

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	Sonata Software Limited 208, T V Industrial Estate, 2 nd Floor, S K Ahire Marg, Worli, Mumbai, Maharashtra 400 030, India
5.	Corporate office address	Sonata Software Limited 1/4, APS Trust Building, Bull Temple Road, N. R. Colony, Bangalore Karnataka 560 004, India
6.	E-mail	info@sonata-software.com
7.	Telephone	(O) +91-80-6778 1996
8.	Website	https://www.sonata-software.com/
9.	Financial year for which reporting is being done	FY 2022-23
10.	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> • BSE Limited (BSE) • National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	Rs. 14,02,12,408
12.	Name and contact details (telephone, email address) of the person for BRSR Reporting	info@sonata-software.com
13.	Reporting boundary	Consolidated

II. Product/Services

14. 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	Platform-based digital transformation, supporting businesses to become connected, open, intelligent, and scalable Computer Programming consultancy and related activities	>90% of the turnover

15. 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

16. 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	0	10	10
2	International	0	17	17

17. Markets served by the entity

a. Number of locations served

S.No.	Number of Locations served	Number
1	National (Number of states)	7
2	International (Number of countries)	12

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

Contribution of exports is 35% of total turnover of the entity.

c. Briefly explain the types of customers

Sonata has presence across various sectors that include manufacturing, retail, e-commerce, and pharmaceuticals with a geographic presence across America, Europe and APAC. Sonata's focus has been on the following industry verticals:

- Retail
- ISV Independent Software Vendors (ISVs)
- Agri Manufacturing
- Manufacturing & Distribution
- Travel
- Service Industries
- Healthcare
- BFSI
- Service industries

IV. Employees

18. 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)	5605	3894	69%	1711	31%
2.	Other than permanent (E)	829	592	71%	237	29%
3.	Total employees (D+E)	6434	4486	70%	1948	30%
Workers						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	137	121	88%	16	12%
6.	Total workers (F+G)	137	121	88%	16	12%

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)	Not Captured	Not Captured	Not Captured	Not Captured	Not Captured
2.	Other than permanent (E)	Not Captured	Not Captured	Not Captured	Not Captured	Not Captured
3.	Total Differently abled employees (D+E)	Not Captured	Not Captured	Not Captured	Not Captured	Not Captured
Differently abled Workers						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total Differently abled workers (F+G)	Not Captured	Not Captured	Not Captured	Not Captured	Not Captured

* We have gender neutral and no discrimination-based employment policy, We have specially abled employees but the numbers are not captured currently.

19. 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%

20. Turnover rate for permanent employees and workers

Category	FY 2023			FY 2022			FY 2021		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Total (%)		
Permanent employees	17%	15%	16%	28%	24%	27%	22%		
Permanent workers	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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

21. 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 Limited, UK	Subsidiary	100	Yes
8	Sonata Software (Qatar) LLC	Subsidiary	49	Yes
9	Interactive Business Information Systems Inc.^	Subsidiary	100	Yes
10	Sonata Australia Pty Ltd	Subsidiary	100	Yes
11	Sopris Systems LLC	Subsidiary	100	Yes
12	Gapbuster Ltd	Subsidiary	100	Yes
13	Encore Software Services Inc.	Subsidiary	100	Yes
14	Sonata Software Canada Limited	Subsidiary	100	Yes
15	Gapbuster Europe Limited	Subsidiary	100	Yes
16	Gapbuster Inc.	Subsidiary	100	Yes
17	Gapbuster Worldwide Pty Limited	Subsidiary	100	Yes
18	Gapbuster China Co. Limited	Subsidiary	100	Yes
19	Gapbuster Worldwide Malaysia SDN BHD.	Subsidiary	100	Yes
20	Kabushiki Kaisha Gapbuster Japan	Subsidiary	100	Yes
21	Sonata Software Intercontinental Limited	Subsidiary	100	Yes
22	Sonata Latin America S. de R.L. de C.V	Subsidiary	100	Yes
23	Quant Systems Inc. *	Subsidiary	100	Yes
24	Quant Cloud Solutions Private Limited*	Subsidiary	100	Yes
25	Quant Systems CRC Inc Sociedad de Responsabilidad Limitada*	Subsidiary	100	Yes
26	Woodshed LLC*	Subsidiary	100	Yes

Note: the above details are as on 31st March, 2023.

* Acquired in March 2023

+ Discontinued w.e.f 30th March, 2023

^ Merged in November 2022

VI. CSR Details

22.

i. Whether CSR is applicable as per section 135 of Companies Act, 2013:

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 - INR 92,086 lakhs (as per standalone financial statements)

II. Net worth - INR 55,360 lakhs

VII. Transparency and disclosure compliances

23. 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 2023			FY 2022		
		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 and Business ethics serves as grievance redressal where any external stakeholder can report concerns. https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata-Third-Party-Code-of-Conduct-and-Business-Ethics-2016.pdf	Nil	Nil	Nil	Nil	Nil	Nil
Investors		Nil	Nil	Nil	Nil	Nil	Nil
Shareholders		64	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)		Nil	Nil	Nil	Nil	Nil	Nil

