

# ANNUAL BUSINESS RESPONSIBILITY REPORT 2020-21

L&T is committed to fulfilling its economic, environmental and social responsibilities while conducting its business. It is conscious of its impact on the society within which it operates, and has systems to either eliminate or control the adverse impact of its operations. L&T works towards resource conservation, improving social relations with the community in which it operates, supporting community-led groups to assuage social problems, alleviate the distressing impact of crisis or disasters like the Covid-19 virus outbreak, and generating economic value. L&T's Sustainability Roadmap 2021 aligned with its Business plan, LAKSHYA 2021, has produced pleasing results through various digitalisation initiatives. The Business Responsibility Report (BRR) is prepared in accordance with the National Voluntary Guidelines on

Social, Environmental and Economic Responsibilities of the Business (NVG – SEE) released by the Ministry of Corporate Affairs, Government of India. The BRR complies with the regulations 34 (2) (f) of the Securities Exchange Board of India (SEBI) (Listing Obligation and Disclosure Requirements) Regulations 2015. In 2020, L&T published its 3rd Integrated Report (IR) 2019-20, as per the International Integrated Reporting Council (IIRC) reporting framework. The externally assured IR was also in accordance with the Global Reporting Initiative (GRI) Standards 'Comprehensive' option. FY 2018 onwards, the IR has replaced the sustainability report being released by the organisation. The Integrated Report and previous sustainability reports can be accessed at [www.Lntsustainability.com](http://www.Lntsustainability.com)

## SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company: **L99999MH1946PLC004768**
2. Name of the Company: **Larsen & Toubro Limited**
3. Registered address: **L&T House, Ballard Estate, Mumbai, 400 001, India**
4. Website: **www.Larsentoubro.com**
5. E-mail id: **sustainability-ehs@Larsentoubro.com**
6. Financial Year reported: **1st April 2020 - 31st March 2021**
7. Sector(s) that the Company is engaged in (industrial activity code-wise):

Group	Class	Sub Class	Description
282	2824	28246	Manufacture of parts and accessories for machinery / equipment used by construction and mining industries.
301	3011	30111	Building of commercial vessels, passenger vessels, ferry boats, cargo ships, tankers, tugs, hovercraft (except recreation-type hovercraft), etc.
		30112	Building of warships and scientific investigation ships, etc.
		30114	Construction of floating or submersible drilling platforms.
410	4100	41000	Construction of water treatment plants, water pipelines and irrigation facilities
421	4210	42101	Construction and maintenance of motorways, streets, roads, other vehicular and pedestrian ways, highways, bridges, tunnels and subways.
		42102	Construction and maintenance of railways and rail-bridges.
422	4220	42201	Construction and maintenance of power plants
		42202	Construction / erection and maintenance of power, telecommunication and transmission lines.
		42901	Construction and maintenance of industrial facilities such as refineries, chemical plants, etc.

Group	Class	Sub Class	Description
465	4659	46594	Wholesale of construction and civil engineering machinery and equipment.
681	6810	68100	Real estate activities with own or leased property.
711	7110	71100	Architectural and engineering activities and related technical consultancy.

8. List three key products/services that the Company manufactures/provides (as in balance sheet)

- 1. Construction and project related activity**
- 2. Manufacturing and trading activity**
- 3. Engineering services**

9. Total number of locations where business activity is undertaken by the Company

**i. Number of International Locations : 31 (excluding listed subsidiaries and limited life project sites.)**

**Listed IT & Technology services subsidiaries operate from another additional 81 international locations**

**ii. Number of National Locations : 50**

10. Markets served by the Company – Local/State/National/International/: **All**

## SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (INR) : ₹ **280.91 crore**
2. Total Turnover (INR) : ₹ **73315.59 crore** [Revenue from operations]
3. Total profit after taxes (INR) : ₹ **11336.97 crore** [Net profit after tax from continuing operations & discontinued operations]
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): **2.06%**
5. List of activities in which expenditure in 4 above has been incurred: L&T's focus areas in Corporate Social Responsibility are as follows:
  - i. Health
  - ii. Education
  - iii. Water & Sanitation
  - iv. Skill Building

## SECTION C: OTHER DETAILS

**1. Does the Company have any Subsidiary Company/ Companies?**

Yes

**2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s):**

Yes. The Business Responsibility (BR) initiatives of L&T are extended to the Subsidiary/Associate Companies and they are also encouraged to participate in Business Responsibility Initiatives of the parent organisation. In addition, listed subsidiaries like L&T Finance Holdings, L&T Infotech, L&T Technology Services and Mindtree Ltd. (Listed entities) have their separate Business Responsibility Report (BRR) as a part of their Annual Reports. L&T Hydrocarbon Engineering and other unlisted subsidiary companies participate in our Business Responsibility initiatives.

**3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]:**

Yes. The suppliers are critical to the company's operation and supply chain sustainability issues can impact its operations. L&T promotes BR initiatives in its value chain. At present, less than 30% of its suppliers/distributors participate in BR initiatives.

**SECTION D: BR INFORMATION**

**1. Details of Director/Directors responsible for BR**

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

- DIN Number : **00019798**
- Name : **Mr. R. Shankar Raman**
- Designation : **Chief Financial Officer & Whole-time Director**

b) Details of the BR head

S. No	Particulars	Details
1.	DIN Number (If applicable)	<b>Not Applicable</b>
2.	Name	<b>Dr. Pradeep Panigrahi</b>
3.	Designation	<b>Head-Corporate Sustainability</b>
4.	Telephone Number	<b>+91-22-61238521</b>
5.	Email ID	<b>sustainability-ehs@Larsentoubro.com</b>

**2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)**

Name of principles:

P1 – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

P3 – Businesses should promote the well-being of all employees

P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

P5 – Businesses should respect and promote human rights

P6 – Businesses should respect, protect, and make efforts to restore the environment

P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

P8 – Businesses should support inclusive growth and equitable development

P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner

S. No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy / policies for the following principles?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national /international standards? If yes, specify? (50 words)	<b>Yes. The policies are aligned with the principles of NVG guidelines and conform to international standards of ISO 9001, ISO 14001, OHSAS 18001 and ILO principles.</b>								

S. No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4.	Has the policy been approved by the Board? <b>Yes.</b> If yes, has it been signed by MD/owner/CEO/appropriate Board Director? <b>Signed by the Group Chairman</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the Company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy? <b>Yes.</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	<b>www.Lntsustainability.com</b>								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have an in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

2a. If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options) **Not Applicable**

S. No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles	-----								
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-----								
3.	The Company does not have financial or manpower resources available for the task	-----								
4.	It is planned to be done within next 6 months	-----								
5.	It is planned to be done within the next 1 year	-----								
6.	Any other reason (please specify)	-----								

### 3. Governance related to BR

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

#### Annually

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

Yes, L&T has been publishing its Sustainability report annually as per the Global Reporting Initiative (GRI) framework since 2008. From 2017-18, the Sustainability Reports have been replaced by an Integrated Report (IR) which follows GRI Standards as well as International Integrated Reporting Council (IIRC) framework. The Integrated Report is externally assured. L&T is following the GRI Standard 'In Accordance – Comprehensive' report. The reports can be accessed at [www.Lntsustainability.com](http://www.Lntsustainability.com).

