("Kristall")) (a wholly-owned subsidiary of Infosys Singapore Pte. Ltd (formerly Infosys Consulting Pte. Ltd.)) acquired 100% of voting interests in oddity space GmbH, oddity jungle GmbH, oddity waves GmbH, oddity group services GmbH, oddity code GmbH and WongDoody Gmbh (formerly known as oddity GmbH)

(21) Wholly-owned subsidiary of WongDoody Gmbh (formerly known as oddity GmbH)

(22) Under liquidation

(23) Incorporated on July 8, 2022

(24) On September 1, 2022, Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.) (a wholly-owned subsidiary of Infosys Limited) acquired 100% of voting interests in BASE life science A/S.

(25) Wholly-owned subsidiary of BASE life science A/S

(26) Incorporated on September 6, 2022

(27) Incorporated effective December 15, 2022

(28) Incorporated effective September 22, 2022

(29) Infosys Financial Services GmbH. (formerly Panaya GmbH) became a wholly-owned subsidiary of Infosys Singapore Pte. Ltd (formerly Infosys Consulting Pte. Ltd.) with effect from February 23, 2023.

(30) Liquidated effective July 14, 2023

[31] Incorporated on August 11, 2023

[32] On September 1, 2023, Infosys Limited. acquired 100% of voting interests in Danske IT and Support Services India Private Limited ("Danske IT").

[33] On September 29, 2023, oddity space GmbH, oddity waves GmbH, oddity jungle GmbH, oddity group services GmbH and oddity code GmbH merged into WongDoody GmbH and oddity code d.o.o which was formerly a subsidiary of oddity code Gmbh has become a subsidiary of WongDoody Gmbh (formerly known as oddity GmbH).

[34] Kaleidoscope Prototyping LLC, a wholly-owned subsidiary of Kaleidoscope Animations is liquidated effective November 1, 2023

[35] On November 24, 2023 Stater Participations B.V (a wholly-owned subsidiary of Stater N.V.) merged with Stater N.V. and Stater Belgium N.V./S.A which was formerly a wholly-owned subsidiary of Stater Participations B.V. became a wholly-owned subsidiary of Stater N.V.

[36] On March 15, 2024 Infosys BPM Canada Inc., a wholly-owned subsidiary of Infosys BPM Limited got dissolved.

List of other related parties

Name of the Trust	Country	Nature of relationship
Infosys BPM Limited Employees' Superannuation Fund Trust (formerly Infosys BPO Limited Employees Superannuation Fund Trust)	India	Post-employment benefit plan of Infosys BPM (formerly known as Infosys BPO)
Infosys BPM Limited Employees' Gratuity Fund Trust (formerly Infosys BPO Limited Employees' Gratuity Fund Trust)	India	Post-employment benefit plan of Infosys BPM (formerly known as Infosys BPO)
Infosys Foundation	India	Trust jointly controlled by KMPs of Infosys Limited

The details of amounts due to or due from related parties as at March 31, 2024 and March 31, 2023 are as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Capital transactions:		
Equity		
Infosys BPM UK Limited	–	1
	–	1
Trade receivables		
Infosys Limited	175	165
Infosys McCamish Systems LLC	5	3
Infosys Automotive and Mobility GmbH & Co. KG	51	19
Infosys BPO Americas LLC	–	–
EdgeVerve	1	–
Infosys Public Services	2	1
Infosys Turkey Bilgi Teknolojikeri Limited Sirketi	5	1
Portland Group Pty Ltd	1	1
Infosys Luxembourg S.a.r.l	–	1
Infosys Compaz PTE Ltd	3	2
Infosys China	1	1
Infosys Mexico	–	–
Infosys Poland Sp. Z.o.o	(1)	–
Infosys (Czech Republic) Limited s.r.o.	–	–
Infosys Austria GMBH	–	1
Infosys Consulting S.R.L. (Romania)	16	–
Infosys Sweden	–	–
Infosys Consulting S.R.L. (Argentina)	–	–
Infosys Consulting Ltda	–	1
Infosys Singapore Pte. Ltd	–	1
Infosys Middle East FZ LLC	–	–
Infy Consulting Company Limited	3	1
	262	198

Particulars	As at March 31,	
	2024	2023
Other financial assets		
Infosys Limited	33	32
Infosys McCamish Systems LLC	1	–
Infosys BPO Americas LLC	3	1
EdgeVerve	2	2
Infosys Poland Sp. Z.o.o	2	–
Infosys (Czech Republic) Limited s.r.o.	1	–
Lodestone Brazil	–	–
Infosys Consulting S.R.L. (Romania)	–	–
Infosys Public Services	–	–
	42	35
Unbilled revenue		
Infy Consulting Company Limited	1	1
	1	1
Trade payables		
Infosys Limited	18	12
Infosys McCamish Systems LLC	6	10
Infosys Poland Sp. Z.o.o	3	2
Portland Group Pty Ltd	–	1
Infosys China	–	–
Infosys Mexico	–	–
Infosys Singapore Pte. Ltd	–	–
Infosys Consulting Ltda	2	2
EdgeVerve	1	–
Infosys (Czech Republic) Limited s.r.o.	1	–
	31	27
Other financial liabilities		
Infosys Limited	15	11
Infosys McCamish Systems LLC	1	1
EdgeVerve	1	–
Infosys BPO Americas LLC	–	–
Infosys Poland Sp. Z.o.o	1	1
Stater N.V.	1	1
Infosys Compaz PTE Ltd	1	–
Infosys Public Services	–	–
	20	14
Accrued expense		
Infosys Limited	–	–
Infosys Consulting S.R.L. (Romania)	5	–
Infosys BPO Americas LLC	–	–
	5	–
Prepaid expense and other assets		
Stater N.V.	1	–
	1	–

The details of the related parties transactions entered into by the Company for years ended March 31, 2024 and March 31, 2023 are as follows:

(In ₹ crore)

Particulars	Year ended March 31, 2024	Year ended March 31, 2023
Capital transactions:		
Equity		
Infosys BPM UK Limited	–	1
	–	1
Revenue transactions:		
Purchase of services		
Infosys Limited	111	113
Infosys McCamish Systems LLC	91	132
Infosys Poland Sp. Z.o.o	19	19
Portland Group Pty Ltd	2	7
EdgeVerve	9	(1)
Infosys Singapore Pte. Ltd	–	–
Infosys (Czech Republic) Limited s.r.o.	2	1
Infosys China	3	6
Infosys Consulting Ltda	13	10
Infosys Mexico	2	1
	252	288
Purchase of shared services including facilities and personnel		
Infosys Limited(1)	107	86
Infosys Consulting S.R.L. (Romania)	5	–
Infosys McCamish Systems LLC	4	4
Infosys Poland Sp. Z.o.o	–	–
Infosys Compaz PTE Ltd	1	–
Stater N.V.	4	4
	121	94
Sale of services		
Infosys Limited	2,162	2,101
Infosys McCamish Systems LLC	36	34
Infosys Public Services	22	20
Infosys BPO Americas LLC	–	3
Portland Group Pty Ltd	7	6
EdgeVerve	6	6
Infosys Poland Sp. Z.o.o	6	2
Stater Nederland B.V.	–	1
Infosys Automotive and Mobility GmbH & Co. KG	87	35
Infosys China	3	2
Infy Consulting Company Limited	6	3
Infosys Luxembourg S.a.r.l	–	1
Infosys Compaz PTE Ltd	8	4
Infosys Mexico	–	–
Infosys (Czech Republic) Limited s.r.o.	1	1
Infosys Turkey Bilgi Teknolojikeri Limited Sirketi	3	3

Particulars	Year ended March 31,	
	2024	2023
Infosys Austria GMBH	1	2
Infosys Consulting S.R.L. (Romania)	14	–
Infosys Sweden	2	1
Infosys Consulting S.R.L. (Argentina)	–	–
Infosys Consulting Ltda	2	1
Infosys Singapore Pte. Ltd	–	1
Infosys Middle East FZ LLC	–	1
	2,366	2,228
Sale of shared services including facilities and personnel		
Infosys Limited	7	36
Infosys BPO Americas LLC	–	–
	7	36
Dividend received		
Portland Group Pty Ltd	53	–
	53	–
Dividend paid		
Infosys Limited	1,888	1,187
	1,888	1,187
Other Transaction		
Infosys Foundation	18	17
	18	17

(1) Includes purchase of fixed assets of ₹6 crore

The Company's material related party transactions during the years ended March 31, 2024 and March 31, 2023 and outstanding balances as at March 31, 2024 and March 31, 2023 are with its holding company, subsidiaries and fellow subsidiaries with whom the Company generally enters into transactions which are at arm's length and in the ordinary course of business.

List of key management personnel

Name of the related party	Designation
Anantharaman Radhakrishnan	Managing Director and Chief Executive Officer
Karmesh Gul Vaswani[(1)]	Chairman and Director
Ravikumar Singisetti[(2)]	Chairman and Director
Inderpreet Sawhney	Director
Martha King	Director
Prem Pereira[(3)]	Chief Financial Officer
Vasudeva Maipady[(4)]	Chief Financial Officer
Bindu Raghavan[(5)]	Company Secretary
Sudhir Gaonkar[(6)]	Company Secretary
Gopal Devanahalli[(7)]	Independent Director
Michael Nelson Gibbs[(7)]	Independent Director

(1) Appointed as director and Chairman of the Company effective July 17, 2023

(2) Resigned as Chairman & Director effective October 11, 2022

(3) Resigned as Chief Financial Officer effective April 14, 2022

(4) Appointed as Chief Financial Officer effective April 15, 2022

(5) Resigned as Company Secretary effective September 30, 2022

(6) Appointed as Company Secretary effective October 01, 2022

(7) Resigned as independent director effective August 16, 2022

Transaction with key management personnel

The table below describes the compensation to key managerial personnel which comprise directors and executive officers:

(In ₹ crore)

Particulars	Year ended March 31, 2024	2023
Salaries and other employee benefits to whole-time directors and executive officers[1]	5	7
Total	5	7

[1] Does not include post-employment benefit based on actuarial valuation as this is done for the Company as a whole.

2.24 Segment reporting

The Company presents this standalone financial statements along with the consolidated financial statements. In accordance with Ind AS 108, Operating Segments, the Company has disclosed the segment information in the consolidated financial statements.

2.25 Corporate social responsibility

As per Section 135 of the Companies Act, 2013, a company, meeting the applicability threshold, needs to spend at least 2% of its average net profit for the immediately preceding three financial years on corporate social responsibility (CSR) activities. The areas for CSR activities are eradication of hunger and malnutrition, promoting education and healthcare and rural development projects. A CSR committee has been formed by the Company as per the Act. The funds were primarily allocated to a corpus and utilized through the year on these activities which are specified in Schedule VII of the Companies Act, 2013.

(In ₹ crore)

S.No	Particulars	As at March 31, 2024	2023
i)	Amount required to be spent by the Company during the year	19	18
ii)	Amount of expenditure incurred	19	18
iii)	Shortfall at the end of the year	–	–
iv)	Total of previous years shortfall	–	–
v)	Reason for shortfall	Not applicable	Not applicable
vi)	Nature of CSR activities	Promoting healthcare including preventive healthcare, Eradicating hunger, poverty and sanitation programs, Promoting education, enhancing vocational skills, Rural development.	
vii)	Details of related party transactions, e.g., contribution to a trust controlled by the Company in relation to CSR expenditure as per relevant accounting standard[1]	18	17
viii)	Where a provision is made with respect to a liability incurred by entering into a contractual obligation, the movements in the provision during the year shall be shown separately	–	–

[1] Effective January 1, 2022, Infosys Foundation a trust jointly controlled by the KMP of Infosys Limited is a related party. The Company has made contributions to Infosys foundation to fulfil its corporate social responsibilities. Infosys Foundation supports programs in the areas of education, rural development, healthcare, arts and culture, and destitute care.

2.26 Analytical ratios

The following are certain analytical ratios for the years ended March 31, 2024 and March 31, 2023:

Particulars	Numerator	Denominator	Year ended March 31, 2024	2023	% of Variance
Current Ratio	Current assets	Current liability	2.3	2.4	(6.4%)
Debt – Equity ratio	Total debt[1]	Shareholder's equity	0.2	0.1	20.8%
Debt service coverage ratio	Earnings available for debt service[2]	Debt service[3]	8.1	10.4	(21.7%)

Particulars	Numerator	Denominator	Year ended March 31,		% of Variance	
			2024	2023		
Return on Equity (ROE)	Net Profits after taxes	Average shareholder's equity	20.5%	18.3%	12.1%	
Trade receivables turnover ratio	Net credit revenue	Average accounts receivable	7.4	7.2	2.6%	
Trade payables turnover ratio	Net credit purchase of services/consumables	Average trade payables	13.1	17.9	(26.8%)	*
Net capital turnover ratio	Net sales	Working capital	4.2	3.2	31.6%	*
Net profit ratio	Net profit	Net sales	10.1%	11.2%	(9.9%)	
Return on Capital Employed (ROCE)	Earning before interest and taxes	Capital Employed[(4)]	27.6%	22.8%	20.6%	
Return on Investment						
Unquoted	Income from investments	Time weighted average investments	7.9%	6.1%	30.0%	*
Quoted	Income from investments	Time weighted average investments	7.5%	4.0%	88.7%	*

Note: Percentage of Variance is calculated based on absolute numbers.

(1) Debt represents lease liabilities

(2) Net Profit after taxes + Non-cash operating expenses + Interest + other adjustments like loss on sale of Fixed assets etc.

(3) Lease payments for the current year

(4) Tangible net worth + Deferred tax liabilities + Lease liabilities

* During the year ended March 31, 2024, there is a variance of more than 25% compared to previous year due to following reason :

- Increase in return on investment due to change in investment mix.
- Decrease in trade payable turnover ratio is due to increase in trade payables related to software services which are due for payment in subsequent period.
- Increase in net capital turnover ratio is due to payment of special dividend during the year.

2.27 Relationship with struck-off companies

During the years ended March 31, 2024 and March 31, 2023, there are no transactions and balance outstanding at March 31, 2024 and March 31, 2023 is Nil with struck off companies.

2.28 Function-wise classification of Statement of Profit and Loss

(In ₹ crore)

Particulars	Note	Year ended March 31,	
		2024	2023
Revenue from operations	2.17	7,892	7,529
Cost of sales		6,158	5,800
Gross profit		1,734	1,729
Operating expenses			
Selling and marketing expenses		303	266
General and administration expenses		577	497
Total operating expenses		880	763
Operating profit		854	966
Other income	2.18	226	189
Finance cost	2.2	(35)	(32)
Profit before tax		1,045	1,123
Tax expense:			
Current tax	2.16	202	293
Deferred tax	2.16	44	(16)
Profit for the year		799	846
Other comprehensive income			

Particulars	Note	Year ended March 31,	
		2024	2023
Items that will not be reclassified subsequently to profit or loss			
Remeasurement of the net defined benefit liability/asset, net of tax	2.20	(8)	(1)
		(8)	(1)
Items that will be reclassified to profit or loss			
Fair value changes on investments, net of tax	2.4	16	(19)
		16	(19)
Total other comprehensive income, net of tax		8	(20)
Total comprehensive income for the year		807	826

for and on behalf of the Board of Directors of Infosys BPM Limited

Karmesh Vaswani
Chairperson and Non-Executive Director
DIN No. 10193181

Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer
DIN No. 07516278

Inderpreet Sawhney
Non-Executive Director
DIN No. 07925783

Bengaluru
April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary
Membership No. ACS 34203

Consolidated Financial Statements under Indian Accounting Standards (Ind AS) for the year ended March 31, 2024

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Independent Auditor's Report

To the members of Infosys BPM Limited

Report on the Audit of the Consolidated Financial Statements

Opinion

We have audited the accompanying consolidated financial statements of INFOSYS BPM LIMITED (the "Holding Company") and its subsidiaries (the Holding Company and its subsidiaries together referred to as "the Group") which comprise the Consolidated Balance Sheet as at March 31, 2024, and the Consolidated Statement of Profit and Loss (including Other Comprehensive Income), the Consolidated Statement of Cash Flows and the Consolidated Statement of Changes in Equity for the year ended on that date, and notes to the financial statements, including a summary of material accounting policies and other explanatory information (hereinafter referred to as the "consolidated financial statements").

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid consolidated financial statements, give the information required by the Companies Act, 2013 (the "Act") in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards prescribed under section 133 of the Act, ("Ind AS") and other accounting principles generally accepted in India, of the consolidated state of affairs of the Group as at March 31, 2024, and their consolidated profit, their consolidated total comprehensive income, their consolidated cash flows and their consolidated changes in equity for the year ended on that date.

Basis for Opinion

We conducted our audit of the consolidated financial statements in accordance with the Standards on Auditing ("SAs") specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Consolidated Financial Statements section of our report. We are independent of the Group in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India ("ICAI") together with the ethical requirements that are relevant to our audit of the consolidated financial statements under the provisions of the Act and the Rules made thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ICAI's Code of Ethics. We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion on the consolidated financial statements.

Emphasis of Matter

As described in Note 2.22.3 to the consolidated financial statements, certain costs relating to possible damages or claims relating to a cybersecurity incident in a subsidiary is indeterminable as at the date of this report because of reasons stated in the note. Our opinion is not modified in respect of this matter.

Information Other than the Financial Statements and Auditor's Report Thereon

The Holding Company's Board of Directors is responsible for the preparation of the other information. The other information comprises the information included in the Management Discussion and Analysis, Board's Report including Annexures to the Board's Report, Business Responsibility Report, Corporate Governance and Shareholder's Information, but does not include the consolidated financial statements, standalone financial statements and our auditor's report thereon.

Our opinion on the consolidated financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information, consider whether the other information is materially inconsistent with the consolidated financial statements or our knowledge obtained during the course of our audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Consolidated Financial Statements

The Holding Company's Board of Directors is responsible for the matters stated in section 134(5) of the Act with respect to the preparation and presentation of these consolidated financial statements that give a true and fair view of the consolidated financial position, consolidated financial performance including other comprehensive income, consolidated cash flows and consolidated changes in equity of the Group in accordance with the Ind AS and other accounting principles generally accepted in India. The respective Boards of Directors of the companies included in the Group are responsible for maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the Group and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error, which have been used for the purpose of preparation of the consolidated financial statements by the Directors of the Holding Company, as aforesaid.

In preparing the consolidated financial statements, the respective Management and Boards of Directors of the companies included in the Group are responsible for assessing the ability of the respective entities to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the respective Boards of Directors either intends to liquidate their respective entities or to cease operations, or have no realistic alternative but to do so.

The respective Boards of Directors of the companies included in the Group are also responsible for overseeing the financial reporting process of the Group.

Auditor's Responsibility for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these consolidated financial statements.

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal financial control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3)(i) of the Act, we are also responsible for expressing our opinion on whether the Holding Company has adequate internal financial controls system in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the ability of the Group to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities within the Group to express an opinion on the consolidated financial statements.
- Materiality is the magnitude of misstatements in the consolidated financial statements that, individually or in aggregate, makes it probable that the economic decisions of a reasonably knowledgeable user of the consolidated financial statements may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and in evaluating the results of our work; and (ii) to evaluate the effect of any identified misstatements in the consolidated financial statements.

We communicate with those charged with governance of the Holding Company and such other entities included in the consolidated financial statements of which we are the independent auditors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal financial controls that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Report on Other Legal and Regulatory Requirements

1. As required by Section 143$^{(3)}$ of the Act, based on our audit we report that:

a. We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit of the aforesaid consolidated financial statements.

b. In our opinion, proper books of account as required by law relating to preparation of the aforesaid consolidated financial statements have been kept so far as it appears from our examination of those books.

c. The Consolidated Balance Sheet, Consolidated Statement of Profit and Loss including Other Comprehensive Income, the Consolidated Statement of Cash Flows and the Consolidated Statement of Changes in Equity dealt with by this Report are in agreement with the relevant books of account maintained for the purpose of preparation of the consolidated financial statements.

d. In our opinion, the aforesaid consolidated financial statements comply with the Ind AS specified under section 133 of the Act.

e. On the basis of the written representations received from the directors of the Holding Company as on March 31, 2024 taken on record by the Board of Directors of the Company none of the directors of the Holding Company is disqualified as on March 31, 2024 from being appointed as a director in terms of Section 164 (2) of the Act.

f. With respect to the adequacy of the internal financial controls with reference to consolidated financial statements and the operating effectiveness of such controls, refer to our separate Report in "Annexure A" which is based on the auditors' reports of the Holding Company. Our report expresses an unmodified opinion on the adequacy and operating effectiveness of internal financial controls with reference to consolidated financial statements of those companies.

g. With respect to the other matters to be included in the Auditor's Report in accordance with the requirements of section 197(16) of the Act, as amended,

   In our opinion and to the best of our information and according to the explanations given to us, the remuneration paid by the Holding Company to its directors during the year is in accordance with the provisions of section 197 of the Act.

h. With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, as amended in our opinion and to the best of our information and according to the explanations given to us:

   i) The consolidated financial statements disclose the impact of pending litigations on the consolidated financial position of the Group – Refer Note 2.22 to the consolidated financial statements.

   ii) Provision has been made in the consolidated financial statements, as required under the applicable law or accounting standards, for material foreseeable losses, if any, on long-term contracts including derivative contracts - Refer Note 2.16 to the consolidated financial statements.

   iii) There has been no delay in transferring amounts, required to be transferred, to the Investor Education and Protection Fund by the Holding Company.

   iv) (a) The Management of the Holding Company has represented to us that, to the best of it's knowledge and belief, no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the Holding Company to or in any other person(s) or entity(ies), including foreign entities ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Holding Company ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries.

   (b) The Management of the Holding Company has represented to us that, to the best of it's knowledge and belief, no funds have been received by the Holding Company from any person(s) or entity(ies), including foreign entities ("Funding Parties"), with the understanding, whether recorded in writing or otherwise, that the Holding Company shall, directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries.