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

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.	The Company deploys best-in-class HR principles and practices to maintain a strong bonding 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 performance, experience and has a direct impact on the Company's growth and customer satisfaction.
2	Corporate Governance & Business Ethics	Risk and Opportunity	Sonata Software Limited 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. Policies are reviewed on a periodical basis	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 increase in data breaches. Effective management is essential to follow regulations across the globe and maintain reputation among clients. We may incur financial liabilities if there are privacy breaches 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 implication can be high initially owing to increased operating costs in meeting the environmental standards but provides 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 this changing demand.	The Platformation offering has now matured over the past five years. The offerings range from consulting on platform alignment to Platformation, building, deploying, and managing platforms. The services span the whole technology stack: cloud services - modernization, native development, platform engineering, data and analytics - data modernization, creating data infrastructure on the cloud, insights using AI/ML, and implementing cloud SaaS platforms to improve core business processes	Positive: Our customer relationships, stakeholder engagement, and proprietary tools to ensure faster 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	Health and Safety of employees & Stakeholders associated with organization is a key ESG issue, especially in this pandemic scenario, organizations taking care of its employee w.r.t COVID assistance, Mental health & general health gain trust among clients & customers. Creating a safe & healthy work environment negates regulatory issues & proves beneficial to company's productivity	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, trainings and grievance redressal mechanisms in place have helped in employee retention.
7	Corporate citizenship & Philanthropy	Opportunity	Sonata Software 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 in improved trust and credibility.
8	Risk and Crisis Management	Risk	We are 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.	<p>Sonata Software launched two flagship events in FY 22-23:</p> <ul style="list-style-type: none"> • Tech Fest: An event showcasing the best in class solutions that we have provided to our clients and prospects. A display of technical process and execution capabilities of Sonata • Sonata Spark: To encourage technology talent at Sonata to innovate for client success and identify solutions that can be incubated for growth. We recognized innopreneurship through funding (Series A, B, C), cash prizes, publications/ applications for patents and an opportunity 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 enables significant cost savings and positive impact on our surroundings.	<p>Following our few initiatives, we have in place:</p> <ul style="list-style-type: none"> • Deployment of energy-efficient computers and sophisticated office automation, installation of sensors and energy meters for closed monitoring of AHU run hours on daily basis. • Implemented new technology-based systems for washroom water management named HUIDA where we will be using only 1 to 1.5 Liters for flushing and installed water aerators to the taps. 	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 around 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 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

Points	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								
P4	https://www.sonata-software.com/sites/default/files/financial-reports/2021-08/corporate-social-responsibility-policy.pdf https://www.sonata-software.com/privacy-policy								

	Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
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-responsibility-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-responsibility-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 Information Security Management System c. ISO 27001 for Information Security Management System d. IGBC Platinum Rating – Green Interior Rating System for Sonata Software Solutions Limited (Subsidiary of Sonata Software Limited) e. CMMI- Best Practices for Product Engineering Development and Quality for ensuring predictable outcomes and driving continuous improvement f. Azure Expert Managed Service Provider: Microsoft Certification demonstrating the technical capabilities in the Microsoft Cloud Partner Program. g. 3rd Party Assurance for Greenhouse Gas Emissions Scope1,2,3.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	We have set the following targets under the E, S and G pillars: Environment: <ul style="list-style-type: none"> Reduce energy intensity by 5% Year on Year (YOY) with FY 2023 as baseline TCFD Reporting and Risk assessment. SbTi Commitment by FY 2024 Social: <ul style="list-style-type: none"> Human Rights Due Diligence Audit/Assessment of 10% Tier-1 suppliers by FY 2024, to be gradually increased on Y-O-Y basis Governance: <ul style="list-style-type: none"> Become UNGC Signatory by FY 2024 Setup Sustainability Council by FY 2024 which shall review the ESG progress periodically 								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	We have an ESG Vision in place that covers five thematic areas namely Climate Change, Human Capital Development & Retention, Labour Practice Indicators, Customer Relationship Management, Human Rights & Health and Safety. We have set targets and target year under each of these areas and will begin to track progress against each target from the following year.								

* 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)

At Sonata, we remain steadfast in our resolve to conduct business as an environmentally and socially responsible corporate citizen. As a result, environmental, social and governance measures are an integral part of our own operations and that of the partners/vendors/suppliers with whom we work. In spite of the complexities involved in sensitizing and upscaling the suppliers/vendors to establish and adhere to ESG measures in their operations, we are committed to partner with them to raise awareness and build capacity. Towards that end, Sonata provides training and capacity building for Suppliers on ESG and Sustainable Procurement and has set a target to provide training for 30% of Tier-1 suppliers on ESG best practices and undertake audits of 10% of Tier-1 suppliers by FY 2024. As part of our ESG Vision, we have set targets against our material issues under E, S and G pillars. We continue to enhance our data management systems to keep track of the progress we make against each target and communicate to our stakeholders.

