



Business Responsibility Report

Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company** : L72200MH1994PLC082110
2. **Name of the Company** : Sonata Software Limited
3. **Registered address** : 208 T V Industrial Estate, 2nd Floor, S. K. Ahire Marg, Worli Mumbai, 400030
4. **Website**: www.sonata-software.com
5. **E-mail id**: info@sonata-software.com
6. **Financial Year reported** : 1st April, 2016 to 31st March, 2017
7. **Sector(s) that the Company is engaged in (industrial activity code-wise)** :

| Industrial activity code | Description |
|--------------------------|---|
| NIC Code : 62099 | Other Information Technology and Computer Services activities |

8. **List three key products/services that the Company manufactures/provides (as in balance sheet):**
 - Information Technology services and solutions
 - Platform IP
 - Technology Infrastructure
9. **Total number of locations where business activity is undertaken by the Company**
 - i. **Number of International Locations (Provide details of major 5)**: North America, United Kingdom, Europe, Singapore, Australia, Middle East & Africa
 - ii. **Number of National Locations**: Bengaluru, Chennai, Delhi, Hyderabad, Kolkata, Pune, Mumbai
10. **Markets served by the Company – Local/State/National/International**

North America, United Kingdom, Europe, Singapore, Australia, Middle East & Africa and India

Section B: Financial Details of the Company

| Sonata Software Limited | | | |
|-------------------------|---|---------------------------------------|---|
| | | FY 2016-17 Standalone (Rs. Crores) | FY 2016-17 Consolidated (Rs. Crores) |
| 1 | Paid up capital | 105,159,306 | 105,159,306 |
| 2 | Total Turnover | 6,302,604,361 | 25,614,588,874 |
| | (a) Revenue from operations (net of excise duty) | 5,926,033,666 | 25,211,284,473 |
| | (b) Other income (net) | 376,570,695 | 403,304,401 |
| 3 | Profit for the year (after taxes and minority interest) | 1,372,334,814 | 1,537,245,468 |

4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):

1.85 % of average profit for previous three years in respect of standalone (computation as prescribed by the Companies Act, 2013).

5. List of activities in which expenditure in 4 above has been incurred:-

| Sr. no | Particulars | Amount spent in Rs Crores |
|--------|---|---------------------------|
| 1 | Support Business Incubation program through CEDI-NIT Trichy | 0.36 |
| 2 | Initiate Research and Outreach program @ IISc | 0.37 |
| 3 | Support for Animal welfare through CUPA | 0.10 |
| 4 | Developing back-end invoicing module for Industree Crafts Foundation | 0.47 |
| 5 | Developing virtual tour app for Deccan Heritage Foundation | 0.16 |
| 6 | Developing teacher-student interactive education app for RISHI valley schools | 0.27 |
| | Total | 1.75 |

The Company's spending on Corporate Social Responsibility is 1.75 Crores.

Section C: Other Details

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

Yes. The Company has 9 subsidiaries, 1 Indian subsidiary and 8 overseas subsidiaries.



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| | | | | | | | | | |
|----|--|---|---|---|---|---|---|---|---|
| | Is yes, has it been signed by MD/owner/CEO/appropriate Board Director? | | | | | | | | |
| 5 | Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy? | Y | Y | Y | Y | Y | Y | Y | Y |
| 6 | Indicate the link for the policy to be viewed online? | http://www.sonata-software.com/corporate_governance | | | | | | | |
| 7 | Has the policy been formally communicated to all relevant internal and external stakeholders? | Y | Y | Y | Y | Y | Y | Y | Y |
| 8 | Does the company have in-house structure to implement the policy/policies. | Y | Y | Y | Y | Y | Y | Y | Y |
| 9 | Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies? | Y | Y | Y | Y | Y | Y | Y | Y |
| 10 | Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency? | N | N | N | N | N | N | N | N |

3. Governance related to BR

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

The BR performance would be assessed yearly. However there is no fixed term. The Board may review the BR initiatives and other related policies on regular intervals.

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

The Business Responsibility Report would be published annually on the website of the Company. Link to the same would be provided in the Annual Report.



