13th July, 2024

National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex, Mumbai
Kind Attn: Manager, Listing Department
Stock Code - SONATSOFTW

BSE Limited
P.J. Towers, Dalal Street, Mumbai
Kind Attn: Manager, Listing Department
Stock Code - 532221

Dear Sirs/Madam,

Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2023-24

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby submit the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2023-24 of Sonata Software Limited.

The BRSR is also being circulated to our shareholders as part of the Annual Report and is available on the Company's website at www.sonata-software.com.

Kindly take the same on record.

Thanking you,

Yours sincerely,
For **Sonata Software Limited**

Mangal Kulkarni
Company Secretary, Compliance Officer and Head Legal

Encl.: As above

Business Responsibility and Sustainability Report (BRSR)

SECTION A General disclosure

SECTION B Management and process disclosure

SECTION C Principle-wise performance disclosure

Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect and make efforts to protect and restore the environment
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Businesses should promote inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

SECTION A: General disclosure

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L72200MH1994PLC082110
2.	Name of the Company	Sonata Software Limited
3.	Year of Incorporation	1994
4.	Registered office address	No. 208, T V Industrial Estate, 2nd Floor, S K Ahire Marg, Worli, Mumbai, Maharashtra 400 030, India
5.	Corporate office address	Sonata Towers, Global village, RVCE Post Mysore Road, RV Niketan, Bangalore, Bangalore South, Karnataka, India, 560059
6.	E-mail	info@sonata-software.com
7.	Telephone	+91 80 6778 1000
8.	Website	https://www.sonata-software.com/
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited
11.	Paid-up Capital	Rs. 28,04,24,816
12.	Name and contact details (telephone, email address) of the person for BRSR Reporting	info@sonata-software.com +91 80 6778 1000
13.	Reporting boundary	Consolidated
14	Name of assurance provider	NA
15.	Type of assurance obtained	NA

II. Product/Services

16. Details of business activities (accounting for 90% of the turnover):

S.No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Information Technology Services and Solutions	Other information and communication service activities	>90% of the turnover
		Computer Programming consultancy and related activities	

17. Products/Services sold by the entity (accounting for 90% of the turnover):

S.No.	Product/Services	NIC Code	% of total turnover contributed
1	Computer Programming, consultancy and related activities	72291	100%

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

S.No.	Location	Number of plants	Number of offices	Total
1	National	NA	12	12
2	International	NA	21	21

19. Markets served by the entity

a. Number of locations served

S.No.	Number of Locations served	Number
1	National (No.of States)	7
2	International (No.of Countries)	17

b. What is the contribution of exports as a percentage of the total turnover of the entity?
42%

c. Briefly explain the types of customers

Sonata Software Limited (Sonata/ The Company) has presence across various sectors that include Retail, Manufacturing, Banking, Financial Services and Insurance(BFSI), Healthcare and Life Sciences(HLS), Technology, Media and Telecom(TMT) and Emerging Technologies with a geographic presence across America, UK, Ireland, Europe, ANZ and APAC. Sonata's focus has been on the following industry verticals:

• Agri Production

• BFSI

• Commodity Business

• Consumer Product Goods

• Energy Resources and Utilities

• Healthcare

• High Technology

• Independent Software Vendors (ISVs)

• Manufacturing & Distribution

- Retail

- Service Industries

- Travel, Transportation and Logistics

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S.No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	Employees					
1.	Permanent (D)	6043	4157	69%	1886	31%
2.	Other than permanent (E)	373	282	76%	91	24%
3.	Total employees (D+E)	6416	4439	69%	1977	31%
	Workers					
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	188	164	87%	24	13%
6.	Total workers (F+G)	188	164	87%	24	13%

b. Differently abled Employees and workers:

S.No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	Differently abled Employees					
1.	Permanent (D)	NA*	NA*	NA*	NA*	NA*
2.	Other than permanent (E)	NA*	NA*	NA*	NA*	NA*
3.	Total Differently abled employees (D+E)	NA*	NA*	NA*	NA*	NA*
	Differently abled Workers					
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total Differently abled workers (F+G)	Nil	Nil	Nil	Nil	Nil

*Currently Not Available / Not Captured. We have initiated the process to capture the Differently able employees and worker's data.

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
	No. (A)	No. (B)	% (B/A)
Board of Directors	7	1	14.29%
Key Management Personnel	4	1	25.00%

22. Turnover rate for permanent employees and workers

Category	FY 2024			FY 2023			FY 2022		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Total (%)		
Permanent employees	26%	23%	25%	17%	15%	16%	28%	24%	27%
Permanent workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary and Associate Companies (including Joint ventures)

23. Names of holding / subsidiary / associate companies / joint ventures

S.no.	Name of the holding / subsidiary / associate companies / joint ventures	Is it a holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Sonata Information Technology Limited	Subsidiary	100	Yes
2	Sonata Software Solutions Limited	Subsidiary	100	Yes
3	Encore IT Services Solutions Private Limited	Subsidiary	100	Yes
4	Sonata Software North America Inc.	Subsidiary	100	Yes
5	Sonata Software FZ LLC +	Subsidiary	100	Yes
6	Sonata Software GmbH	Subsidiary	100	Yes
7	Sonata Europe Ltd., UK	Subsidiary	100	Yes
8	Sonata Software (Qatar) LLC	Subsidiary	49	Yes
9	Sonata Australia Pty Ltd	Subsidiary	100	Yes
10	Sonata Software LLC	Subsidiary	100	Yes
11	Gapbuster Ltd	Subsidiary	100	Yes
12	Encore Software Services Inc.	Subsidiary	100	Yes
13	Sonata Software Canada Limited	Subsidiary	100	Yes
14	Gapbuster Europe Limited	Subsidiary	100	Yes
15	Gapbuster Inc.	Subsidiary	100	Yes
16	Gapbuster Worldwide Pty Ltd.	Subsidiary	100	Yes
17	Sonata Software (Shanghai) Co., Ltd.	Subsidiary	100	Yes
18	Sonata Software Worldwide Malaysia SDN BHD	Subsidiary	100	Yes
19	Sonata Software Japan KK	Subsidiary	100	Yes
20	Sonata Software Intercontinental Limited	Subsidiary	100	Yes
21	Sonata Latin America S. de R.L. de C.V	Subsidiary	100	Yes
22	Quant Systems Inc.	Subsidiary	100	Yes
23	Quant Cloud Solutions Private Limited	Subsidiary	100	Yes
24	Quant Systems CRC Inc Sociedad de Responsabilidad Limitada	Subsidiary	100	Yes
25	Woodshed LLC	Subsidiary	100	Yes
26	Sonata Software Malaysia SDN. BHD.	Subsidiary	100	Yes

Note:
+Closed w.e.f 19th May, 2023

**VI.	CSR Details**

24.

**i.	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)**

Yes. Sub Sections (1) to (5) of Section 135 of the Companies Act 2013 are applicable to our Company and are being complied as applicable.