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 / Committee of the Board/ Any other Committee								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Subject for Review	b. Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Performance against above policies and follow up action	Annually								
2	Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	Annually								

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 and procedures are reviewed by external consultants 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	2 Training sessions (Yearly)	As part of annual strategy planning process, the Company had organized the familiarization programme to its Independent Directors	100%
2	Key Managerial Personnel	2	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	556	Technical: Azure, AWS, Dynamics, Power Apps, Automate, Agile, Microservices, Angular, React, Full stack for all competencies. Non-Technical: ESG, POSH, Information Security, EHS.	Technical Training 42% Non-Technical: 87%
4	Workers	2	ESG Awareness, EHS Office safety	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 2023

No material monetary & non-monetary fines/penalties were paid in FY 2023.

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

	Segment	FY 2023	FY 2022
1	Directors	Nil	Nil
2	KMPs	Nil	Nil
3	Employees	Nil	Nil
4	Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

	Segment	FY 2023		FY 2022	
		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

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
3	Environmental, Health, Safety, Office Safety, Safe Driving, ESG, Sustainable procurement	4.0%

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.

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.**

S. No	Segment	FY 2023	FY 2022	Details of improvements in environmental and social impacts
1	R&D	NA	NA	Nil
2	Capex	NA	NA	Nil

2.

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

Yes, Sonata Software 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?**

We have on going Supplier Assessments with our value chain. Till now 4% of our inputs were sustainably sourced. In FY 23-24, we plan to target our 10% Tier-1 suppliers by FY 2024 for training and cover under Sustainable sourcing.

- 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 2023 (Current Financial Year)	FY 2022 (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 2023 (Current Financial Year)			FY 2022 (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	3894	3894	100%	3894	100%	Nil	Nil	Nil	Nil	-	-
Female	1711	1711	100%	1711	100%	1711	100%	Nil	Nil	1711	100%
Total	5605	5605	100%	5605	100%	1711	100%	Nil	Nil	1711	100%
Other than Permanent Employees											
Male	522	522	100%	-	-	-	-	-	-	-	-
Female	222	222	100%	222	100%	222	100%	222	100%	222	100%
Total	744	744	100%	744	100%	744	100%	744	100%	744	100%

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	121	0	0	121	100%	0	0	0	0	0	0
Female	16	0	0	16	100%	0	0	0	0	0	0
Total	137	0	0	137	100%	0	0	0	0	0	0

2. Details of retirement benefits for Current and Previous FY

S. No.	Benefits	FY 2023			FY 2022		
		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	5605	137	Y	5381	123	Y
2	Gratuity	5605	137	Y	5381	123	Y
3	ESI*	5605	137	Y	5381	0	Y

S. No.	Benefits	FY 2023			FY 2022		
		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.)
4	Suprean-nuation	5605	0	NA	5381	0	NA
5	NPS	5605	0	NA	5381	0	NA

* All eligible employees and workers on whom ESI is applicable as per ESI Act 1948 are covered under ESI. For the business location, which does not come under the purview of ESI, the workforce which is not included here are covered through workmen 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 Software Limited 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	-	-
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	Yes, Sonata has a grievance redressal mechanism in place for addressing sexual harassment incidents and take prompt and necessary action on anyone violating the policy. It applies to all permanent and other than permanent employees and workers.
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 2023					FY 2022				
	Total (A)	On Health and safety measures		On Skill upgradation (D)		Total	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	4486	2203	49.1 %	1954	75%	2758	NA	NA	1588	58%
Female	1948	1009	51.7 %	931	94%	1239	NA	NA	724	58%
Total	6434	3212	49.9 %	2885	81%	3997	NA	NA	2312	58%
Workers										
Male	121	121	100%	121	100%	114	114	100%	114	100%
Female	16	16	100%	16	100%	9	9	100%	9	100%
Total	137	137	100%	137	100%	123	123	100%	123	100%

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

Category	FY 2023			FY 2022		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	3894	TBC*	TBC*	3297	2332	71%
Female	1711	TBC*	TBC*	1465	891	61%
Total	5605	TBC*	TBC*	4762	3223	68%
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 2023						
[^] There are no permanent workers as part of Sonata. Other than permanent workers include third-party contractual workers who get covered for performance reviews by third-party contractors. Hence, it is not applicable for Sonata.						

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. We have EHS policy in place. Sonata strives for continual improvement for the safety of employees by committing to deliver a leading environmental, health and safety (EHS) program. We recognize the reliance and impacts our business has on the environment, community, and social well-being of all the stakeholders. At Sonata Software, we are dedicated to ensuring the health and safety of our employees. We have inhouse EHS team for effectively driving the health and safety related initiatives and monitoring the same.
2. We have put up signages across all our Indian offices related to safety, which include fire safety, electrical safety, and others. Our EHS team ensures that all the employees are aware of these signages and follow the safety instructions.
3. We plan and execute Health and Safety Awareness programs regularly. These programs include training sessions, seminars, and workshops for our employees.

4. 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.
5. We collect data from all our offices monthly regarding unsafe observations. We record this data in our EHS register and take necessary corrective actions to prevent any potential hazards.
6. We have drafted an Emergency Preparedness Plan document to ensure that our employees are prepared to respond to any emergency situation. This document includes procedures for evacuation, first aid, fire safety, and other emergency situations.
7. To assess the EHS status of each office, we use an EHS Audit checklist.