## SECTION E:

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

At Larsen & Toubro, Corporate Governance is fundamental to the business and core to its existence. The philosophy is based on the transparent governance and disclosure practices, respect for human rights, individual dignity and adherence to the norms of moral and professional conduct. L&T is a professionally managed Indian multi-national company and committed to total customer satisfaction and enhanced value creation. The vision of L&T is inclusive, with a culture of caring and trust enabled by the corporate policies. These are also applicable to all its subsidiary and associate companies.

L&T has laid down its Code of Conduct (CoC), which is applicable to Board members, senior management and employees. The objective is to remain committed and vigilant towards the ethical conduct of business processes and instil a sense ownership of the Company. All designated employees, including Board Members, adhere to the CoC and provide an annual declaration of their compliance.

A separate detailed CoC is in force for all other employees covering supervisory, executive and management staff. Apart from a preamble explaining the principles of honesty, ethics and integrity, the Code covers all aspects of functioning, including anti-trust behaviour, information security, insider trading rules, professional engagements, use of Company assets and brand logo, intellectual property, respect for human rights, overarching corporate HR philosophy including equal opportunity employment, prohibited items, social media code of conduct, use of information technology assets, anti-bribery policies and other aspects of individual governance codes. The Code incorporates reporting structures and a graded escalation matrix to be followed in case any breaches are noticed or pointed out, including reference to the Whistle Blower Investigation Committee in appropriate cases. The Code is also applicable to unlisted subsidiaries.

The CoC is available at <https://investors.larsentoubro.com/CodeOfConduct.aspx>. Periodic training is conducted for relevant stakeholders to make them aware of the CoC and amendments thereof. All new employees undergo training on the CoC in induction / orientation programmes. The training module on the CoC is also hosted on L&T's intranet-

based 'Any Time Learning' (ATL) portal. The Graduate Engineering Trainees (GETs) and Post Graduate Engineering Trainees (PGETs) also learn about the CoC in their 'PRAYAG' & 'SWAGAT' (special orientation) training modules.

The senior management and the audit committee of the Board are apprised of the internal processes on a periodical basis, which covers internal controls, statutory compliance and assurance.

L&T has established a separate CoC for suppliers and vendors which covers various aspects such as compliance with environmental regulations, health & safety, labour practices, human rights aspects, minimum wages rule, freedom of association and collective bargaining, prohibition on child labour, forced & compulsory labour, ethical behaviour, reducing the negative impact on society due to their operations, transparency in business processes and environment conservation.

Every new supplier needs to sign this CoC to do business with L&T. In FY21, 29,407 suppliers have signed this CoC. Training workshops, including capability-building programmes are periodically conducted for vendors and sub-contractors, and cover topics such as Environment, Health & Safety (EHS), Human Rights, business process improvements and sustainability. L&T ensures compliance by its vendors and suppliers to the CoC through periodic quality appraisals, EHS audits and assessments.

#### **Whistle Blower Policy**

The Policy was formulated in 2004 and has been reviewed and updated periodically. The policy aims to offer an impartial vigilance mechanism in place for directors, senior management and employees to report their concerns about potential, suspected and actual frauds, unethical behaviour, and violations of the CoC. The Whistle Blower policy is an effective method available to employees to report without fear any wrong practices, unethical behaviour or non-compliance which may have a detrimental effect on the organisation, including financial damage and impact on brand image.

During 2020-21, a total of 48 complaints were received through the whistle-blower mechanism, all of which were scrutinised and addressed in accordance with L&T's protocol. 46 complaints were resolved and 2 complaint is in the process of being resolved. The Whistle Blower investigation committee and management maintain the anonymity of the whistle-blower at all times. The stakeholder complaints are included in the Director's Report section of the Annual Report.

The Whistle-blower policy has also been extended to suppliers and contractors which enables them to report their concerns about unethical behaviour, misconduct, violation of legal and other requirements, improper practices, actual or suspected fraud by Company officials without the fear of unfair treatment or punishment (including loss of business).

### Other Policies

The various other policies that govern the general functions of L&T include:

- Sustainability Policy
- Environment Health and Safety Policy
- Green Supply Chain Policy
- Human Resources Policy
- Corporate Social Responsibility Policy
- Policy for Protection of Women's Rights at Workplace
- Risk Management Policy
- Related Party Transactions Policy
- Quality Policy
- Policy on Determination of Materiality of Event or Information

The detailed policies can be found on the weblink <https://www.lntsustainability.com/corporate-policies/>.

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

L&T ensures that environment, health, and safety aspects are taken into consideration at the design stage itself while manufacturing products or providing services to customers. It is our endeavour to provide safe and sustainable goods and services to our clients. Our business portfolio consists of infrastructure, energy (oil & gas/power), defence, heavy engineering, hydrocarbon projects. Sustainability aspects, including lower emissions and resource conservation, are integrated into our engineering and design. L&T also provides training to customers and customers' personnel in the safe use and handling of products.

L&T offers conservation-based products and projects, such as green buildings, wastewater treatment, recycling plants and solar PV-based power plants. These help our clients contain pollution and conserve resources. At our

own campuses, we have 13 certified green buildings and a certified Green Campus (viz., the Leadership Development Academy at Lonavala). Our campuses have adopted the zero-wastewater discharge approach and continue to ensure water positive status. Energy efficiency programmes and climate change mitigation measures are extensively implemented across L&T, contributing to greener campuses and project sites. Renewable energy is harnessed at campuses and project sites as well.

L&T's green product and services portfolio consists of metro rail projects, efficient power transmission and distribution systems, small hydro-electric power stations, solar PV-based power plants, green buildings, water treatment & distribution infrastructure, emission control equipment. Our green portfolio is focused on minimising environmental impact, e.g. reduced water consumption, carbon emissions, material consumption and reduced waste generation. These help our clients to move onto the low-carbon economy path.

L&T participates in the 'Make in India' programme and promotes local sourcing of products and services. The transportation of material at the project sites is optimised based on the project execution stage. Many of our infrastructure projects are at remote locations, and therefore goods and services are procured from local producers and the surrounding areas as far as possible. L&T has adopted the 3R (Reduce, Recycle & Recover) principle for material conservation. Material recycling and the use of alternative material (in place of natural material) are extensively practiced by our infrastructure business. The Sustainability Roadmap 2021 targets increasing recycling / use of recycled material by 5%.

Fly ash is used as a substitute for cement in construction, crushed sand is used in place of natural sand, and blast furnace slag is used. These are some of the conservation methods practiced at project sites. However, since most of L&T's products are 'engineered to order' and based on customer-specific requirements, the potential for use of recycled material for products is limited.