   (c) Based on the audit procedures that have been considered reasonable and appropriate in the circumstances performed by us on the Holding Company whose financial statements have been audited under the Act, nothing has come to our notice that has caused us to believe that the representations under sub-clause (i) and (ii) of Rule 11(e), as provided under (a) and (b) above, contain any material misstatement.

   v) As stated in Note 2.12 to the consolidated financial statements

      a. The final dividend proposed in the previous year, declared and paid by the Company during the year is in accordance with Section 123 of the Act as applicable.

      b. The interim dividend declared and paid by the Company during the year and until the date of this report is in compliance with Section 123 of the Act.

      c. The Board of Directors of the Company have not proposed final dividend for the year.

   vi) Based on our examination, which included test checks, the Holding Company whose financial statements have been audited under the Act has used accounting softwares for maintaining its books of account for the financial year ended March 31, 2024 which has a feature of recording audit trail (edit log) facility and the same has operated throughout the year for all relevant transactions recorded in the softwares. Further, during the course of our audit we did not come across any instance of the audit trail feature being tampered with. The Audit trail requirements are applicable only to the Holding Company and not any other subsidiary companies included in the consolidated financial statements of the Company, since these subsidiaries are incorporated outside India.

   As proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 is applicable from April 1, 2023, reporting under Rule 11 (g) of the Companies (Audit and Auditors) Rules, 2014 on preservation of audit trail as per the statutory requirements for record retention is not applicable for the financial year ended March 31, 2024.

2. With respect to the matters specified in paragraphs 3(xxi) and 4 of the Companies (Auditor's Report) Order, 2020 (the "Order"/ "CARO") issued by the Central Government in terms of Section 143(11) of the Act, to be included in the Auditor's report, according to the information and explanations given to us, and based on the audit report under section 143 issued by us for the Holding Company, we report that CARO is applicable only to the Holding Company and not to any other subsidiaries included in the consolidated financial statements since these subsidiaries are incorporated outside India. We have not reported any qualification or adverse remark in the CARO report of the Holding Company.

For DELOITTE HASKINS & SELLS LLP
Chartered Accountants

(Firm's Registration No. 117366W/W-100018)

Gurvinder Singh
Partner

(Membership No.110128)

UDIN: 24110128BKBGWO6021

Place: Bengaluru

Date: April 16, 2024

Annexure “A” to the Independent Auditor’s Report

(Referred to in paragraph 1(f) under ‘Report on Other Legal and Regulatory Requirements’ section of our report to the members Infosys BPM Limited of even date)

Report on the Internal Financial Controls with reference to Consolidated Financial Statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 (“the Act”)

In conjunction with our audit of the consolidated financial statements of the Company as of and for the year ended March 31, 2024, we have audited the internal financial controls with reference to consolidated financial statements of INFOSYS BPM LIMITED (hereinafter referred to as “the Holding Company”), as of that date.

Management’s Responsibility for Internal Financial Controls

The Board of Directors of the Holding Company is responsible for establishing and maintaining internal financial controls with reference to consolidated financial statements based on the internal control with reference to consolidated financial statements criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the Institute of Chartered Accountants of India (“the ICAI)”. These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to the Holding Company’s policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Companies Act, 2013.

Auditor’s Responsibility

Our responsibility is to express an opinion on the Holding Company’s internal financial controls with reference to consolidated financial statements based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the “Guidance Note”) issued by the Institute of Chartered Accountants of India and the Standards on Auditing, prescribed under Section 143(10) of the Companies Act, 2013, to the extent applicable to an audit of internal financial controls with reference to consolidated financial statements. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls with reference to consolidated financial statements was established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial controls with reference to consolidated financial statements and their operating effectiveness. Our audit of internal financial controls with reference to consolidated financial statements included obtaining an understanding of internal financial controls with reference to consolidated financial statements, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error.

We believe that the audit evidence we have obtained, is sufficient and appropriate to provide a basis for our audit opinion on the Holding Company’s internal financial controls with reference to consolidated financial statements.

Meaning of Internal Financial Controls with reference to consolidated financial statements

A company’s internal financial control with reference to consolidated financial statements is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company’s internal financial control with reference to consolidated financial statements includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorisations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use, or disposition of the company’s assets that could have a material effect on the financial statements.

Inherent Limitations of Internal Financial Controls with reference to consolidated financial statements

Because of the inherent limitations of internal financial controls with reference to consolidated financial statements, including the possibility of collusion or improper management override of controls, material misstatements due to error or fraud may occur and not be detected. Also, projections of any evaluation of the internal financial controls with reference to consolidated financial statements to future periods are subject to the risk that the internal financial control with reference to consolidated financial statements may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion to the best of our information and according to the explanations given to us, the Holding Company has, in all material respects, an adequate internal financial controls with reference to consolidated financial statements and such internal financial controls with reference to consolidated financial statements were operating effectively as at March 31, 2024, based on the internal control with reference to consolidated financial statements criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the Institute of Chartered Accountants of India.

For DELOITTE HASKINS & SELLS LLP
Chartered Accountants

(Firm's Registration No. 117366W/W-100018)

Gurvinder Singh
Partner

(Membership No. 110128)

UDIN: 24110128BKBGWO6021

Place: Bengaluru

Date: April 16, 2024

Consolidated Balance Sheet as at

(In ₹ crore)

Particulars	Note No.	As at March 31, 2024	As at March 31, 2023
Assets			
Non-current assets			
Property, plant and equipment	2.1	327	365
Right-of-use assets	2.2	1,326	1,336
Capital work-in-progress	2.3	10	12
Goodwill	2.4	458	453
Other intangible assets	2.4	6	9
Financial assets:			
Investments	2.5	336	790
Loans	2.6	595	165
Other financial assets	2.7	375	617
Deferred tax assets (net)	2.17	197	219
Income tax assets (net)	2.17	180	162
Other non-current assets	2.10	156	217
Total non-current assets		3,966	4,345
Current assets			
Financial assets:			
Investments	2.5	1,111	1,916
Trade receivables	2.8	2,324	2,213
Cash and cash equivalents	2.9	1,496	1,761
Loans	2.6	32	315
Other financial assets	2.7	1,355	1,651
Income tax assets (net)	2.17	69	6
Other current assets	2.10	1,210	1,148
Total current assets		7,597	9,010
Total assets		11,563	13,355
Equity and liabilities			
Equity			
Equity share capital	2.12	34	34
Other equity		5,347	6,264
Total equity		5,381	6,298
Liabilities			
Non-current liabilities			
Financial liabilities:			
Lease liabilities	2.2	1,279	1,293
Other financial liabilities	2.13	59	545
Deferred tax liabilities (net)	2.17	–	–
Other non-current liabilities	2.15	1	1
Total non-current liabilities		1,339	1,839
Current liabilities			
Financial liabilities:			
Lease liabilities	2.2	418	323

Particulars	Note No.	As at March 31,	
		2024	2023
Trade payables	2.14	367	311
Other financial liabilities	2.13	2,947	3,374
Other current liabilities	2.15	870	944
Provisions	2.16	127	27
Income tax liabilities (net)	2.17	114	239
Total current liabilities		4,843	5,218
Total equity and liabilities		11,563	13,355

The accompanying notes form an integral part of the consolidated financial statements.

As per our report of even date attached

for and on behalf of the Board of Directors of Infosys BPM Limited

for Deloitte Haskins & Sells LLP
Chartered Accountants

Firm's Registration Number:117366W/ W-100018

Gurvinder Singh
Partner

Membership No. 110128

Karmesh Vaswani
Chairperson and Non-Executive Director

Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer

Inderpreet Sawhney
Non-Executive Director

Bengaluru

April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary

Consolidated Statement of Profit and Loss

(In ₹ crore, except equity share and per equity share data)

Particulars	Note No.	Years ended March 31, 2024	2023
Revenue from operations	2.18	13,365	12,997
Other income, net	2.19	298	223
Total income		13,663	13,220
Expenses			
Employee benefit expenses	2.20	7,258	6,506
Cost of technical sub-contractors and professional charges	2.20	1,163	1,202
Travel expenses		155	112
Cost of software packages and others		2,753	2,772
Finance cost	2.2	89	65
Depreciation and amortization expense	2.1, 2.2 & 2.4	487	402
Other expenses	2.20	577	566
Total expenses		12,482	11,625
Profit before tax		1,181	1,595
Tax expense:			
Current tax	2.17	284	484
Deferred tax	2.17	24	(115)
		308	369
Profit for the period		873	1,226
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss			
Remeasurement of the net defined benefit (liability) / asset, net of tax		(8)	(1)
Equity instruments through other comprehensive income, net of tax	2.5	–	(3)
		(8)	(4)
Items that will be reclassified subsequently to profit or loss			
Exchange differences on translation of foreign operations, net		90	138
Fair value changes on investments, net of tax	2.5	16	(19)
		106	119
Total other comprehensive income, net of tax		98	115
Total comprehensive income for the period		971	1,341
Profit / (loss) attributable to:			
Owners of the Company		873	1,226
		873	1,226
Total comprehensive income attributable to:			
Owners of the Company		971	1,341
		971	1,341
Earnings per equity share			
Equity shares of par value ₹10,000 each			
Basic and diluted (₹)		2,58,087.09	3,62,339.46
Weighted average equity shares used in computing earnings per equity share			
Basic and diluted		33,828	33,828

The accompanying notes form an integral part of the consolidated financial statements.

As per our report of even date attached

for and on behalf of the Board of Directors of Infosys BPM Limited

for Deloitte Haskins & Sells LLP
Chartered Accountants

Firm's Registration
Number:117366W/ W-100018

Gurvinder Singh *Partner*	Karmesh Vaswani *Chairperson and Non-Executive Director*	Anantharaman Radhakrishnan *Managing Director and Chief Executive Officer*	Inderpreet Sawhney *Non-Executive Director*
Membership No. 110128			
Bengaluru April 16, 2024	Vasudeva Maipady *Chief Financial Officer*	Sudhir Gaonkar *Company Secretary*	

Consolidated Statement of Changes in Equity

(In ₹ crore)

Particulars	Equity share capital	Other equity								Total equity attributable to equity holders of the Company
		Reserves and surplus					Capital reserve	Other comprehensive income		
		Capital reserve	Securities premium[2]	General reserve	Special economic zone re-investment reserve [1]	Retained earnings	Other reserves[3]	Equity Instruments through other comprehensive income	Other items of other comprehensive income	
Balance as at April 01, 2022	34	1	25	1,004	415	4,638	(111)	(13)	169	6,162
Changes in equity for the year ended March 31, 2023										
Profit for the period	–	–	–	–	–	1,226	–	–	–	1,226
Exchange differences on translation foreign operations	–	–	–	–	–	–	–	–	138	138
Fair value changes on investments, net of tax	–	–	–	–	–	–	–	–	(19)	(19)
Remeasurement of the net defined benefit liability / asset, net of tax	–	–	–	–	–	–	–	–	(1)	(1)
Equity instruments through other comprehensive income, net of tax	–	–	–	–	–	–	–	(3)	–	(3)
Total comprehensive income for the period	–	–	–	–	–	1,226	–	(3)	118	1,341
Dividends	–	–	–	–	–	(1,187)	–	–	–	(1,187)
Transferred to Special Economic Zone Re-investment Reserve	–	–	–	–	13	(13)	–	–	–	–
Utilization of Special Economic Zone Re-investment Reserve	–	–	–	–	(67)	67	–	–	–	–
Reserves recorded upon business transfer under common control (Refer to Note 2.24)	–	–	–	–	–	–	(18)	–	–	(18)
Balance as at March 31, 2023	34	1	25	1,004	361	4,731	(129)	(16)	287	6,298
Balance as at April 01, 2023	34	1	25	1,004	361	4,731	(129)	(16)	287	6,298
Changes in equity for the year ended March 31, 2024										
Profit for the period	–	–	–	–	–	873	–	–	–	873
Exchange differences on translation foreign operations	–	–	–	–	–	–	–	–	90	90

Particulars	Equity share capital	Other equity								Total equity attributable to equity holders of the Company
		Reserves and surplus					Capital reserve	Other comprehensive income		
		Capital reserve	Securities premium[2]	General reserve	Special economic zone re-investment reserve [1]	Retained earnings	Other reserves[3]	Equity Instruments through other comprehensive income	Other items of other comprehensive income	
Fair value changes on investments, net of tax	–	–	–	–	–	–	–	–	16	16
Remeasurement of the net defined benefit (liability) / asset, net of tax	–	–	–	–	–	–	–	–	(8)	(8)
Total comprehensive income for the period	–	–	–	–	–	873	–	–	98	971
Dividends	–	–	–	–	–	(1,888)		–	–	(1,888)
Transfer from Special Economic Zone Re-investment Reserve on utilization[1]	–	–	–	–	(42)	42	–	–	–	–
Balance as at March 31, 2024	34	1	25	1,004	319	3,758	(129)	(16)	385	5,381

(1) The Special Economic Zone Re-investment Reserve has been created out of the profit of eligible SEZ units in terms of the provisions of Sec 10AA[1](ii) of the Income-tax Act,1961. The reserve should be utilized by the Company for acquiring new plant and machinery for the purpose of its business in the terms of the Sec 10AA[2] of the Income-tax Act, 1961.

(2) Securities premium – Refer to Note 2.12

(3) Profit / loss on transfer of business between entities under common control taken to reserve

The accompanying notes form an integral part of the consolidated financial statements.

As per our report of even date attached

for and on behalf of the Board of Directors of Infosys BPM Limited

for Deloitte Haskins & Sells LLP
Chartered Accountants

Firm's Registration Number:117366W/ W-100018

Gurvinder Singh
Partner

Membership No. 110128

Karmesh Vaswani
Chairperson and Non-Executive Director

Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer

Inderpreet Sawhney
Non-Executive Director

Bengaluru

April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary

Consolidated Statement of Cash Flows

Accounting Policy

Cash flows are reported using the indirect method, whereby profit for the period is adjusted for the effects of transactions of a non-cash nature, any deferrals or accruals of past or future operating cash receipts or payments and item of income or expenses associated with investing or financing cash flows. The cash flows from operating, investing and financing activities of the Group are segregated. The Group considers all highly liquid investments that are readily convertible to known amounts of cash to be cash equivalents.

(In ₹ crore)

Particulars	Note No.	Years ended March 31,	
		2024	2023
Cash flows from operating activities:			
Profit for the period		873	1,226
Adjustments to reconcile net profit to net cash provided by operating activities:			
Income tax expense	2.17	308	369
Depreciation and amortization	2.1, 2.2 & 2.4	487	402
Finance cost		89	65
Interest on bank deposits and others		(126)	(98)
Income on other financial assets		(93)	(38)
Impairment loss recognized / (reversed) under expected credit loss model		3	20
Other adjustments		–	–
Profit / loss / fair value change on investments		(14)	37
Profit on sale of property, plant and equipment		–	(1)
Exchange difference on translation of assets and liabilities		5	(95)
Changes in assets and liabilities			
Trade receivables and unbilled revenue		618	(463)
Loans, other financial assets and other assets		(198)	(335)
Trade payables		56	(26)
Other financial liabilities, other liabilities and provisions		(664)	1,316
Cash generated from operations		1,344	2,379
Income taxes paid, net of refunds		(490)	(354)
Net cash from operating activities		854	2,025
Cash flows from investing activities:			
Expenditure on property, plant and equipment and intangible assets		(120)	(196)
Deposits placed with corporations		(3)	(3)
Interest received on bank deposits and others		177	174
Receipt towards financial asset under revenue deals		12	34
Loan (given) / repaid by fellow subsidiary		(145)	109
Payment towards business transfer for entities under common control	2.24	–	(19)
Payments to acquire financial assets			
Preference and other securities		(12)	(16)
Liquid mutual fund units and fixed maturity plan securities		(5,681)	(4,885)
Government bonds		–	(13)
Certificate of deposits		(1,498)	(1,439)
Non-convertible debentures		–	(247)
Government securities		–	(198)
Commercial papers		(982)	(518)
Proceeds on sale of financial assets			

Particulars	Note No.	Years ended March 31,	
		2024	2023
Non-convertible debentures		275	75
Government securities		299	350
Certificates of deposit		2,243	950
Liquid mutual fund units and fixed maturity plan securities		5,695	4,831
Commercial papers		1,004	200
Government bonds		–	8
Net cash from / (used in) investing activities		1,264	(803)
Cash flow from financing activities:			
Payment of dividends		(1,888)	(1,187)
Repayment towards financial liability under revenue deals		(89)	(126)
Payment of lease liability		(411)	(241)
Net cash used in financing activities		(2,388)	(1,554)
Effect of exchange rate on translation of foreign currency cash and cash equivalents		5	4
Net decrease in cash and cash equivalents		(270)	(332)
Cash and cash equivalents at the beginning	2.9	1,761	2,089
Cash and cash equivalents at the end	2.9	1,496	1,761
Supplementary information:			
Restricted cash balance	2.9	–	–

The accompanying notes form an integral part of the consolidated financial statements.

As per our report of even date attached f

or and on behalf of the Board of Directors of Infosys BPM Limited

for and on behalf of the Board of Directors of Infosys BPM Limited

for Deloitte Haskins & Sells LLP
Chartered Accountants

Firm's Registration Number:117366W/ W-100018

Gurvinder Singh
Partner

Membership No. 110128

Karmesh Vaswani
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Managing Director and Chief Executive Officer

Inderpreet Sawhney
Non-Executive Director

Bengaluru

April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary

Notes to the consolidated financial statements

1. Overview

1.1 Company overview

Infosys BPM Limited ("Infosys BPM" or "the Company") along with its wholly-owned subsidiaries, Infosys (Czech Republic) Limited s.r.o., Infosys Poland Sp.z.o.o, Infosys McCamish Systems LLC, Portland Group Pty Ltd ,Infosys BPO Americas LLC, Infosys BPM UK Limited and Infosys BPM Canada Inc, collectively referred to as "The Group" is a leading provider of business process management services to organizations that outsource their business processes. The Group leverages the benefits of service delivery globalization, process redesign and technology and thus drives efficiency and cost effectiveness into client's business processes and thereby improve their competitive position by managing their business processes in addition to providing increased value.

The Company is a public limited company incorporated and domiciled in India and has its registered office at Bengaluru, Karnataka, India. The Company is a wholly-owned subsidiary of Infosys Limited.

With effect from December 18, 2017, the name of the Company was changed from Infosys BPO Limited to Infosys BPM Limited.

The Group's consolidated financial statements are approved by the Company's Board of Directors on April 16, 2024.

1.2 Basis of preparation of financial statements

These consolidated financial statements are prepared in accordance with Indian Accounting Standards (Ind AS), under the historical cost convention on the accrual basis except for certain financial instruments which are measured at fair values, the provisions of the Companies Act, 2013 ("the Act") (to the extent notified). The Ind AS are prescribed under Section 133 of the Act read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and relevant amendment rules issued thereafter.

Accounting policies have been applied consistently to all periods presented in these consolidated financial statements except where a newly issued accounting standard is initially adopted or a revision to an existing accounting standard requires a change in the accounting policy hitherto in use.

As the year-end figures are taken from the source and rounded off to the nearest digits, the figures reported for the previous quarters might not always add up to the year-end figures reported in this statements.

1.3 Basis of consolidation

Infosys BPM consolidates entities that it owns or controls. The consolidated financial statements comprise the financial statements of the Company, its subsidiaries, as disclosed in Note 1.1. Control exists when the parent has power over the entity, is exposed, or has rights to variable returns from its involvement with the entity and has the ability to affect those returns by using its power over the entity. Power is demonstrated through existing rights that give the ability to direct relevant activities, those which significantly affect the entity's returns. Subsidiaries are consolidated from the date control commences until the date control ceases.

The consolidated financial statements of the Group companies are consolidated on a line-by-line basis and intra-Group balances and transactions including unrealized gain / loss from such transactions are eliminated upon consolidation. These consolidated financial statements are prepared by applying uniform accounting policies in use at the Group. Non-controlling interests, which represent part of the net profit or loss and net assets of subsidiaries that are not, directly or indirectly, owned or controlled by the Company, are excluded.

1.4 Use of estimates and judgments

The preparation of the consolidated financial statements in conformity with Ind AS requires the Management to make estimates, judgments and assumptions. These estimates, judgments and assumptions affect the application of accounting policies and the reported amounts of assets and liabilities, the disclosures of contingent assets and liabilities at the date of the financial statements and reported amounts of revenues and expenses during the period. Application of accounting policies that require critical accounting estimates involving complex and subjective judgments and the use of assumptions in these financial statements have been disclosed in Note 1.5. Accounting estimates could change from period to period. Actual results could differ from those estimates. Appropriate changes in estimates are made as the Management becomes aware of changes in circumstances surrounding the estimates. Changes in estimates are reflected in the consolidated financial statements in the period in which changes are made and, if material, their effects are disclosed in the notes to these consolidated financial statements.

1.5 Critical accounting estimates and judgments

a. Revenue recognition

The Group's contracts with customers include promises to transfer multiple products and services to a customer. Revenues from customer contracts are considered for recognition and measurement when the contract has been approved, in writing, by the parties to the contract, the parties to contract are committed to perform their respective obligations under the contract, and the contract is legally enforceable. The Group assesses the services promised in a contract and identifies distinct performance obligations in the contract. Identification of distinct performance obligations to determine the deliverables and the ability of the customer to benefit independently from such deliverables, and allocation of transaction price to these distinct performance obligations involves significant judgment.

Fixed-price business process management services revenue is recognized ratably on a straight-line basis when services are performed through an indefinite number of repetitive acts over a specified period. Revenue from fixed-price business process management services contract is recognized ratably using a percentage-of-completion method when the pattern of benefits from the services rendered to the customer and the Group's costs to fulfil the contract is not even through the period of the contract because the services are generally discrete in nature and not repetitive. The use of the method to recognize the business process management services revenue requires judgment and is based on the promises in the contract and nature of the deliverables.

The Group uses the percentage-of-completion method in accounting for its other fixed-price contracts. Use of the percentage-of-completion method requires the Group to determine the actual efforts or costs expended to date as a proportion of the estimated total efforts or costs to be incurred. Efforts or costs expended have been used to measure progress towards completion as there is a direct relationship between input and productivity. The estimation of total efforts or costs involves significant judgment and is assessed throughout the period of the contract to reflect any changes based on the latest available information.

Provisions for estimated losses, if any, on uncompleted contracts are recorded in the period in which such losses become probable based on the estimated efforts or costs to complete the contract. Also, refer to Note 2.18.

b. Income taxes

The Group's major tax jurisdiction is India, although the Group also files tax returns in other overseas jurisdictions. Significant judgments are involved in determining the provision for income taxes, including amount expected to be paid / recovered for uncertain tax positions. Also, refer to Note 2.17.