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

To identify potential hazards, we have planned to prepare a Hazard Identification and Risk Assessment (HIRA) document. Our EHS team regularly updates this document to include any new hazards that may arise. We will also conduct Aspect Impact Assessment to assess the impact of our operations on the employees and surrounding and take necessary measures to mitigate any adverse impact.

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

There is an incident management procedure that includes incident reporting, investigation, and application of suitable corrective actions. Employees, contract workers, are all required to report accidents as well as near-misses and possible risks. An Incident Communication metrics, a department-specific mail id, and internal leadership communication are some of the mechanisms that have been put in place to report incidents.

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 2023	FY 2022
1	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
		Workers	6.33	0
2	Total recordable work-related injuries	Employees	0	0
		Workers	2	0
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

1. Training and Awareness:

We conduct office safety sessions to educate our employees on the safety protocols and best practices that they should follow while at work. These sessions include fire safety, electrical safety, and other



office-related hazards. We conducted mental health webinars for our employees to educate them on the importance of mental health and how to manage stress and anxiety. We conduct road safety sessions to educate our employees on safe driving practices, pedestrian safety, and road rules. We have provided training on EHS safety for our admin and security, and housekeeping staff to ensure that they are aware of the safety protocols and best practices. Training on ergonomics to educate our employees on how to set up their workstations to prevent musculoskeletal disorders.

2. Employee Engagement Campaigns:

We celebrated the National Safety Week. We organized Office Safety Session to educate our employees on the safety protocols and best practices that they should follow while at work. These sessions include fire safety, electrical safety, and other office-related hazards. We conducted a safety painting competition during the celebration of National Safety Week. This competition encourages our employees to use their creativity to promote safety awareness.

13. Number of Complaints on the following made by employees

	FY 2023			FY 2022		
	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% of the offices are covered
Working conditions	100% of the offices are covered

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 remittance of statutory dues by value chain partners are reviewed as part of statutory audits.

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 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)	FY 2023 (Current Financial Year)	FY 2022 (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	4%
Working Conditions	4%

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.

N.A.



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.

Internal and external stakeholders have been identified based on impact and relevance. Stakeholder engagement. We prioritized the stakeholders in consultation with the management. The expectations of identified stakeholders help in the prioritization of strategy, policies, and action plans for the environment, economy, and society. Key stakeholders include Investors, Customers, Employees, Regulators, Industry associations, Communities and Vendors/suppliers.

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	Project-related meetings, management reviews, relationship meetings Company website, social media, Customer surveys, Emails, Telephonic Conversations	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, Employee Engagement Surveys, Townhalls, 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 Associations	No	Conferences, Industry Performance Meetings	As needed	Industry and ESG Trends, emerging best practices, Technology Landscape
Communities/NGOs	Yes	Online / Offline meetings, Emails, Website, Social media posts	Weekly/Monthly between CSR partners and CSR leads	To cater to our community 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.**

Consultation with stakeholders on E,S and G topics are delegated to the departments within the organization who are also responsible for engaging with stakeholders continually. Our stakeholders are very keen on understanding Sonata's steps in reducing ESG risks . We regularly share our performance with our stakeholders through calls, emailers, website and public disclosures' CSR & Sustainability Board committee meets every quarter to discuss ESG topics. ESG Risks are also addressed in Board Risk Management Committee meetings.

- 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, Our stakeholder's consultation has proved useful in providing key environmental, and social topics in our processes. For ex. When we began accounting for our Emissions, we were driven by our Clients support and expectations in GHG inventorisation and built our data management and disclosure activity accordingly.

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

The communities for our CSR projects are considered vulnerable/ marginalized groups. We have in place an effective monitoring and feedback mechanism to record progress of CSR initiatives and address concerns of our communities. The CSR committee conducts impact assessments periodically to ensure smooth functioning of the implemented CSR programs.

We also engage with our local suppliers and vendors through formal channels such as offline/online meetings, awareness sessions etc., and monitor and provide feedback/support as required.



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 2023			FY 2022		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	5605	1852	33%	4031	2708	67%
Other than Permanent	829	167	20%	NA	NA	NA
Total employees	6424	2019	31%	4031	2708	67%
Workers						
Permanent	-	-	-	-	-	-
Other than Permanent	137	137	100%	123	123	100%
Total workers	137	137	100%	123	123	100%

2. Details of minimum wages paid to employees and workers

Category	FY 2023					FY 2022				
	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	3894	0	NA	3894	100%	3370	0	NA	3370	100%
Female	1711	0	NA	1711	100%	1311	0	NA	1311	100%
Other than permanent										
Male	592	0	NA	592	100%	504	0	NA	504	100%
Female	237	0	NA	237	100%	196	0	NA	196	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	121	0	NA	121	100	114	0	NA	114	100
Female	16	0	NA	16	100	9	0	NA	9	100

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

	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	43.80
Key Managerial Personnel (KMP)^	3	1,264.98	1	93.61
Employees other than BoD and KMP	4483	12.89	1947	9
Workers	121	Contractual workers salary/ wages is governed by the service vendors. Sonata ensures workers get equal and fair pay.	16	Contractual workers salary/ wages is governed by the service vendors. Sonata ensures workers get equal and fair pay.

* 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

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, Human Resource Business Partners handle human rights impacts and issues, along with Chief Human Resource Officer who has approving authority on our Human Rights Policy.