### **Principle 3: Business should promote the well-being of employees**

L&T's growth depends upon the growth of the employees within the organisation. The commitment, enthusiasm and dedication of employees has helped L&T become a large organisation of repute within India and in other geographies

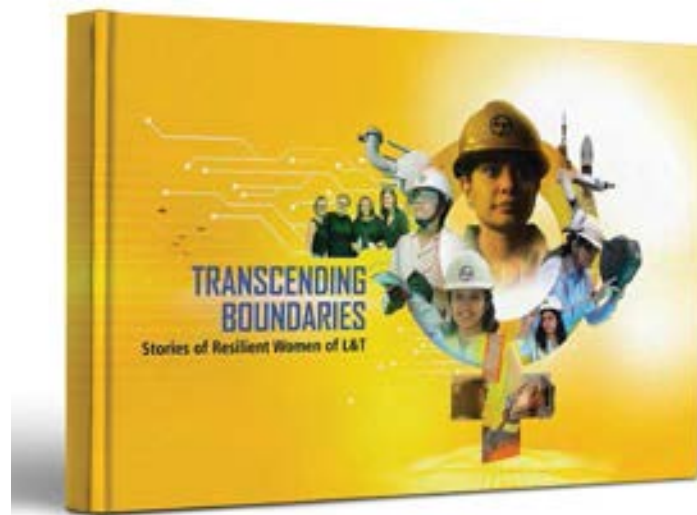


L&T's 24-acre Leadership Development Academy at Lonavala, near Mumbai

where we operate. L&T nurtures and motivates its talent pool through its leadership programmes and other forms of monetary and non-monetary incentives. L&T recognises that employees spend a better part of their working lives at their workplace. The organisation hence provides workplace infrastructure that is conducive to the well-being of staff – this includes good IT infrastructure, ergonomic seating, recreation areas, high standards of hygiene and other services such as basic medical care facilities. The policies of the Corporate Human Resources Department form a strong framework for workforce management. Fostering a culture of caring and trust are embedded in various corporate policies like the Environment, Health & Safety (EHS) Policy, Whistle-Blower policy, Protection of Women's Rights at Workplace Policy and the CoC.

L&T does not discriminate against employees based on caste, religion, region, gender or physical disability, and the merit of candidates is always accorded top priority for selection and promotion. L&T adheres to the UNGC (United Nation Global Compact) principles which include Human Rights clauses. These clauses are part of our contracts with suppliers, partners and NGOs, and are extended across our supply chain.

L&T recognises the employees' right to form unions and associations affiliated with trade unions at its manufacturing campuses. 5.26% of permanent employees are covered under the unionised employee category. L&T has provided direct employment to 80 Persons With Disabilities (PWDs)



L&T showcased stories of a few of its women staffers whose inner strengths enabled them to surmount challenges

and the supply chain has employed 19 PWDs. During FY21, L&T did not receive any complaint in respect of child labour, forced / involuntary labour.

#### Total workforce

L&T employees	40,527
Number of permanent women employees	3,149
Number of contract workmen	3,20,299

Training and skill-building are the pillars which support L&T's skill development agenda. Regular training and exposure to the challenges of the future are vital parts of an employee's career progression. L&T trains employees in new skills and emerging fields in addition to continual training in functional and behavioural areas. Employees are given opportunities for higher education through sponsorship in reputed colleges and by way of corporate tie-ups with renowned management institutes.

L&T's e-learning portal – Any Time Learning (ATL) – is available for employees anytime and at any place. The training modules are diverse. They are prepared by subject matter experts and compiled from various knowledge sources. ATL courses are interactive, engaging and user-friendly. ATL-Next, a learning process automation and analytical platform has been hosted on L&T's intranet portal since the last two years. This intelligent and adaptive



*Virtual Reality Safety Training workshop*



*Workmen training helps enhance safety and productivity*

learning platform makes learning personal and compelling. The Leadership Development Academy (LDA) at Lonavala has been identified as a unique corporate university in India. It is a symbol of value for L&T as it helps people develop and grow by providing the right infrastructure and services to aid and enhance learning. The LDA has been recognised as a 'Research Centre' by Symbiosis International University and it also enables employees to pursue their Ph.D. programmes. In addition, various functional, technical and managerial training programmes are provided to employees through technical training centres from Mumbai (located at Madh and Mahape), Mysuru and Project Management Institutes at Vadodara and Chennai.

L&T Zero Harm Vision ensures the safety of the workforce is given high priority in all activities across facilities and project sites. Every task, job or assignment is mandated to be performed in a safe manner and this forms the foundation of our work execution philosophy.

The Management's commitment to safety is demonstrated through our structured approach, which is inclusive when undertaking business decisions and is further supported by assigning individual safety objectives.

We focus on effective implementation of health and safety practices in line with our 'Zero-Harm Vision'. This focus is to establish a safer work environment for our employees, contractors, and customers through a rigorous safety management system, of procedures, and firm

implementation. This is further extended to our supply chain partners as well.

L&T's Corporate Environment, Health & Safety (EHS) policy articulates our unwavering commitment in ensuring a safe workplace. It defines the protocols to be followed by each business across India and abroad. The safety performance of the Company is reviewed on a quarterly basis by the Company's Board, to guarantee the Corporate EHS policy is effectively implemented and adhered to across the company.

Our commitment to safety requires that all our employees and supply chain partners undertake regular safety training, which includes Tool Box Talks, emergency mock drills and task specific safety briefings. All new employees are introduced to the aspects of safety and all contract workmen receive mandatory safety training before the commencement of work.

L&T is the first corporate organisation in India to be accredited as 'Course Provider' by the National Examination Board in Occupational Safety & Health (NEBOSH), UK, for delivering the International General Certificate by the Institution of Occupational Safety & Health (IOSH), UK for delivering their course.

L&T continued commitment to safety has provided more than 3.2 million man-hours of safety training were provided in FY 2020-21 to our workforce. Our wellness programme





CSR programmes increase the yield of community agriculture

'Working on Wellness' is a unique initiative undertaken by the Corporate Health and Welfare Department, which conducts counselling, awareness sessions, health programmes, diagnostics camps and health workshop activities aimed at enhancing employees' wellness and well-being at office. These health interventions are grouped into six critical areas like cancer, diabetes, cardiac disease, obesity, ergonomic issues, and stress. In addition, our health programme extended to cover health check-ups, and medical support on Covid 19 virus pandemic. A programme of vaccination and awareness to our employees and workers was initiated to minimise the spread and containment of the Covid 19 virus.

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

L&T's responsibility to stakeholders is reflected in the way we do our business. The contribution of shareholders and investors to the growth of the Company is deeply valued, and we strive to ensure that we deliver value to all stakeholders.

L&T maps both internal and external stakeholders along with vulnerable, marginalised and disadvantaged stakeholders. This large and mixed community has varied and extended expectations, and L&T strives to match or exceed expectations from all stakeholders.