In assessing the realizability of deferred income tax assets, the Management considers whether some portion or all of the deferred income tax assets will not be realized. The ultimate realization of deferred income tax assets is dependent upon the generation of future taxable income during the periods in which the temporary differences become deductible. The Management considers the scheduled reversals of deferred income tax liabilities, projected future taxable income and tax-planning strategies in making this assessment. Based on the level of historical taxable income and projections for future taxable income over the periods in which the deferred income tax assets are deductible, the Management believes that the Group will realize the benefits of those deductible differences. The amount of the deferred income tax assets considered realizable, however, could be reduced in the near term if estimates of future taxable income during the carry-forward period are reduced.

c. Property, plant and equipment

Property, plant and equipment represent a significant proportion of the asset base of the Group. The charge in respect of periodic depreciation is derived after determining the estimate of an asset's expected useful life and the expected residual value at the end of its life. The useful lives and residual values of the Group's assets are determined by the Management at the time the asset is acquired and reviewed periodically, including at each financial year-end. The lives are based on historical experience with similar assets as well as anticipation of future events, which may impact their life, such as changes in technology (refer to Note 2.1).

d. Impairment of goodwill

Goodwill is tested for impairment on an annual basis and whenever there is an indication that the recoverable amount of a cash generating unit (CGU) is less than its carrying amount based on a number of factors, including operating results, business plans, future cash flows and economic conditions. The recoverable amount of cash generating units is determined based on higher of value-in-use and fair value less cost to sell. The goodwill impairment test is performed at the level of the CGU or groups of CGUs, which are benefitting from the synergies of the acquisition and which represent the lowest level at which goodwill is monitored for internal management purpose.

Market-related information and estimates are used to determine the recoverable amount. Key assumptions on which the Management has based its determination of recoverable amount include estimated long-term growth rates, weighted average cost of capital and estimated operating margins. Cash flow projections take into account past experience and represent the Management's best estimate about future developments.

e. Leases

Ind AS 116 requires lessees to determine the lease term as the non-cancellable period of a lease adjusted with any option to extend or terminate the lease, if the use of such option is reasonably certain. The Group makes an assessment on the expected lease term on a lease-by-lease basis and thereby assesses whether it is reasonably certain that any options to extend or terminate the contract will be exercised. In evaluating the lease term, the Group considers factors such as any significant leasehold improvements undertaken over the lease term, costs relating to the termination of the lease and the importance of the underlying asset to Infosys BPM's operations taking into account the location of the underlying asset and the availability of suitable alternatives.

The lease term in future periods is reassessed to ensure that the lease term reflects the current economic circumstances. After considering current and future economic conditions, the Group has concluded that no changes are required to the lease period relating to the existing lease contracts. Also, refer to Note 2.2.

f. Allowance for credit losses on receivables and unbilled revenue

The Group determines the allowance for credit losses based on historical loss experience adjusted to reflect current and estimated future economic conditions. The Group considered current and anticipated future economic conditions relating to industries the Group deals with and the countries where it operates. In calculating expected credit loss, the Group has also considered credit reports and other related credit information for its customers to estimate the probability of default in future and has taken into account estimates of possible effect from the pandemic relating to COVID -19.

2.1 Property, plant and equipment

Accounting policy

Property, plant and equipment are stated at cost, less accumulated depreciation and impairment, if any. Costs directly attributable to acquisition are capitalized until the property, plant and equipment are ready for use, as intended by the Management. The Group depreciates property, plant and equipment over their estimated useful lives using the straight-line method. The estimated useful lives of assets are as follows:

Building[(1)]	22-25 years
Plant and machinery[(1)]	5 years
Computer equipment[(1)]	3-5 years
Furniture and fixtures[(1)]	5 years
Office equipment[(1)]	5 years
Leasehold improvements	Over lease term or 5 years, whichever is lower

(1) Based on technical evaluation, the Management believes that the useful lives as given above best represent the period over which the Management expects to use these assets. Hence, the useful lives for these assets are different from the useful lives as prescribed under Part C of Schedule II of the Companies Act, 2013.

Depreciation methods, useful lives and residual values are reviewed periodically, including at each financial year-end.

Advances paid towards the acquisition of property, plant and equipment outstanding at each Balance Sheet date are classified as capital advances under other non-current assets and the cost of assets not ready to use before such date are disclosed under 'Capital work-in-progress'. Subsequent expenditures relating to property, plant and equipment are capitalized only when it is probable that future economic benefits associated with these will flow to the Group and the cost of the item can be measured reliably. Repairs and maintenance costs are recognized in the Consolidated Statement of Profit and Loss, when incurred. The cost and related accumulated depreciation are eliminated from the financial statements upon sale or retirement of the asset and the resultant gains or losses are recognized in the interim condensed Consolidated Statement of Profit and Loss.

Impairment

Property, plant and equipment and intangible assets

Property, plant and equipment and intangible assets are evaluated for recoverability whenever events or changes in circumstances indicate that their carrying amounts may not be recoverable. For the purpose of impairment testing, the recoverable amount (i.e. the higher of the fair value less cost to sell or the value-in-use) is determined on an individual asset basis unless the asset does not generate cash flows that are largely independent of those from other assets. In such cases, the recoverable amount is determined for the cash generated unit (CGU) to which the asset belongs.

The changes in the carrying value of property, plant and equipment for the year ended March 31, 2024 were as follows:

(In ₹ crore)

Particulars	Buildings	Leasehold improvements	Plant and machinery	Office equipment	Computer equipment	Furniture and fixtures	Total
Gross carrying value as at April 1, 2023	161	237	70	109	679	53	1,309
Additions	1	20	5	5	91	10	132
Deletions*	–	(4)	(1)	(13)	(49)	(12)	(79)
Translation difference	–	2	–	1	1	–	4
Gross carrying value as at March 31, 2024	162	255	74	102	722	51	1,366
Accumulated depreciation as at April 1, 2023	91	181	62	97	472	41	944
Depreciation	6	23	3	5	128	6	171
Accumulated depreciation on deletions*	–	(4)	(1)	(13)	(49)	(12)	(79)
Translation difference	–	2	–	–	1	–	3
Accumulated depreciation as at March 31, 2024	97	202	64	89	552	35	1,039
Carrying value as of March 31, 2024	65	53	10	13	170	16	327
Carrying value as at April 1, 2023	70	56	8	12	207	12	365

* During the year ended March 31, 2024, certain assets, which were old and not in use having gross book value of ₹ 59 crore (Net book value: Nil) respectively, were retired.

The changes in the carrying value of property, plant and equipment for the year ended April 01, 2023 were as follows:

(In ₹ crore)

Particulars	Buildings	Leasehold improvements	Plant and machinery	Office equipment	Computer equipment	Furniture and fixtures	Total
Gross carrying value as at April 1, 2022	155	205	67	127	667	95	1,316
Additions	6	38	5	6	115	7	177
Additions through Business transfer	–	–	–	–	2	–	2
Deletions*	–	(11)	(2)	(25)	(118)	(50)	(206)

Particulars	Buildings	Leasehold improvements	Plant and machinery	Office equipment	Computer equipment	Furniture and fixtures	Total
Translation difference	–	5	–	1	13	1	20
Gross carrying value as at March 31, 2023	161	237	70	109	679	53	1,309
Accumulated depreciation as at April 1, 2022	85	171	62	117	448	85	968
Depreciation	6	18	2	4	131	5	166
Accumulated depreciation on deletions*	–	(11)	(2)	(25)	(118)	(50)	(206)
Translation difference	–	3	–	1	11	1	16
Accumulated depreciation as at March 31, 2023	91	181	62	97	472	41	944
Carrying value as at March 31, 2023	70	56	8	12	207	12	365
Carrying value as of April 1, 2022	70	34	5	10	219	10	348

* During the year ended March 31, 2023, certain assets, which were old and not in use having gross book value of ₹ 157 crore (Net book value : Nil) respectively, were retired.

The aggregate depreciation has been included under depreciation and amortization expense in the Consolidated Statement of Profit and Loss.

2.2 Leases

Accounting policy

The Group as a lessee

The Group's lease asset classes primarily consist of leases for land and buildings. The Group assesses whether a contract contains a lease, at the inception of a contract. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Group assesses whether: (1) the contact involves the use of an identified asset, (2) the Group has substantially all of the economic benefits from use of the asset through the period of the lease, and (3) the Group has the right to direct the use of the asset.

At the date of commencement of the lease, the Group recognizes a right-of-use (ROU) asset and a corresponding lease liability for all lease arrangements in which it is a lessee, except for leases with a term of 12 months or less (short-term leases) and low-value leases. For these short-term and low-value leases, the Group recognizes the lease payments as an operating expense on a straight-line basis over the term of the lease.

Certain lease arrangements include the options to extend or terminate the lease before the end of the lease term. ROU assets and lease liabilities include these options when it is reasonably certain that they will be exercised.

The ROU assets are initially recognized at cost, which comprises the initial amount of the lease liability adjusted for any lease payments made at or prior to the commencement date of the lease plus any initial direct costs less any lease incentives. They are subsequently measured at cost less accumulated depreciation and impairment losses.

ROU assets are depreciated from the commencement date on a straight-line basis over the shorter of the lease term and useful life of the underlying asset. ROU assets are evaluated for recoverability whenever events or changes in circumstances indicate their carrying amounts may not be recoverable. For the purpose of impairment testing, the recoverable amount (i.e., the higher of the fair value less cost to sell and the value-in-use) is determined on an individual asset basis unless the asset does not generate cash flows that are largely independent of those from other assets. In such cases, the recoverable amount is determined as Cash Generating Unit (CGU) to which the asset belongs.

The lease liability is initially measured at amortized cost at the present value of the future lease payments. The lease payments are discounted using the interest rate implicit in the lease or, if not readily determinable, using the incremental borrowing rates in the country of domicile of these leases. Lease liabilities are remeasured with a corresponding adjustment to the related ROU asset if the Group changes its assessment of whether it will exercise an extension or a termination option.

Lease liability and ROU assets have been separately presented in the Balance Sheet and lease payments have been classified as financing cash flows.

The Group as a lessor

Leases for which the Group is a lessor is classified as a finance or operating lease. Whenever the terms of the lease transfer substantially all the risks and rewards of ownership to the lessee, the contract is classified as a finance lease. All other leases are classified as operating leases.

When the Group is an intermediate lessor, it accounts for its interests in the head lease and the sublease separately. The sublease is classified as a financing or operating lease by reference to the ROU asset arising from the head lease.

For operating leases, rental income is recognized on a straight-line basis over the term of the relevant lease.

The changes in the carrying value of ROU assets for the year ended March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Category of ROU asset			Total
	Land	Buildings	Computers	
Balance as of April 1, 2023	10	800	526	1,336
Additions / Adjustments[1]	–	68	337	405
Deletions / Adjustments	–	(10)	(74)	(84)
Depreciation	–	(154)	(188)	(342)
Translation difference	–	4	7	11
Balance as of March 31, 2024	10	708	608	1,326

(1) Net of adjustments on account of modifications

The changes in the carrying value of ROU assets for the year ended March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Category of ROU asset			Total
	Land	Buildings	Computers	
Balance as of April 1, 2022	10	735	108	853
Additions / Adjustments[1]	–	184	578	762
Deletions / Adjustments	–	(2)	(69)	(71)
Depreciation	–	(140)	(101)	(241)
Translation difference	–	23	10	33
Balance as of March 31, 2023	10	800	526	1,336

(1) Net of adjustments on account of modifications

The aggregate depreciation expense on ROU assets is included under depreciation and amortization expense in the Statement of Profit and Loss.

The break-up of current and non-current lease liabilities as at March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current lease liabilities	1,279	1,293
Current lease liabilities	418	323
Total	1,697	1,616

The movement in lease liabilities during the year ended March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Balance at the beginning	1,616	987
Additions / Adjustments[1]	414	774
Deletions / Adjustments	(11)	(15)
Finance cost accrued during the year	79	58
Payment of lease liabilities	(411)	(241)
Translation difference	10	53
Balance at the end	1,697	1,616

(1) Net of adjustments on account of modifications

Rental expense recorded for short-term leases was₹50 crore and ₹33 crore for the years ended March 31, 2024 and March 31, 2023.

The details regarding the contractual maturities of lease liabilities as at March 31, 2024 and March 31, 2023 on an undiscounted basis are as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Less than one year	448	339
One to five years	1,195	1,154
More than five years	217	313
Total	1,860	1,806

The Group does not face a significant liquidity risk with regard to its lease liabilities as the current assets are sufficient to meet the obligations related to lease liabilities as and when they fall due.

The movement in the net investment in sublease of ROU assets during the years ended March 31, 2024 and March 31, 2023 is as follows:

(In crore)

Particulars	As at March 31,	
	2024	2023
Balance at the beginning	11	7
Additions	–	6
Interest income accrued during the year	–	–
Lease receipts	(2)	(2)
Balance at the end	9	11

The details regarding the contractual maturities of net investment in sublease of ROU asset as at March 31, 2024 and March 31, 2023 on an undiscounted basis are as follows:

(In crore)

Particulars	As at March 31,	
	2024	2023
Less than one year	3	3
One to five years	3	6
More than five years	–	–
Total	6	9

The Company does not face a significant liquidity risk with regard to its lease liabilities as the current assets are sufficient to meet the obligations related to lease liabilities as and when they fall due.

Leases not yet commenced to which the Group is committed amounts to ₹67 crore for a lease term of five to six years.

2.3 Capital work-in-progress

(In crore)

Particulars	As at March 31,	
	2024	2023
Capital work-in-progress	10	12
Total capital work-in-progress	10	12

The capital work-in-progress ageing schedule for the year ending March 31, 2024 is as follows:

(In crore)

Particulars	Amount in CWIP for a period of				
	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
Projects in progress	10	–	–	–	10
Total capital work-in-progress	10	–	–	–	10

The capital work-in-progress ageing schedule for the year ending March 31, 2023 was as follows:

(In crore)

Particulars	Amount in CWIP for a period of				
	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
Projects in progress	12	–	–	–	12
Total capital work-in-progress	12	–	–	–	12

During the years ended March 31,2024 and March 31, 2023, in capital work-in-progress, there are no projects whose completion is overdue or has exceeded its cost compared to its original plan.

2.4 Goodwill and other intangible assets

Accounting policy

Goodwill represents the cost of business acquisition in excess of the Group's interest in the net fair value of identifiable assets, liabilities and contingent liabilities of the acquiree. When the net fair value of the identifiable assets, liabilities and contingent liabilities acquired exceeds the cost of business acquisition, a gain is recognized immediately in net profit in the Consolidated Statement of Profit and Loss. Goodwill is measured at cost less accumulated impairment losses.

Impairment

Goodwill is tested for impairment on an annual basis and whenever there is an indication that goodwill may be impaired, relying on several factors including operation results, business plans and future cash flows. For the purpose of impairment testing, goodwill acquired in a business combination is allocated to the Group's cash generating units (CGUs) or groups of CGUs expected to benefit from the synergies arising from the business combination. A CGU is the smallest identifiable group of assets that generates cash flows that are largely independent of the cash flows from other assets or group of assets. Impairment occurs when the carrying amount of CGU, including the goodwill, exceeds the estimated recoverable amount of the CGU. The recoverable amount of the CGU is the higher of its fair value less cost to sell and its value-in-use. Value-in-use is the present value of future cash flows expected to be derived from the CGU.

Total impairment loss of a CGU is allocated first to reduce the carrying amount of goodwill allocated to the CGU and then to the other assets of the CGU pro-rata on the basis of the carrying amount of each asset in the CGU. An impairment loss in goodwill is recognized in net profit in the Consolidated Statement of Profit and Loss and is not reversed in the subsequent period.

A summary of changes in the carrying amount of goodwill is as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Carrying value at the beginning	453	436
Translation differences	5	17
Carrying value at the end	458	453

For the purpose of impairment testing, goodwill acquired in a business combination is allocated to the CGU or groups of CGUs, which benefit from the synergies of the acquisition. The chief operating decision maker reviews the goodwill for any impairment at the operating segment level, which is represented through groups of CGUs.

The allocation of goodwill to operating segments as at March 31, 2024 is as follows:

(In ₹ crore)

Segment	As at March 31, 2024
Finance and accounts	51
Sourcing and procurement	152
McCamish	255
Total	458

The allocation of goodwill to operating segments as at March 31, 2023 was as follows:

(In ₹ crore)

Segment	As at March 31, 2023
Finance and accounts	47
Sourcing and procurement	154
McCamish	252
Total	453

The recoverable amount of a CGU is the higher of its fair value less cost to sell and its value-in-use. The value-in-use is determined based on specific calculations. These calculations use pre-tax cash flow projections for a CGU / groups of CGUs over a period of five years. An average of the range of each assumption used is mentioned below. As of March 31, 2024, the estimated recoverable amount of the CGU exceeded its carrying amount. The recoverable amount was computed based on the value-in-use. The carrying amount of the CGU was computed by allocating the net assets to operating segments for the purpose of impairment testing. The key assumptions used for the calculations are as follows:

(in %)

	As at March 31,	
	2024	2023
Long-term growth rate	6-8	6-8
Operating margins	10-11	10-11
Discount rate	13	13

The above discount rate is based on the Weighted Average Cost of Capital (WACC) of the Company. These estimates are likely to differ from future actual results of operations and cash flows.

Other intangible assets

Accounting policy

Intangible assets are stated at cost less accumulated amortization and impairment. Intangible assets are amortized over their respective individual estimated useful lives on a straight-line basis, from the date that they are available for use. The estimated useful life of an identifiable intangible asset is based on several factors, including the effects of obsolescence, demand, competition, and other economic factors (such as the stability of the industry, and known technological advances), and the level of maintenance expenditures required to obtain the expected future cash flows from the asset. Amortization methods and useful lives are reviewed periodically including at each financial year-end.

Impairment

Intangible assets are evaluated for recoverability whenever events or changes in circumstances indicate that their carrying amounts may not be recoverable. For the purpose of impairment testing, the recoverable amount (i.e. the higher of the fair value less cost to sell or the value-in-use) is determined on an individual asset basis unless the asset does not generate cash flows that are largely independent of those from other assets. In such cases, the recoverable amount is determined for the CGU to which the asset belongs.

If such assets are considered to be impaired, the impairment to be recognized in the Consolidated Statement of Profit and Loss is measured by the amount by which the carrying value of the assets exceeds the estimated recoverable amount of the asset. An impairment loss is reversed in the Consolidated Statement of Profit and Loss if there has been a change in the estimates used to determine the recoverable amount. The carrying amount of the asset is increased to its revised recoverable amount, provided that this amount does not exceed the carrying amount that would have been determined (net of any accumulated amortization) had no impairment loss been recognized for the asset in prior years.

The changes in the carrying value of acquired intangible assets for the year ended March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Software	Customer-related	Total
Gross carrying value as of April 1, 2023	27	127	154
Additions during the year	–	–	–
Deletions during the year	–	–	–
Translation difference	–	1	1
Gross carrying value as of March 31, 2024	27	128	155
Accumulated amortization as of April 1, 2023	(18)	(127)	(145)
Amortization expense	(3)	–	(3)
Deletion during the year	–	–	–
Translation differences	–	(1)	(1)
Accumulated amortization as of March 31, 2024	(21)	(128)	(149)
Carrying value as of March 31, 2024	6	–	6
Carrying value as of April 1, 2023	9	–	9
Estimated useful life (in years)	5	10	
Estimated remaining useful life (in years)	2	–	

The changes in the carrying value of acquired intangible assets for the year ended March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Software	Customer-related	Total
Gross carrying value as of April 1, 2022	25	122	147
Additions during the year	–	–	–
Deletions during the year	–	–	–
Translation difference	2	5	7
Gross carrying value as of March 31, 2023	27	127	154
Accumulated amortization as of April 1, 2022	(14)	(122)	(136)
Amortization expense	(3)	–	(3)
Deletion during the year	–	–	–
Translation differences	(1)	(5)	(6)
Accumulated amortization as of March 31, 2023	(18)	(127)	(145)
Carrying value as of March 31, 2023	9	–	9
Carrying value as of April 1, 2022	11	–	11
Estimated useful life (in years)	5	10	
Estimated remaining useful life (in years)	3	–	

The amortization expense has been included under depreciation and amortization expense in the Consolidated Statement of Profit and Loss.

2.5 Investments

(In ₹ crore)

Particulars	As at March 31, 2024	2023
Non-current investments		
Other securities	114	87
Non-convertible debentures	–	222
Government bonds	14	14
Government securities	208	467
Total non-current investments	336	790
Current investments		
Liquid mutual fund units	204	199
Non-convertible debentures	225	279
Government securities	261	308
Certificates of deposit	98	809
Commercial paper	323	–
Government bonds	–	321
Total current investments	1,111	1,916
Total carrying value	1,447	2,706

(In ₹ crore)

Particulars	As at March 31, 2024	2023
Non-current		
Quoted investments – carried at amortized cost		
Investments in government bonds	14	14
Quoted investments – carried at fair value through other comprehensive income		
Non-convertible debentures	–	222
Government securities	208	467
Unquoted investments – carried at fair value through profit or loss		
The House Fund II,L.P. – other securities	103	87
The House Fund III,L.P. – other securities	11	–
Total non-current investments	336	790
Current		
Quoted investments – carried at fair value through other comprehensive income		
Non-convertible debentures	225	279
Government securities	261	308
Unquoted investments – carried at fair value through other comprehensive income		
Certificates of deposit	98	809
Commercial paper	323	321
Unquoted investments – carried at fair value through profit or loss		
Liquid mutual fund units	204	199
Total current investments	1,111	1,916
Total investments	1,447	2,706
Aggregate amount of quoted investments	708	1,290
Market value of quoted investments (Including interest thereon) – Non-current	222	705
Market value of quoted investments (Including interest thereon) – Current	486	587
Aggregate amount of unquoted investments	728	1,416
Investments carried at fair value through other comprehensive income	1,115	2,406
Investment carried at amortized cost	14	14
Investment carried at fair value through profit or loss	307	286

Refer to Note 2.11 for accounting policies on financial instruments.