**I.	If yes, Turnover - 861,306 INR lakhs**

**II.	Net worth - 140,629 INR lakhs**

**VII.	Transparency and disclosure compliances**

**25.	Complaints/grievances on any of the principles (principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGBRC)**

Stakeholder group from whom? complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024			FY 2023		
		No of complaints filed during the year	No of complaints pending resolution at close of the year	Remarks	No of complaints filed during the year	No of complaints pending resolution at close of the year	Remarks
Communities	Yes, our Third-Party Code of Conduct & Business ethics and the Vigil Mechanism Policy serves as grievance redressal where any external stakeholder can report concerns. The link is given below the table.	NIL	NIL	NIL	NIL	NIL	NIL
Investors		NIL	NIL	NIL	NIL	NIL	NIL
Shareholders		40	NIL	All complaints resolved	63	Nil	All complaints resolved
Employees and workers		NIL	NIL	NIL	NIL	NIL	NIL
Customers		NIL	NIL	NIL	Nil	Nil	Nil
Value Chain Partners		NIL	NIL	NIL	NIL	NIL	NIL
Other (please specify)		NA	NA	NA	NA	NA	NA

Link: https://www.sonata-software.com/about-us/investor-relations/corporate-governance

26. Overview of the entity's material responsible business conduct issues

S. No.	Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Human Capital Development, Retention & Labor Practice	Risk	Sonata is a people-focused and talent conscious enterprise and to achieve leadership and scalable growth, the Company has aligned competencies of its human capital with technology enablement. Shifts in the global trends towards adoption of digital solutions have highlighted skilled-labour imbalance. The success of our company largely depends on attracting, motivating and retaining highly skilled technology professionals.	Sonata deploys best-in-class principles and practices to maintain a strong bond between the Management and the employees. Employee engagement is high, with periodic engagement programs across levels within the organization. Sonata's emphasis on its DNA (Deep Nurtured Attributes) coupled with exciting rewards and recognition, binds employees to the Company.	Positive: Improves people's performance, experience and has a direct impact on the Company's growth and customer satisfaction.
2	Corporate Governance & Business Ethics	Risk and Opportunity	Sonata is committed to good Corporate Governance. The fundamental objective is "enhancement of the long-term shareholder value while at the same time protecting the interests of other stakeholders without compromising on compliances of any laws and regulations. As regulations get stringent with time, we want to be prepared for future requirements while constantly reviewing our governance practices.	We have policies, processes, and systems to practice our philosophy on Corporate Governance. Recent additions to policy.	Negative: Incorporating policies and practices to ensure good governance enhances stakeholder trust in the organization.
3	Privacy Protection & Cybersecurity	Risk	Expansion of company operations and remote working could lead to an increase in data breaches. Effective management is essential to follow regulations across the globe and maintain a reputation among clients. We may incur financial liabilities if we do not breach privacy and incidents get reported.	We completed the new certification audits of Information Security Management System as per ISO 27001 standard and Service Management System as per ISO20000 Standard and added these new certifications for delivering Cloud Management and Support services.	Negative: these incidents can lead to regulatory and reputational implications.

S. No.	Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Climate Change (Climate Risk & GHG Emissions)	Risk and Opportunity	Climate Change risks are increasingly affecting our operations and profitability. The probability of carbon taxes in the coming years can impact our expanding opportunities. Initial investment for transitioning to low-carbon economy may be higher but long-term cost benefits will materialize through use of renewable energy and energy efficiency measures. We can also drive our revenue from providing climate-related technologies and services.	Sonata has successfully implemented energy efficiency and emission reduction initiatives. It has helped Sonata in reducing operational costs as well as reducing our carbon footprint. Furthermore, we want to transition to Renewable Energy and become Carbon Neutral by 2030 to eliminate dependability on Grid energy.	Positive: Financial implications can be high initially owing to increased operating costs in meeting the environmental standards but provide scope to stay competitive and capitalize on shifting preferences.
5	Customer Relationship Management	Opportunity	Customer relationships are central to our organization. Our ability to grow our customer base depends on the pace at which organizations digitally transform. Our strong digital services have been at the forefront delivering the business transformations for customers, through thought leadership, customer centricity, and execution excellence. To keep up with the changing consumer demand, we have now adopted bots or virtual assistants. This is likely to create huge growth opportunities for the market. The pandemic has created dynamic purchasing patterns of consumers and thus, major players in the market are developing ingenious solutions to cater to this changing demand.	To keep up with the changing consumer demand, we have developed and launched Harmoni.AI, the Responsible-first AI for Enterprises with a bouquet of Industry solutions, service delivery platforms, and accelerators using Generative Artificial Intelligence. Our offerings around Digital and Modern Engineering has matured and evolving very fast to meet the everchanging needs customers. The offering range from advisory consulting for digital transformation using Platformation approach, designing, building, deploying, and managing platforms.	Positive: Our customer relationships, stakeholder engagement, and proprietary tools to ensure faster r time to market and cost Savings and agile delivery have helped us acquire new customers and retain existing clients.

S. No.	Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Human Rights and Health & Safety	Opportunity	Sonata has an EHS team to ensure the employee's health and safety. Sonata has EHS policy for offices which is considered Safety of workers at workplace.	Sonata has helped its employees during COVID pandemic, with regard to assistance during hospitalization, vaccination & ambulance. Sonata is also finalizing its EHS policy for offices which will consider Safety of workers at workplace	Positive: Significant interventions for employee engagement, training and grievance redressal mechanisms in place have helped in employee retention.
7	Corporate citizenship & Philanthropy	Opportunity	Sonata works towards enhancing value creation in the society and in the community in which it operates, through its services, conduct & initiatives, to promote sustained growth in the society and community around it along with environmental concern.	Sonata believes in driving its community wellbeing initiative through a rigorous mechanism and strategy. With help of NGO partners who are working on various community wellbeing aspects, we cater to society. Robust review across levels from leadership to management levels helps in early identification of gaps and resolution	Positive: Impact and positive outcome of our initiatives will help improve trust and credibility.
8	Risk and Crisis Management	Risk	Sonata is exposed to a variety of risks; financial, business and climate change risks. Our business may be adversely impacted by unforeseen economic reforms, unfavorable currency fluctuations, increasing competition, and regulations across regions.	Our Company's Risk Management practice seeks to sustain the long-term vision and mission of our Company. It continuously evaluates the various business risks and seeks to review and upgrade its risk management process. Our Board constantly formulates strategies directed at mitigating these risks which get implemented at the Executive Management level and a regular update is provided to the Board.	Negative: Various risks can have negative financial implications.

S. No.	Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9	Innovation Management	Opportunity	At Sonata, we have a strong culture of innovation, our workforce, research, and testing facilities have enabled us to expand the range of our offerings to customers and improve the delivery of our software platform and services. We customize it further to meet requirements from our clients across range of industries, geographies, and service or technical requirements.	Sonata launched two flagship events in - Tech Fest: An event showcasing the best-in-class solutions that we have provided to our clients and prospects. A display of technical prowess and execution capabilities of Sonata - Sonata Spark : To encourage technological talent at Sonata to innovate for client success and identify solutions that can be incubated for growth. We recognized inno-preneurship through funding (Series A, B, C), cash prizes, publica-tions/applications for patents and an opportu-nity to get showcased in Sonata CEC (Customer Experience Centre).	Positive
10	Resource Management (Water & Waste)	Opportunity	Resource efficiency is an opportunity for Sonata to improve process efficiency while minimizing environmental damage. The solutions we have adopted enable significant cost savings and a positive impact on our surroundings.	Following our few initia-tives, we have in place: - Deployment of energy-efficient computers and sophisticated office automation, installation of sensors and energy meters for closed monitoring of AHU run hours on a daily basis. - Implemented new technology-based systems for washroom water management named HUIDA.	Positive: Financial implications are positive, resulting from various cost-saving measures

S. No.	Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11	Supply Chain Management	Risk and Opportunity	Sonata has various suppliers who cater to our services & products. There is an increasing need for public disclosure and clients are demanding us on supplier assessment in terms of their ESG performance. We are expected to onboard suppliers who are doing sustainably better, evaluate their performance using ESG indicators. Our business is affected by the performance of the supplier's business, and we need to be diligent in Sustainable Procurement and Sourcing to carefully navigate supply chain issues.	Sonata is integrating ESG indicators for the purpose of screening suppliers at the time of onboarding in addition to cost and quality It is a positive step towards inculcating sustainability across the value chain and help our business in sourcing Sustainably.	Positive: Having a structured approach to embed sustainability across the value chain will help us mitigate supply chain risks and disruptions.