Employee volunteers help underprivileged children to excel in STEM (Science, Technology, Engineering & Maths)

Active engagement with a large and varied ecosystem of stakeholders (shareholders, employees, customers, bankers, vendors, government, communities and society at large. is done through multiple touch-points.

L&T is a pioneer in providing a counselling helpline for its employees and their families in India, in collaboration with the Tata Institute of Social Science (TISS).

Our Corporate Social Responsibility (CSR) department runs specific programmes in the areas of Education, Health, Water and Sanitation and providing livelihood opportunities to vulnerable and marginalised stakeholders. These initiatives are executed both near and away from our campuses and project sites to ensure that the benefits reach the last mile and to the maximum number of beneficiaries.

Our Education initiatives are focused on ensuring sustainable development of communities and contribute to strengthening education and social infrastructure. These initiatives, which mostly cater to children below 18 years belonging to marginalised sections of society, provide support for better learning abilities of young minds and supplement learning in schools. The projects not only cover academics but also touch various other facets of education including nutrition at the pre-primary level, setting up of basic infrastructures such as smart classrooms and soft skills to supplement textbook education. They also help train teachers in STEM (Science Technology Engineering Maths) education and hence make a difference in the entire education cycle of the child.



*Rainwater harvesting fosters bountiful harvests*

In 2020-21, L&T supported more than 500 schools and reached out to over 1.9 lakh children with its education initiatives pan-India.

L&T's interventions in the health field range from running its own health centres providing quality services, to supporting health institutions partnering with the Government to provide necessary quality infrastructure, training the health care workers in delivering services and imparting preventive health education in the communities.

One of our flagship CSR programmes is the Integrated Community Development (ICD) programme, which focuses on improving the quality of life of communities living in the 'water-stressed' regions of India. The ICD programme works towards providing access to clean drinking water, sanitation facilities and water for agriculture and livestock in these regions. The projects are made sustainable by building and strengthening people's institutions to manage the resources created by the project. Water and Sanitation efforts in these regions are followed by CSR interventions in health, education and skill-building based on the needs, aiming to improve the quality of life of these communities.

L&T's Skilling programme specialises in training youth. It focuses particularly on rural youth, who are either uneducated or partially educated. The programmes enhance the skills of youth who are mostly school dropouts and make them employable. This is done through Construction Skills Training Institutes (CSTIs) across the country. These institutes provide free formal and vocational training in



*Safety Training at L&T's Construction Skills Training Institute, Panvel*

construction skills for the large unorganised workforce in the sector. The skills imparted include bar-bending, formwork carpentry, masonry, scaffolding and welding, and more recently, courses were introduced in the installation of solar panels, CCTV and other digital equipment required for planning a smart city.

This year has seen one of the most challenging global health crises by way of the Covid--19 pandemic. The pandemic had a devastating effect on lives of migrants, daily wage earners and the poor and challenged us to respond quickly and devise new strategies in all our existing projects, to absorb the impact. In addition to re-strategising, L&T offered support in directly mitigating the impact of the pandemic and contributed significantly to support the government efforts by way of donating physical infrastructure as well as medicine, supplies, personal safety kits, investigation equipments and so on.

We use the following communication channels to engage with various stakeholders:

External Stakeholders	
Stakeholders	Engagement Modes
Shareholders and investors	Press Releases, Infodesk with a contact number and email ID, dedicated email id for investor grievances, Quarterly Results, Annual Reports, Sustainability / Integrated Reports, AGM (Shareholders interaction), Investor meets, corporate website
Suppliers / Contractors	Regular supplier, dealer and stockist meets



Supplier Meets help stakeholders understand new concepts and products better



Technical skills training for women

External Stakeholders	
Media	Press Releases, Quarterly Results, Annual Reports, Sustainability / Integrated Reports, AGM (shareholders interaction), Access information and media interactions
Community	Periodic feedback mechanism
Customers	Regular business interactions, client satisfaction surveys
Government	Press Releases, Quarterly Results, Annual Reports, Sustainability / Integrated Reports, Stock Exchange filings, issue specific meetings, representations

For Internal Stakeholders	
Employees	Employee engagement surveys for improvement in employees' engagement process
	Circulars, Messages from Corporate and Line Management
	Corporate Social initiatives
	Welfare initiatives for employees and their families
	Online news bulletins to convey topical developments
	A large bouquet of print and on-line in-house magazines (some location-specific, some business-specific), a CSR programme newsletter
	L&T Helpdesk, toll-free number

### Principle 5: Business should respect and promote Human Rights

L&T is an Indian Multi-National Company (MNC) with a presence in 31 countries and is exposed to human rights issues. L&T publishes an annual Communication On Progress (COP) as part of its compliance to UN Global Compact (UNGC) and is a member of Global Compact Network India (GCNI). The policies and practices related to human rights are extended to subsidiary and associate companies as well. L&T's Human Resource Policy covers human rights aspects and ILO conventions. Prohibition of child labour, the prohibition of forced and compulsory labour, non-discrimination, freedom of collective bargaining, etc. are covered in our CoC for employees and Human Resource Policy. The Grantees of the CSR grant also sign the same CoC, hence ensuring endorsement of human rights at the L&T supported CSR projects.

L&T believes that every employee should have the opportunity to work in an environment free from any conduct which can be considered as Sexual Harassment.

L&T is committed to treating every employee with dignity and respect. The Company has formulated a policy on 'Protection of Women's Rights at Workplace' as per the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 and Rules, 2013. The policy is applicable to all L&T establishments located in India. The policy has been widely



*Solar power generation at the campus of a Construction Skills Training Institute*



*Miyawaki forest in Erode - faster, denser growth of indigenous trees*

disseminated. L&T has constituted Internal Complaints Committees to ensure implementation and compliance with the provisions of the aforesaid Act and the Rules.

This Policy encompasses the following objectives:

- To define Sexual Harassment at workplace;
- To lay down the guidelines for reporting acts of Sexual Harassment at the workplace; and
- To provide the procedure for the resolution and redressal of complaints of Sexual Harassment at workplace.

A detailed procedure for making a Complaint and initiating an Enquiry to the redressal process, and finally the process of preparation of a report within a stipulated timeline is well laid out in the Policy document. The Policy also covers Disciplinary Action for Sexual Harassment at workplace.

The policy is a part of L&T's Code of Conduct.

Training programmes and workshops for employees are organised throughout the year. The orientation programmes for new joiners include awareness sessions on prevention of sexual harassment at workplace and upholding the dignity of employees. Specific programmes have been created on the digital platform to sensitise employees to uphold the dignity of their colleagues and prevent sexual harassment at workplace. During FY 2020-21, about 13400 employees have undergone training through the programmes / workshops, including the awareness sessions held on the digital platform.

There were 3 complaints received during the F.Y. 2020-21. All the complaints were redressed as per the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Rules, 2013.