The details of amounts recorded in other comprehensive income are as follows:

(In ₹ crore)

Particulars	Year ended March 31, 2024 Gross	2024 Tax	2024 Net	2023 Gross	2023 Tax	2023 Net
Net gain / (loss) on						
Non-convertible debentures	8	–	8	(8)	–	(8)
Government securities	9	–	9	(12)	–	(12)
Certificates of deposit	(1)	–	(1)	1	–	1
Equity / preference / others	–	–	–	–	–	–

Method of fair valuation:

Class of investment	Method	Fair value as at March 31,	
		2024	2023
Non-convertible debentures	Quoted price and market observable inputs	225	501
Liquid mutual fund units	Quoted price	204	199
Certificates of deposit	Market observable inputs	98	809
Government securities	Quoted price and market observable inputs	469	775
Commercial paper	Market observable inputs	323	321
Other securities	Discounted cash flows method, Market multiple method	103	87

Certain quoted investments are classified as Level 2 in the absence of active market for such investments.

2.6 Loans

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Unsecured, considered doubtful		
Loans to employees	–	–
Less: Allowance for doubtful loans to employees	–	–
	–	–
Unsecured, considered good		
Loans to employees	2	2
Loans to fellow subsidiary	593	163
Total non-current loans	595	165
Current		
Unsecured, considered good		
Loans to employees	32	27
Loans to fellow subsidiary	–	288
Total current loans	32	315
Total loans	627	480

2.7 Other financial assets

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Security deposits[(1)]	4	3
Rental deposits [(1)]	43	51
Unbilled revenues [(1)#]	224	460
Financial asset under revenue deals[(1)]	2	7
Investment in sub-lease[(1)]	102	96
Total non-current other financial assets	375	617
Current		
Security deposits [(1)]	–	–
Rental deposits [(1)]	12	–
Restricted deposits[(1)*]	187	171
Unbilled revenues [(1)(3)#]	996	1,383

Particulars	As at March 31,	
	2024	2023
Interest accrued but not due[1]	20	16
Foreign currency forward contracts[2]	2	19
Financial asset under revenue deals[1]	10	15
Investment in sub-lease[1]	68	5
Others[1][4]	60	42
Total current other financial assets	1,355	1,651
Total financial assets	1,730	2,268
[1] Financial assets carried at amortized cost	1,728	2,249
[2] Financial assets carried at fair value through profit or loss	2	19
[3] Includes dues from holding company and other group companies (Refer to Note 2.23)	1	20
[4] Includes dues from holding company and other group companies (Refer to Note 2.23)	56	40

* Restricted deposits represent deposit with financial institutions to settle employee-related obligations as and when they arise during the normal course of business.

Classified as financial asset as right to consideration is unconditional and is due only after passage of time.

2.8 Trade receivables

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Current		
Trade receivable considered good – unsecured[1]	2,358	2,246
Less: Allowance for expected credit loss	34	33
Trade receivable considered good – unsecured	2,324	2,213
Trade receivable – credit impaired – unsecured	28	25
Less: Allowance for credit impairment	28	25
Trade receivable – credit impaired – unsecured	–	–
Total trade receivables	2,324	2,213
[1] Includes dues from holding company and group companies (Refer to Note 2.23)	352	304

The details regarding the ageing of trade receivables as at March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment						
	Not due	Less than 6 months	6 months-1 year	1-2 years	2-3 years	More than 3 years	Total
Undisputed trade receivables – considered good	1,954	391	4	5	1	3	2,358
Undisputed trade receivables – credit impaired	–	3	–	1	1	19	24
Disputed trade receivables – considered good	–	–	–	–	–	4	4
Disputed trade receivables – credit impaired	–	–	–	–	–	–	–
Less: Allowance for credit loss	–	–	–	–	–	–	62
Total trade receivables	1,954	394	4	6	2	26	2,324

The details regarding the ageing of trade receivables as at March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment						
	Not due	Less than 6 months	6 months-1 year	1-2 years	2-3 years	More than 3 years	Total
Undisputed trade receivables – considered good	1,573	640	21	5	1	–	2,240
Undisputed trade receivables – credit impaired	6	–	–	–	20	–	26
Disputed trade receivables – considered good	–	–	–	–	–	–	–
Disputed trade receivables – credit impaired	–	–	–	–	–	5	5
Less: Allowance for credit loss	–	–	–	–	–	–	58
Total trade receivables	1,579	640	21	5	21	5	2,213

2.9 Cash and cash equivalents

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Balances with banks		
In current and deposit accounts	1,496	1,761
Cash on hand	–	–
	1,496	1,761
Balances with banks in unpaid dividend accounts	–	–
Deposit with more than 12 months maturity	50	–

Cash and cash equivalents as at March 31, 2024 and March 31, 2023 include restricted bank balances of less than ₹ 1 crore each. This represents restricted bank balance in trust account, in accordance with collection agency licensing requirements.

The deposits maintained by the Group with banks and financial institutions comprise time deposits, which can be withdrawn by the Group at any point without prior notice or penalty on the principal.

2.10 Other assets

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Capital advances	4	–
Advances other than capital advance		
Others		
Prepaid expenses	96	89
Deferred contract cost[(3)]	27	61
Withholding taxes and others[(1)]	17	17
Unbilled revenues[(2)]	8	44
Defined benefit assets	4	6
Total other non-current assets	156	217
Current		
Advances other than capital advance		
Payment to vendors for supply of goods and services	6	4
Others		
Withholding taxes and others[(1)]	151	154
Prepaid expenses	832	638
Unbilled revenues[(2)]	139	204
Deferred contract cost[(3)]	65	132
Others	17	16
Total other current assets	1,210	1,148
Total other assets	1,366	1,365

(1) Withholding taxes and others primarily consist of input tax credits.

(2) Classified as non-financial asset as the contractual right to consideration is dependent on the completion of contractual milestones.

(3) Deferred contract costs are upfront costs incurred for the contract and are amortized over the term of the contract. Cost which are expected to be amortized within 12 months from the Balance Sheet date have been presented as current.

2.11 Financial instruments

Accounting policy

2.11.1 Initial recognition

The Group recognizes financial assets and financial liabilities when it becomes a party to the contractual provisions of the instrument. All financial assets and liabilities are recognized at fair value on initial recognition, except for trade receivables, which are initially measured at transaction price. Transaction costs that are directly attributable to the acquisition or issue of financial assets and financial liabilities that are not at fair value through profit or loss are added to the fair value on initial recognition. Regular-way purchase and sale of financial assets are accounted for at trade date.

2.11.2 Subsequent measurement

a. Non-derivative financial instruments

(i) Financial assets carried at amortized cost

A financial asset is subsequently measured at amortized cost if it is held within a business model whose objective is to hold the asset in order to collect contractual cash flows and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

(ii) Financial assets at fair value through other comprehensive income (FVOCI)

A financial asset is subsequently measured at fair value through other comprehensive income if it is held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets and the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding. The Group has made an irrevocable election for its investments, which are classified as equity instruments to present the subsequent changes in fair value in other comprehensive income based on its business model.

(iii) Financial assets at fair value through profit or loss

A financial asset that is not classified in any of the above categories is subsequently fair valued through profit or loss.

(iv) Financial liabilities

Financial liabilities are subsequently carried at amortized cost using the effective interest method, except for contingent consideration recognized in a business combination that is subsequently measured at fair value through profit and loss.

b. Derivative financial instruments

The Group holds derivative financial instruments such as foreign exchange forward and option contracts to mitigate the risk of changes in exchange rates on foreign currency exposures. The counterparty for these contracts is generally a bank.

(i) Financial assets or financial liabilities, at fair value through profit or loss

This category has derivative financial assets or liabilities that are not designated as hedges.

Although the Group believes that these derivatives constitute hedges from an economic perspective, they may not qualify for hedge accounting under Ind AS 109, Financial Instruments. Any derivative that is either not designated a hedge, or is so designated but is ineffective as per Ind AS 109, is categorized as a financial asset or financial liability at fair value through profit or loss.

Derivatives not designated as hedges are recognized initially at fair value and attributable transaction costs are recognized in net profit in the Consolidated Statement of Profit and Loss when incurred. Subsequent to initial recognition, these derivatives are measured at fair value through profit or loss and the resulting exchange gains or losses are included in other income. Assets / liabilities in this category are presented as current assets / current liabilities if they are either held for trading or are expected to be realized within 12 months after the Balance Sheet date.

2.11.3 Derecognition of financial instruments

The Group derecognizes a financial asset when the contractual rights to the cash flows from the financial asset expire or it transfers the financial asset and the transfer qualifies for derecognition under Ind AS 109. A financial liability (or a part of a financial liability) is derecognized from the Group's Balance Sheet when the obligation specified in the contract is discharged or cancelled or expires.

2.11.4 Fair value of financial instruments

In determining the fair value of its financial instruments, the Group uses a variety of methods and assumptions that are based on market conditions and risks existing at each reporting date. The methods used to determine fair value include discounted cash flow analysis, available quoted market prices and dealer quotes. All methods of assessing fair value result in general approximation of value, and such value may never actually be realized.

Refer to the table 'Financial instruments by category' below for the disclosure on carrying value and fair value of financial assets and liabilities. For financial assets and liabilities maturing within one year from the Balance Sheet date and which are not carried at fair value, the carrying amounts approximate fair value due to the short maturity of these instruments.

2.11.5 Impairment

The Group recognizes loss allowances using the expected credit loss (ECL) model for the financial assets and unbilled revenue that are not fair valued through profit or loss. Loss allowance for trade receivables and unbilled revenue with no significant financing component is measured at an amount equal to lifetime ECL. For all other financial assets, expected credit losses are measured at an amount equal to the 12-month ECL, unless there has been a significant increase in credit risk from initial recognition, in which case those are measured at lifetime ECL. The amount of expected credit losses or (reversal) that is required to adjust the loss allowance at the reporting date to the amount that is required to be recognized is recognized as an impairment gain or loss in the Consolidated Statement of Profit and Loss.

Financial instruments by category

The carrying value and fair value of financial instruments by categories as at March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Amortized cost	Financial assets / liabilities at fair value through profit or loss		Financial assets / liabilities at fair value through OCI		Total carrying value	Total fair value
		Designated upon initial recognition	Mandatory	Equity instruments designated upon initial recognition	Mandatory		
Assets:							
Cash and cash equivalents (Refer to Note 2.9)	1,496	–	–	–	–	1,496	1,496
Investments (Refer to Note 2.5)							
Other securities	–	–	114	–	–	114	114
Non-convertible debentures(1)	–	–	–	–	225	225	225
Certificates of deposit	–	–	–	–	98	98	98
Commercial paper	–	–	–	–	323	323	323
Government bonds(3)	14	–	–	–	–	14	14
Liquid mutual fund units	–	–	204	–	–	204	204
Government securities	–	–	–	–	469	469	469
Trade receivables (Refer to Note 2.8)	2,324	–	–	–	–	2,324	2,324
Loans (Refer to Note 2.6)	627	–	–	–	–	627	627
Other financial assets (Refer to Note 2.7)(2)(4)	1,728	–	2	–	–	1,730	1,730
Total	6,189	–	320	–	1,115	7,624	7,624
Liabilities:							
Trade payables (Refer to Note 2.14)	367	–	–	–	–	367	367
Lease liabilities (Refer to Note 2.2)	1,697	–	–	–	–	1,697	1,697
Other financial liabilities (Refer to Note 2.13)	2,779	–	2	–	–	2,781	2,781
Total	4,843	–	2	–	–	4,845	4,845

(1) The carrying value of debentures approximates fair value as the instruments are at prevailing market rates.

(2) Excludes unbilled revenue on contracts where the right to consideration is dependent on the completion of contractual milestones

(3) On account of fair value changes including interest accrued

(4) Excludes interest accrued on government bonds carried at amortized cost of less than ₹1 crore

The carrying value and fair value of financial instruments by categories as at March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Amortized cost	Financial assets / liabilities at fair value through profit or loss		Financial assets / liabilities at fair value through OCI		Total carrying value	Total fair value
		Designated upon initial recognition	Mandatory	Equity instruments designated upon initial recognition	Mandatory		
Assets:							
Cash and cash equivalents (Refer to Note 2.9)	1,761	–	–	–	–	1,761	1,761
Investments (Refer to Note 2.5)							
Other securities	–	–	87	–	–	87	87
Non-convertible debentures(1)	–	–	–	–	501	501	501
Certificates of deposit	–	–	–	–	809	809	809

Particulars	Amortized cost	Financial assets / liabilities at fair value through profit or loss		Financial assets / liabilities at fair value through OCI		Total carrying value	Total fair value
		Designated upon initial recognition	Mandatory	Equity instruments designated upon initial recognition	Mandatory		
Commercial paper	–	–	–	–	321	321	321
Government bonds[3]	14	–	–	–	–	14	14
Liquid mutual fund units	–	–	199	–	–	199	199
Government securities	–	–	–	–	775	775	775
Trade receivables (Refer to Note 2.8)	2,213	–	–	–	–	2,213	2,213
Loans (Refer to Note 2.6)	480	–	–	–	–	480	480
Other financial assets (Refer to Note 2.7)[2][4]	2,097	–	171	–	–	2,268	2,268
Total	6,565	–	457	–	2,406	9,428	9,428
Liabilities:							
Trade payables (Refer to Note 2.14)	311	–	–	–	–	311	311
Lease liabilities (Refer to Note 2.2)	1,616	–	–	–	–	1,616	1,616
Other financial liabilities (Refer to Note 2.13)	3,691	–	4	–	–	3,695	3,695
Total	5,618	–	4	–	–	5,622	5,622

(1) The carrying value of debentures approximates fair value as the instruments are at prevailing market rates.

(2) Excludes unbilled revenue on contracts where the right to consideration is dependent on completion of contractual milestones

(3) On account of fair value changes including interest accrued

(4) Excludes interest accrued on government bonds carried at amortized cost of less than 1 crore

For trade and other payables maturing within one year from the Balance Sheet date, the carrying amounts approximate fair value due to the short maturity of these instruments.

Fair value hierarchy

Level 1 - Quoted prices (unadjusted) in active markets for identical assets or liabilities.

Level 2 – Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (i.e. as prices) or indirectly (i.e. derived from prices).

Level 3 - Inputs for the assets or liabilities that are not based on observable market data (unobservable inputs).

The fair value hierarchy of assets and liabilities measured at fair value as at March 31, 2024 is as follows:

(In ₹ crore)

Particulars	As at March 31, 2024	Fair value measurement at end of the reporting period using		
		Level 1	Level 2	Level 3
Assets				
Investments in other securities (Refer to Note 2.5)	103	–	–	103
Investments in non-convertible debentures (Refer to Note 2.5)	225	225	–	–
Investments in certificate of deposits (Refer to Note 2.5)	98	–	98	–
Investments in commercial paper (Refer to Note 2.5)	323	–	323	–
Investments in liquid mutual fund units (Refer to Note 2.5)	204	204	–	–
Investments in government securities (Refer to Note 2.5)	469	469	–	–
Derivative financial instruments – gain on outstanding foreign currency forward and option contracts (Refer to Note 2.7)	2	–	2	–
Liabilities				
Derivative financial instruments – fair value loss on outstanding foreign exchange forward contracts (Refer to Note 2.13)	2	–	2	–

(1) During the year ended March 31, 2024, the non-convertible debentures of 75 crore and government securities of 83 crore were transferred from Level 2 to Level 1, since they were valued based in quoted price.

The fair value hierarchy of assets and liabilities measured at fair value as at March 31, 2023 was as follows:

(In ₹ crore)

Particulars	As at March 31, 2023	Fair value measurement at end of the reporting year using		
		Level 1	Level 2	Level 3
Assets				
Investments in other securities (Refer to Note 2.5)	87	–	–	87
Investments in non-convertible debentures (Refer to Note 2.5)	501	428	73	–
Investments in certificate of deposits (Refer to Note 2.5)	809	–	809	–
Investments in commercial paper (Refer to Note 2.5)	321	–	321	–
Investments in liquid mutual fund units (Refer to Note 2.5)	199	199	–	–
Investments in government securities (Refer to Note 2.5)	775	692	83	–
Derivative financial instruments – gain on outstanding foreign currency forward and option contracts (Refer to Note 2.7)	19	–	19	–
Liabilities				
Derivative financial instruments – fair value loss on outstanding foreign exchange forward contracts (Refer to Note 2.13)	4	–	4	–

One percentage point change in the unobservable inputs used in fair valuation at level 3 assets and liabilities does not have a significant impact in its value.

Financial risk management

Financial risk factors

The Group's activities expose it to a variety of financial risks: Market risk, credit risk and liquidity risk. The Group's primary focus is to foresee the unpredictability of financial markets and seek to minimize potential adverse effects on its financial performance. The primary market risk to the Group is foreign exchange risk. The Group uses derivative financial instruments to mitigate foreign exchange-related risk exposures. The Group's exposure to credit risk is influenced mainly by the individual characteristic of each customer and the concentration of risk from the top few customers.

Market risk

The Group operates internationally and a major portion of the business is transacted in several currencies and consequently, the Group is exposed to foreign exchange risk through its sales and services in the United States and elsewhere, and purchases from overseas suppliers in various foreign currencies. The Group holds derivative financial instruments such as foreign exchange forward contracts to mitigate the risk of changes in exchange rates on foreign currency exposures. The exchange rate between the rupee and foreign currencies has changed substantially in recent years and may fluctuate substantially in the future. Consequently, the results of the Group's operations are adversely affected as the rupee appreciates / depreciates against these currencies.

The following table analyzes foreign currency risk from financial assets and liabilities as at March 31, 2024:

(In ₹ crore)

Particulars	US dollar	Euro	United Kingdom Pound Sterling	Australian dollars	Other currencies	Total
Net financial assets	1,650	415	77	20	59	2,221
Net financial liabilities	(416)	(441)	(32)	(13)	(319)	(1,221)
Total	1,234	(26)	45	7	(260)	1,000

The following table analyzes foreign currency risk from financial assets and liabilities as at March 31, 2023:

In ₹ crore

Particulars	US dollar	Euro	United Kingdom Pound Sterling	Australian dollars	Other currencies	Total
Cash and cash equivalents	1,540	385	90	28	79	2,122
Trade receivables	(546)	(777)	(38)	(16)	(364)	(1,741)
Total	994	(392)	52	12	(285)	381

Sensitivity analysis between Indian rupee and USD

Particulars	Years ended March 31,	
	2024	2023
Impact on the Company's incremental operating margins	0.20%	0.20%

Sensitivity analysis is computed based on the changes in the income and expenses in foreign currency upon conversion into functional currency, due to exchange rate fluctuations between the previous reporting year and the current reporting year.

Derivative financial instruments

The Group holds derivative financial instruments such as foreign exchange forward and option contracts to mitigate the risk of changes in exchange rates on foreign currency exposures. The counterparty for these contracts is generally a bank or a financial institution. These derivative financial instruments are valued based on inputs that are directly or indirectly observable in the marketplace.

The details in respect of outstanding foreign exchange forward contracts are as follows:

Particulars	As at March 31,			
	2024		2023	
	In million	In ₹ crore	In million	In ₹ crore
Forward contracts				
In US dollar	193	1,612	178	1,467
In Euro	–	–	11	98
In United Kingdom Pound Sterling	–	–	3	31
In Czech koruna	374	135	364	134
Total forwards		1,746		1,730

The foreign exchange forward contracts mature within 12 months. The table below analyzes the derivative financial instruments into relevant maturity groupings based on the remaining period as at the Balance Sheet date:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Not later than one month	1,179	1,030
Later than one month and not later than three months	359	700
Later than three months and not later than one year	208	–
	1,746	1,730

The Group offsets a financial asset and a financial liability when it currently has a legally enforceable right to set off the recognized amounts and the Group intends either to settle on a net basis, or to realize the asset and settle the liability simultaneously.

The quantitative information about offsetting of derivative financial assets and derivative financial liabilities is as follows:

(In ₹ crore)

Particulars	As at March 31,			
	2024		2023	
	Derivative financial asset	Derivative financial liability	Derivative financial asset	Derivative financial liability
Gross amount of recognized financial asset / liability	4	(4)	21	(6)
Amount set off	(2)	2	(2)	2
Net amount presented in Balance Sheet	2	(2)	19	(4)

Credit risk

Credit risk refers to the risk of default on its obligation by the counterparty resulting in a financial loss. The maximum exposure to the credit risk at the reporting date is primarily from trade receivables amounting to ₹ 2,324 crore and ₹ 2,213 crore as of March 31, 2024 and March 31, 2023, respectively, and unbilled revenue amounting to ₹ 1,367 crore and ₹ 2,091 crore as of March 31, 2024 and March 31, 2023, respectively. Trade receivables and unbilled revenue are typically unsecured and are derived from revenue earned from customers primarily located in the United States.

Credit risk is managed through credit approvals, establishing credit limits and continuously monitoring the creditworthiness of customers to which the Group grants credit terms in the normal course of business. As per Ind AS 109, the Group uses the expected credit loss (ECL) model to assess the impairment loss or gain. The group uses a provision matrix to compute the ECL allowance for trade receivables and unbilled revenues. The provision matrix takes into account available external and internal credit risk factors, such as credit default swap quotes, credit ratings from international credit rating agencies and the group's historical experience for customers.

Write-off policy

Receivables are written off when there is no realistic prospect of recovery. This is generally the case when the Group determines through its continuous credit-monitoring that the amount is not recoverable due to the financial inability of or disputes with the customer. In some cases, such financial assets written off could still be subject to enforcement activities by the Group in line with its policy of recovery of dues.

The details in respect of percentage of revenues generated from top customer and top ten customers are as follows:

(In %)

Particulars	Year ended March 31,	
	2024	2023
Revenue from top customer	7	9
Revenue from top 10 customers	37	40

Credit risk exposure

The allowance for lifetime expected credit loss (gain) on customer balances for the year ended March 31, 2024 is₹ (5) crore. The allowance for lifetime expected credit loss on customer balances for the year ended March 31, 2023 was ₹ 12 crore.

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Balance at the beginning	58	52
Provisions recognized / (reversed)	(5)	12
Write-offs	–	(10)
Translation differences	9	4
Balance at the end	62	58

Credit risk on cash and cash equivalents is limited as we generally invest in deposits with banks and financial institutions with high credit ratings assigned by international and domestic credit rating agencies.

Liquidity risk

The Group's principal sources of liquidity are cash and cash equivalents and the cash flow that is generated from operations. The Group believes that the working capital is sufficient to meet its current requirements.

As of March 31, 2024, the Group had a working capital of ₹ 2,754 crore, including cash and cash equivalents of ₹ 1,496 crore and current investments of ₹ 1,111 crore. As of March 31, 2023, the Group had a working capital of ₹ 3,792 crore, including cash and cash equivalents of ₹ 1,761 crore and current investments of ₹ 1,916 crore.