SECTION B: Management and process disclosures

1.   Policy and Management processes

	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. (a)	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1 (b)	Has the policy been approved by the Board? (Yes/No) *	Y	N	N	Y	N	N	N	Y	Y
1 (c)	Web Link of the Policies, if available									
P1	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata_Vigil_Mechanism.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Code-of-Conduct-for-Directors-and-Senior-Management-Employee.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/code_of_business_conductethics.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata-Third-Party-Code-of-Conduct-and-Business-Ethics-2016.pdf									
P2	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/code_of_business_conductethics.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/coc_supplier_ve.pdf									
P3	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/human_rights_policy.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/dei_policy.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/ehs_policy.pdf									

	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
P4	https://www.sonata-software.com/sites/default/files/financial-reports/2021-08/corporate-social-responsibilty-policy.pdf https://www.sonata-software.com/privacy-policy									
P5	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/human_rights_policy.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/dei_policy.pdf									
P6	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/sustainability_policy.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/ehs_policy.pdf									
P7	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/code_of_business_conductethics.pdf https://www.sonata-software.com/about-us/investor-relations/corporate-governance									
P8	https://www.sonata-software.com/sites/default/files/financial-reports/2021-08/corporate-social-responsibilty-policy.pdf https://www.sonata-software.com/about-us/investor-relations/corporate-governance									
P9	https://www.sonata-software.com/sites/default/files/financial-reports/2021-08/corporate-social-responsibilty-policy.pdf https://www.sonata-software.com/about-us/investor-relations/corporate-governance									
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	a. ISO 9001: 2015 for Quality management system. b. ISO 20000-1 for Service Management System c. ISO 27001 for Information Security Management System d. CMMI- Best Practices for Product Engineering Development and Quality for ensuring predictable outcomes and driving continuous improvement e. Azure Expert Managed Service Provider: Microsoft Certification demonstrating the technical capabilities in the Microsoft Cloud Partner Program. f. 3rd Party Assurance for Greenhouse Gas Emissions Scope1,2,3 asper GHG protocol g. UNGC signatory h. CII Single Use Plastic free certification								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	**Environment**: • Net Zero emission by 2050 **Social:** • Audit/Assessment of 10% Tier-1 suppliers. • Aim to increase share of women in total workforce to 34-35% by 2025								
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	**Environment**: • TCFD Reporting and Risk assessment. Achieved **Social:** • Audit/Assessment of 10% Tier-1 suppliers by FY 2024, to be gradually increased on Y-O-Y basis: Achieved • Human Rights Due Diligence: Achieved • Become UNGC Signatory by FY 2024: Achieved								

*All listed policies are approved either by Board or Leadership group reporting to the Board

Governance, leadership and oversight

7. **Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**

   Sonata has committed to running a sustainable and socially responsible business. We are committed to Environment, Social, and Governance (ESG), and our ESG road map is detailed in our ESG Report FY' 24. Our commitment to ESG drives our business practices and approach to helping foster a healthier planet and stronger communities.

   Samir Dhir, Managing Director & CEO

8. **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**

   Board level Corporate Social Responsibility (CSR) Committee is responsible for implementation and oversight of the Business Responsibility policy.

9. **Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.**

   Yes, the Corporate Social Responsibility (CSR) Committee of the Board is also responsible for sustainability related issues. The said Committee comprises of 4 members in which the Chairperson is a Women Independent Director. The Committee meets at least 4 times in a financial year to discuss on CSR/ Sustainability related matters.

10. **Details of Review of NGRBCs by the Company**

	Subject for Review	a. Indicate whether review was undertaken by Director (D) / Committee of the Board (C) / Any other Committee (A)*								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Performance against above policies and follow up action	C	A	A	C	A	A	A	C	C
2	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	C	A	A	C	A	A	A	C	C
	Subject for Review	b. Frequency (Annually (A) / Half Yearly (HY) / Quarterly (Q) / Any other – please specify)*								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Performance against above policies and follow up action	A	A	A	Q	A	A	A	Q	Q
2	Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	A	A	A	Q	A	A	A	Q	Q

* The above responses are based only on the priority policy/ies disclosed under each principle.

11. **Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.**

   The Policies are reviewed by external consultants, as and when required, to adopt best practices are followed.

12. **If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated**

   Not Applicable

SECTION C: Principle-wise performance disclosure

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

ESSENTIAL INDICATORS

1. **Percentage coverage by training and awareness programmes on any of the Principles during the financial year**

S.No	Segment	Total number of training & awareness programmes held	Topics / principles covered under the training	% age of persons in respective category covered by the awareness programmes
1	Board of Directors	1 training session (Annual)	As part of annual strategy planning process, the Company had organized the familiarization programme to its Independent Directors	100%
2	Key Managerial Personnel	1	Business development, ESG Risks and material issues including Environment, Climate change, emissions, Human rights, Diversity and inclusion, Governance, Ethics, Risk management, Supply chain etc.	50%
3	Employees other than BoD and KMPs	1248	**Technical:** Cloud (Azure, AWS, GCP), Dynamics(F&O, CE, PP), Power (BI, APPs, Automate), FED (Node, React, Angular, Typescript), Database(SQL, NOSQL, PL/SQL), Agile, Python, Data Analytics (AI, ML, Azure Data Analytics services, Fabric, RTA), Testing, Gen AI(LLMs, Prompt Engineering, Harmoni.ai, Azure Open AI, AWS Bedrock, Copilot) System Training & Process Training, Professional Skill. **Non Technical:** POSH, ESG, Infosec	Technical: 75 % Non Technical: 64 %
4	Workers	12	EHS Office ESI & PF awareness; About PF & ESI Punctuality; About PPE & Usage; Access Control and Basic of Fire; AED Operation; Awareness training on sustainability; Basic Cleaning Process-Self inspection the area; Basic Cleaning Process-Self inspection the area; Basics of FIRE and SAFETY; Communication Skills; Contractor trainings-UDS TRAINING; Crisis and Disaster management; Critical area & Equipment; Discipline; Grooming	100%

2. **Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by its directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY 2024**

   No material monetary & non-monetary fines/penalties were paid in FY 2024.

3. **Of the instances disclosed in Question 2 above, details of the Appeal / Revision preferred in cases where monetary or nonmonetary action has been appealed**

   Not Applicable

4. **Does the entity have an anti-corruption policy or antibribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

    Yes. Our Code of Business Conduct and Ethics complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest.