Section E: Principle-wise performance

Principle 1

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

The Company has separate policies for Directors/employees and third parties. The Company has a third Party Code of Conduct for all its stakeholders. The same is posted on the website of the Company.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? *If so, provide details thereof, in about 50 words or so.***

The Company has not received any stakeholder complaint during the financial year 2016-17.

Principle 2

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

Since the Company is in the business of Information technology. The Company does not manufacture physical products but create and offer IT solutions and services. Thus product policies are not applicable to the Company. All the laws applicable to the company under the environmental laws are duly complied.

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):**
 - i. **Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?** Not Applicable
 - ii. **Reduction during usage by consumers (energy, water) has been achieved since the previous year?** Not Applicable

3. **Does the company have procedures in place for sustainable sourcing (including transportation)?**

Not Applicable

4. **Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**

Not Applicable.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Not Applicable

Principle 3

1. Total number of employees- 3366 as on 31st March, 2017
2. Total number of employees hired on temporary/contractual/casual basis- 114 as on 31st March, 2017
3. Number of permanent women employees- 806 as on 31st March, 2017
4. Number of permanent employees with disabilities- 1 as on 31st March, 2017
5. Do you have an employee association that is recognized by management? - No
6. What percentage of your permanent employees is members of this recognized employee association?
Not applicable
7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year:

| S.No. | Category | No of complaints filed during the financial year | No of complaints pending as on end of the financial year |
|-------|---|--|--|
| 1 | Child labour/forced labour/involuntary labour | NIL | NIL |
| 2 | Sexual harassment | NIL | NIL |
| 3 | Discriminatory employment | NIL | NIL |

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

| Particulars | Safety training | Skill up-gradation training |
|--|-----------------|-----------------------------|
| Permanent Employees | 70% | 70% |
| Permanent Women Employees | 70% | 70% |
| Casual/Temporary/Contractual Employees | 70% | 20% |
| Employees with Disabilities | 70% | 70% |



Principle 4

1. **Has the company mapped its internal and external stakeholders? Yes/No**

Yes.

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

Yes.

3. **Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**

Industree Crafts Foundation- Industree Crafts Foundation is a non- profit organization that works largely with women entrepreneurs at the grass roots level. Industree aims to generate employment and provide sustained, secure livelihoods by creating an ownership based, creative manufacturing ecosystem for small producer owned businesses.

Principle 5

1. **Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

Yes. The policy is applicable to Sonata, its subsidiaries and vendors.

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

The Company has not received any complaint regarding violation of human rights.

Principle 6

1. **Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

The policy is applicable to Sonata, its subsidiaries and vendors.

2. **Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

Yes. http://www.sonata-software.com/sites/default/files/upload_files/GOGREEN-SEP2016.PDF



3. Does the company identify and assess potential environmental risks? Y/N

Yes.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

No.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Yes.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

No show cause/ legal notices have been received from CPCB/ SPCB.

Principle 7

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

Yes, below mentioned are a few associations-

- a. National Association of Software and Services Companies
- b. Confederation of Indian Industry
- c. Retailers Association of India
- d. Indo-American Chamber of Commerce
- e. Indo- German Chamber of Commerce

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

No.

- 1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

Yes. The names of the programmes/initiatives in pursuit of the policy are listed specified below-

- Sense International (SITL)
- SKSVMA (Smt Kamala & Sri Venkappa M Agadi Charitable Trust) (SITL)
- Industree Crafts Foundation
- WCT(Wildlife Conservation Trust)(SITL project)
- The Handloom School

- 2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?**

Yes. Some of the projects that Sonata has undertaken is carried out through in-house team and the rest through external partners like NPOs/NGOs.

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

No. The current programmes have been rolled out a couple of years back and it is early to really measure the impact. However, we have definitely planned to look at impact assessment in the upcoming years.

- 4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.**

Sonata's contribution towards community development projects has been around 74 Lakhs.

- 5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

Yes. Each program has a program plan which is monitored through regular governance meetings to ensure the project objectives as per the plan is accomplished.

Principle 9

- 1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

Nil.

- 2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)**

Not applicable.



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- 3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**

No.

- 4. Did your company carry out any consumer survey/ consumer satisfaction trends?**

Yes.