As of March 31, 2024 and March 31, 2023, the outstanding compensated absences were ₹ 225 crore and ₹ 224 crore, respectively, which have been substantially funded. Further, as of March 31, 2024 and March 31, 2023, the Group had no outstanding bank borrowings. Accordingly, no liquidity risk is perceived.

The details regarding the contractual maturities of significant financial liabilities as of March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Less than 1 year	1-2 years	2-4 years	4-7 years	Total
Trade payables	367	–	–	–	367
Other financial liabilities (Refer to Note 2.13)	2,781	–	–	–	2781

The details regarding the contractual maturities of significant financial liabilities as of March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Less than 1 year	1-2 years	2-4 years	4-7 years	Total
Trade payables	311	–	–	–	311
Other financial liabilities (Refer to Note 2.13)	3,696	–	–	–	3,696

2.12 Equity

Accounting policy

Ordinary shares

Ordinary shares are classified as equity. Incremental costs directly attributable to the issuance of new ordinary shares and share options are recognized as a deduction from equity, net of any tax effects.

Description of reserves

Retained earnings

Retained earnings represent the amount of accumulated earnings of the Company.

Securities premium

The amount received in excess of the par value of equity shares has been classified as securities premium.

Special Economic Zone Re-investment Reserve

The Special Economic Zone Re-investment Reserve has been created out of the profit of the eligible SEZ units in terms of the provisions of Sec 10AA (1)(ii) of the Income-tax Act, 1961. The reserve should be utilized by the Company for acquiring new plant and machinery for the purpose of its business in terms of the provisions of the Sec 10AA (2) of the Income-tax Act, 1961.

Other components of equity

Other components of equity consist of remeasurement of net defined benefit liability / asset, equity instruments fair valued through other comprehensive income, changes on fair valuation of investments and changes in fair value of derivatives designated as cash flow hedges, net of taxes.

Equity share capital

(in ₹ crore, except as otherwise stated)

Particulars	As at March 31,	
	2024	2023
Authorized Equity shares, ₹10,000 par value 1,23,375 (1,23,375) equity shares	123	123
Issued, subscribed and paid-up Equity shares, 10,000 par value 33,828 (33,828) equity shares fully paid-up	34	34
	34	34

The Company has only one class of shares referred to as equity shares having a par value of ₹10,000. Each holder of equity shares is entitled to one vote per share.

The details of shareholder holding more than 5% shares are as follows:

Name of the shareholder	As at March 31,			
	2024		2023	
	Number of shares	% held	Number of shares	% held
Infosys Limited (the holding company)	33,828	100.00	33,828	100.00

The reconciliation of the number of shares outstanding and the amount of share capital is as follows:

(in ₹ crore, except as otherwise stated)

Particulars	As at March 31,			
	2024		2023	
	Number of shares	Amount	Number of shares	Amount
Number of shares at the beginning of the year	33,828	34	33,828	34
Add: Shares issued during the period	–	–	–	–
Less: Consolidation of par value from ₹10 to ₹10,000	–	–	–	–
Number of shares at the end of the period	33,828	34	33,828	34

Dividends

Final dividends on shares are recorded as a liability on the date of approval by the shareholders and interim dividends are recorded as a liability on the date of declaration by the Company's Board of Directors.

The Company declares and pays dividends in Indian rupees. Companies are required to pay / distribute dividend after deducting applicable with holding income taxes. The remittance of dividends outside India is governed by the Indian law of foreign exchange and is also subject to withholding tax at applicable rates.

The amount of per share ₹ 10,000 par value (₹ 10 par value) dividend recognized as distribution to equity shareholders is as follows:

(In ₹)

Particulars	Year ended	
	March 31, 2024	March 31, 2023
Special dividend for fiscal 2024	1,47,000	–
Interim dividend for fiscal 2024	1,77,000	–
Final dividend for fiscal 2023	2,34,000	–
Interim dividend for fiscal 2023	–	1,46,000
Final dividend for fiscal 2022	–	2,05,000

The Board of Directors, at its meeting on April 16, 2024, recommended a final dividend of ₹ 133,000 per equity share for the financial year ended March 31, 2024. This payment is subject to approval of shareholders in the ensuing Annual General Meeting (AGM) of the Company and if approved, would result in a cash outflow of approximately ₹ 450 crore.

During the year ended March 31, 2024, on account of the final dividend for fiscal 2023 and the interim and special dividend for fiscal 2024, the Company has incurred a net cash outflow of ₹1,888 crore.

Earnings per equity share

Basic earnings per equity share is computed by dividing the net profit attributable to the equity holders of the Group by the weighted average number of equity shares outstanding during the period. Diluted earnings per equity share is computed by dividing the net profit attributable to the equity holders of the Group by the weighted average number of equity shares considered for deriving basic earnings per equity share and also the weighted average number of equity shares that could have been issued upon conversion of all dilutive potential equity shares. The dilutive potential equity shares are adjusted for the proceeds receivable had the equity shares been actually issued at fair value (i.e. the average market value of the outstanding equity shares). Dilutive potential equity shares are deemed converted as of the beginning of the period, unless issued at a later date. Dilutive potential equity shares are determined independently for each period presented.

The number of equity shares and potentially dilutive equity shares are adjusted retrospectively for all periods presented for any share splits, reverse share splits and bonus shares issues, including for changes effected prior to the approval of the financial statements by the Board of Directors.

2.13 Other financial liabilities

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Others		
Compensated absences	6	5
Financial liability under revenue deals[1]	53	97
Accrued expenses[1][3]	–	443
Total non-current other financial liabilities	59	545
Current		
Others		
Accrued compensation to employees[1]	565	541
Capital creditors[1]	27	10
Accrued expenses[1](3)	1,889	2,034
Financial liability under revenue deals[1]	87	109
Other payables [1](4)	158	457
Compensated absences	219	219
Foreign currency forward contracts[2]	2	4
Total current other financial liabilities	2,947	3,374
Total other financial liabilities	3,006	3,919
[1]Financial liability carried at amortized cost	2,779	3,691
[2]Financial liability carried at fair value through profit or loss	2	4
[3]Includes dues to holding company and other Group companies (Refer to Note 2.23)	55	147
[4]Includes dues to holding company and other Group companies (Refer to Note 2.23)	147	305

2.14 Trade payables

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Current		
Trade payables[1]	367	311
Total trade payables	367	311
[1] Includes dues to holding company and other Group companies (Refer to Note 2.23)	67	81

The information as required to be disclosed pursuant under the Micro, Small and Medium Enterprises Development Act, 2006 (MSMED Act, 2006) has been determined to the extent that such parties have been identified on the basis of information available with the Company.

Particulars	As at March 31,	
	2024	2023
Amount remaining unpaid:		
Principal	8	3
Interest	–	–
Interest paid by the Company under MSMED Act, 2006 along with the amounts of the payment made to the supplier beyond the appointed day	1	1
Interest due and payable for the period of delay in making payment (which has been paid but beyond the appointed day during the year) but without adding the interest specified under the MSMED Act, 2006);	–	–
Interest accrued and remaining unpaid at the end of the year	–	–
Interest remaining due and payable (pertaining to prior years), until such date when the interest dues as above are actually paid to the small enterprise, for the purpose of disallowance as a deductible expenditure under Section 23 of MSMED Act 2006.	–	–

The details regarding the ageing of trade payables as at March 31, 2024 are as follows:

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment					
	Not due	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
MSME	4	–	–	–	–	4
Others	359	4	–	–	–	363
Disputed dues – MSME	–	–	–	–	–	–
Disputed dues – Others	–	–	–	–	–	–
Total trade payables	363	4	–	–	–	367

The details regarding the ageing of trade payables as at March 31, 2023 were as follows:

(In ₹ crore)

Particulars	Outstanding for following periods from due date of payment					
	Not due	Less than 1 year	1-2 years	2-3 years	More than 3 years	Total
MSME	–	–	–	–	–	–
Others	222	89	–	–	–	311
Disputed dues – MSME	–	–	–	–	–	–
Disputed dues – Others	–	–	–	–	–	–
Total trade payables	222	89	–	–	–	311

2.15 Other liabilities

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Non-current		
Others		
Accrued defined benefit plan liability	1	1
Total non-current other liabilities	1	1
Current		
Unearned revenue	615	718
Client deposits	105	71
Others		
Withholding taxes and other payables	150	155
Total current other liabilities	870	944
Total other liabilities	871	945

2.16 Provisions

Accounting policy

A provision is recognized if, as a result of a past event, the Group has a present legal or constructive obligation that is reasonably estimable, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined by discounting the expected future cash flows at a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability.

a. Post-sales client support and others

The Group provides its clients with a fixed-period, post-sales support on its fixed-price, fixed-timeframe and time-and-material contracts. Costs associated with such support services are accrued at the time related revenues are recorded and included in cost of sales. The Group estimates such costs based on historical experience and estimates are reviewed on a periodic basis for any material changes in assumptions and likelihood of occurrence.

b. Onerous contracts

Provisions for onerous contracts are recognized when the expected benefits to be derived by the Group from a contract are lower than the unavoidable costs of meeting the future obligations under the contract. The provision is measured at the present value of the lower of the expected cost of terminating the contract and the expected net cost of continuing with the contract. Before a provision is established, the Group recognizes any impairment loss on the assets associated with that contract.

Provision for post-sales customer support and other provisions:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Current		
Others		
Post-sales client support and other provisions	127	27
Total provisions	127	27

Provision for post-sales client support and other provisions

The movement in the provision for post-sales client support and Other provisions is as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Balance at the beginning	27	33
Provision recognized / (reversed)	17	24
Provision utilized	83	(29)
Exchange difference	–	(1)
Balance at the end	127	27

Provision for post-sales client support and other provisions are expected to be utilized over a period of six months to one year.

2.17 Income taxes

Accounting policy

Income tax expense comprises current and deferred income tax. Income tax expense is recognized in the Consolidated Statement of Profit and Loss except to the extent that it relates to items recognized directly in equity, in which case it is recognized in other comprehensive income. Current income tax for current and prior periods is recognized at the amount expected to be paid to or recovered from the tax authorities, using the tax rates and tax laws that have been enacted or substantively enacted by the Balance Sheet date. Deferred income tax assets and liabilities are recognized for all temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial statements. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realized.

Deferred income tax assets and liabilities are measured using tax rates and tax laws that have been enacted or substantively enacted by the Balance Sheet date and are expected to apply to taxable income in the years in which those temporary differences are expected to be recovered or settled. The effect of changes in tax rates on deferred income tax assets and liabilities is recognized as income or expense in the period that includes the enactment or the substantive enactment date. A deferred income tax asset is recognized to the extent that it is probable that future taxable profit will be available against which the deductible temporary differences and tax losses can be utilized. Deferred income taxes are not provided on the undistributed earnings of subsidiaries and branches where it is expected that the earnings of the subsidiary or branch will not be distributed in the foreseeable future.

The Group offsets current tax assets and current tax liabilities, where it has a legally enforceable right to set off the recognized amounts and where it intends either to settle on a net basis, or to realize the asset and settle the liability simultaneously. The income tax provision for the interim period is made based on the best estimate of the annual average tax rate expected to be applicable for the full financial year. Tax benefits of deductions earned on exercise of employee share options in excess of compensation charged to income are credited to equity.

Income tax expense in the interim condensed Consolidated Statement of Profit and Loss comprises:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Current taxes	284	484
Deferred taxes	24	(115)
Income tax expense	308	369

Income tax expense for the years ended March 31, 2024 and March 31, 2023 include provision (net of reversals) of ₹ 29 crore and ₹ 2 crore, respectively, pertaining to earlier periods. These reversals pertain to prior periods on account of adjudication of certain disputed matters in favor of the Company and upon filing of return across various jurisdictions.

Deferred income tax for the years ended March 31, 2024 and March 31, 2023, substantially relates to origination and reversal of temporary differences.

A reconciliation of the income tax provision to the amount computed by applying the statutory income tax rate to the income before income taxes is summarized below:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Profit before income taxes	1,181	1,595
Enacted tax rates in India	25.17%	25.17%
Computed expected tax expense	297	401
Tax effect due to non-taxable income for tax purposes	2	(104)
Overseas taxes	13	17
Tax provision (reversals), overseas and domestic	(36)	(2)
Effect of exempt non-operating income	(13)	–
Effect of differential overseas tax rates	(13)	43
Effect of non-deductible expenses	6	7
Effect of non utilization of SEZ Reinvestment Reserve	35	–
DTL others	17	7
Income tax expense	308	369

The applicable Indian statutory tax rates for fiscal 2024 and fiscal 2023 is 25.17% and 25.17%, respectively.

The details of income tax assets and income tax liabilities are as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Income tax assets	249	168
Current Income tax liabilities	(114)	(239)
Net income tax assets at the end	135	(71)

The gross movement in the current income tax asset / (liability) for the years ended March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	Year ended March 31, 2024	2023
Net income tax asset at the beginning	(71)	63
Translation differences	–	(4)
Income tax paid, net of tax	490	354
Income tax expense	(284)	(484)
Income tax on other comprehensive income	–	–
Net income tax asset at the end	135	(71)

The movement in gross deferred income tax assets and labilities (before setoff) for the year ended March 31, 2024 is as follows:

(In ₹ crore)

Particulars	Carrying value as on April 1,2023	Changes through profit and loss	Changes through OCI	Translation difference	Carrying value as on March 31,2024
Deferred income tax assets					
Property, plant and equipment	23	5	–	–	28
Lease liabilities	25	–	–	–	25
Compensated absences	51	1	–	1	53
Accrued compensation to employees	10	1	–	1	12
Intangible assets	4	(2)	–	–	2
Trade receivables	27	(6)	–	1	22
Post-sales client support	55	(21)	–	–	34
Derivative financial instruments	–	–	–	–	–
Others	112	43	–	1	156
Total deferred tax assets	307	21	–	4	332
Deferred income tax liabilities					
Property, plant and equipment	(2)	3	–	(1)	–
Others	(49)	(47)	–	2	(94)
Intangibles	(37)	–	–	(4)	(41)
Total deferred tax liabilities	(88)	(44)	–	(3)	(135)

The movement in gross deferred income tax assets and labilities (before setoff) for the year ended March 31, 2023 is as follows:

(In ₹ crore)

Particulars	Carrying value as on April 1,2022	Changes through profit and loss	Changes through OCI	Translation difference	Carrying value as on March 31,2023
Deferred income tax assets					
Property, plant and equipment	20	3	–	–	23
Lease liabilities	18	7	–	–	25
Compensated absences	46	5	–	–	51
Accrued compensation to employees	9	–	–	1	10
Intangible assets	6	(2)	–	–	4
Minimum alternative tax carry forwards	–	–	–	–	–
Trade receivables	33	(7)	–	1	27
Post-sales client support	8	46	–	1	55
Derivative financial instruments	(1)	1	–	–	–
Others	25	80	–	7	112
Total deferred tax assets	164	133	–	10	307

Particulars	Carrying value as on April 1,2022	Changes through profit and loss	Changes through OCI	Translation difference	Carrying value as on March 31,2023
Deferred income tax liabilities					
Property, plant and equipment	(5)	4	–	(1)	(2)
Others	(26)	(22)	–	(1)	(49)
Intangibles	(34)	–	–	(3)	(37)
Total deferred tax liabilities	(65)	(18)	–	(5)	(88)

The tax effects of significant temporary differences that resulted in deferred income tax assets and liabilities are as follows:

Particulars	Year ended March 31,	
	2024	2023
Deferred income tax assets after setoff	197	219
Deferred income tax liabilities after setoff	–	–

Deferred income tax assets have not been recognized on accumulated losses of ₹ 713 crore and ₹ 626 crore as at March 31, 2024 and March 31, 2023, respectively, as it is probable that future taxable profit will not be available against which the unused tax losses can be utilized in the foreseeable future. Majority of the accumulated losses as at March 31, 2024 will expire in fiscal 2032.

Deferred tax assets and deferred tax liabilities have been offset wherever the Group has a legally enforceable right to set off current tax assets against current tax liabilities and where the deferred tax assets and deferred tax liabilities relate to income taxes levied by the same taxation authority.

In assessing the realizability of deferred income tax assets, the Management considers whether some portion or all of the deferred income tax assets will not be realized. The ultimate realization of deferred income tax assets is dependent upon the generation of future taxable income during the periods in which the temporary differences become deductible. The Management considers the scheduled reversals of deferred income tax liabilities, projected future taxable income, and tax-planning strategies in making this assessment. Based on the level of historical taxable income and projections for future taxable income over the periods in which the deferred income tax assets are deductible, the Management believes that the Group will realize the benefits of those deductible differences. The amount of the deferred income tax assets considered realizable, however, could be reduced in the near term if estimates of future taxable income during the carry-forward period are reduced.

The charge relating to temporary differences during the years ended March 31, 2024 and March 31, 2023 are primarily on account of compensated absences, carry forward of losses and tax subsidy partially offset by reversal of credits pertaining to property, plant and equipment, lease liability, trade receivable and intangibles.

2.18 Revenue from operations

Accounting policy

The Group derives revenues primarily from business process management services. Arrangements with customers for business process management services are either on a fixed-timeframe, unit-of-work or on a time-and-material basis.

Revenues from customer contracts are considered for recognition and measurement when the contract has been approved by the parties, in writing, to the contract, the parties to the contract are committed to perform their respective obligations under the contract, and the contract is legally enforceable. Revenue is recognized upon transfer of control of promised products or services ("performance obligations") to customers in an amount that reflects the consideration the Group has received or expects to receive in exchange for these products or services ("transaction price"). When there is uncertainty as to collectability, revenue recognition is postponed until such uncertainty is resolved.

The Group assesses the services promised in a contract and identifies distinct performance obligations in the contract. The Group allocates the transaction price to each distinct performance obligation based on the relative standalone selling price. The price that is regularly charged for an item when sold separately is the best evidence of its standalone selling price. In the absence of such evidence, the primary method used to estimate standalone selling price is the expected cost plus a margin, under which the Group estimates the cost of satisfying the performance obligation and then adds an appropriate margin based on similar services.

The Group's contracts may include variable consideration including rebates, volume discounts and penalties. The Group includes variable consideration as part of transaction price when there is a basis to reasonably estimate the amount of the variable consideration and when it is probable that a significant reversal of cumulative revenue recognized will not occur when the uncertainty associated with the variable consideration is resolved.

Revenue on time-and-material contracts and unit-of-work-based contracts are recognized as the related services are performed. Fixed-price business process management services revenue is recognized ratably either on a straight-line basis when services are performed through an indefinite number of repetitive acts over a specified period or using a percentage-of-completion method when the pattern of benefits from the services rendered to the customer and the Group's costs to fulfil the contract is not even through the period of contract because the services are generally discrete in nature and not repetitive.

Revenue from other fixed-price, fixed-timeframe contracts, where the performance obligations are satisfied over time is recognized using the percentage-of-completion method. Efforts or costs expended have been used to determine progress towards completion as there is a direct relationship between input and productivity. Progress towards completion is measured as the ratio of costs or efforts incurred to date (representing work performed) to the estimated total costs or efforts. Estimates of transaction price and total costs or efforts are continuously monitored over the lives of the contracts and are recognized in profit or loss in the period when these estimates change or when the estimates are revised. Revenues and the estimated total costs or efforts are subject to revision as the contract progresses. Provisions for estimated losses, if any, on uncompleted contracts are recorded in the period in which such losses become probable based on the estimated efforts or costs to complete the contract.

The billing schedules agreed with customers include periodic performance-based billing and / or milestone-based progress billings. Revenues in excess of billing are classified as unbilled revenue while billing in excess of revenues are classified as contract liabilities (which we refer to as unearned revenues).

Revenue from licenses where the customer obtains a "right to use" the licenses is recognized at the time the license is made available to the customer. Revenue from licenses where the customer obtains a "right to access" is recognized over the access period.

Arrangements to deliver software products generally have three elements: license, implementation and Annual Technical Services (ATS). When implementation services are provided in conjunction with the licensing arrangement and the license and implementation have been identified as two distinct separate performance obligations, the transaction price for such contracts are allocated to each performance obligation of the contract based on their relative standalone selling prices. In the absence of standalone selling price for implementation, the Group uses the expected cost plus margin approach in estimating the standalone selling price. Where the license is required to be substantially customized as part of the implementation service, the entire arrangement fee for license and implementation is considered to be a single performance obligation and the revenue is recognized using the percentage-of-completion method as the implementation is performed. Revenue from client training, support and other services arising due to the sale of software products is recognized as the performance obligations are satisfied. ATS revenue is recognized ratably over the period in which the services are rendered.

Contracts with customers includes subcontractor services or third-party vendor equipment or software in certain integrated services arrangements. In these types of arrangements, revenue from sales of third-party vendor products or services is recorded net of costs when the Group is acting as an agent between the customer and the vendor, and gross when the Group is the principal for the transaction. In doing so, the Group first evaluates whether it controls the good or service before it is transferred to the customer. The Group considers whether it has the primary obligation to fulfil the contract, inventory risk, pricing discretion and other factors to determine whether it controls the goods or service and therefore is acting as a principal or an agent.

The incremental costs of obtaining a contract (i.e., costs that would not have been incurred if the contract had not been obtained) are recognized as an asset if the Company expects to recover them. Certain eligible, non-recurring costs (e.g. set-up or transition or transformation costs) that do not represent a separate performance obligation are recognized as an asset when such costs (a) relate directly to the contract; (b) generate or enhance resources of the Company that will be used in satisfying the performance obligation in the future; and (c) are expected to be recovered.

Such capitalized contract costs relating to upfront payments to customers are amortized to revenue and other capitalized costs are amortized to expenses over the respective contract life on a systematic basis consistent with the transfer of goods or services to customer to which the asset relates. Capitalized costs are monitored regularly for impairment. Impairment losses are recorded when the present value of projected remaining operating cash flows is not sufficient to recover the carrying amount of the capitalized costs.

The Group presents revenues net of indirect taxes in its interim condensed Consolidated Statement of Profit and Loss.

Revenues from operations for the years ended March 31, 2024 and March 31, 2023 are follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Income from business process management services	13,365	12,997
	13,365	12,997

Disaggregate revenue information

The table below presents disaggregated revenues from contracts with customers for the years ended March 31, 2024 and March 31, 2023 by offerings. The Group believe that this disaggregation best depicts how the nature, amount, timing and uncertainty of our revenues and cash flows are affected by industry, market and other economic factors.