    Additionally, we also have an Anti-Corruption Policy in place that applies to all individuals working for all affiliates, subsidiaries, and joint ventures across all levels. It is available internal intranet portal.

    Web link- https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/code_of_business_conductethics.pdf

5. **Number of Directors / KMPs / Employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption**

	Particulars	FY 2024	FY 2023
1	Directors	NIL	NIL
2	KMPs	NIL	NIL
3	Employees	NIL	NIL
4	Workers	NA	NA

6. **Details of complaints with regard to conflict of interest**

	Particulars	FY 2024		FY 2023	
		Number	Remarks	Number	Remarks
1	Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
2	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

7. **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest.**

    Nil

8. **Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format**

Segment	FY 2024	FY 2023
Number of days of accounts payables	79	80

9. **Openness of business.: Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:**

Parameter	Matrics	FY 2024	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	Not Applicable

Parameter	Matrics	FY 2024	FY 2023
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable (All sales are to direct customers)	Not Applicable (All sales are to direct customers)
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NA	NA
	b. Sales (Sales to related parties / Total Sales)	0.02	NA
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	NA	NA

LEADERSHIP INDICATORS

1. **Awareness programmes conducted for value chain partners on any of the principles during the financial year:**

Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
4	Environmental, Health, Safety, Office Safety, Safe Driving, ESG, Sustainable procurement.	73%

2. **Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.**

Yes. The entity has Code of Conduct for Directors and Senior Management Employees which includes 'conflict of interests' as one of the dimensions and all the Directors on the Boards and Senior Management Personnel affirm compliance with the Code of Conduct annually.

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

ESSENTIAL INDICATORS

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Sr. NO.	Segment	FY 2024	FY 2023	Details of improvements in environmental and social impacts
1	R&D	NA	NA	NA
2	Capex	NA	NA	NA

2.

a. **Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes, Sonata Procurement follows Local and Sustainable procurement. It is mentioned in our Code of Conduct for Suppliers/Vendors Section 4.15 Preferential Procurement

Refer https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/coc_supplier_ve.pdf

We prefer to procure materials/services from localized vendors – and also give preference to local business and marginalized/vulnerable business for procuring our Corporate gifting.

b. **If yes, what percentage of inputs were sourced sustainably?**

70.5%. We have ongoing Supplier Assessments with our value chain.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for:**

(a) **Plastics (including packaging)**

Not Applicable

(b) **E-waste**

Not Applicable

(c) **Hazardous waste and**

Not Applicable

(d) **other waste**

Not Applicable

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

No

LEADERSHIP INDICATORS

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
We have not conducted LCA for our services	NA	NA	NA	NA	NA

2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Name of Product / Service	Description of the risk / concern	Action Taken
We have not conducted LCA for our services	NA	NA

3. **Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
NA	NA	NA

4. **Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format:**

Particular	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

5. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	NA
NA	NA

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

ESSENTIAL INDICATORS

1.

a. **Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	3298	3298	100%	3298	100%	0	0	NA	NA	3298	100%
Female	1566	1566	100%	1566	100%	1566	100%	NA	NA	1566	100%
Total	4864	4864	100%	4864	100%	1566	100%	NA	NA	4864	100%
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: Data specific to India.

b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent workers											
Male	164	164	100%	164	100%	NA	NA	NA	NA	NA	NA
Female	24	24	100%	24	100%	NA	NA	NA	NA	NA	NA
Total	188	188	100%	188	100%	NA	NA	NA	NA	NA	NA

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

	FY 2024	FY 2023
Cost incurred on wellbeing measures as a % of company	0.30%	0.19%

2. Details of retirement benefits for Current and Previous FY

S. No.	Benefits	FY 2024			FY 2023		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	NA	Y	100%	NA	Y
2	Gratuity	100%	NA	Y	100%	NA	Y
3	ESI*	100%	NA	Y	100%	NA	Y
4	Suprean-nuation	100%	NA	Y	100%	NA	NA
5	NPS	100%	NA	Y	100%	NA	NA

Note: Data specific to India.

*All eligible compensation.

3. Accessibility of workplaces - Are the premises / offices of the entity accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Sonata is cognizant of the needs of the disabled employees and visitors who access our workplaces. Our buildings are equipped with features such as low-slope ramps, elevators, and accessible washrooms. Our entities are accessible by differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016.

4. **Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

Yes, We have an Equal Opportunity, Diversity and Inclusion policy. Web link mentioned below-

https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/dei_policy.pdf

5. **Return to work and Retention rates of permanent employees that took parental leave**

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	NA	NA
Female	100%	100%
Total	100%	100%

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees? If yes, give details of the mechanism in brief.**

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	The Company has a Vigil Mechanism. This framework is backed by the policy and is used to receive and redress all grievances. We have in place an Internal Committee to redress complaints of sexual harassment. Complaints of sexual harassment at the work-place can be submitted to this Committee. Information about the Committee and its members is posted in the office as well as intra-net.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

7. **Membership of employees in association(s) or Unions recognized by the listed entity**

Not Applicable

8. **Details of training given to employees**

Category	FY 2024					FY 2023				
	Total (A)	On Health and safety measures		On Skill upgradation (D)		Total (D)	On Health and safety measures		On Skill upgradation	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Male	4439	2574	58%	2762	62%	4486	2203	49.1	1954	44%
Female	1977	1184	60%	1931	98%	1948	1009	51.7	931	48%
Total	6416	3758	59%	3862	60%	6434	3212	49.9	2885	45%
Workers										
Male	164	164	100%	164	100%	121	121	100%	121	100%
Female	24	24	100%	24	100%	16	16	100%	16	100%
Total	188	188	100%	188	100%	137	137	100%	137	100%

9. Details of performance and career development reviews of employees and workers:

Category	FY 2024			FY 2023		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	3298	NA*	NA	3894	3894	100%
Female	1566	NA*	NA	1711	1711	100%
Total	4864	NA*	NA	5605	5605	100%
Workers^						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA
*Performance and Development cycle is ongoing and PDC will be completed for all eligible employees by July 2024. Note Data specific to India.						

10. Health and Safety Management System

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes / No). If yes, the coverage such system?

Yes

1. Sonata has an EHS policy. Sonata aims for continuous improvement in employee safety by committing to provide a leading environmental, health, and safety (EHS) programme. We recognise our company's dependency and influence on the environment, community, and social well-being of all its stakeholders. Sonata is committed to safeguarding the health and safety of its workers. We have an in-house EHS staff that efficiently drives and monitors health and safety activities.

2. We have installed safety signs at all Indian offices, including fire and electrical safety measures. Our EHS staff ensures that all personnel are aware of these signs and adhere to the safety guidelines.

3. We collect monthly data from all of our offices on usafe observations. We note this information in our EHS register and take the required remedial procedures to avoid any dangers.

4. We created an Emergency Preparedness Plan to guarantee that our personnel are ready to respond to any emergency circumstance. The document includes procedures for evacuation, first aid, fire safety, and other emergency situations.

5. To analyse each office's EHS status, we employ an EHS Audit checklist.

6. We conduct frequent Health and Safety Awareness workshops. Our personnel get training sessions, seminars, and workshops through these programmes.