Our Board also looks after ESG updates, risks and opportunities including Human rights risks under Risk Management Committee and CSR -ESG Committee.

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 2023		FY 2022	
	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. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases

We have a Vigil Mechanism Policy in place to report genuine concerns about unethical behavior, actual or suspected fraud, theft, bribery, misappropriation of Company funds, financial reporting violations, safety or product quality issues, discrimination or harassment including sexual harassment.

No unfair treatment will be meted out to a whistleblower by virtue of his/her having reported under this Policy. The Company condemns any kind of discrimination, harassment, victimization or any other unfair employment practice being adopted against Whistle Blowers. Complete protection is given to Whistle Blowers against any unfair practice like retaliation, threat or intimidation or termination/suspension of service, disciplinary action etc. to obstruct the Whistle Blower’s right to continue to perform his duties/ functions including making further disclosure.

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

Yes

9. Assessments for the year

Section	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The company conducts its processes to ensure the listed sections are compiled as per law. Human rights is part of our contracts and agreements and we ensure its followed strictly. We have also undergone Materiality assessment by third party which covered all Human rights topics applicable to Sonata Software limited covering all locations.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable

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 undertake Human Rights due diligence to identify the main risks of violation of Human Rights for the Company. In the due diligence processes, prior to entering into any new business relationship or any other type of agreement, we will assess the Human Rights policies and practices of its counterparties as part of our analysis process. Any identified breach of the respect for Human Rights will be analyzed based on internal procedures, legislation, and agreements in force, possibly resulting in disciplinary measures being taken.

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

We have initiated the process of Human Rights Due Diligence Survey and the report will be published in FY 2024.

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	4% of our suppliers were assessed on following parameters- <ul style="list-style-type: none"> • 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

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

Based on our assessment, our local vendors required training and awareness on Sustainability and ESG. To counter this, we undertook training of our suppliers where we shared industry best practices, ESG awareness.



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 2023	FY 2022
Total electricity consumption (A)	1,18,01,671.2	85,57,934.40
Total fuel consumption (B)	589,192.66	3,92,691.24
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	12,390,863.86	89,50,625.64
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (in MJ/rupees)	0.000166340	0.000161175

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) : Yes, Earthhood Services Private Limited has done the assurance for Scope 1, Scope 2, Scope 3 emissions which includes Energy and Fuel data for FY2022-23 data.

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.

NA

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

Parameter	FY 2023	FY 2022
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	1,557	1,372
(iii) Third party water	16,382	15,815
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	17,939.8	17,187
Total volume of water consumption (in kilolitres)	17,939.8	17,187
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000002408	0.0000003095
Water intensity (optional) – the relevant metric may be selected by the entity		

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

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

We do not have Zero Liquid Discharge Mechanism yet as we operate in leased facility. But we have water recycling facility at Global village unit I at Bengaluru and Chennai office.

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

Parameter	Please specify units	FY 2023	FY 2022
NOx	Mg/nm3	499.8	458.6
SOx	Mg/nm3	279.2	261.1
Particulate matter (PM)	Mg/nm3	903.6	830.7
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) If yes, name of the external agency.

Yes, We get this data verified by external lab (Prasad Enviro Labs Private limited)

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

Parameter	Please specify units	FY 2023	FY 2022
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	177.11	60.27
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2678.19	1933.66
Total Scope 1 and Scope 2 emissions per rupee of turnover	-	0.00000003833	0.00000003590
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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, Earthhood Services Private Limited has done the assurance for Scope 1, Scope 2, Scope 3 emissions which includes Energy and Fuel data for FY2022-23 data.

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

Yes, We have an active GHG reduction program at our organisation. We are actively monitoring our emissions and reducing the same. We have undertaken the following initiatives:

- We have Renewable Energy in our Energy Mix with our Global Village, Bangalore office procuring 100% Green Energy.
- The company has used sustainable building materials for its newly started Tower F building in Global Village. This has helped company to achieve IGBC Platinum Certification. These initiatives will achieve 10-15% reduction in utility cost.
- 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.
- Performing routine maintenance on UPS and AC plants to ensure optimal functioning of the equipment.
- 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.
- Making use of the most up-to-date, energy-efficient computers and equipment, which will aid in energy saving.



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

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
	Total Waste generated (in metric tonnes)	
Plastic waste (A)	0.25	0.2
E-waste (B)	5.187	2.015
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	0.033	12.4
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	0.07	0.132
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Paper 0.015	Paper 0.2
Total (A+B + C + D + E + F + G + H)	5.56	15
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		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total*	NA*	NA*

* Non-hazardous waste are handled by landlord and it is disposed through Municipal corporation.

9. 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 Software is a service-based company. Most of our waste is generated during disposal of assets, DG set operation & Pantry waste. We fulfill all compliances related to E waste disposal & Hazardous waste returns. We also strive to recycle our waste & not end up in landfill. We have Asset Management Policy which ensures Electronics are maintained to ensure longer life & asset disposal happens through authorized E waste recycler. We also reduce our waste by purchasing refurbished laptops, wherever possible, hence reducing the quantum of waste generated.