Particulars	Year ended March 31,	
	2024	2023
Revenues by geography		
North America	8,471	8,552
Europe	3,770	3,390
India	429	398
Rest of the world	695	657
Total	13,365	12,997

Trade receivables and contract balances

The timing of revenue recognition, billings and cash collections results in receivables, unbilled revenue, and unearned revenue on the Group's Balance Sheet. Amounts are billed as work progresses in accordance with agreed-upon contractual terms, either at periodic intervals (e.g. monthly or quarterly) or upon achievement of contractual milestones.

Receivables are rights to consideration that are unconditional. Unbilled revenues comprising revenues in excess of billings from time-and-material contracts and fixed-price business process management services are classified as financial asset when the right to consideration is unconditional and is due only after a passage of time.

Invoicing to the clients for other fixed-timeframe contracts is based on milestones as defined in the contract and therefore, the timing of revenue recognition is different from the timing of invoicing to the customers. Therefore, unbilled revenues for other fixed-timeframe contracts are classified as non-financial asset (contract asset) because the right to consideration is dependent on the completion of contractual milestones.

Invoicing in excess of earnings are classified as unearned revenue.

Trade receivables and unbilled revenues are presented net of impairment in the interim condensed Consolidated Balance Sheet.

During the years ended March 31, 2024 and March 31, 2023, the Group recognized revenue of ₹ 582 crore and ₹ 486 crore arising from opening unearned revenue as of April 1, 2023 and April 1, 2022, respectively.

During the years ended March 31, 2024 and March 31, 2023, ₹ 231 crore and ₹ 230 crore of unbilled revenue pertaining to fixed-price development contracts as of April 1, 2023 and April 1, 2022, respectively, has been reclassified to trade receivables upon billing to customers on completion of milestones.

Performance obligations and remaining performance obligations

The remaining performance obligation disclosure provides the aggregate amount of the transaction price yet to be recognized as at the end of the reporting period and an explanation as to when the Group expects to recognize these amounts in revenue. Applying the practical expedient as given in Ind AS 115, the Group has not disclosed the remaining performance obligation-related disclosures for contracts where the revenue recognized corresponds directly with the value to the customer of the entity's performance completed to date, typically those contracts where invoicing is on time-and-material basis. Remaining performance obligation estimates are subject to change and are affected by several factors, including terminations, changes in the scope of contracts, periodic revalidations, adjustment for revenue that has not materialized and adjustments for currency.

The aggregate value of performance obligations that are completely or partially unsatisfied as of March 31, 2024, other than those meeting the exclusion criteria mentioned above, is ₹4,662 crore. Out of this, the Group expects to recognize revenue of around 43.2% within the next one year and the remaining thereafter. This includes contracts that can be terminated for convenience without a substantive penalty since, based on the current assessment, the occurrence of the same is expected to be remote.

2.19 Other income, net

Accounting policy

Other income primarily comprises interest income, dividend income and exchange gain / loss on forward and options contracts and on translation of foreign currency assets and liabilities. Interest income is recognized using the effective interest method. Dividend income is recognized when the right to receive payment is established.

Foreign currency

Functional currency

The functional currency of the Company is the Indian rupee. The functional currencies for Infosys (Czech Republic) Limited s.r.o., Infosys Poland Sp.z.o.o, Infosys Consulting Sp.z.o.o,Infosys McCamish Systems LLC, Portland Group Pty Ltd, Infosys BPO Americas LLC and Infosys BPM UK Ltd are the respective local currencies. These consolidated financial statements are presented in Indian rupees (rounded off to crore; one crore equals ten million).

Transactions and translations

Foreign-currency denominated monetary assets and liabilities are translated into the relevant functional currency at exchange rates in effect at the Balance Sheet date. The gains or losses resulting from such translations are included in the Consolidated Statement of Profit and Loss and reported within exchange gains / (losses) on translation of assets and liabilities, net. Non-monetary assets and non-monetary liabilities denominated in a foreign currency and measured at fair value are translated at the exchange rate prevalent at the date when the fair value was determined. Non-monetary assets and non-monetary liabilities denominated in a foreign currency and measured at historical cost are translated at the exchange rate prevalent at the date of transaction. The related revenue and expense are recognized using the same exchange rate.

Transaction gains or losses realized upon settlement of foreign currency transactions are included in determining net profit for the period in which the transaction is settled. Revenue, expense and cash-flow items denominated in foreign currencies are translated into the relevant functional currencies using the exchange rate in effect on the date of the transaction.

The translation of financial statements of the foreign subsidiaries to the presentation currency is performed for assets and liabilities using the exchange rate in effect at the Balance Sheet date and for revenue, expense and cash flow items using the average exchange rate for the respective periods. The gains or losses resulting from such translation are included in currency translation reserves under other components of equity. When a subsidiary is disposed of, in full, the relevant amount is transferred to the Consolidated Statement of Profit and Loss. However, when a change in the parent's ownership does not result in laws of control of a subsidiary, such changes are recorded through equity.

Transaction gains or losses realized upon settlement of foreign currency transactions are included in determining net profit for the period in which the transaction is settled.

Goodwill and fair value adjustments arising on the acquisition of a foreign entity are treated as assets and liabilities of the foreign entity and translated at the exchange rate in effect with the Balance sheet date.

Other income for the years ended March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Interest income on financial assets at carried at amortized cost:		
Government bonds	1	–
Deposit with banks and others	102	96
Current accounts with banks	17	–
Interest income on financial assets at fair value through other comprehensive income:		
Non-convertible debentures	23	28
Certificates of deposit	36	31
Government securities	27	43
Commercial papers	24	4

Particulars	Year ended March 31,	
	2024	2023
Income on investments carried at fair value through profit or loss:		
Gains on liquid mutual funds units	20	16
Profit on sale of property, plant and equipment	–	1
Rental income from holding company	4	3
Exchange gains / (losses) on foreign currency forward and options contracts	26	(12)
Exchange gains / (losses) on translation of other assets and liabilities	(20)	33
Interest income on income tax refund	6	2
Interest income on prepaid contract cost	10	8
Fair valuation gains / (losses) on investments*	14	(37)
Other miscellaneous income, net	8	7
	298	223

* Includes fair valuation loss of ₹ 25 crore on Tidal Scale investments in Infosys Poland sp. z.o.o

2.20 Expenses

Gratuity

The Group provides for gratuity, a defined benefit retirement plan ("the Gratuity Plan") covering eligible employees of Infosys BPM. The Gratuity Plan provides a lump-sum payment to vested employees at retirement, death, incapacitation, or termination of employment, of an amount based on the respective employee's salary and the tenure of employment with the Group.

Liabilities with regard to the Gratuity Plan are determined by actuarial valuation, performed by an independent actuary at each Balance Sheet date using the projected unit credit method. The Company fully contributes all ascertained liabilities to the Infosys BPO Limited Employees' Gratuity Fund Trust ("the Trust"). Trustees administer contributions made to the Trusts and contributions are invested in a scheme with Life Insurance Corporation of India based on regulatory requirements as permitted by the law of India.

The Group recognizes the net obligation of a defined benefit plan in its Balance Sheet as an asset or liability. Gains and losses through remeasurements of the net defined benefit liability / asset are recognized in other comprehensive income. The actual return of the portfolio of plan assets, in excess of the yields computed by applying the discount rate used to measure the defined benefit obligation is recognized in other comprehensive income. The effect of any plan amendments is recognized in the interim condensed Consolidated Statement of Profit and Loss.

Superannuation

Certain employees of the Group are participants in a defined contribution plan. The Group has no further obligations to the Plan beyond its monthly contributions.

Provident fund

Eligible employees of the Company are participants in defined contribution plan. The Company has no further obligations under the provident fund plan beyond its monthly contributions.

Compensated absences

The Group has a policy on compensated absences, which are both accumulating and non-accumulating in nature. The expected cost of accumulating compensated absences is determined by actuarial valuation performed by an independent actuary at each Balance Sheet date using projected unit credit method on the additional amount expected to be paid / availed as a result of the unused entitlement that has accumulated at the Balance Sheet date. Expense on non-accumulating compensated absences is recognized in the period in which the absences occur.

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Employee benefit expenses		
Salaries and bonus including overseas staff expenses	7,029	6,296
Staff welfare	84	67
Contribution to provident and other funds	145	143
	7,258	6,506
Cost of technical sub-contractors and professional charges		
Cost of technical sub-contractors	814	1,005
Legal and professional	295	97
Recruitment and training	54	100
	1,163	1,202
Other expenses		
Computer maintenance	11	16
Printing and stationery	3	7
Short-term leases	50	33
Office maintenance	167	141
Consumables	12	14
Brand building and advertisement	3	3
Marketing expenses	25	25
Power and fuel	36	30
Insurance charges	16	15
Communication	121	129
Rates and taxes	27	26
Contribution to Corporate Social Responsibility	19	18
Donations	33	32
Bank charges and commission	7	6
Postage and courier	34	38
Allowances for credit losses on financial assets	(5)	12

Particulars	Year ended March 31,	
	2024	2023
Provision for doubtful loans and advances	8	7
Professional membership and seminar participation fees	2	2
Provision for post-sales customer support and others	–	–
Other miscellaneous expenses	8	12
	577	566

2.21 Employee benefits

Accounting policy

Gratuity

The Group provides for gratuity, a defined benefit retirement plan ("the Gratuity Plan") covering eligible employees of Infosys BPM. The Gratuity Plan provides a lump-sum payment to vested employees at retirement, death, incapacitation, or termination of employment, of an amount based on the respective employee's salary and the tenure of employment with the Group.

Liabilities with regard to the Gratuity Plan are determined by actuarial valuation, performed by an independent actuary at each Balance Sheet date using the projected unit credit method. The Company fully contributes all ascertained liabilities to the Infosys BPM Limited Employees' Gratuity Fund Trust (formerly Infosys BPO Limited Employees' Gratuity Fund Trust). Trustees administer contributions made to the Trusts and contributions are invested in a scheme with Life Insurance Corporation of India as permitted by law of India.

The Group recognizes the net obligation of a defined benefit plan in its Balance Sheet as an asset or liability. Gains and losses through remeasurements of the net defined benefit liability / (asset) are recognized in other comprehensive income and are not reclassified to profit or loss in subsequent periods. The actual return of the portfolio of plan assets, in excess of the yields computed by applying the discount rate used to measure the defined benefit obligation is recognized in other comprehensive income. The effect of any plan amendments are recognized in the condensed Consolidated Statement of Profit and Loss.

The Company provides for a minimum mandated retirement benefit scheme under the Republic Act 7641 (R.A. 7641) covering eligible employees in the Philippines. The R.A. 7641 scheme is a final salary defined benefit plan that provides for a lump-sum payment made on retirement. During the year ended March 31, 2024, the Company recognized a net defined liability of ₹ 1 crore (Refer to Note 2.15).

Superannuation

Certain employees of the Group are participants in a defined contribution plan. The Group has no further obligations to the Plan beyond its monthly contributions.

Provident fund

Eligible employees of the Company are participants in defined contribution plan. The Company has no further obligations under the provident fund plan beyond its monthly contributions.

Compensated absences

The Group has a policy on compensated absences, which are both accumulating and non-accumulating in nature. The expected cost of accumulating compensated absences is determined by actuarial valuation performed by an independent actuary at each Balance Sheet date using projected unit credit method on the additional amount expected to be paid / availed as a result of the unused entitlement that has accumulated at the Balance Sheet date. Expense on non-accumulating compensated absences is recognized in the period in which the absences occur.

The Code on Social Security, 2020 ("the Code") relating to employee benefits during employment and post-employment benefits received Presidential assent in September 2020. The Code has been published in the Gazette of India. However, the date on which the Code will come into effect has not been notified. The Company will assess the impact of the Code when it comes into effect and will record any related impact in the period the Code becomes effective.

(a) Gratuity

The funded status of the gratuity plan and the amounts recognized in the Group's financial statements as of March 31, 2024 and March 31, 2023 is as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Change in benefit obligations		
Benefit obligations at the beginning	154	150
Service cost	18	17
Interest expense	10	9
Transfer of obligation	(2)	(5)
Remeasurements – Actuarial losses	13	3
Benefits paid	(16)	(20)
Benefit obligations at the end	177	154
Change in plan assets		
Fair value of plan assets at the beginning	161	154
Interest income	11	9
Transfer of employees	(2)	(5)
Remeasurements – Return on plan assets excluding amounts included in interest income	2	2
Contributions	26	20
Benefits paid	(16)	(19)
Fair value of plan assets at the end	182	161
Funded status	5	6
Prepaid gratuity	5	6

The amounts for the years ended March 31, 2024 and March 31, 2023 recognized in the Statement of Profit and Loss under employee benefit expenses are as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Service cost	18	17
Net interest on the net defined benefit liability / asset	(1)	–
Net gratuity cost	17	17

The amounts for the years ended March 31, 2024 and March 31, 2023 recognized in the Statement of Other Comprehensive Income are as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Remeasurements of the net defined benefit liability / (asset)		
Actuarial losses	13	3
(Return) / loss on plan assets excluding amounts included in the net interest on the net defined benefit liability / (asset)	(2)	(2)
	11	1

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
(Gain) / loss from change in demographic assumptions	–	–
(Gain) / loss from change in financial assumptions	1	(2)
(Gain) / loss from change in experience assumptions	12	6
	13	4

The weighted-average assumptions used to determine benefit obligations as of March 31, 2024 and March 31, 2023 are as follows:

Particulars	As at March 31,	
	2024	2023
Discount rate	7.0%	7.1%
Weighted average rate of increase in compensation levels	7.5%	7.5%

The weighted-average assumptions used to determine net periodic benefit cost for the years ended March 31, 2024 and March 31, 2023 are as follows:

Particulars	Year ended March 31,	
	2024	2023
Discount rate	7.1%	6.5%
Weighted average rate of increase in compensation levels	7.5%	7.5%

Particulars	Year ended March 31,	
	2024	2023
Weighted average duration of defined benefit obligation	5.8 years	5.9 years

Assumptions regarding future mortality experience are set in accordance with the published statistics by the Life Insurance Corporation of India.

The Group assesses these assumptions with its projected long-term plans of growth and prevalent industry standards. The discount rate is based on the government securities yield.

(In ₹ crore)

Impact of percentage point increase / decrease in	As at March 31,	
	2024	2023
Discount rate	4	4
Weighted average rate of increase in compensation level	3	3

Sensitivity for significant actuarial assumptions is computed by varying one actuarial assumption used for the valuation of the defined benefit obligation by one percentage, keeping all other actuarial assumptions constant.

Gratuity is applicable only to employees drawing salary in Indian rupees and there are no other foreign defined benefit gratuity plans.

The Group contributes all ascertained liabilities towards gratuity to the Infosys BPO Limited Employees' Gratuity Fund Trust. Trustees administer contributions made to the Trust. As of March 31, 2024 and March 31, 2023, the Plan assets have been primarily invested in insurer-managed funds.

The actual return on assets for the years ended March 31, 2024 and March 31, 2023 were ₹ 13 crore and ₹ 11 crore, respectively.

The Group expects to contribute ₹ 25 crore to the gratuity trust during fiscal 2024.

Maturity profile of defined benefit obligation

(In ₹ crore)

Within 1 year	57
1-2 year	46
2-3 year	39
3-4 year	37
4-5 year	32
5-10 years	81

(b) Superannuation

The Company contributed ₹ 19 crore to the superannuation trust for the year ended March 31, 2024 (₹ 19 crore for year ended March 31, 2023).

(c) Provident fund

The Company contributed ₹ 118 crore towards provident fund for year ended March 31, 2024 (₹ 110 crore for the year ended March 31, 2023).

(d) Pension fund

The Company contributed ₹ 11 crore to pension fund for year ended March 31, 2024 (₹ 13 crore for the year ended March 31, 2023).

2.22. Contingent liabilities and commitments (to the extent not provided for)

Accounting policy

Contingent liability is a possible obligation arising from past events and whose existence will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the entity or a present obligation that arises from past events but is not recognized because it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation or the amount of the obligation cannot be measured with sufficient reliability.

2.22.1 Contingent liabilities and commitments

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Contingent liabilities:		
Claims against the Group, not acknowledged as debts[1]	461	266
[Amount paid to statutory authorities ₹ 158 crore (₹111 crore)]		
Commitments:		
Estimated amount of unexecuted capital contracts[2]	73	70
(net of advances and deposits)		
Other commitments[3]	74	84

[1] As at March 31, 2024 and March 31, 2023, claims against the Company not acknowledged as debts in respect of income tax matters amounted to ₹178 crore and ₹38 crore, respectively.

The claims against the Company majorly represent demands arising on completion of assessment proceedings under the Income-tax Act, 1961. These claims are on account of multiple issues of disallowances such as disallowance of expenditure towards software being held as capital in nature, disallowance under Section 80G, disallowance on account of denial of certain foreign tax credit, among others.

The Group is contesting the demand and the Management, including its tax advisors, believes that its position will likely be upheld in the appellate process. The Management believes that the ultimate outcome of these proceedings will not have a material adverse effect on the Company's financial position and results of operations.

The amount paid to statutory authorities against the tax claims amounted to ₹158 crore and ₹111 crore as at March 31, 2024 and March 31, 2023, respectively.

[2] Capital contracts primarily comprises commitments for infrastructure, facilities and computer equipments.

[3] Other commitments relate to investment committed by Infosys Poland Sp.z.o.o in the House Fund II,L.P..& House Fund Iil,L.P.. during the current year.

2.22.2 Legal proceedings

The Group is subject to legal proceedings and claims, which have arisen in the ordinary course of business. The Group's Management does not reasonably expect that these legal actions, when ultimately concluded and determined, will have a material and adverse effect on the Group's results of operations or financial condition.

2.22.3 McCamish cybersecurity incident

In November 2023, Infosys McCamish Systems (McCamish) a subsidiary of Infosys BPM Limited experienced a cybersecurity incident resulting in the non-availability of certain applications and systems. McCamish initiated its incident response and engaged cybersecurity and other specialists to assist in its investigation of and response to the incident and remediation and restoration of impacted applications and systems. By December 31, 2023, McCamish, with external specialists' assistance, substantially remediated and restored the affected applications and systems.

Loss of contracted revenues and costs incurred with respect to remediations, restoration, communication efforts, investigative processes and analysis, legal services and others amounted to approximately ₹ 308 crore (US$37 million).

Actions taken by McCamish included investigative analysis conducted by a third-party cybersecurity firm to determine, among other things, whether and the extent to which company or customer data was subject to unauthorized access or exfiltration. McCamish also engaged a third-party eDiscovery vendor in assessing the extent and nature of such data. McCamish, in coordination with its third-party eDiscovery vendor, has identified corporate customers and individuals whose information was subject to unauthorized access and exfiltration. McCamish's review process is ongoing. McCamish may incur additional costs including indemnities or damages / claims, which are indeterminable at this time.

On March 6, 2024, a class action complaint was filed in the U.S. District Court for the Northern District of Georgia against McCamish. The complaint arises out of the cybersecurity incident at McCamish initially disclosed on November 3,2023. The complaint was purportedly filed on behalf of all individuals within the United States whose personally identifiable information was exposed to unauthorized third parties as a result of the incident.

2.23 Related party transactions

List of related parties:

Name of subsidiaries	Country		Holding as at March 31, 2024
Holding Company			
Infosys Limited	India	Holding Company	100%

Fellow subsidiaries	Country
Infosys Technologies (China) Co. Limited (Infosys China)(1)	China
Infosys Technologies S. de R. L. de C. V. (Infosys Mexico)(1)	Mexico
Infosys Technologies (Sweden) AB (Infosys Sweden)(1)	Sweden
Infosys Technologies (Shanghai) Company Limited (Infosys Shanghai)(1)	China
EdgeVerve Systems Limited (EdgeVerve)(1)	India
Infosys Austria GmbH(1)	Austria
Skava Systems Private Limited (Skava Systems)(1)(21)	India
Infosys Chile SpA(1)	Chile
Infosys Arabia Limited(2)(21)	Saudi Arabia
Infosys Consulting Ltda.(1)	Brazil
Infosys Luxembourg S.a.r.l(1)	Luxembourg
Infosys Americas Inc. (Infosys Americas)(1)(29)	US
Infosys Consulting S.R.L.(1)(18)	Argentina
Infosys Consulting S.R.L.(1)	Romania
Infosys Limited Bulgaria EOOD(1)	Bulgaria
Infosys Turkey Bilgi Teknolojileri Limited Sirketi(1)	Turkey
Infosys Germany Holding Gmbh(1)	Germany
Infosys Automotive and Mobility GmbH & Co. KG(1)	Germany
Infosys Green Forum(1)	India
Infosys Business Solutions LLC(1)	Qatar
WongDoody Inc. (1)	US
Danske IT and Support Services India Private Limited ("Danske IT") (1)(30)	India
Infosys Public Services, Inc. USA (Infosys Public Services)(1)	US
Infosys Public Services Canada Inc. (11)(22)	Canada
Panaya Inc. (Panaya)(1)	US
Panaya Ltd.(3)	Israel
Panaya Germany GmbH (3)(26)	Germany
Brilliant Basics Holdings Limited (Brilliant Basics)(1)(21)	UK
Brilliant Basics Limited (4)(21)	UK
Infosys Consulting Holding AG (1)	Switzerland
Infosys Management Consulting Pty Limited(5)	Australia
Infosys Consulting AG(5)	Switzerland
Infosys Consulting GmbH(5)	Germany
Infosys Consulting SAS(5)	France
Infy Consulting B.V.(5)	The Netherlands
Infosys Consulting (Belgium) NV(5)	Belgium
Infy Consulting Company Ltd(5)	UK
GuideVision s.r.o.(6)	Czech Republic
GuideVision Deutschland GmbH(7)	Germany
GuideVision Suomi Oy(7)	Finland

GuideVision Magyarország Kft[7]	Hungary
GuideVision Polska Sp. z.o.o[7]	Poland
GuideVision UK Ltd[7][21]	UK
Infosys Nova Holdings LLC. (Infosys Nova)[1]	US
Outbox systems Inc. dba Simplus (US)[8]	US
Simplus ANZ Pty Ltd.[9]	Australia
Simplus Australia Pty Ltd[10]	Australia
Simplus Philippines, Inc.[9]	Philippines
Kaleidoscope Animations, Inc.[8]	US
Kaleidoscope Prototyping LLC[17][32]	US
Blue Acorn iCi Inc (formerly Beringer Commerce Inc)[8]	US
Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.)[1]	Singapore
Infosys Financial Services GmbH. (formerly Panaya GmbH) [12][28]	Germany
Infosys South Africa (Pty) Ltd[12]	South Africa
Infosys (Malaysia) SDN. BHD. (formerly Global Enterprise International (Malaysia) Sdn. Bhd.)[12]	Malaysia
Infosys Middle East FZ LLC [12]	Dubai
Infosys Norway [12][27]	Norway
Infosys Compaz Pte. Ltd [13]	Singapore
HIPUS Co., Ltd[13]	Japan
Fluido Oy [12]	Finland
Fluido Sweden AB [14]	Sweden
Fluido Norway A/S[14]	Norway
Fluido Denmark A/S[14]	Denmark
Fluido Slovakia s.r.o[14]	Slovakia
Infosys Fluido UK, Ltd.[14]	UK
Infosys Fluido Ireland, Ltd.[15]	Ireland
Stater N.V.[13]	The Netherlands
Stater Nederland B.V.[16]	The Netherlands
Stater XXL B.V.[16]	The Netherlands
HypoCasso B.V.[16]	The Netherlands
Stater Participations B.V.[33]	The Netherlands
Stater Belgium N.V./S.A.[16][33]	Belgium
Stater Gmbh[16]	Germany
Infosys Germany GmbH (formerly Kristall 247. GmbH ("Kristall"))[12]	Germany
WongDoody Gmbh (formerly known as oddity GmbH) [19]	Germany
WongDoody (Shanghai) Co. Limited (formerly known as oddity (Shanghai) Co., Ltd.) [20]	China
WongDoody limited (Taipei) (formerly known as oddity Limited (Taipei)) [20]	Taiwan
oddity space GmbH [19][31]	Germany
oddity jungle GmbH [19][31]	Germany
oddity code GmbH [19][31]	Germany
WongDoody d.o.o (formerly known as oddity code d.o.o) [20][31]	Serbia
oddity waves GmbH [19][31]	Germany
oddity group services GmbH [19][31]	Germany
BASE life science A/S [12][23]	Denmark
BASE life science AG [24]	Switzerland
BASE life science GmbH [24]	Germany
BASE life science S.A.S [24]	France

BASE life science Ltd. [24]	UK
BASE life science S.r.l. [24]	Italy
Innovisor Inc.[24]	US
BASE life science Inc.[24]	US
BASE life science S.L.[24][25]	Spain

(1) Wholly-owned subsidiary of Infosys Limited

(2) Majority-owned and controlled subsidiary of Infosys Limited

(3) Wholly-owned subsidiary of Panaya Inc.