Our Incident Management process includes four steps: Incident investigation, communication, recording and controlling, and root cause analysis for preventing measures. In case of any incident, our EHS team investigates it immediately and communicates the necessary information to all relevant parties. We record all incidents in an Incident Register and take necessary corrective actions to prevent future incidents. Our EHS team conducts root cause analysis to identify the cause of the incident and takes measures to prevent it from happening again.

b. What are the processes used to identify work related hazards and assess risks on a routine and non-routine basis by the entity?

Our EHS team has the process to identify the work related hazard . In order to identify potential hazards, we have developed a Hazard Identification and Risk Assessment (HIRA) document. Our Environmental Health and Safety (EHS) team use it for the identifying the hazard and assessing the risk and then to evaluate it for the operational control to mitigate the risk.

c. Whether you have processes for employees to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, We have implemented an incident management procedure that encompasses incident reporting, thorough investigation, and the implementation of appropriate corrective measures. All employees and contract workers are mandated to report accidents, near-misses, and potential risks. Various mechanisms have been established to facilitate incident reporting, including Incident Communication metrics, a department-specific email address, and internal leadership communication, training and awareness, channels.

d. Do the employees of the entity have access to non-occupational medical and healthcare services? (Yes / No)

Yes

11. Details of safety related incidents, in the following format

S. No.	Safety Incident/Number	Category	FY 2024	FY 2023
1	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
		Workers	0	6.33
2	Total recordable work-related injuries	Employees	0	0
		Workers	0	2
3	No. of fatalities	Employees	0	0
		Workers	0	0
4	High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
		Workers	0	0

12. Describe the measures taken by the entity to ensure a safe and healthy workplace

We organize office safety sessions aimed at enlightening our workforce about essential safety guidelines and recommended practices to adhere to during work hours. These sessions cover a spectrum of topics including fire safety, electrical precautions, and other potential hazards commonly encountered in office settings. In addition, we have facilitated mental health webinars to underscore the significance of mental well-being and equip our employees with effective strategies for managing stress and anxiety. comprehensive training on EHS safety has been provided to our administrative, security, and housekeeping personnel, guaranteeing their familiarity with safety protocols and best practices. First Aid training given to the employees

13. Number of Complaints on the following made by employees

	FY 2024			FY 2023		
	Filled during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

Note: Data specific to India locations.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not Applicable

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company ensures that statutory dues are deducted and deposited in accordance with regulations. The audits. We have regular governance with our partners.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	70.05%
Working Conditions	70.05%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Nil

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

ESSENTIAL INDICATORS

1. **Describe the processes for identifying key stakeholder groups of the entity.**

   We have identified both internal and external stakeholders based on their impact and relevance to our operations. Stakeholder engagement is a priority for us, and we have determined stakeholder priorities in consultation with management. Understanding the expectations of these stakeholders assists us in prioritizing strategies, policies, and action plans concerning the environment, economy, and society.

   Key stakeholders encompass Investors, Customers, Employees, Regulators, Vendors/Suppliers. Industry associations, and Communities.

2. **List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group**

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Company website, social media, Customer surveys, Emails, Telephonic Conversations Project-related meetings, management reviews, relationship meetings	As needed	Resolution of any delivery challenges and feedback on technology and services
Investors	No	Annual General Meeting, Investor's page on Company's website, Press releases and Conferences	Quarterly	Sonata's business performance, strengths, business strategy for growth and expansion
Employees	No	Emails, Townhalls, Employee Engagement Surveys, , Performance Evaluations, Company website	Continuous	Growth and development, Feedback and Grievance Redressal, Training, Workplace experience, Corporate Communications
Regulators	No	Interactions with statutory bodies.	As needed	Compliance with local laws and regulations
Industry Associa-tions	No	Conferences, Industry Performance Meetings	As needed	Industry and ESG Trends, emerging best practices, Technology Landscape
NGOs	No	Online / Offline meetings, Emails, Website, Social media posts.	Weekly/Monthly between CSR partners and CSR leads	To cater to our com-munity in a responsible & sustainable way, we engage with our community through our CSR Channel partners & projects.
Vendors & Suppliers	No	Email, Meetings, Website	Yearly	Compliance, Value Add, operations, commercial discussion, and sustainability

LEADERSHIP INDICATORS

1. **Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

   Sonata consults with its stakeholders for material economic, environmental, and social topics. We have done the materiality assessment to identify the topics important to business and its stakeholders. We engage with our stakeholders on ESG goals, target and performance. We consistently communicate our performance to our stakeholders via calls, emails, our website, and public disclosures. Additionally, our CSR & Sustainability Board committee convenes every quarter to deliberate on ESG topics. Moreover, ESG risks are addressed during meetings of the Board Risk Management Committee.

2. **Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

   Yes, Sonata ESG strategy uses the inputs got from the stakeholder engagement.

   Engaging with our stakeholders has been instrumental in identifying critical environmental and social factors within our operations.

3. **Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

   The communities targeted for our CSR projects consist of vulnerable or marginalized groups. We have established an efficient monitoring and feedback system to track the progress of CSR initiatives and respond to the concerns raised by these communities. The CSR committee conducts regular governance checks to ensure the seamless implementation of CSR programs.

   Moreover, we actively engage with our local suppliers and vendors through formal channels, including offline and online meetings, as well as awareness sessions. We monitor their performance and offer feedback and support as needed

Principle 5: Businesses should respect and promote human rights.

ESSENTIAL INDICATORS

1. **Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format**

Category	FY 2024			FY 2023		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	6043	3466	57%	5605	1852	33%
Other than Permanent	373	362	97%	829	167	20%
Total employees	6416	3828	60%	6424	2019	31%
Workers						
Permanent	-	-	-	-	-	-
Other than Permanent	188	188	100%	137	137	100%
Total workers	188	188	100%	137	137	100%

2. Details of minimum wages paid to employees and workers

Category	FY 2024					FY 2023				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent										
Male	4157	NA	NA	4157	100%	3894	0	NA	3894	100%
Female	1886	NA	NA	1886	100%	1711	0	NA	1711	100%
Other than permanent										
Male	282	NA	NA	282	100%	592	0	NA	592	100%
Female	91	NA	NA	91	100%	237	0	NA	237	100%
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent										
Male	164	0	NA	164	100%	121	0	NA	121	100%
Female	24	0	NA	24	100%	16	0	NA	16	100%

Note: Data specific to India.

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (INR in Lakhs)	Number	Median remuneration/ salary/ wages of respective category (INR in Lakhs)
Board of Directors (BoD)*	4	43.40	1	43.60
Key Managerial Personnel (KMP)^	3	456.34	1	100.70
Employees other than BoD and KMP	4436	14.3	1976	9.2
Workers	NA	NA	NA	NA

* Remuneration to Managing Director & CEO and Executive Vice Chairman & Whole-Time Director has been included in Key Managerial Personnel

^ Key Management Personnel includes Managing Director & CEO, Executive Vice Chairman & Whole-Time Director. Chief Financial Officer and Company Secretary

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2024	FY 2023
Gross wages paid to females as % of total wages	25%	NA

4. Do you have a focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes.

5. Describe the internal mechanisms in place to redress grievances related to human rights issue

Any stakeholder believing that actual or potential violation might have occurred shall promptly notify on any such occurrence through Sonata's Vigil Mechanism Policy. The policy lays down relevant processes for reporting concerns..