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

Environment protection and the conservation of natural resources are part of L&T's business philosophy. L&T's Corporate Environment, Health & Safety (EHS) Policy lays emphasis on incorporating environmental consideration into all business processes. As a part of our Sustainability programme, we set quantifiable targets with a timeline and action plan to achieve sustainability goals. Our Sustainability Roadmap 2021 is aligned with our business plan, LAKSHYA 2021, which incorporates measurable targets and key initiatives. The Sustainability Roadmap is extended to Subsidiary & Associate Companies and they are encouraged to set similar targets and roadmaps. Environmental risks and opportunities are periodically identified from operations and addressed at the business level.

A separate Code of Conduct has been extended to vendors and service providers which covers the need for compliance with environmental regulations, health and safety, labour practices, human rights aspects, minimum wages, freedom of association, collective bargaining, prohibition of child labour and forced and compulsory labour, ethical behaviour,



*L&T offers a range of eco-friendly services, including wastewater treatment and solar PV installation*



*L&T regularly organises tree-plantation drives at its premises, project sites and allotted public areas*

transparency in business processes and environment conservation. All new vendors/ service providers need to sign this combined CoC as part of the initial empanelment process.

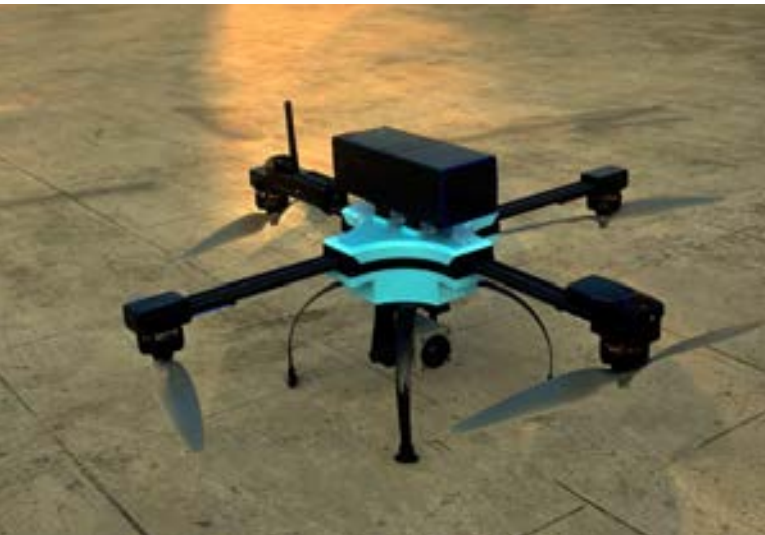
We continue to conduct water assessment surveys at our campuses. Water conservation and rainwater harvesting are practiced within our premises. Additionally, our community interventions consist of rainwater harvesting, check-dam construction and restoration, creation of farm ponds, soil moisture conservation programmes, roof water harvesting in schools and households, etc. Our campuses have been maintaining zero-wastewater-discharge status since 2014. Our community intervention programmes have helped us to conserve more than 10142 million litres of water annually.

Our climate-change interventions programme focuses on climate-change mitigation and abatement. We focus on controlling / reducing the energy consumption intensity (GJ/billion turnover), implementing energy conservation projects and increasing the use of renewable energy in our operations. We also maintained Carbon Neutrality in two of our campuses, i.e. Powai (Mumbai) and Chennai in 2020-21 as well. We have aligned our practices with the Government of India's National Action Plan on Climate Change (NAPCC) and its eight Missions, and continue to report progress on this front in our Sustainability / Integrated Reports. Increased energy efficiency, developing low-emission technologies, building sustainable infrastructure, increasing the green cover, and dissemination of sustainability knowledge are some of the measures adopted by the organisation. We

also invest in lower emission and cleaner programmes, thus promoting sustainable growth.

Our green product and services portfolio helps our clients to reduce their carbon footprint. We comply with applicable environmental regulatory requirements from the State Pollution Control Board (SPCB) and Central Pollution Control Board (CPCB). Compliance with these pollution control norms is also covered by the statutory compliance certificates submitted by Business Heads on a quarterly basis. Sustainability assurance by an independent assurance agency on an annual basis covers compliance with environmental regulations, including submission of compliance reports to regulatory agencies. During 2020-21, there were no pending or unresolved show cause / legal notices from CPCB / SPCB. Renewable energy at manufacturing campuses is utilised, wherever feasible. Currently, 7 campuses are sourcing renewable energy (wind and solar) from external sources, and 12 campuses are generating renewable energy onsite.

Fully-grown trees are natural carbon sinks, and biodiversity plays an important role in the sustenance of human lives on this planet. L&T undertakes tree plantation both within and outside its premises (as part of our CSR programme) and we engage with agencies / NGOs to conduct plantation at public places, national parks and on Government land. During the year 2020-21 more than 8 lakh trees were planted by our people in project locations across India. We continue to nurture self-sustaining forests at six



L&T's services include advanced technology, such as drone-based CCTV surveillance for smart city projects



L&T's green portfolio includes green buildings and several eco-friendly products, systems and solutions

locations including two in L&T campus in India through the Miyakwaki technique and green areas like public gardens are developed and maintained.

### Principle 7: Responsible Public Advocacy

We engage with multiple business and trade organisations and professional bodies. Our senior executives participate through active dialogue with the Government, be it on new policy consultations or by presenting views of different stakeholders. They provide their expertise and business acumen during public policy consultations and present the views of industry at large.

Industrial forums and institutes where L&T actively participates include:

- Association of Business Communicators of India
- Associated Chambers of Commerce and Industry of India (ASSOCHAM)
- Bombay Chamber of Commerce & Industry (BCCI)
- Bureau of Indian Standards
- Construction Industry Development Council (CIDC)
- Confederation of Indian Industry – Centre of Excellence for Sustainable Development (CII-CESD)
- CII – Green Business Centre (GBC)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Indian Institute of Chemical Engineers (IICChE)

- National Safety Council
- National Fire Protection Institution
- Indian Electrical and Electronics Manufacturers' Association (IEEMA)
- India Smart Grid Forum (ISGF)
- Central Board of Irrigation and Power (CBIP)
- India Lead Zinc Development Association (ILZDA)
- Society of Indian Defence Manufacturers (SIDM)

L&T interacts regularly with the Confederation of Indian Industry – Centre of Excellence for Sustainable Development (CII - CESD) on Sustainability and Integrated Reporting <IR> policies, regulations, and L&T is a member of <IR> lab India. The Federation of Indian Chambers of Commerce and Industry (FICCI) engages with L&T for CSR and India Sanitation Coalition. L&T regularly interacts with the Indian Institute of Corporate Affairs (IICA) on CSR- related aspects as well. L&T is also an active member of committees such as the Environment & Recycling Council by CII – Green Business Centre (GBC), CII EHS Council (Western Region), Corporate Social Responsibility (CSR), etc.

### Principle 8: Support inclusive growth

The following corporate policies of L&T put emphasis on inclusive growth by empowering communities and accelerating sustainable development.

