BUSINESS RESPONSIBILITY REPORT 2021-22

Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company** : L72200MH1994PLC082110

2. **Name of the Company** : Sonata Software Limited

3. **Registered address** : 208 T V Industrial Estate, 2nd Floor, S. K. Ahire Marg, Worli Mumbai, 400030

4. **Website**: www.sonata-software.com

5. **E-mail id**: info@sonata-software.com

6. **Financial Year reported** : 1st April, 2021 to 31st March, 2022

7. **Sector(s) that the Company is engaged in (industrial activity code-wise) :**

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

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

   - Information Technology services and solutions
   - Platform IP
   - Technology Infrastructure and Services

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

   i. **Number of International Locations (Provide details of major 5)**: North America, United Kingdom, Europe, Australia, Middle East & Singapore

   ii. **Number of National Locations**: Bengaluru, Chennai, Delhi, Hyderabad, Kolkata, Pune, Mumbai

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

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

Section B: Financial Details of the Company

Sonata Software Limited		FY 2021-22 Standalone (₹ in Lakhs)	FY 2021-22 Consolidated (₹ in Lakhs)
1	Paid up capital	1,039	1,039
2	Total Turnover	92,238	565,535
	(a) Revenue from operations (net duty)	75,814	555,337
	(b) Other income (net)	16,424	10,198
3	Profit for the year (after taxes and minority interest)	23,519	37,643

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

   2% (Rs. 3.96 Crores) of average profit for previous three years in respect of standalone (computation as prescribed by the Companies Act, 2013).

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

Sr. no	Particulars	Amount spent in ₹ Crores
1.	Sneha Trust- Developed a digital application for Sneha Trust's Learning Management System	0.38
2.	Kriti Foundation- Enhanced a user experience for Kriti's website	0.02
3.	Sense - Revamping their existing website with new functionalities and fund-raising module to help their Programs	0.08
4.	Industree Foundation – Developing an Co create platform for Artisans to store designs and products	1.4
5.	MAP - Developed a Museum Management System	1.59
6.	Intach –Developing a Digital Platform for Someshwara Temple in Ulsoor, Bengaluru	0.49
	Total	**3.96**

The Company's spending on Corporate Social Responsibility is ₹ 3.96 Crores.

Section C: Other Details

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

   Yes. The Company has 21 subsidiaries, 3 Indian subsidiaries and 18 overseas subsidiaries.

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

   The Company's Indian subsidiaries Sonata Information Technology Limited and Sonata Software Solutions Limited participates in the BR initiatives of the Company.

3. **Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities?**

   No.

Section D: BR Information

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

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

   - DIN Number **: 00001401**
   - Name **: Mr. P Srikar Reddy**
   - Designation **: Managing Director**

   b) **Details of the BR head**

Sl. No.	Particulars	Details
1.	DIN Number (if applicable)	Not applicable
2.	Name	Mr. Jagannathan C N
3.	Designation	Chief Financial Officer
4.	Telephone number	080 6778 2600
5.	e-mail id	jagannathan.c@sonata-software.com

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

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? if yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	https://www.sonata-software.com/about-us/investor-relations/corporate-governance								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

3. **Governance related to BR**

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

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

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

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

Section E: Principle-wise performance

Principle 1

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

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

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

Complaints	Received	Attended to	Pending
Non-receipt of dividend	63	63	0
Non-receipt of Annual Report	0	0	0
Others	0	0	0
Total	**63**	**63**	**0**

Principle 2

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

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

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):**

   i. **Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**

      Not Applicable

   ii. **Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

      Not Applicable

3. **Does the company have procedures in place for sustainable sourcing (including transportation)?**
   Not Applicable

4. **Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**
   Not Applicable.

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

   Not Applicable

Principle 3

1. **Total number of employees**- 4989 as on 31st March, 2022

2. **Total number of employees hired on temporary/ contractual/casual basis** : 341 as on 31st March, 2022

3. **Number of permanent women employees:** 1129 as on 31st March, 2022

4. **Number of permanent employees with disabilities:** 08 as on 31st March, 2022

5. **Do you have an employee association that is recognized by management**? – No.

6. **What percentage of your permanent employees is members of this recognized employee association**? Not applicable.