6. Number of Complaints on the following made by employees and workers:

	FY 2024		FY 2023	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	0	0	0	0
Discrimination at workplace	0	0	0	0
Child Labour	0	0	0	0
Forced Labour/ Involuntary Labour	0	0	0	0
Wages	0	0	0	0
Other human rights related issues	0	0	0	0

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2024	FY 2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	No Complaints	No Complaints
Complaints on POSH as a % of female employees / workers	NA	NA
Complaints on POSH upheld	NA	NA

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases

We have in place an Internal Committee to redress complaints of sexual harassment.

We also have an internal policy which provides for interim measures for the protection of the complainant during the pendency of the complaint and enable the IC to issue restraint and other orders and take other measures to ensure that there is no adverse consequence on the complainant or the witnesses on account of their participation in the inquiry.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

10. Assessments for the year

Section	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100% (Human Right Due Diligence). The company ensures that the specified sections are adhered to in accordance with the law. Human rights considerations are integrated into our contracts and agreements, and we rigorously enforce compliance. Furthermore, we have conducted the Human right due diligence that comprehensively addressed all Human rights issues relevant to Sonata across all our locations.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

11. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above**

We comply with all applicable laws & have internal governance to address the risks associated.

LEADERSHIP INDICATORS

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

As per our Human Rights Policy, we are committed to protecting and upholding all Human Rights. Any detected breaches of Human Rights will be thoroughly analyzed using our internal procedures, relevant legislation, and existing agreements. This may potentially lead to the implementation of disciplinary measures.

2. **Details of the scope and coverage of any Human rights due diligence conducted**

Sonata has conducted the Human Rights Due Diligence exercise for the workforce to identify the prevalent human rights risk in the company. The assessment enabled the company to focus our attention on the most severe human rights issues identified and develop the right mitigation strategies for them. The assessment for the company was conducted through a mix of online and offline surveys for the important HR issues prevalent in the IT/Software sector.

3. **Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, We have taken necessary actions to ensure accessibility to differently abled visitors.

4. **Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Please see note under "Others"
Discrimination at workplace	Please see note under "Others"
Child Labour	Please see note under "Others"
Forced Labour/Involuntary Labour	Please see note under "Others"
Wages	Please see note under "Others"
Others – please specify	70.05 % of our supplier were assessed on following parameters- • ·Environment management • Employment practices • Corporate Social Responsibility • Safety and health at workplace • Greenhouse gas emissions • Waste and Air pollutions • Green packaging • Green product • Awards and certifications We ask what the company does to apply fair employment practices, prevent child labor, provide equal wages, protect against harassment, equal opportunity, maternity care etc. to your workforce employees and sub-contractors

5. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

Following our assessment, it was evident that our local vendors would benefit from training and awareness regarding Sustainability and ESG. To address this gap, we initiated training sessions for our suppliers, during which we shared industry best practices and heightened awareness regarding ESG principles..

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

ESSENTIAL INDICATORS

1. **Details of total energy consumption (in MJ) and energy intensity, in the following format**

Parameter	FY 2024	FY 2023
From renewable sources		
Total electricity consumption (A)	6870884	4948598
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	6870884	4948598
From non-renewable sources		
Total electricity consumption (D)	6452487	6169791
Total fuel consumption (E)	297521	363242
Energy consumption through other sources (F)	0	0
Total energy consumed from nonrenewable sources (D+E+F)	6750008	6533033
Total energy consumed (A+B+C+D+E+F)	13620892	11481631
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (in MJ/rupees)	0.0001581	0.0001541
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.003542371	0.00341716
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Corrected minor change the FY 2023 nonrenewable energy numbers.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) :. No. If yes, name of the external agency

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not Applicable

3. Provide details of the following disclosures related to water, in the following format

Parameter	FY 2024	FY 2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	3163	1557
(iii) Third party water	4673	16382
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7836	17939.8
Total volume of water consumption (in kilolitres)	7836	17939.8
Water intensity per rupee of turnover (Water consumed / turnover)	0.000000090979	0.0000002408
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00000204	0.00000534
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) : No

4. Provide the following details related to water discharged:

Parameter	FY 2024	FY 2023
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	4168	6083
- With treatment – please specify level of treatment. Sent to builder STP for treatment	1001	3730
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	5169	9813

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) No. If yes, name of the external agency. "No"
*Corrected FY 2023 water discharge number.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes we have two offices having zero liquid discharge (Bangalore). The Mechanism is implemented by the landlord.

6. Provide details of air emissions (other than GHG emissions) by the entity, in the following format.

Parameter	Please specify units	FY 2024	FY 2023
NOx	Mg/nm3	487	500
SOx	Mg/nm3	273	279
Particulate matter (PM)	Mg/nm3	879	904
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) Yes, We get this data verified by external lab (Prasad Enviro Labs Private limited)

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format

Parameter	Please specify units	FY 2024	FY 2023
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	68.4	191.8
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	1995.2	2300.6
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	-	0.00000002396	0.00000003346
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	-	0.00000053669	0.00000074
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, Earthood Services Private Limited has done the assurance for FY 2024 and FY 2023 data

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details

Yes, At Sonata, we have implemented an active program aimed at reducing greenhouse gas (GHG) emissions. We are diligently monitoring our emissions and actively working to decrease them. Our efforts include the following initiatives::

• Operational optimization of engineering equipment during non-operational hours.

• Provided low-flow aerators for all hand washbasin sensor taps & provision of low-flow faucets at pantry & cafeteria dishwashing area.

- For AHUs provided back damper's which gets closed when one of the AHUs is switched OFF. This avoids the air leakage.

- Cold aisle containment for all the cold aisle to be done to increase the effective usage of cooling and to increase efficiency.

- Space Temperature Set-points changed to 24⁰ C for energy efficiency.

- Optimizing/differing DG A-Check frequency by below options:

  Fortnightly Once. duction in Carbon Footprint.

- Ensure complete removal of dead loads during weekends, including turning off or unplugging heating elements of vending machines, switching off lighting circuits, and cutting off all manually operated loads.

- Renewable energy is used for the electricity requirement of Sonata Global Village offices in Bengaluru. This move is a testament to Company's commitment to reducing the carbon footprint and promoting eco-friendliness.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
	Total Waste generated (in metric tonnes)	
Plastic waste (A)	0.4	0.25
E-waste (B)	7.8	5.26
Bio-medical waste (C)	0.0	0.0
Construction and demolition waste (D)	0.0	0.0
Battery waste (E)	10.1	1.62
Radioactive waste (F)	0.0	0.0
Other Hazardous waste. Please specify, if any. (G)	0.0	0.0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Paper - 0.7, other -4.2, wet waste - 10.8	Paper - 0.02
Total (A+B + C + D + E + F + G + H)	**33.97**	**7.15**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00000000039	0.00000000010
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0000000088	0.0000000021
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	**NA**	**NA**

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	NA	NA
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations a. Sent to municipal corporation	11.5	0.015
(iii) Other disposal operations b. Selling to third parties authorized supplier.	22.5	7.13
Total	**33.97**	**7.15**

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?: No. (Y/N) If yes, name of the external agency. All E-Waste, battery waste, hazardous waste are processed through approved/ authorized vendors.

Data specific to India. FY 2023 Waste data is corrected.

10. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes**

    Sonata operates as a IT service-provider firm. The bulk of our waste originates from asset disposal, DG set operation, and pantry waste. We adhere to all regulations concerning the disposal of electronic and hazardous waste. Additionally, we prioritize recycling efforts to minimize landfill contributions. Our Asset Management Policy mandates proper maintenance of electronics for prolonged use and ensures authorized disposal through designated e-waste recyclers. Furthermore, we mitigate waste by opting for refurbished laptops whenever feasible, thereby reducing overall waste production.