- Corporate Social Responsibility Policy



Ration kits are distributed for Covid relief



Food distribution to health workers and patients during the pandemic

- Corporate Human Resource Policies
- Corporate Environment, Health & Safety (EHS) Policy
- Sustainability Policy

Nation-building and community development are integral to L&T's Strategic vision. The Company's CSR programmes are based on the theme 'Building India's Social Infrastructure'. The objective is to contribute positively to society, improve the quality of life of those who are at the bottom of the pyramid, provide sustainable solutions and make a meaningful impact on people's lives.

The CSR interventions of L&T are based on the CSR Policy and are in line with the Companies Act 2013 and CSR Rules 2014. The CSR Committee of the Board oversees the implementation of CSR programmes at the corporate level. They are ably supported by the core CSR team at corporate level and Sustainability and CSR SPOCs from all businesses.

We strive to provide access to essential services in health and education for the underprivileged and provide for equality of opportunity by empowering people through capacity-building and skill development.

L&T impacts communities across India through initiatives in the areas of education, health, water & sanitation and skill-building. From empowering students in rural areas through digital literacy to building toilet blocks in schools and improving quality of primary education. From strengthening health infrastructure to making services accessible to the

marginalised. From ensuring water reaches far-flung fields to creating access to sanitation facilities. From capability building among local communities to creating a talent bank of employable young men and women. Through each initiative, we strive to make services and resources available till the last mile.

This year, we are experiencing an unprecedented situation due to the Novel Coronavirus (Covid-19) outbreak in our country. Thus L&T contributed ₹ 31.32 crore to back the Government's efforts by supporting infrastructure as well as providing supplies, food and spreading awareness.

Below are the highlights of L&T's CSR interventions focused across four key thrust areas and how we leveraged our capacity during the pandemic.

## WATER & SANITATION

### Water

- Implementation of Integrated Community Development (ICD) Programme aimed at making water available for drinking, sanitation and agriculture to communities staying in water-stressed regions of Maharashtra, Tamil Nadu and Rajasthan.
- Mobilising people to be equal partners in changing behaviours to address problems like wastage of water and overexploitation of ground water.
- Conducting educational activity on the theme of ground-water management to motivate the project



Rally for promotion of good sanitation practices



Village development committee meeting

community to adopt conservation measures, shift to cultivating water efficient crops and improved irrigation technologies

- Building water-harvesting and soil conservation structures like check dams, farm ponds, percolation tanks, field bunds, contour trenches and implementing other sustainable agricultural techniques like crop rotation leading to increased crop yield and hence improved agricultural viability
- Capacity building of the community members in Participatory Ground Water Management, ground water balance estimation and crop water budgeting for making them self-sufficient to monitor and analyse the data and manage use of the water efficiently
- Promoting household and school level rainwater harvesting for a sustainable solution to the drinking water problems of the project area
- Strengthening basic infrastructure and services in rural India and creating livelihood options once water-sufficiency is achieved

#### **Agriculture and Allied livelihoods**

- Treating and bringing undulated and fallow land under cultivation and adoption of multi cropping pattern due to availability of water and quality soil leading to improved productivity and additional income
- Organising Farmers' Field Schools for efficient irrigation

practices, water management and use of natural fertilisers which helped in improving soil structure and reduced cost of cultivation

- Diversification of annual crops to suitable dryland horticulture perennial crops to reduce cost of production and to improve the quality of produce
- Demonstrating and promoting location-specific sustainable agricultural practices such as Participatory Variety Selection, Guli method of ragi cultivation, and Systematic Rice Intensification for substantial increase in productivity
- Capacity building of dairy farmers by adopting traditional methods of health care for livestock, construction of cattle floors and promoting azolla fodder for stabilisation and improving viability of the existing dairy farms
- Training para-vets and watershed assistants from among the community youth for sustaining and supporting the watershed management project and health care of livestock after the project comes to an end

#### **Sanitation**

- Community-led total sanitation approach for ensuring behavioural change on a large scale, following up and supplementing the change by supporting construction of household toilets for making communities open-defecation-free





Toilet facilities were constructed to enable villages become open-defecation-free



L&T supports the education of the underprivileged

- Increased ownership of the project through active participation of village development committee and contribution from the local community
- School sanitation programme and collaboration with government schemes to complement and sustain the sanitation programme in the community

### Community Cohesion and Participation

- Capacity-building of the people's institutions like village development committees, farmers' groups and self-help groups to ensure their participation in decision-making and increased ownership
- Strengthening farmers and community groups through village meetings, exposure visits and training on leadership, planning, management and governance skills
- Ensuring participation of women by having 50% women members in the Village Development committee and forming Self Help Groups (SHGs). Capacity-building of SHG members in managing finance and accounts as well as group dynamics, leading to collective decision making and empowerment of women to be equal partners in the development process in the community
- Sustained community action for the operation and maintenance of assets created and for further protection and development of natural resources, once the project is over

Number of beneficiaries: 110,525

### EDUCATION

- Increasing access to quality education for underprivileged children, for example bicycles were provided to the students attending the education programme in a rural project to make the long-distance commute manageable and ensure that the students attend school
- Improving the quality of education by introducing student-centred interactive pedagogy and introduction of innovative teaching and learning techniques and aids
- Enhancing pre-primary and primary education to ensure school readiness, smooth transition from Anganwadi centres to primary schools and prevent children from dropping out
- Infrastructure development in schools for creating a conducive learning environment, including provision of basic facilities like water, toilets, etc.
- E-learning through digitisation of content, smart classrooms and computer labs
- STEM Education Programme for encouraging scientific rigour among students with emphasis on joyful learning and introducing 21st century skills like critical thinking, communication, collaboration and creativity, to prepare students for careers focussed on technology and innovation
- Encouraging children to participate in national science events for application of learning and exposure to larger learning platforms



*Self Help Group Meeting – Empowerment through livelihood generation*



*Online training for capacity-building of teachers*

- Establishing urban and rural community learning centres to provide after-school and remedial academic support to children, especially first-generation learners, and help them to cope with their curriculum, move to their potential level of learning and prevent them from dropping out
- Organising career counselling, personality development, life-skills programmes, medical camps for overall development of the child
- Conducting extra-curricular activities where children engage in fun-filled interactive activities for emotional, cognitive, and holistic well-being
- Training students from 9th grade in core employability skills such as Spoken English, Digital Literacy, Emotional Quotient under Youth Engagement Programme
- Developing leadership by making older students take responsibility in advocacy activities pertaining to the community like mapping their community, identifying dropouts, filing requests and petitions to fix street lights, and motivating other children to join community learning centres
- Preparing children for board examinations and supporting in college enrolment
- Running a child rights desk programme where children and parents are helped for school enrolment, getting entitlement documents and addressing issues like child labour, abuse and neglect

- Strengthening community-based monitoring mechanisms to ensure quality education and working with School Management Committees and parents' groups to provide a conducive learning environment at home
- L&T employee volunteering programme (L&T-eering) to augment the running of urban community learning centres, design low-cost teaching aids to explain concepts in science and math, organising various education sessions in resource- poor schools, such as on safety, caring for environment, celebrating days of national importance with them, organising extra-curricular programmes and events for development of various art forms, mentoring children from low-income communities to develop various aspects of their personality and mentoring young adults for confidence-building and making them job-ready.