7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year:**

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

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

Particulars	Safety training	Skill up-gradation training
Permanent Employees	90%	90%
Permanent Women Employees	90%	90%
Casual/Temporary/Contractual Employees	90%	90%

Principle 4

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

   Yes.

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

   Yes.

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

   Sonata's CSR initiatives includes marginalized, deprived and vulnerable sections of the society. Our CSR activities mentions these segments as our beneficiaries and leads our emphasis and action towards these sections of the society. Improving the livelihoods of traditional craftspeople and by extension,

reviving and preserving our rich heritage as well as raising awareness amongst the public of these historical treasures, education of the differently abled and digital learning enabled platforms for primary school children are the key initiatives under the wings of our CSR themes.

Principle 5

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

   Yes. The policy is applicable to Sonata, its subsidiaries and other Ventures, if any.

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

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

Principle 6

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

   It covers to the company and extends to the Group (Sonata Software Limited/Sonata Information Technology Limited/ Sonata Software Solutions Limited and other Joint Ventures).

2. **Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N.**

   Yes, We have initiatives to reduce carbon emissions, and our overall footprint across value chain. More about the initiatives can be read on Sustainability @ Sonata in the annual report.

   https://www.sonata-software.com/sustainability/life-land.

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

   Yes.

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

   No.

5. **Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N.**

   - Yes. Added Renewable Energy in our Energy Mix with our Global Village, Bangalore office procuring 100% Green Energy. (Avoidance of average 937 Tco2E emissions)

   - Through Engineering & Technological interventions such as LED Retrodiction, Automated lighted Systems, Automatic Water taps, we are continually reducing our electricity and water consumption

   - Adopting Circular Economy with purchase of 200 refurbished laptops – avoiding e-waste, mining of rare earth metals and increasing life cycle of laptops

   - We have started capturing our Scope 3 GHG emissions across value chain – through engagement & awareness in our value chain.

   - Sustainable Procurement is a key factor in our policy and decision making-We have started assessment of our suppliers based on Sustainability parameters.

- We believe and acknowledge that every organization has varied Sustainability journey and require industry support- Hence, we have also started capacity building of our suppliers on Sustainability.

   More about the initiatives can be read on Sustainability @https://www.sonata-software.com/about-us/ sustainability.

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

   Yes.

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

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

Principle 7

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

   Yes, below mentioned are a few associations-

   a. NASSCOM- National Association of Software and Services Companies

   b. WEF- World Economic Forum

   c. CII- Confederation of Indian Industry

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

   No.

Principle 8

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

   The company has specified programs and initiatives related to Principle 8. Some of them are detailed below:

   a. Improving education at Primary and Secondary schools through Digital Learning Platforms;

   b. Developed a Museum Management System for handling wide variety of events;

   c. Building a responsive website which can enable a 360-degree virtual tour of the Someshwara Temple, Bangalore;

   d. Developed "Lab on Tab" which will help rural students to get access to Science & Maths experiments in rural schools;

   e. Developing a Co Create app for Artisans which will help Artisans across the country to register themselves and display their crafts;

   f. Scholarships for economically challenged students to pursue Technical education;

   g. Grant to differently abled students for wellbeing;

   h. Grant to promote Sports (Golf) for economically challenged sportsman;

i. Grant to support quality education for Girl Children who are from economically challenged families;

j. Developed an interactive android application of life skill education programme ;

k. Grant to improve Leadership among the Rural communities who hail from economically, socially, and politically marginalized backgrounds;

l. Grant to support Sneha Trust's Vidya Unnati Program with an aim to improve the quality of education and access to opportunities, for socio-economically vulnerable children;

m. Grant to support Second Chance Adoption Center for relief to thousands of injured, ill and needy street animals;

n. Technology Assistance for the development of Teacher-Student Collaboration Platform;

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

    Yes, Partly in house teams and rest through NGO's and NPO's externally.

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

    Not yet.

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

    Sonata's contribution towards community development projects has been around 396 lakhs and details of the projects

are mentioned in the principle 8, 1st question.

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

    Yes, We have a board which regularly ensures to track all our CSR projects and also, we have a regular Quarterly Governance call with all our CSR partners and keep a track on the impact the projects are creating on the community.

Principle 9

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

    Nil.

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

    Not applicable.

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

    No.

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

    No.