10. 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

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

Not Applicable

12. 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
	NIL	NIL	NIL	NIL

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Mega Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2023	FY 2022
From renewable sources*		
Total electricity consumption (A)	4948600	3505863.6
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	4948600	3505863.6
From non-renewable sources		
Total electricity consumption (A)	6853074	5052071
Total fuel consumption (B)	589192.66	392691.24
Energy consumption through other sources (C)	NA	NA
Total energy consumption from non-renewable sources (A+B+C)	7442266.99	5444762.25

* We are using renewable electricity from our builder but we are not accounting the emissions associated with it in our GHG inventory as we don't claim the credits from same.

2. Provide the following details related to water discharged:

With treatment – please specify level of treatment

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.

No

Parameter	FY 2023	FY 2022
Water discharge by destination and level of treatment (in kilolitres)		
To Surface water	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
To Groundwater	-	-
No treatment	-	-
With treatment – please specify level of treatment	-	-
To Seawater	-	-
No treatment	-	-



Parameter	FY 2023	FY 2022
With treatment – please specify level of treatment	-	-
Sent to third parties		
No treatment	9813.8	6,335.16
Sent to builder STP for treatment	8126	10662
With treatment – please specify level of treatment	-	-
Others		
No treatment	-	-
With treatment – please specify level of treatment	ETP	ETP
Total water discharged (in kilolitres)	17939.8	17187.16

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

Not applicable

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

Parameter	Please specify units	FY 2023	FY 2022
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4215.26	1207.44
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent	0.00000005659	0.00000002174
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

Yes, Earthhood Services Private Limited has done the assurance for Scope 1, Scope 2, Scope 3 emissions which includes Purchased good and services, Waste generated in operations, Business travel, - Employee commute- Work from home, T&D Losses for FY2022-23 data.

5. 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.

Not Applicable

6. 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 in our Energy Mix	Our two offices in Global village currently procuring 100% Green Energy.	Using renewable energy for energy consumption.
2	IGBC Platinum Certification	The company have used sustainable building materials for its newly started Tower F building in Global Village.	These initiatives will achieve 10-15% reduction in utility cost.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with+ summary)	Outcome of the initiative
3	Surveillance of utility	After regular business hours, maintaining constant surveillance of the floor and turning off the lights.	Reduction in energy consumption. Saving in energy cost
4	Air conditioning	Switching off the air conditioning units during off-peak hours and on week-ends.	Reduction in energy consumption and emissions. Saving in energy cost
5	Routine maintenance	Performing routine maintenance on UPS and AC plants to ensure optimal functioning of the equipment.	Increased efficiency
6	Reusable Ceramic Cups for the replacement of Paper Cups	This initiative generates savings of 10000 /month	Reduce the amount of waste produced Reduce the carbon footprint of producing a paper cup and disposing of it.
7	Organic Bio-tech Products for Housekeeping Consumables	This initiative generates savings of 5000/month	Safety for workers
8	First Aid – Box	EHS- safety – Mandatory	Ensure Safety at office
9	Water aerators	Use of Water aerators	Water saving – up to 30% Consumption to normal flow Taps
10	The HUIDA bathroom water management system	We use this system for the washrooms of offices	considerably lowers water use when compared to a standard commode flush.

7. 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. The plan is not publicly available.

- 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.
- Emergency Response Team (ERT): Responsibility of ERT Leader. The information about EMERGENCY EVACUATION OF VULNERABLE POPULATIONS, CASUALTY EVACUATION.

8. 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?

Climate change risks and opportunities have not impacted Sonata's supply chain related business strategies. However, suppliers are valuable stakeholders in the entire value chain. Hence, we have a process in place where we assess the supplier's basis of their ESG performance or have some level of Environmental and Social Audit to prioritize and work with the best. However, most of our suppliers only provide services/products that ensure sustained operations for the company and do not contribute



directly into Sonatas' services/offerings. Therefore, the magnitude of impact is considered low, but we are actively monitoring this risk.

We have integrated supplier evaluation and engagement in our supply chain process. All of our product or service suppliers need to fill out our supplier environment assessment form. They are scored based on their responses. Our supplier evaluation covers their GHG emissions, commitment to sustainability initiatives. We annually engage with our suppliers to bring awareness and competence to climate-related issues. We conduct campaigns and training for the suppliers to improve their environmental performance. We offer training and support for our Tier 3-4 suppliers to help them in Climate-related training, we also do not prefer new vendors who perform poorly in the Supplier assessment. Thus, for our suppliers, taking climate change mitigation steps acts as an incentive for them.

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

4%.