Number of beneficiaries: 244,962

## HEALTH

### Urban Health Projects

- Providing health and welfare activities for the underprivileged across its locations in India
- Conducting malnutrition and anaemia mitigation camps
- Conducting eye check-ups, blood donation camps and health awareness programmes
- Providing health services in remote locations through mobile health vans



Infrastructure support enables Government health centres to continue services during the pandemic



L&T's Health and Dialysis Centre, Vadodara

- Dedicated health centres at 9 locations across India provide family welfare services maternal & child health care and reproductive health, speciality and super-speciality consultations, low-risk day care surgeries (capacity of 8 beds), services in diagnostic and clinical camps, immunisation and health education
- Services for psychological health including counselling child guidance clinic, physiotherapy and occupational therapy
- Outreach treatment services through satellite clinics
- TB Clinic services to treat Multi Drug Resistant Tuberculosis and counselling patients and their families
- Treating and supporting HIV / AIDS patients through Anti-Retroviral Therapy (ART) centre at Mumbai
- Artificial kidney dialysis centres at 5 locations pan-India

#### Rural Health Projects

- Capacity-building of para-workers to identify children with acute malnutrition before they become seriously ill and sending them to referral camps for timely detection of Severely Acute Malnutrition and provisioning treatment of children (without medical complications) with ready-to-use therapeutic foods or other nutrient-rich foods at home
- Training of para-workers to conduct regular home visits, counselling with mothers and monitor children on

their nutrition and health, and leveraging services from Government and strengthen linkages with ICDS and health department

- Promoting nutrition gardens and conducting recipe demonstrations and contests in the community for nutrition awareness
- Providing rural primary care health centres and Anganwadis with need-based supplies and infrastructure support to ensure quality health services
- Ensuring immunisation of mother and child and other services for children under- 5 under the Government's ICDS programme by offering information and counselling services during home visits by a trained community volunteer. This programme is run in coordination with Government front-line workers like ASHAs and ANMs.
- Training of traditional birth attendants to guide and support women for safe institutional deliveries
- Training men, women and youth in the communities on maternal and reproductive health to ensure informed decisions and responsible behaviour

Apart from regular health projects described above, Covid relief was an important initiative this year



*Underprivileged youth at one of L&T's Construction Skills Training Institutes*



*Multi-Skill Training Institute*

### **Covid Relief**

L&T has assisted in the setting up of ICUs for treating Covid-19 patients, equipped existing government hospitals with ventilators, provided of Personal Protective Equipment (PPE) kits, gloves, masks to health workers, as well as made available basic provisions food to those in need.

- Immediate relief was provided to the communities where CSR projects are implemented. Relief work was undertaken to aid the needy and vulnerable families of the children attending community learning centres by way of providing food and ration as most of them come from single-breadwinner families. Additionally, other vulnerable families in these communities were also supported by way of providing them with essentials required to survive from one day to the next. 1400 families were reached out to with dry ration kits and sanitation kits, and cooked meals were given to 8000 families.
- L&T was one of the first supporters of the Mumbai Food Project initiated by few entrepreneurs, corporate leaders and others. The grant funding made available from L&T enabled the project to serve over 16,000 meals every day, benefitting construction workers, taxi drivers, rag-pickers, beggars, street vendors, transgenders and many more.
- Additionally, 2000 meals were provided to hospital staff on Covid duty, 20000 meals were distributed to migrant workers and 11000 kg rice was distributed in Tamil Nadu

- Direct support to strengthen the health system to fight Covid included providing testing kits, N95 masks, PPE kits, ventilators, dialysis machine, beds and other hospital equipment.

- A Covid testing laboratory was constructed in U.P.

Number of beneficiaries: 822,967

### **SKILL DEVELOPMENT**

- Providing free training in various construction skills like bar-bending, formwork carpentry, masonry, scaffolding, welding, electric wiring etc., through Construction Skills Training Institutes (CSTIs) to rural and urban youth to enhance their employability
- Introducing innovative and technology-based skill-training in Solar PV Technician skills, OFC & CCTV Installation and Maintenance
- Digitalising CSTIs with e-learning modules
- Training CSTI trainees in safety and soft skills
- Vocational training programmes for women: Tailoring, beautician, home nursing and food processing courses
- Imparting skills and development of self-help groups at ICD locations
- Collaboration with state-run technical institutes (ITIs)

Number of beneficiaries: 35,522 (17635 - CSR+ 17,887 - LTPCT)



ITI students who completed AutoCAD Training at Serampore, West Bengal



Masks being prepared by trainees during skill building

### Impact of Covid on CSR Projects

Covid-19 affected a large number of daily wage earners, migrant labourers and poor across states, class, caste, gender and region. The sudden lockdown in the first wave in March 2020 led to the shutting down of schools, colleges, shops and establishments, small businesses, community outreach health services and training institutes. This led to loss of learning opportunities for many children, loss of income for families, absence of outreach health services affecting mother and child health care services and no skill training opportunities.

L&T geared up to the challenge and, after deliberation with implementing partners, re-strategised many CSR projects as follows:

- Ensured learning continuity in all the projects during closure of schools and mobilised teachers, parents and children to participate in the process of remote learning and adopted digital and remote teaching and learning methodology.
- Children lacking access to digital media were provided with worksheets and their progress monitored through home visits, involving parents in the process, while maintaining Covid safety norms.
- Community learning centres kept children engaged through meaningful activities related to academics as well as healthy recreation through online platforms.

- In the rural as well as urban health projects the project teams joined government efforts in spreading awareness about Covid infection and safety precautions through posters, pamphlets and tele calls.
- Community health volunteers started to visit a few children each day to engage them in pre-school activity, made home visits for provision of nutrition supplements and counselled mothers on childcare services.
- The CSR team monitoring system also went digital and field services for all the CSR projects were monitored through video calls, Microsoft team meetings and diligent documentation.

Despite the Covid-19 crisis, we reached most of the services to the worst-affected communities aided by technology and innovative methods. The pandemic brought to the front crisis management skills and achieving targets in the adverse situation, turning adversity in an opportunity to reach out to people.

L&T spent ₹ 150.01 Crore 2020-21 towards CSR activities as per the Companies Act 2013.

### Principle 9: Engage with and provide value to customers

The range of projects, products and services offered by L&T has a far-reaching impact on customers and considerable

attention is consequently devoted to the design, development and execution of these offerings.

Inputs on changing customer preferences and market trends gathered from interactive customer engagement and study of markets are incorporated into products and services through training, R&D, design, testing, manufacturing and best-in-class construction methodologies. The business has also leveraged new-age technology for productivity improvements that benefit both Company and customer. These include Artificial Intelligence, Machine Learning, use of Geospatial technologies (Lidar, Radar, Sonar, Thermal, Optical), Virtual Reality (including extensive usage in worker safety applications and training), Augmented Reality, Analytics tools, Bots, Laser, Radiography, extensive use of IOT platforms and adoption of different components of the Industry 4.0 value chain. Health and safety aspects are also carefully incorporated into product lifecycles.