11. **If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, specify details in the following format**

    Not Applicable

12. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year**

    Not Applicable

13. **Is the entity compliant with the applicable environmental law / regulations / guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

S.No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	NIL	NIL	NIL	NIL

LEADERSHIP INDICATORS

1. **Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

    Not applicable

2. Please provide details of total Scope 3 emissions & its intensity, in the following format: :

Parameter	Please specify units	FY 2024	FY 2023
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	2603.53	2294.6
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO_2 equivalent	0.00000003023	0.00000003080
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

Yes, Earthood Services Private Limited has done the assurance for FY 2024 and FY 2023 data.

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities

No Applicable

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with+ summary)	Outcome of the initiative
1	Renewable energy	Use of renewable energy in our total energy consumption	Decrease in emissions
2	Bathroom water management system	We use HUIDA system for the washrooms of offices	water use is considerably lowered as compared to a standard commode flush.
3	Office air conditioning control	Space Temperature Set-points changed to 24⁰ C.	Reduction in energy consumption. Saving on emissions.
4	Routine maintenance	Performing routine maintenance on UPS and AC plants to ensure optimal functioning of the equipment.	Increased efficiency
5	Air conditioning	Cold aisle containment for all the cold aisle to be done to increase the effective usage of cooling and to increase efficiency.	Reduction in energy consumption. Saving on emissions.
6	Single Use Plastic free certification	Not using the single use plastic for water bottle and all other usage.	Reduces waste.
7	Lighting Sensor	Auto ON/OFF movement	Energy saving

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, the Company has a Business Continuity plan and disaster recovery plan, this is Audited and certified for ISO 27000 and SOC 2.

- This plan will provide procedures for responses to an emergency, evacuation in an emergency situation to vulnerable employees.
- This plan will identify and assign personnel to various tasks and responsibilities for emergency situations and response operations.
- This plan will coordinate emergency response tasks with Landlord Teams and Government Authorities.
- The risk assessment for the Fire, Human-Caused (e.g., Bomb Threats, suspected devices, Entry of Strangers and Serious Violence), Natural (e.g., Earthquake/ collapse of building, Flood, Storms. etc.), Electrical Hazards, LPG leak, Health (e.g., Pandemic, Epidemic, COVID - 19) is prepared.
- This risk assessment includes the Risk associated with Recovery measures hazard, Risk rating refer to risk assessment matrix, Key prevention measures include and Key response measures.

6. **Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?**

We have integrated supplier evaluation and engagement into our supply chain process. All our product or service suppliers are required to complete our supplier environment assessment form, where they are evaluated based on their responses. Our assessment encompasses criteria such as GHG emissions and commitment to sustainability initiatives. Querterly, we actively engage with our suppliers to raise awareness and enhance competence regarding climate-related issues through training sessions. Additionally, we prioritize suppliers who demonstrate strong performance in our assessment process, while being cautious about engaging with new vendors who score poorly. This approach not only ensures environmental accountability but also serves as an incentive for suppliers to undertake climate change mitigation measures.

7. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

70.05%.

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

ESSENTIAL INDICATORS

1.

a. **Number of affiliations with trade and industry chambers / associations**

SSL is affiliated with 2 trade and industry chambers namely NASSCOM and CII.

b. **List the top 10 trade and industry chambers / associations (determined based on the total members of such a body) the entity is a member of / affiliated to.**

S.No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	NASSCOM	National
2	CII	National

2. **Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.**

NIL

LEADERSHIP INDICATORS

1. **Details of public policy positions advocated by the entity:**

Not Applicable. The company does not participate in public advocacy.

Principle 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year**

   Not applicable. Although we have not received a notification for Social Impact Assessment, Sonata has proactively conducted third party Social Impact Assessment for Three of our completed projects. Details are provided below:

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/No)	Relevant Web link
Agastya International Foundation	NA	NA	Yes	Yes, Mentioned in Annual Report	Yes, Mentioned in Annual Report
Industree	NA	NA	Yes	Yes, Mentioned in Annual Report	Yes, Mentioned in Annual Report
ISDM	NA	NA	Yes	Yes, Mentioned in Annual Report	Yes, Mentioned in Annual Report

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity in the following format**

   Not Applicable

3. **Describe the mechanisms to receive and redress grievances of the community**

   We maintain both formal and informal engagement with our stakeholders. Our CSR team is accessible to NGO partners for any required support, with all lines of communication open. Formal dialogues are established through weekly meetings with NGO partners, quarterly or semi-annual governance sessions with all program partners led by the CSR Head, and quarterly meetings with the Board and CSR committee. Additionally, we conduct offline meetings with the community as needed. At Sonata Software, we strongly believe that stakeholder engagement and involvement are essential for fulfilling CSR objectives. We periodically engage with stakeholders on CSR matters and projects, actively involving our employees in volunteering for CSR initiatives. Our Board and leadership are kept abreast of CSR implementation and updates, and we communicate our progress to investors, employees, and the public through social media channels and reports. The CSR team collaborates closely with NGO partners and the community, holding weekly meetings to discuss progress, address queries and feedback, and identify ways to offer support.

   Furthermore, our Third-Party Code of Conduct and Business Ethics serves as a grievance redressal mechanism, allowing external stakeholders to report any concerns they may have

   https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata-Third-Party-Codeof-Conduct-and-Business-Ethics-2016.pdf

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers**

Directly sourced from MSMEs/ small producers	FY 2024	FY 2023
Directly sourced from MSMEs/ small producers	5.71%	2% MSME Vendors
Sourced directly from within the district and neighboring districts	Bangalore- 47%% Neighbouring districts: 27% Others- 26 %	Sourced directly from Bangalore-66% Others-33%

5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

	FY 2024	FY 2023
Rural	0	0
Semi-urban	0	0
Urban	0	0
Metropolitan	100%	100%

LEADERSHIP INDICATORS

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Details of negative social impact identified	Corrective
Nil	Nil

2. **2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (In INR)
NA	NA	NA	NA

3. a. **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

    Yes, our Supplier Code of Conduct emphasizes a preference for sourcing from suppliers belonging to marginalized or vulnerable groups. For instance, we prioritize procuring materials and services from localized vendors, and we specifically favor local and marginalized or vulnerable businesses when purchasing corporate gifts.