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 FY 2022-23

Not applicable. Although, we have not received a notification for Social Impact Assessment, Sonata Software has proactively conducted third party Social Impact Assessment for two 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
<p>Development of Mobile science lab with Agastya International Foundation as implementation agency in Dharwad and Kolar Karnataka:</p> <ol style="list-style-type: none"> 1. Lab on Tab (WeLearn app) -Building a knowledge repository to be accessible by an android app-based learning platform. 2. Development of Mobile science lab- Hands-on Science Education in Rural Schools. 3. Digital module creation for Lab on Tab (WeLearn app)- Digital content for greater reach. 	NA	NA	Yes	Yes, Mentioned in Annual Report 22-23	Mentioned in Annual Report 22-23
<p>Supporting Women and Children with Kriti Social Initiatives as implementation partner-</p> <ol style="list-style-type: none"> 1. Supporting two government schools by providing them with trained teachers-To improve the pupil-teacher ratio-Sheikpet Primary Schools and Gati Government Primary School in Hyderabad 2. Notebook distribution to school children during COVID-To support children education need during COVID -Sheikpet slums Hyderabad 3. Tailoring skill training for women under Project Milan-Livelihood skilling -Khairatabad, Tolichowki, BTN, Singereni Colony, Hyderabad 4. Supporting the setting up of production unit by Kirti under Project Hunar-Provide employment opportunity for women trained by Kriti through an E-commerce portal , -at ToliChowki, Hyderabad 5. Kritikala website built by Sonata volunteers- Empowering NGO communication by developing website 	NA	NA	Yes	Yes, Mentioned in Annual Report 22-23	Mentioned in Annual Report 22-23

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 engage with our stakeholders both formally and informally. All lines of communication are open for NGO partners to connect with our CSR team, in case of any support. We have established formal dialogue through- Weekly meetings with NGO partners, Quarterly/Six Monthly Governance with all Program Partners by CSR Head, Quarterly meetings with Board & CSR committee, Offline meetings with the community as and when required on a periodic basis.

Sonata Software firmly believes that Stakeholder's engagement & involvement is key to fulfilling CSR objectives. We engage with our stakeholders periodically on CSR matters & projects. We involve our employees in volunteering in CSR projects. We engage with our Board & leadership on CSR implementation & updates, we also communicate our progress to investors, employees, and the public through social media channels & reports. Our CSR team works in coordination with our NGO partners and community and has weekly meetings to discuss the progress, their queries & feedback, and ways to support.

Our Third-Party Code of Conduct and Business ethics serves as grievance redressal where any external stakeholder can report concerns.

<https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata-Third-Party-Code-of-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 2023	FY 2022
	2% MSME Vendors	3% MSME Vendors
Sourced directly from within the district and neighboring districts	Sourced directly from Bangalore-66% Others-33%	Sourced directly from Bangalore-62% others-37%
*We are in the process of identifying channels to directly source from MSMEs.		

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 Actions taken
<p>No Negative Impacts were provided by 3rd party assessment for CSR SIA.</p> <p>Areas of improvement based on stakeholder feedback:</p> <ul style="list-style-type: none"> Re-enforcing learnt skills by repeating Skill development training programmes will contribute to the long-term sustainability of the skills learnt. Teacher training and deployment program could embed interventions to build skills of existing teachers and use technology to help manage pupil-teacher ratios sustainably. Testing champion/challenger approach to Mobile Science Lab teaching, improving the frequency of the Mobile Lab visits or some interventions to engage students until the next Lab visit could enhance student learning outcomes. 	Not Applicable

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 also mentions preference to purchase from suppliers comprising marginalized /vulnerable groups . For ex. We prefer to procure materials/services from localized vendors and give preference to local and marginalized/vulnerable businesses for procuring our 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 corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

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 Software has 3 entities applicable for CSR. SSL, SITL and SSSL. The details for each are mentioned below Projects under Sonata Software Limited ("SSL")					
1	Agastya International Foundation	Enhancement of user Experience for Application for Mobile Science Labs	Education and the Environment	4020	100%
2	Industree Foundation	Developing an Online Repository for Artisans to store Designs and Products for Artisans (Co-Create)	Traditional Art and Handicrafts	3500+	100%
3	MAP Foundation	Developing a Museum Management System-Phase 2	Traditional Art and Handicrafts	4000	100%
4	Indian National Trust for Art and Cultural Heritage (INTACH)	Developing a Digital Platform for Someshwara Temple in Ulsoor, Bengaluru	Preservation of Cultural Heritage	Promotion of cultural heritage. Increased accessibility and Enhanced visitor experience of temple website. 1000+	100%

S. No.	CSR Project			No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
5	ISDM	Revamping their existing website into a new flexible & user-friendly responsive website	Education and the Environment	1000+	100%
6	Application support for INTACH, KRITI, NITK SNEHA TRUST, SENSE INDIA	Application support	Schedule VII, Promoting Education	50	100%
Projects under Sonata Information Technology Limited ("SITL")					
1	MAP	Traditional Art and Handicrafts	Contribution towards Physical Opening of Museum (25 lakhs) Contribution towards MAP-SITL Art Conservation (10lakhs) Visible/Invisible Program for Women inclusion (25 lakhs)	4000	100%
2	Sneha Trust	Education and the Environment	To Improve the quality of education and access to opportunities	225	100%
3	Samatvam trust	Healthcare	To Act as a crowd funding platform for Samatvam Programs	13	100%
4	Roshni Trust	Healthcare	Providing services in Mental Health by creating awareness to eradicate stigma attached to psychiatric issues to underprivileged communities	1321 sessions conducted	100%
5	Academy of Family Physicians of India [AFPI]	Healthcare	To support primary Healthcare Leadership fellowship	7 physician-leaders in the primary care landscape impacted the 53009 population for healthcare	100%
6	Sri Kamala & Sri Venkappa M Agadi Trust [SKSVMA]	Education and the Environment	Providing Scholarship to the rural women students of SKSVMA college of engineering	6	100%
7	Friends of Moral Re-Armament [FMRA]	Preservation of Cultural Heritage	To improve Leadership among the Rural communities who hail from economically, socially and politically marginalized backgrounds	19	100%