(4) Wholly-owned subsidiary of Brilliant Basics Holding Limited.

(5) Wholly-owned subsidiary of Infosys Consulting Holding AG

(6) Wholly-owned subsidiary of Infy Consulting Company Limited

(7) Wholly-owned subsidiary of GuideVision s.r.o.

(8) Wholly-owned subsidiary of Infosys Nova Holdings LLC

(9) Wholly-owned subsidiary of Outbox systems Inc. dba Simplus (US)

(10) Wholly-owned subsidiary of Simplus ANZ Pty Ltd

(11) Wholly-owned subsidiary of Infosys Public Services, Inc.

(12) Wholly-owned subsidiary of Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.)

(13) Majority owned and controlled subsidiary of Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.)

(14) Wholly-owned subsidiary of Fluido Oy

(15) Wholly-owned subsidiary of Infosys Fluido UK, Ltd.

(16) Wholly-owned subsidiary of Stater N.V

(17) Wholly-owned subsidiary of Kaleidoscope Animations, Inc.

(18) Infosys Consulting S.R.L. (Argentina) (formerly a wholly-owned subsidiary of Infosys Consulting Holding AG) became the majority owned and controlled subsidiary of Infosys Limited with effect from April 1, 2022

(19) On April 20, 2022, Infosys Germany GmbH (formerly Kristall 247. GmbH ("Kristall")) (a wholly-owned subsidiary of Infosys Singapore Pte. Ltd (formerly Infosys Consulting Pte. Ltd.)) acquired 100% of voting interests in oddity space GmbH, oddity jungle GmbH, oddity waves GmbH, oddity group services GmbH, oddity code GmbH and WongDoody Gmbh (formerly known as oddity GmbH)

(20) Wholly-owned subsidiary of WongDoody Gmbh (formerly known as oddity GmbH)

(21) Under liquidation

(22) Incorporated on July 8, 2022

(23) On September 1, 2022, Infosys Singapore Pte. Ltd. (formerly Infosys Consulting Pte. Ltd.) (a wholly-owned subsidiary of Infosys Limited) acquired 100% of voting interests in BASE life science A/S.

(24) Wholly-owned subsidiary of BASE life science A/S

(25) Incorporated on September 6, 2022

(26) Incorporated effective December 15, 2022

(27) Incorporated effective September 15, 2023.

(28) Infosys Financial Services GmbH. (formerly Panaya GmbH) became a wholly-owned subsidiary of Infosys Singapore Pte. Ltd (formerly Infosys Consulting Pte. Ltd.) with effect from February 23, 2023.

(29) Liquidated effective July 14, 2023

(30) On September 1, 2023, Infosys Ltd. acquired 100% of voting interests in Danske IT and Support Services India Private Limited ("Danske IT").

(31) On September 29, 2023, oddity space GmbH, oddity waves GmbH, oddity jungle GmbH, oddity group services GmbH and oddity code GmbH merged into WongDoody GmbH and oddity code d.o.o, which was formerly a subsidiary of oddity code Gmbh, has become a subsidiary of Wongdoody Gmbh (formerly known as oddity GmbH).

(32) Kaleidoscope Prototyping LLC, a wholly-owned subsidiary of Kaleidoscope Animations is liquidated effective November 1, 2023.

(33) On November 24, 2023 Stater Participations B.V (a wholly-owned subsidiary of Stater N.V) merged with Stater N.V and Stater Belgium N.V./S.A, which was formerly a wholly-owned subsidiary of Stater Participations B.V., became a wholly-owned subsidiary of Stater N.V.

List of other related parties

Particulars	Country	Nature of relationship
Infosys BPM Limited Employees' Superannuation Fund Trust (formerly Infosys BPO Limited Employees Superannuation Fund Trust)	India	Post-employment benefit plan of Infosys BPM (Formerly known as Infosys BPO)
Infosys BPM Limited Employees' Gratuity Fund Trust (formerly Infosys BPO Limited Employees' Gratuity Fund Trust)	India	Post-employment benefit plan of Infosys BPM (Formerly known as Infosys BPO)
Infosys Foundation	India	Trust jointly controlled by KMP of Infosys Limited

Refer Notes 2.21 for information on transactions with post-employment benefit plans mentioned above.

The details of amounts due to or due from related parties as at March 31, 2024 and March 31, 2023 are as follows:

(In ₹ crore)

Particulars	As at March 31,	
	2024	2023
Trade receivables		
Infosys Limited	246	243
Infosys Mexico	–	–
Infosys Public Services	2	1
Infosys China	1	2
Infosys Consulting (Belgium) NV	–	–
Infosys Consulting AG	1	6
Infy Consulting Company Limited	3	1
Infosys Consulting GmbH	–	1
EdgeVerve	1	–
Stater Nederland B.V.	–	–
HIPUS Co., Ltd	–	–
Infosys Luxembourg S.a.r.l	–	–
Infosys Consulting Pte. Ltd	–	1
Infosys Sweden	–	–
Infosys Compaz PTE Ltd	3	2
Infosys Automotive and Mobility GmbH & Co. KG	64	39
Infosys Austria GMBH	–	2
Infosys Turkey Bilgi Teknolojikeri Limited Sirketi	9	4
Infosys Middle East FZ LLC	–	–
Infosys Consulting S.R.L. (Romania)	16	1
Infosys Consulting Ltda	1	1
Infosys Fin Services GmBH	4	–
Infosys Consulting S.R.L. (Argentina)	1	–
	352	304
Other financial assets		
Infosys Limited	35	38
EdgeVerve	2	2
Infosys Automotive and Mobility GmbH & Co. KG	19	–
	56	40
Other assets		
Stater N.V.	1	–
	1	–
Unbilled revenues		
Infosys Limited	–	–
Infy Consulting Company Limited	1	1
Infosys Automotive and Mobility GmbH & Co. KG	–	19
	1	20
Loans given		
Infosys China	–	43
Infosys Consulting Pte. Ltd	416	224
Infosys Automotive and Mobility GmbH & Co. KG	132	133
Infosys Shanghai	45	51

Particulars	As at March 31,	
	2024	2023
	593	451
Trade payables		
Infosys Limited	63	78
EdgeVerve	1	–
Infy Consulting Company Limited	–	–
Infosys China	1	1
Infosys Mexico	–	–
Infosys Consulting S.R.L. (Romania)	–	–
Infosys Consulting Ltda	2	2
	67	81
Other financial liabilities		
Infosys Limited	93	47
EdgeVerve	1	–
Outbox systems Inc. dba Simplus (US)	–	2
Blue Acorn iCi Inc	1	1
Infosys Automotive and Mobility GmbH & Co. KG	50	254
INFOSYS COMPAZ PTE. LTD	1	–
Stater N.V.	1	1
	147	305
Accrued expenses		
Infosys Limited	50	147
Infosys Consulting Romania	5	–
	55	147

Details of related party transactions entered into by the Group

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Revenue transactions:		
Purchase of services		
Infosys Limited	513	564
EdgeVerve	9	(1)
Infy Consulting Company Limited	–	1
Infosys China	4	6
Outbox systems Inc. dba Simplus (US)	8	17
Infosys Consulting S.R.L. (Romania)	–	1
GuideVision, s.r.o..	–	2
Infosys Consulting Ltda	13	10
Infosys Mexico	1	2
Blue Acorn iCi Inc	12	3
oddity code d.o.o	–	2
Simplus Philippines	–	2
	560	609
Purchase of shared services including facilities and personnel		
Infosys Limited*	108	114

Particulars	Year ended March 31,	
	2024	2023
Infosys Automotive and Mobility GmbH & Co. KG	34	246
Stater N.V.	4	4
Infosys Consulting S.R.L. (Romania)	5	–
Infosys Compaz PTE Ltd	1	–
	152	364
Sale of services		
Infosys Limited	2,492	2,705
Infosys Consulting AG	7	20
EdgeVerve	6	6
Infosys China	4	3
Infosys Public Services	22	20
Infosys Mexico	–	–
Infy Consulting Company Limited	8	4
Infosys Consulting Pte. Ltd	–	1
Infosys Consulting GmbH	1	9
Stater Nederland B.V.	–	1
Infosys Middle East FZ LLC	–	1
HIPUS Co., Ltd	–	–
Infosys Consulting (Belgium) NV	–	1
Infosys Luxembourg S.a.r.l	1	3
Infosys Consulting S.R.L. (Romania)	14	1
Infosys Sweden	2	2
Infosys Compaz PTE Ltd	8	4
Infosys Automotive and Mobility GmbH & Co. KG	115	65
Infosys Austria GMBH	1	3
Infosys Turkey Bilgi Teknolojikeri Limited Sirketi	4	6
Infosys Consulting S.R.L. (Argentina)	–	–
Infosys Consulting Ltda	3	2
Infosys Fin Services GmBH	8	–
	2,696	2,857
Sale of shared services including facilities and personnel		
Infosys Limited	7	42
	7	42
Interest income		
Infosys Shanghai	3	2
Infosys China	2	2
Infosys Automotive and Mobility GmbH & Co. KG	8	20
Infosys Consulting Pte. Ltd	19	9
	32	34
Dividend paid		
Infosys Limited	1,888	1,187
	1,888	1,187
Other transaction		
Infosys Foundation	18	17
	18	17

*Includes purchase of fixed assets of ₹6 crore

List of key managerial personnel

Name of the related party	Designation
Anantharaman Radhakrishnan	Managing Director and Chief Executive Officer
Ravikumar Singisetti[1]	Chairman and Director
Inderpreet Sawhney	Director
Martha King	Director
Prem Pereira[2]	Chief Financial Officer
Vasudeva Maipady[3]	Chief Financial Officer
Bindu Raghavan[4]	Company Secretary
Sudhir Gaonkar[5]	Company Secretary
Gopal Devanahalli[6]	Independent Director
Michael Nelson Gibbs[6]	Independent Director
Karmesh Gul Vaswani[7]	Chairman and Director

(1) Resigned as Chairman and Director effective October 11, 2022
(2) Resigned as Chief Financial Officer effective April 14, 2022
(3) Appointed as Chief Financial Officer effective April 15, 2022
(4) Resigned as Company Secretary effective September 30, 2022
(5) Appointed as Company Secretary effective October 01, 2022
(6) Resigned as independent director effective August 16, 2022
(7) Appointed as Chairman and director of the Company effective July 17, 2023

Transaction with key managerial personnel

The compensation to key managerial personnel, which comprise directors and executive officers, is as follows:

(In ₹ crore)

Particulars	Year ended March 31,	
	2024	2023
Salaries and other employee benefits to whole-time directors and executive officers[1]	5	7
Total	5	7

(1) Does not include post-employment benefit based on actuarial valuation as this is done for the Company as a whole.

2.24 Business combinations

Business combinations between entities under common control is accounted for at carrying value of the assets and liabilities in the financial statements.

On January 09, 2023, the Board of Directors of the Company authorized to execute a Business Transfer Agreement and related documents with its holding comany, Infosys Limited, to transfer the German IBPM business of Infosys Limited to the Company for a consideration based on an independent valuation.

Subsequently, on February 22, 2023, the Company entered into a business transfer agreement to acquire the Germany IBPM business of Infosys Limited with effective date as February 01, 2023 for a consideration of ₹19 crore resulting in recognition of a business transfer reserve of ₹18 crore.

The details of the assets and liabilities taken over upon business transfer are as follows:

(In ₹ crore)

Particulars	Total
Property, plant and equipment	2
Other financial liabilities (Employee obligations)	(1)
Net assets / (liabilities)	1
Less: Consideration paid in cash	19
Business transfer reserve	(18)

2.25 Segment reporting

Ind AS 108 establishes standards for the way public business enterprises report information about operating segments and related disclosures about products and services, geographic areas, and major customers. The Group's operations predominantly relate to providing end-to-end business solutions to enable clients to enhance business performance.

From April 01, 2018, the Group internally reorganized its business segments to deepen customer relationships, improve focus of sales investments and increase Management oversight. Consequent to the internal reorganization, there were changes in the reportable business segments based on "Management approach" as defined under Ind AS 108, Operating Segments. The CODM evaluates the Group's performance and allocates resources based on an analysis of various performance indicators by business segments. Accordingly, information has been presented along business segments. The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and expenditure in individual segments, and are as set out in the accounting policies.

Business segments for the Group are primarily Finance and Accounts (FA), Industry Solutions (IS), Customer Service (CS), Sales and Fulfilment (S&F), Sourcing and Procurement (S&P), Digital business (DB), McCamish (MCM) and Others. McCamish segment includes revenue from platform and other services.

Revenue and identifiable operating expenses in relation to segments are categorized based on items that are individually identifiable to that segment. Allocated expenses of segments include onsite expenses, which are categorized in relation to the associated efforts of the segment. Certain expenses such as depreciation, which form a significant component of total expenses, are not specifically allocable to specific segments as the underlying assets are used interchangeably. The Management believes that it is not practical to provide segment disclosures relating to those costs and expenses, and accordingly, these expenses are separately disclosed as "unallocated" and adjusted against the total income of the Group.

Assets and liabilities used in the Group's business are not identified to any of the reportable segments, as these are used interchangeably between segments. The Management believes that it is currently not practicable to provide segment disclosures relating to total assets and liabilities since a meaningful segregation of the available data is onerous.

Business segment revenue information is collated based on individual customers invoiced or in relation to which the revenue is otherwise recognized.

Disclosure of revenue by geographic locations is given in Note 2.18 - Revenue from operations.

Business segments

Years ended March 31, 2024 and March 31, 2023:

(In ₹ crore)

Particulars	FA	IS	CS	S&F	S&P	DB	MCM*	Others	Total
Revenue from operation	1,848	2,234	1,583	1,169	362	850	3,470	1,850	13,365
	1,661	2,147	1,368	1,200	353	813	3,803	1,652	12,997
Identifiable operating expenses	854	1,121	1,069	638	206	513	2,850	1,159	8,410
	774	1,104	957	638	217	476	3,028	1,010	8,204
Allocated expenses	654	524	521	252	119	247	558	621	3,496
	578	450	468	232	104	205	410	507	2,954
Operating income	340	589	(7)	279	37	90	62	70	1,459
	309	593	(57)	330	32	132	365	135	1,839
Unallocable expenses									487
									402
Operating profit									972
									1,437
Other income, net									298
									223
Finance cost									89
									65
Profit before tax									1,181
									1,595
Tax expense									308
									369
Net profit									873
									1,226
Depreciation and amortization									487
									402
Non-cash expenses other than depreciation and amortization									–
									–

* Includes impact on account of McCamish cybersecurity incident. Refer to Note 2.22.3.

* During the year ended March 31, 2023, in order to broad-base our growth, the Group has reorganized and created an additional segment – MDDM [Master Data Management and Data Management services], which is reported under Others.

2.26 Relationship with struck-off companies

During the years ended March 31, 2024 and March 31, 2023, there are no transactions and balance outstanding at March 31, 2024 and March 31,2023 are nil with struck-off companies.

2.27 Function-wise classification of Consolidated Statement of Profit and Loss

(In ₹ crore)

Particulars	Note No.	Year ended March 31,	
		2024	2023
Revenue from operations	2.18	13,365	12,997
Cost of sales		11,245	10,535
Gross profit		2,120	2,462
Operating expenses:			
Selling and marketing expenses		319	286

Particulars	Note No.	Year ended March 31,	
		2024	2023
Administrative expenses		829	739
Total operating expenses		1,148	1,025
Operating profit		972	1,437
Other income, net	2.19	298	223
Finance cost	2.2	89	65
Profit before tax		1,181	1,595
Tax expense:			
Current tax	2.17	284	484
Deferred tax	2.17	24	(115)
Profit for the year		873	1,226
Other comprehensive income			
Items that will not be reclassified subsequently to profit or loss			
Remeasurement of the net defined benefit (liability) / asset, net of tax		(8)	(1)
Equity instruments through other comprehensive income, net of tax	2.5	–	(3)
		(8)	(4)
Items that will be reclassified subsequently to profit or loss			
Exchange differences on translation of foreign operations, net of tax		90	138
Fair value changes on investments, net of tax	2.5	16	(19)
		106	119
Total other comprehensive income, net of tax		98	115
Total comprehensive income for the year		971	1,341
Profit attributable to:			
Owners of the Company		873	1,226
		873	1,226
Total comprehensive income attributable to:			
Owners of the Company		971	1,341
		971	1,341

for and on behalf of the Board of Directors of Infosys BPM Limited

Karmesh Vaswani
Chairperson and Non-Executive Director

Anantharaman Radhakrishnan
Managing Director and Chief Executive Officer

Inderpreet Sawhney
Non-Executive Director

Bengaluru
April 16, 2024

Vasudeva Maipady
Chief Financial Officer

Sudhir Gaonkar
Company Secretary

Global Presence

Registered Office

Plot No . 26 / 3, 26 / 4 and 26 / 6 Electronics City,
Hosur Road Bengaluru 560100
website : www.infosysbpm.com

Asia Pacific

Australia

Sydney

Level 6, 56 Station Street,
Parramatta NSW 2150

India

Bengaluru

Plot No. 44, Electronic City,
Hosur Main Road,
Bengaluru 560 100

Salarpuria Infozone
Wing A & B, 4th Floor,No . 39
(P) 41 (P) and 42 (P)
Electronic City Phase I, Hosur
Road, Bengaluru 560 100

North Gate Phase II,
7th and 8th Floor.
Wing A, Sy.No.2/2 Venkatala
Village, Yelahanka Hobli,
Bangalore 560064.