    b. **From which marginalized /vulnerable groups do you procure?**

    Local Artisans, Handicrafts, Women groups, Local vendors

    c. **What percentage of total procurement (by value) does it constitute?**

    <1%

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.**

S. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
NA	NA	NA	NA	NA

5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved**

Name of Authority	Brief of the case	Corrective Actions taken
NA	NA	NA

6.   Details of beneficiaries of CSR Projects:

S. No.	CSR Project		No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Sonata has 4 entities applicable for CSR. SSL, SITL SSSL, Encore . The details for each are mentioned below				
Projects under Sonata Software Limited ("SSL")				
1	Agastya International Foundation	Technical assistance for the development of the student-Teacher Engagement Platform (STEP) to help teachers to effectively engage with their students in rural areas.	100+	100%
2	Industree Crafts Foundation	Development and enhancement in Industree Seller and Channel App. Online Repository for Artisans to keep their designs and products	2000+	100%
3	Academy of Family Physicians of India (AFPI)	Development and enhancement of AFPI website for more features and effective organizational operation	300+	100%
4	ISDM (Indian School of Development Management)	Redesign of the existing ISDM website into a new website that will serve as a digital reflection of ISDM as an institution	2.86+ Lakhs	100%
Projects under Sonata Information Technology Limited ("SITL")				
1	MAP (Museum of Art and Photography)	Building an Ecosystem for Diversity & Inclusion of Women in India through the Visible & Invisible Program	200+	100%
2	Samatvam Trust	Medical attention and supplies to poor children and teens with Type 1 diabetes	13	100%
3	AFPI (Academy of Family Physicians of India)	Supporting Primary Healthcare Leadership Fellowship program of AFPI	100+	100%
4	SKSVMA College of Engineering	Scholarships for underprivileged engineering girls for their studies in Computer Science/ Information Systems and Electronics & Communication.	6	100%
5	Deccan Heritage Foundation	Preservation of Cultural Heritage by supporting the restoration of Rang Mahal at Hyderabad.	1408	100%
6	Olympic Gold Quest (OGQ)	Training to athletes and para-athletes in 8 disciplines, including shooting, badminton, archery, cycling, boxing, wrestling, powerlifting, and athletics, for the Paris 2024 Olympics and Paralympics	391	100%

S. No.	CSR Project		No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
7	Centum Foundation	Promoting education and increase career opportunities for impoverished, diverse youngsters in the IT field by giving I give a Full Stack Development course to 500 beneficiaries	500	100%
8	Farmers for Forest	Plantation of trees and development of Miyawaki forest for better biodiversity in urban areas and lowering carbon emissions	5000 Trees	100%
9	Swasti	Promoting diversity and inclusion in society, providing the Telecare health service to LGBTQ+ Community	2000	100%
10	Wildlife SOS	Wildlife conservation. The project focuses on the rescue of dancing sloth bears and providing shelter god healthy conditions	6	100%
11	Ashray Akruti	Empowering hearing-impaired students from lower socio-economic backgrounds providing them special education to include them in mainstream society.	8000	100%
12	NIIT foundation	Digital skilling to underprivileged students. The program includes providing a Certificate Program in CCNA (Hardware and Networking), AI & Data Analytics, and Web Development courses to the beneficiaries from underserved communities.	300	100%
Projects under Sonata Software Solutions Limited ("SSSL")				
1	Roshni Trust	Support to people living in underprivileged communities to be able to identify symptoms of mental illness to get rid of the taboos associated with it	1313	100%
2	Agastya Founda-tion	Development of the educational platform Welearn App	52,000+	100%
3	WOTR (Watershed Organisation Trust)	Watershed management Improving Agricultural Productivity through Water Resources Development.	1000+	100%
4	Second Chance Sanctuary	Infrastructure development for Dog Rescue Center in Bangalore	30+	100%
Projects under Encore				
1	AVTAR Human Capital Trust	The project "Puthri" covers 100 Puthri girls' scholars at Dindigul Urban School. To create Career Intentionality among underprivileged girl students	100	100%

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

ESSENTIAL INDICATORS

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback**

   Sonata has a well-defined process for Customer feedback survey which is typically done:

   • At Critical Milestone or Release or Phase Completion

   • At Project Completion

   • At least every Six Month in case of multi-year annuity projects

   Customer Feedback Survey is administered through the online Customer Feedback Survey tool. A defined set of questions based on Project type, delivery model and role and is triggered using Customer Feedback Survey tool.

   Responses received are published internally by Customer Success team and feedback may include postive feeback, oppotunties for improvement and any customer concerns. If Overall or Parameter Score less than Target or there are improvement areas suggested in the survey, the PM will identify corrective plan. Typically, the following are sources of Customer Complaints, but limited to. 1) Any direct complaints raised by customers, 2) Overall Rating rated 2 or less or any critical Parameters rated 2 or less in the Customer Feedback Survey

   Project Manager and Delivery Manager acknowledge the compliant and feedback to customer and indicate the target date for resolution. The compliant is updated in the Log by Customer Success team and Management Representative.

   The PM will share the corrective action plan with the DM, DD & Customer Success Team internally within Sonata. After review by DM &DD, PM will share the corrective action plan with the Customer. The PM along with his/her team will implement the corrective action plan. DM and DD will review the corrective action progress. The Customer Success Team will periodically verify whether the identified corrective action plan where applicable by the project teams has been implemented. Post implementing the actions for resolution, The PM will share the corrective action progress report to Customer contact and review the progress on actions and closure of customer complaints.

2. **Turnover of products and / services as a percentage of turnover from all products/ service that carry information about:**

State	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Nil
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2024 (Current Financial Year)		Remarks	FY 2023 (Previous Financial Year		Remarks
	Received during the year	Pending resolution at the end of the year		Received during the year	Pending resolution at the end of the year	
Data Privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	3*	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	NA	NA	NA	NA	NA	NA

*These were the customer feedback and not the complaints.

4. Details of instances of product recalls on accounts of safety issues

Nil

5. Does the entity have a framework / policy on cyber security and risks related to data privacy? (Yes/ No) If available, provide a web-link of the policy

Yes,

https://www.sonata-software.com/privacy-policy

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services

Category	Corrective actions taken to address consumer complaints received against each category
Data privacy	Nil
Advertising	Nil
Cyber-security	Nil
Delivery of essential services	Nil
Restrictive Trade Practices	Nil
Unfair Trade Practices	Nil
Other	NA

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil

b. Percentage of data breaches involving personally identifiable information of customers

Nil

c. Impact, if any, of the data breaches

Nil

LEADERSHIP INDICATORS

1. **Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

   https://www.sonata-software.com/index.php/

   https://www.linkedin.com/company/sonata-software/

   https://www.facebook.com/sonatasoftware

   https://www.instagram.com/sonata.software/

   https://www.youtube.com/user/SonataSoftwareVideos

2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

   Sonata provides training for key business users and IT users to provide awareness and right usage of products and/or services. This done in two phases: Pre-implementation training to provide the knowledge about the product overview and project plan detailing the engagement roadmap with the client. This is typically done during Project initiation. Sonata provides Key user training before User Acceptance Testing (UAT) for facilitating the smooth conduct of UAT and easy adoption post go live and roll out.

3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

   Sonata has established a Business Continuity Plan which identifies critical system failures that lead to business disruptions. Network and systems have been designed with sufficient redundancy, Tabletop tests and DR tests are planned and conducted to ensure the actions are streamlined in case of contingency.

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

   Sonata keeps its corporate website and other social media channels updated with Sonata's products and services. Sonata Software conducts webinars and participates in industrial forums such as NASSCOM, CII etc. to communicate about Sonata's products and services. Sonata conducts Client Engagement feedback survey at both Strategic and Operational level. Strategic customer feeback survey is done, often through a trustworthy independent survey agency, based on Net Promoter Score (NPS) format. This is targeted to stakeholders having roles in CXO level, Business Operations and IT Programs and is done annually.

   Operational customer feedback survey is administered through the online Customer Feedback Survey tool and targeted to operational level counter parts for each project. Customer feedback survey is typically done: • At Critical Milestone or Release or Phase Completion. • At Project Completion. • At least every Six Month in case of multi-year annuity projects.