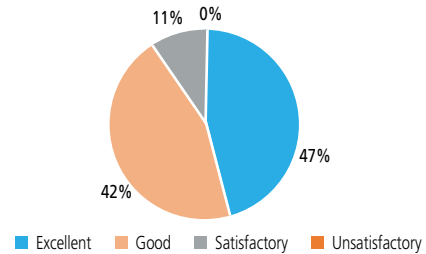
Products carry requisite labelling, and maintenance manuals include related specifications and codes that render transparency and provide maintenance utility to customers. Products undergo testing in conformity with national and international standards such as Indian Standards, International Organization of Standardization (ISO), RoHS (for relevant products). Training of customer personnel on product characteristics, usage and maintenance forms an integral part of services offered by L&T.

L&T's green product and services portfolio helps its clients to reduce their energy, water and material footprint and helps them to follow a low-carbon economy path. The Company regularly engages with customers through customer meets,

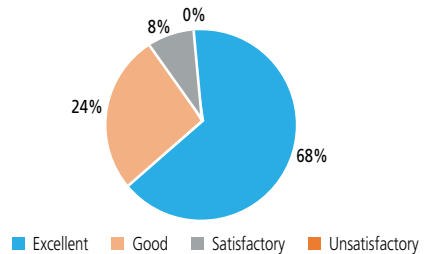
customer satisfaction surveys and market-based research, including training and capability building programmes for customers. Senior management actively reviews customer feedback and suggests corrective and/or preventive action as required.

A survey of 66 customers across L&T, most of whom had been associated with L&T for more than 5 years, showed our customer engagement has been excellent.

**Level of satisfaction with L&T's response to address customer queries and grievances**



**Customers' experience with L&T personnel Interaction**



## ANNEXURE: MAPPING TO THE SEBI FRAMEWORK

Question	Reference	Description
	Section	Page Number
<b>Section A: General Information about the Company</b>		
1. Corporate Identity Number (CIN) of the Company	AR	28
2. Name of the Company		28
3. Registered Address		28
4. Website	AR	28
5. Email id	AR	28
6. Financial Year Reported	AR	28
7. Sector(s) that the Company is engaged in (industrial activitycode-wise)	AR	28 and 29
8. List three key products/services that the Company manufactures/ provides (as in balance sheet)	AR	29
9. Total number of locations where business activity is undertaken by the Company	AR	29
i. Number of International Locations (Provide details of major 5)	AR	29
ii. Number of National Locations	AR	29
10. Markets served by the Company – Local/State/National/International	AR	29
<b>Section B: Financial Details of the Company</b>		
1. Paid up Capital (INR)	AR	29
2. Total Turnover (INR)		29
3. Total profit after taxes (INR)	AR	29
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	AR	29
5. List of activities in which expenditure in 4 above has been incurred:	AR	29
<b>Section C: Other Details</b>		
1. Does the Company have any Subsidiary Company/ Companies?	AR	29
2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	AR	29
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	AR	30
<b>Section D: BR Information</b>		
1. Details of Director/Directors responsible for BR	AR	30
a) Details of the Director/Director the BR policy/policies <ul style="list-style-type: none"> <li>• DIN Number • Name • Designation</li> </ul>		
b) Details of the BR head <ul style="list-style-type: none"> <li>• DIN Number (if applicable) • Name • Designation</li> <li>• Telephone number • e-mail ID</li> </ul>		
Principle-wise (as per NVGs) BR Policy / policies	AR	30-31

Question	Reference	Description
	Section	Page Number
3. Governance Related to BR Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.	AR	31
Does the Company publish a BR or a Sustainability Report? What is the Hyperlink for viewing this report? How frequently it is published?	AR	31
<b>Section E: Principle-wise Performance</b>		
<b>Principle 1: Ethics, Transparency and Accountability</b>		
Does the policy relating to ethics, bribery and corruption cover only the company? Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?	AR	32-33
How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?	The details related to stakeholder complaints are included in the Director's Report Section of this Annual Report.	32-33, 109 and 110
<b>Principle 2: Sustainable Products and Services</b>		
List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	AR	33
For each such product, provide the following details in respect of resource use (energy, water, raw material, etc.) per unit of product (optional):	AR	33
Does the company have procedures in place for sustainable sourcing (including transportation)?	AR	33
Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?	AR	33
If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	AR	33
Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	The Company is a leading EPC solution provider for Solar Photo Voltaic (PV) based power plants helping customers save on the energy bills and contribute to reduction of GHG emissions from consumption of indirect energy.	



Question	Reference	Description
	Section	Page Number
<b>Principle 3: Employee Well Being</b>		
Total number of employees. Total number of employees hired on temporary/contractual casual basis. Number of permanent women employees. Number of permanent employees with disabilities Do you have an employee association that is recognized by management? What percentage of your permanent employees and members of this recognized employee association?	AR	33-36
Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	AR	33-36
What percentage of your under-mentioned employees were given safety and skill upgradation training in the last year?	AR	33-36
<b>Principle 4: Valuing Marginalized Stakeholders</b>		
Has the company mapped its internal and external stakeholders?	AR	36-38
Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders? Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders.	AR	36-38
<b>Principle 5: Human Rights</b>		
Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers Contractors/NGOs/Others?	AR	38-39
How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	AR	38-39
<b>Principle 6: Environment</b>		
Does the policy relate to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors NGOs/others?	AR	39-41
Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc?	AR	39-41
Does the company identify and assess potential environmental risks?	AR	39-41
Does the company have any project related to Clean Development Mechanism?	AR	39-41
Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.? Y/N.	AR	39-41
Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	AR	39-41
Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	AR	39-41

Question	Reference	Description
	Section	Page Number
<b>Principle 7: Responsible Public Advocacy</b>		
Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with: Have you advocated/lobbied through above associations for the advancement or improvement of public good?	AR	41
<b>Principle 8: Inclusive Growth</b>		
Does the company have specified programmes/initiatives projects in pursuit of the policy related to Principle 8?	AR	41-48
Are the programmes/projects undertaken through in-house team own foundation/external NGO/government structures/any other organisation?	AR	41-48
Have you done any impact assessment of your initiative?	AR	41-48
What is your company's direct contribution to community development projects? Amount in INR and the details of the projects undertaken.	AR	41-48
Have you taken steps to ensure that this community development initiative is successfully adopted by the community?	AR	41-48
<b>Principle 9: Customer Welfare</b>		
What percentage of customer complaints/consumer cases are pending as on the end of financial year?	AR	48-49
Does the company display product information on the product label, over and above what is mandated as per local laws?	AR	48-49
Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and or anti-competitive behavior during the last five years and pending as of end of financial year	AR	48-49