Axis Sai Jyoti,
No .785, Ground Floor,
15th Cross, 100 Feet road,
Sarakki,1st Phase, JP
Nagar, Bengaluru 560 078

Chennai

4th & 12th Floor,
A Block, South Wing,
Tidel Park Ltd, No 4,
Rajiv Gandhi Salai (OMR),
Taramani, Chennai 600113

Unit of Ramanujan IT city SEZ
Hardy towers, 3rd & 4th Floor,
TRIL infopark ltd, Taramani,
Rajiv Gandhi Salai
(OMR) Chennai 600113

2nd Floor, Core 1C &
Core 2B Wing, 6th Floor,
Core A, B, C & D Wing,
Pacifica Tech park, Survey.
No .76, No .23, Rajiv
Gandhi Salai (OMR),
Navalur, Chennai 600130

Gurugram

7th Floor, Tower B
and C Building No . 6
DLF Cyber
City Developer Limited,
Special Economic Zone
Sector 24 and 25 DLF PH-3,
Gurugram

Jaipur

IT-A-001 Mahindra World
City Special Economic
Zone Village Kalwara
Tahsil Sanganer Jaipur 302037

Hyderabad

Hyderabad STPI
B-10, (II Floor), Survey No
210, Manikonda Village,
Rajendranagar Mandal,
Lingampally, Rangareddy
District Hyderabad – 500032

Hyderabad SEZ 10th & 11th Floor,
Mantri Cosmos, ISB Road,
Financial District, Nanakram
Guda, Hyderabad 500032

Mysuru

Plot No . 347/A, 347 / C, 348,
349, 373 to 375, Hebbal
Electronics City, Hootagalli,
Mysuru 570 027

Bhubaneswar

2nd & 3rd Floor, Software
Development CCC,
Infocity, Chandaka Industrial
Estate, Bhubaneswar 751024

Coimbatore

6th Floor, SVB Techpark,
Kurumbapalayam
Road, Kalapatti
West Village, Coimbatore
District, 641048

Hubballi

Ground Floor, Building no .3-
SDB1 South block, Hubli SEZ
Unit 1, Gokul Hobli, Dharwad
District, Hubballi 580030

Pune

Unit of Infosys Limited –
SEZ, (UNIT-I) Plot No 24/3,
Rajiv Gandhi InfoTech Park,
Hinjawadi, Phase II,
Village – Man, Taluka –
Mulshi, Pune – 411057

(UNIT-II) Plot No 24/3, Rajiv
Gandhi InfoTech Park,
Hinjawadi, Phase II,
Village – Man, Taluka –
Mulshi, Pune – 411057 India
Plot No . 24, Phase II, (SDB-4),
Village Mann, Tal- M Pune,

SEZ Unit, Embassy Tech
Zone, Rhine Building,
LG, G & 1st Floor, Wing-A,
G & 1st Floor Wing-B,
Plot No . 3, Rajiv Gandhi
Infotech Park, Hinjawadi, Phase
- II, Pune – 411 057,

Ascendas Services India Pvt
Ltd Ground floor, Juniper
International Tech Park
Plot No . 18, MIDC Phase III
Rajiv Gandhi Infotech Park,
Hinjewadi (one line)
Pune 411 057

Kapil Towers, Wing B
Ground Floor
Dr Ambedkar Road Near
Sangam Bridge Pune 411 001

Mangaluru

3rd Floor(Building
10&11),Software Development
Block 3, Kamblapadav,
Kurnad post, Pajir
Village, 574153

Philippines

Taguig City

11th & 16th ,19th -23rd
Floor, BGC Corporate
Center, 11th Avenue Cor,
30th Street, Bonifacio Global
City, Fort Bonifacio 1630
Taguig City NCR, Fourth
District Philippines

Muntinlupa City

5th, 6th, 7th 12th and Ground
Floor, Site 3, Vector 2
Building, Northgate
Cyberzone, Filinvest Corporate
City, Alabang, Muntinlupa City,
Metro Manila, Philippines 1781

Ground Floor,
Vector One Building,
Northgate Cyberzone,
Filinvest City, Alabang,
Muntinlupa City, Philippines

11th, 12th, 14th Floor Unit 01,
One Giffinstone Building,
3Spectrum, Midway Extension
Alabang, Muntinlupa City,
Metro Manila, Philippines

SM City Clark

6th & 7th Floor, Tech
Hub 9 SM City Clark-
Mabalacat- Angeles Road DAU
2010 Mabalacat
Pampanga Philippines

Singapore

401 Commonwealth
Drive #05-01,HawPar
Technocentre , Lobby B
Singapore 149598

Europe

United Kingdom

London

14th Floor,
10 Upper Bank Street Canary
Wharf, London E14 5NP

Armagh

Infosys BMP Craigavon, Unit 9,
Silverwood Business Park,
Lurgan,
Northern Ireland, BT66 6SY

Birmingham

Parklands court
24 Parklands,
Birmingham Greak park
Rubery, Birmingham B45 9PZ
United Kingdom

Romania

Bucharest

The Mark office - Podium
Building, Calea Grivitei 82-98,
6th floor, Zip code 010735,
sector 1, Bucharest, Romania

Sibiu

HIPODROMULUI No.27, Zip
Code 550360, Sibiu, Romania

The Netherlands

Eindhoven

Infosys BPM NL Regus
building Floor 0
Flight Forum 40
5657 DB Eindhoven

Amersfoort

Podium 1,
3826 PA
Amersfoort, The Netherlands

Germany

Dusseldorf

Zweigniederlassung
Deutschland, Friedrichstrasse
56,40217 Dusseldorf, Germany

Berlin

Potsdamer
Platz 1-4 obergeschoss
Berlin
Deutschland -10785

Ireland

Dublin

3046-3050 Lakedrive, Citywest,
Dublin 24 .

Ground Floor, 20
Riverwalk, Block
1S,National Digital
Park,City, West Business
Campus, Naas Rd, Dublin24

Waterford

Unit 2, Cleaboy Business
Park, Old Kilmeaden Road,
Waterford, X91 W2WH

Causeway Group,
Unit B3/B4
Railway Square Waterford
Eircode X91 ALCF

Tipperary

Infosys BPM
Clonmel, Ard Gaoithe
Business Park, Clonmel, Co.
Tipperary, E91 V2N8

Wexford

Infosys BPM Wexford,
Knockenhoy Office Centre,
Sinnottstown Lane,
Drinagh, Wexford, Y35 K124

North America

United States

Atlanta

3225, Cumberland Boulevard,
Suite 700, Atlanta, GA 30339

332 S Michigan Ave
Suite 800 & 900
Chicago, Illinois,
USA - 60604

Phoenix

15 10835 North 25 Avenue
Suite 300Phoenix, Arizona-
USA-85029

Puerto Rico

Aguadilla

Road No . 2, West of
KM 126, BO Camital
Bajo, Aguadilla, 00603

PRIDCO
L-279-2-72-52
Part of 53 and 55,
Street B
Montana Industrial Park,
Aguadilla,
Puerto Rico

Costa Rica

San Jose

Piso 3 Edificio N & M2, Forum
2, Lindora, Santa, Ana San
Jose 10901, Costa Rica .

Forum 2, Building N,
Santa Ana San Jose,-1090,
Costa Rica

Subsidiaries of Infosys BPM Limited

Infosys BPO Americas LLC
United States

Atlanta

3225, Cumberland Boulevard,
Suite 700, Atlanta, GA 30339

India

Building #24, 2nd Floor,
Plot #26/3,26/4 and
26/6 Electronics City,
Hosur Road, 560100

Infosys BPM UK Limited

London

14th Floor, 10 Upper Bank Street
Canary Wharf, London -
E14 5NP, United kingdom

Portland Group Pty ltd
Australia

Brisbane

Suite 401,Level
4, 40 Creek Street,
Brisbane, QLD 4000

Melbourne

Two Melbourne Quarter,
Level 7, 697 Collins Street,
(Level 4 for deliveries)
Docklands Melbourne VIC 3008

Perth

Level 29,
221 St Georges Terrace
Perth WA 6000 Australia

Sydney

Suite 9 .01,
Level 9, 130 Pitt Street
Sydney NSW 2000

Infosys Poland Sp. z o. o.
Poland

Łódź

Ul . Pomorska 106A, 91-
402 Łódź Polska, Poland

Wrocław

Ul . Sucha 3, 50-086
Wrocław Polska, Poland

Poznań

Ul . Krolowej Jadwigi 43, 61-871
Poznan Polska, Poland

Krakow

Ul. Opolska 100, 31-323
Krakow Polska, Poland

Elblag

Ul. Stoczniowa 2,
82-300,Elblag Polska, Poland

Infosys McCamish Systems LLC

United States

Atlanta

3225, Cumberland Boulevard
Suite 700, Atlanta, GA 30339

Des Moines

500 SW 7th St. Suite 200 / 201
Des Moines, IA 50309

Infosys (Czech Republic) Limited s.r.o

Brno

Vlněna 526/1, Trnitá, 602 00
Brno,Czech Republic

July 8, 2024

Dear Member,

You are cordially invited to attend the 22nd Annual General Meeting ("AGM") of the members of Infosys BPM Limited ("the Company") to be held on Tuesday, July 16, 2024 at 4.00 PM IST through video conference and other audio visual means ("VC").

The Notice of the meeting, containing the business to be transacted, is enclosed herewith.

Very truly yours,

Sd/-

Karmesh Gul Vaswani
Chairman of the Board

Enclosures:

1. Notice of the 22nd AGM
2. Explanatory statement pursuant to Section 102 of the Companies Act, 2013
3. Instructions for participation through VC

INFOSYS BPM LIMITED
CIN: U72200KA2002PLC030310
Plot Nos. 26/3, 26/4 and 26/6
Hosur Road , Electronics City
Bengaluru - 560 100, India
Telephone: 91 80 2852 2405 /
4187 9999 Fax: 91 80 2852 2411
www.infosysbpm.com

Notice of 22nd Annual General Meeting

Notice is hereby given that the 22nd Annual General Meeting (AGM) of the Members of Infosys BPM Limited ("the Company") will be held on Tuesday, July 16, 2024 at 4:00 p .m . IST through video conference and other audio-visual means ("VC") to transact the following business:

Ordinary business

Item No. 1 – Adoption of financial statements

To consider and adopt the audited financial statements (including the consolidated financial statements) of the Company for the financial year ended March 31, 2024 and the reports of the Board of Directors ("the Board") and auditors thereon .

Item No. 2 – Declaration of dividend

To declare a final dividend of ₹ 1,33,000/- per equity share for the year ended March 31, 2024.

Item No. 3 – Appointment of Inderpreet Sawhney, as a director, liable to retire by rotation

To appoint a director in place of Inderpreet Sawhney (DIN: 07925783), who retires by rotation and, being eligible, seeks reappointment.

Members are requested to consider and if thought fit, to pass the following resolution as an ordinary resolution:

RESOLVED THAT, pursuant to the provisions of Section 152 and other applicable provisions of the Companies Act, 2013, the approval of members of the Company, be and is hereby accorded to reappoint Inderpreet Sawhney (DIN: 07925783) as a director, who is liable to retire by rotation.

Special Business

Item No. 4- Appointment of Karmesh Gul Vaswani, as non-executive director

To consider and, if thought fit, to pass, the following resolution as an ordinary resolution:

RESOLVED THAT pursuant to the provisions of Sections 149, 152, 161 and other relevant provisions of the Companies Act, 2013 and Rules made thereunder (including any statutory modification(s) or re-enactment(s) thereof, for the time being in force), Articles of Association of the Company, Karmesh Gul Vaswani (DIN: 10193181) who was appointed as an additional director of the Company effective July 17, 2023 and who holds office up to the date of the annual general meeting and in respect of whom the Company has received a notice in writing from a member under Section 160 of the Companies Act, 2013 proposing his candidature, be and is hereby appointed as Director of the Company, liable to retire by rotation.

RESOLVED FURTHER THAT, the Board be and is hereby authorized to delegate all or any of the powers to any committee of directors with power to further delegate to any other Officer(s) / Authorized Representative(s) of the Company to do all acts, deeds and things and take all such steps as may be necessary, proper or expedient to give effect to this resolution.

Item No. 5: Appointment of Anup Kapoor as whole-time director

To consider and, if thought fit, to pass, the following resolution as an ordinary resolution:

RESOLVED THAT, pursuant to Section 161 and other applicable provisions of the Companies Act, 2013 and the Rules made thereunder, Anup Kapoor (DIN: 10588851) who was appointed as an additional director of the Company by the Board of Directors with effect from April 16, 2024, and who holds office until the date of the AGM in terms of Section 161 of the Companies Act, 2013, and in respect of whom the Company has received a notice in writing from a member under Section 160 of the Companies Act, 2013 signifying intention to propose Anup Kapoor as a candidate for the office of the director of the Company, be and is hereby appointed Director and of the Company.

RESOLVED FURTHER pursuant to the provisions of Sections 149, 196, 197, and 203 read with Schedule V and any other applicable provisions, if any, of the Companies Act, 2013 and Rules made there under (including any statutory modification(s) or re-enactment(s) read with Schedule V to the Companies Act, 2013, consent of the members be and is here by accorded to the appointment of Anup Kapoor (DIN: 10588851) as Whole-time Director and Key Managerial Personnel ("KMP") of the Company for a period effective from April 16, 2024 up to November 14, 2025 as per the terms and conditions as stated in the explanatory statement and on the remuneration set out below:

1. Gross pay: An annual salary of INR 1,01,33,472/- as compensation for his services. The Fixed Pay will be paid monthly in accordance with the Company's normal payroll practices and be subject to the usual, required withholdings.
2. Variable pay: Eligible for annual variable pay (as per the Company's Bonus Plan) of INR 64,05,432/-, at a maximum payout of 100%. The variable pay will be paid in accordance with the Company's bonus payout practices and be subject to the usual, required withholdings.
3. Stock compensation: Annual stock grant of worth INR 86,91,484/- at 100% under the Infosys Limited Stock Incentive Compensation plans.
4. Employee Benefits: During the term of office, he will be entitled to participate in the employee benefits plan as per the terms of employment.

Minimum Remuneration: Notwithstanding anything herein above stated, wherein in any financial year closing on or after March 31, 2025, during the tenure of Anup Kapoor as Whole-time director of the Company, the Company incurs the loss or its profits are inadequate, the Company shall pay to Anup Kapoor the above remuneration by way of base salary, Performance bonus and other allowances as minimum remuneration subject to the limits/conditions specified under Section II of Part II of Schedule V to the Companies Act, 2013 (including any statutory modifications or reenactments thereof, for the time being in force) or such other limits as the Government may prescribe from time to time as minimum remuneration.

RESOLVED FURTHER THAT notwithstanding anything hereinabove contained, wherein any financial year during the tenure of his appointment, the Company has incurred loss or its profits are inadequate, the Company shall pay to Anup Kapoor, the remuneration by way of salary, perquisites, other allowances and other benefits as aforesaid as minimum remuneration, subject however to the limit specified under Section II of Part II of Schedule V to the Companies Act, 2013 (including any statutory modifications or re-enactments thereof, for the time being in force), or such other limits as may be prescribed by the government from time-to-time as minimum remuneration.

RESOLVED FURTHER THAT the Board of Directors of the Company be and is hereby authorized to vary, alter or modify the different components of the above stated remuneration as may be agreed to by the Board of Directors and Anup Kapoor.

RESOLVED FURTHER THAT directors and Key Managerial Personnel of the company be and are hereby authorised to do all such things and deeds to bring the above resolution into effect.

by order of the Board of Directors
For Infosys BPM Limited
Sd/-

April 16, 2024 **Sudhir Shridhar Gaonkar**
Company Secretary

Bengaluru Membership No. ACS 34203

Notes

1. Pursuant to the General Circular No. 09/2023 dated September 25, 2023, and other circulars issued by the Ministry of Corporate Affairs (MCA) (hereinafter collectively referred to as "the Circulars"), companies are allowed to hold AGM through VC, without the physical presence of members at a common venue. Hence, in compliance with the Circulars, the AGM of the Company is being held through VC.
2. A member, who is entitled to attend and vote at the AGM, is entitled to appoint a proxy to attend and vote on his / her behalf and the proxy need not be a member of the Company

   Since this AGM is being held in accordance with the Circulars through VC, the facility for appointment of proxies by the members will not be available.
3. Corporate members intending to authorize their representatives to participate and vote at the meeting are requested to send a certified copy of the Board resolution / authorization letter to the Company.
4. Participation of members through VC will be reckoned for the purpose of quorum for the AGM as per Section 103 of the Companies Act, 2013 ("the Act").
5. The Register of Directors and their shareholding, maintained under Section 170 of the Act, and the Register of Contracts or Arrangements in which the directors are interested, maintained under Section 189 of the Act, will be available electronically for inspection by the members during the AGM. All documents referred to in the Notice will also be available for electronic inspection without any fee by the members from the date of circulation of this Notice up to the date of AGM . Members seeking to inspect such documents can send an email to: cosecretarybpm@infosys.com
6. In compliance with Section 107 of the Act, the Company will provide to vote through show of hands at the meeting for each of the resolutions.
7. Since the AGM will be held through VC in accordance with the Circulars, the route map, proxy form and attendance slip are not attached to this Notice.
8. Details of the VC are provided below: Instructions to join Recommended browser: Google Chrome

Meeting access code: **2512 968 4940**

URL:

https://infymeet.webex.com/infymeet/j.php?MTID=mec517f9423b4475b26b4d2dca7b1979e

Meeting password: The password will be shared before the AGM

Explanatory statement pursuant to section 102 of the Companies Act, 2013:

Item No. 4

The Board vide its resolutions passed on July 17, 2023 had appointed Karmesh Gul Vaswani as an additional director of the Company with effect from July 17, 2023 pursuant to Section 161 of the Companies Act, 2013 read with Article 114 of the Articles of Association of the Company. Karmesh holds office of the additional director up to the date of the ensuing annual general meeting and is eligible for appointment as a Director liable to retire by rotation. The Company has received from (i) consent in writing to act as director from Karmesh Gul Vaswani to act as Director in Form DIR-2 pursuant to Rule 8 of The Companies (Appointment & Qualification of Directors) Rules, 2014, ("Appointment Rules"), (ii) intimation in Form DIR-8 in terms of Appointment Rules to the effect that he is not disqualified under sub- section (2) of Section 164 of the Companies Act, 2013,. and (iii) Notice of Interest in Companies in Form MBP – 1 pursuant to Section 184 (1) read with Rule 9 (1) of the Companies (Meetings of Board and its Powers) Rules, 2014 confirming his eligibility for such reappointment.

Further, brief profile of Karmesh Gul Vaswani, his expertise in specific functional areas, is furnished in the 'Additional Information on Director seeking election at the Annual General Meeting' forming part of this Notice. None of the directors and Key Managerial Personnel or their relatives other than Karmesh Gul Vaswani to whom the resolution relates, are in any way interested or concerned in the proposed resolution as set out in Item No. 4 above.

Item No. 5

Pursuant to Section 161 of the Companies Act, 2013, and other applicable provisions, the Board, at its meeting held on April 16, 2024, appointed Anup Kapoor (DIN: 10588851) as an additional director of the Company to hold the office up to date of ensuing AGM on the remuneration as set forth in the resolution. The terms and conditions of his employment with Infosys BPM Limited shall continue to apply. Other terms and conditions of his appointment are as stated in the appointment agreement to be entered into with Anup Kapoor, a draft of which is available for inspection by the members at the Registered Office of the Company during business hours till the date of the meeting.

The resolution seeks approval of the members in terms of Sections 196 and 197 read with schedule V, 203 and other applicable provisions of the Companies Act, 2013 and the Rules made thereunder (including any statutory modifications or re-enactment(s) thereof, for the time being in force) for the appointment of Anup Kapoor as Whole-time Director effective April 16, 2024 till November 14, 2025. A brief profile of Anup Kapoor is enclosed. No director, key managerial personnel or their relatives, except Anup Kapoor to whom the resolution relates, is interested in or concerned with the resolution. The Board recommends the resolution set forth in Item no. 5 for the approval of the Members.

Additional information on director recommended for appointment / reappointment / as required under the applicable Secretarial Standards:

Inderpreet Sawhney

Inderpreet is the Group General Counsel and the Chief Compliance Officer of Infosys Limited. In this role, she leads the legal and compliance function of the Company. She is a strategic business partner supporting the business in legal, compliance, regulatory and governance matters, while spearheading the compliance and ethics program of the company in line with Infosys' core C-LIFE values (Client Value, Leadership by example, Integrity and Transparency, Fairness and Excellence). Additionally, she is also responsible for the privacy and data protection function at Infosys.

She is a trusted partner to the company's Board of Directors providing counsel on critical matters and serves as a director on the boards of EdgeVerve Systems Limited, Infosys BPM Limited, Infosys Nova Holdings LLC , Infosys Consulting Pte Ltd, Infosys America Inc. She is also a board member of USIBC – US India Business Council and Hillenbrand Inc., a New York Stock Exchange listed company. Further, Inderpreet is also a member of the National Advisory Council of SABANA (South Asian Bar Association of North America) where she provides mentorship for South Asian American attorneys across the country, especially to new South Asian American women attorneys entering the profession.

Inderpreet has a B.A (Hons.) and L.L.B degree from Delhi University and an L.L.M from Queen's University, Kingston, Canada. Inderpreet is a seasoned professional with over 25 years of international experience. Previously, she served as a General Counsel of another large IT Service company, and as a Managing Partner of a mid-sized law firm in Silicon Valley, leading complex international transactions. She is presently a trustee of the Infosys Foundation (India), and Chairperson of the Board of Trustees of Infosys Foundation USA. She has also been invited to Co-Chair the Global Future Council Good Governance of the World Economic Forum.

Age: 59 years

Nature of expertise in specific functional areas: Legal Compliance and ethics

Disclosure of inter-se relationships between directors and key managerial personnel: Nil

Indian Companies (other than Infosys BPM Limited) in which Inderpreet Sawney holds directorship and committee membership Directorship: EdgeVerve Systems Limited

Shareholding in the Company: Nil

Remuneration proposed to be paid: Nil

Date of first appointment on Board, last drawn remuneration and number of Board meetings attended: Inderpreet was first appointed to the Board on October 13, 2018. The details pertaining to her appointment, remuneration, and number of meetings attended are provided in the *Corporate governance report* section of the Annual Report 2023-24.

Karmesh Gul Vaswani

Karmesh is a Chairman and Non-Executive Director at Infosys BPM Limited. He is also the Executive VP and Global Head for Retail, Consumer & Logistics at Infosys. With over 25 years of experience, Karmesh is a customer-centric, values-driven, industry partner and leader. His expertise includes strategizing, architecting, and delivering technology-enabled business performance improvements for Fortune 500 Enterprises.

Age: 52 years

Nature of expertise in specific functional areas: Retails, Consumer & Logistics

Disclosure of inter-se relationships between directors and key managerial personnel: Nil

Indian Companies (other than Infosys BPM Limited) in which Karmesh holds directorship and committee membership Directorship: EdgeVerve Systems Limited

Shareholding in the Company: Nil

Remuneration proposed to be paid: Nil

Date of first appointment on Board, last drawn remuneration and number of Board meetings attended: Karmesh was first appointed to the Board on July 17, 2023. The details pertaining to his appointment, remuneration, and number of meetings attended are provided in the *Corporate governance report* section of the Annual Report 2023-24.

Anup Kapoor

Anup Kapoor is a Chief Operating Officer & Whole-time Director at Infosys BPM Limited, responsible for all operations across India and global centers for the organization. He is also responsible for all transformation initiatives across the organization. As a member of the Executive Council, he also participates in formulation and deployment of business strategy for Infosys BPM. Anup was the global head of capability and responsible for all enterprise and industry services. He led businesses at Infosys BPM in the areas of manufacturing, energy, utilities and services, media, entertainment and communication. He has also played other key leadership roles such as the global head of finance and accounting services. Anup has been a part of the BPO industry for over thirteen years and has handled a diverse portfolio during this period. Prior to Infosys, he worked as CFO for manufacturing and real estate companies.

Anup is a certified chartered accountant from the Institute of Chartered Accountants of India (ICAI), a certified management accountant and certified in financial management from the US.

Age: 58 years

Nature of expertise in specific functional areas:
Manufacturing, Energy, Utilities & Services, Media, Entertainment and Communication

Disclosure of inter-se relationships between directors and key managerial personnel: Nil

Indian Companies (other than Infosys BPM Limited) in which Anup Kapoor holds directorship and committee membership Directorship: Nil

Shareholding in the Company: Nil

Date of first appointment on Board, last drawn remuneration and number of Board meetings attended: Anup was first appointed to the Board on April 16, 2024. The details pertaining to his appointment, remuneration are provided in the *Notice* section of the Annual Report 2023-24.