S. No.	CSR Project			No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
8	Deccan Heritage Foundation	Preservation of Cultural Heritage	To preserve heritage by supporting restoration of Rang Mahal Hyderabad and Lecture of Prof Molly Atkins at Rang Mahal Garden at Hyderabad in Jan 23	2235	100%
9	OGQ- Foundation of Promotion of Sports and Games	Promote rural sports, nationally recognized sports, Paralympic sports and Olympic sports.	To support training of athletes for Olympics 2024 and Paralympics	23	100%
10	Sweet heart Foundation	Disaster management, including relief, rehabilitation and reconstruction activities	To provide relief to Orissa flood victims	350	100%
11	Hyderabad Public School	Promotion of Education	Promotion of Science and Technology among young students	8000	100%
13	Farmers for Forest (Efficient Ecosystem Protection Association)	Protection of environment	Empowering the marginalized farmers by improving their income along with reducing the carbon emissions to environment by planting 6000 trees over 15 acres of unused and degraded land.	Creation of over 140 days of rural employment Improvement in biodiversity of area by plantation of 6000 trees	100%
14	Centum foundation	Promotion of Education	Promotion of education and enhancement of employment of underprivileged diversified youth in IT sector. Under this engagement, Full Stack Development course will be provided to 500 beneficiaries which includes 400 women, especially abled, 100 rest of under need students, along with placement assistance.	500	100%
Projects under Sonata Software Solutions Limited ("SSSL")					
1	Agastya International Foundation	Education and the Environment	Development of Teacher-Student Collaboration platform	4020	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 and Customer Compliant handling which is typically done:

- At Critical Milestone or Release or Phase Completion
- At Project Completion
- At least every Six Months 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. 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 the following:

Our business teams have dedicated employees and teams to look after client's complaints. Customers can connect with us through our website, social media channels as well as through dedicated business teams POCs.

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

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

	FY 2023 (Current Financial Year)		Remarks	FY 2022 (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	Nil	0	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	0	0	Nil	0	0	Nil
Delivery of essential services	3	0	Nil	3	0	Nil
Restrictive trade practices	0	0	Nil	0	0	Nil
Unfair Trade Practices	0	0	Nil	0	0	Nil
Other	0	0	Nil	0	0	Nil

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, we have in place a Cyber Security Policy shared internally. Our Privacy policy is available in public domain

<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	NA
Advertising	NA
Cyber-security	NA
Delivery of essential services	<ul style="list-style-type: none"> Grooming sessions organized to understand the Business need of the Connectors / Recipes before sprint start Provided training to the resources to upskill them Re-baselined the plan based on revised approach for integration as agreed with customers
Restrictive Trade Practices	NA
Unfair Trade Practices	NA
Other	NA



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.

Webinars, Social media posts, Website content, emailers & meetings

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

As per ADMIN Manual, all disruptions/discontinuation/alerts are shared to employees with help of signboards and emailers. Similar process is available for various type of emergency situations- such as Bomb threats, Workplace violence etc. Details as shared below:

Internal Communication			
Communication Phase	Communication Type	Audience	Description
During evacuation	Announcement	Employees, Visitors	Evacuation message is relayed on the public addressing system for evacuation of floor/building
Immediately after evacuation	Signage's & In-person	Employees trying to enter the premises after the evacuation	Signage will be displayed at all major entrances clarifying that the occupants are not currently allowed to enter the building / office due to safety concerns.
			Security personals will close the entries of the building/office and inform employees personally.
After Evacuation	E-mail COVID / pandemic scenario	Employees	The Property Manager will send a message to employees that include new guidelines, updated protocols, updated procedures, updates on potential reentry date, and general updates on improvements to building/offices / outlets to address the current hazard.
Before re-entry	E-mail, Video Conferencing for COVID scenario re-entry. Announcement for other type of emergencies from concerned authorities	Employees	In case of COVID / pandemic scenario evacuation: The Property Manager will send a message to all regular employees on the updated set of policies. Protocols that includes guidance on the current emergency situation and appropriate measures for when employees can return to the office. Employees can project their needs and concerns before returning to Building.

External Communications			
Communication To	Communication Phase	Communication Type	Description
Fire Service, Disaster Management Cell, Police	During Emergency	Verbal via Phone call	Security in-charge/Security emergency coordinator
			will inform based on the suggestion from ERT Head/Property Manager
Nearest Hospital, Ambulances services,	During Emergency	Verbal via Phone call	Security or Security in-charge/Security emergency coordinator will inform based on the suggestion from ERT Head / Property Manager.
Fire Service, Disaster Management Cell, Police	After Emergency	Written	Information will be provided based on the suggestion from ERT Head / Property Manager.

- 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)**

Not Applicable

- 5. Provide the following information relating to data breaches:**

a. Number of instances of data breaches along-with impact: None

b. Percentage of data breaches involving personally identifiable information of customers: None

