4th July, 2025

| National Stock Exchange of India Limited | BSE Limited |
|---|---|
| Exchange Plaza, Bandra Kurla Complex, Mumbai | P.J. Towers, Dalal Street, Mumbai |
| Kind Attn: Manager, Listing Department | Kind Attn: Manager, Listing Department |
| Stock Code - SONATSOFTW | Stock Code - 532221 |

Dear Sirs/Madam,

**Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2024-25.**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby submit the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2024-25 of Sonata Software Limited.

The BRSR is also being circulated to our shareholders as part of the Annual Report FY 2024-25 and is available on the Company's website at www.sonata-software.com.

Kindly take the same on record.

Thanking you,

Yours faithfully
For **Sonata Software Limited**

**Mangal Kulkarni**
**Company Secretary, Compliance Officer and Head Legal**

**Sonata Software Limited - SSL**

Registered Office: 208, T V Industrial Estate, 2nd Floor, S K Ahire Marg, Worli, Mumbai – 400 030
Corporate Office: Tower-A, Sonata Towers, Global Village (Sattva Global City), RVCE Post, Kengeri Hobli, Mysore Road, Bengaluru - 560059, India
CIN: L72200MH1994PLC082110

W: www.sonata-software.com
E: info@sonata-software.com
T: +91 80 6778 1000

# Business Responsibility and Sustainability Report (BRSR)

## 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 | 18 Oct 1994 |
| 4. | Registered office address | No. 208, T V Industrial Estate, 2nd Floor, S K Ahire Marg, Worli, Mumbai, Maharashtra 400 030, India |
| 5. | Corporate office address | Sonata Towers, Global village, RVCE Post Mysore Road, RV Niketan, Bangalore, Bangalore South, Karnataka, India, 560059 |
| 6. | E-mail | info@sonata-software.com |
| 7. | Telephone | +91 80 6778 1000 |
| 8. | Website | https://www.sonata-software.com/ |
| 9. | Financial year for which reporting is being done | 2024-25 |
| 10. | Name of the Stock Exchange(s) where shares are listed | BSE Limited, National Stock Exchange of India Limited |
| 11. | Paid-up Capital | Rs. 28,04,24,816 |
| 12. | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | info@sonata-software.com +91 80 6778 1000 |
| 13. | Reporting boundary | Consolidated |
| 14 | Name of assurance provider | NA |
| 15. | Type of assurance obtained | NA |

II.   Product/Services

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

| S.No. | Description of Main Activity | Description of Business Activity | % of Turnover of the entity |
|---|---|---|---|
| 1 | Information Technology Services and Solutions | IT consultancy, Computer Programming, Modernization, testing support related activities | >90% of the turnover |

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

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

III.   Operations

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

| S.No. | Location | Number of plants | Number of offices | Total |
|---|---|---|---|---|
| 1 | National | NA | 14 | 14 |
| 2 | International | NA | 23 | 23 |

**19. Markets served by the entity**

**a.   Number of locations served**

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

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

40%

**c.   A brief on types of customers**

Sonata Software Limited serves customers across various sectors that include Retail, Manufacturing, Banking, Financial Services and Insurance BFSI, Healthcare and Life Sciences HLS, Technology, Media and Telecom TMT and Emerging Technologies with a geographic presence across America, UK, Ireland, Europe, ANZ, Middle East and APAC

Sonata focus has been on the following industry verticals

• Agri Production

• BFSI

• Commodity Business

• Consumer Product Goods

• Energy Resources and Utilities

• Healthcare and Life Sciences

• High Technology

• Independent Software Vendors

• Manufacturing and Distribution

• Retail

• Service Industries

• Travel, Transportation and Logistics

IV.    Employees

**20.   Details as at the end of Financial Year:**

a.    Employees and workers (including differently abled):

| S.No. | Particulars | Total | Male | | Female | |
|---|---|---|---|---|---|---|
| | | (A) | No. (B) | % (B/A) | No. (C) | % (C/A) |
| | **Employees** | | | | | |
| 1. | Permanent (D) | 6414 | 4466 | 69.6 | 1948 | 30.3 |
| 2. | Other than permanent (E) | 459 | 318 | 69.3 | 141 | 30.7 |
| 3. | Total employees (D+E) | 6873 | 4784 | 69.6 | 2089 | 30.4 |
| | **Workers** | | | | | |
| 4. | Permanent (F) | NA | NA | NA | NA | NA |
| 5. | Other than permanent (G) | 164 | 139 | 84.8 | 25 | 15.2 |
| 6. | Total workers (F+G) | 164 | 139 | 84.8 | 25 | 15.2 |

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) | 47 | 34 | 72% | 13 | 28% |
| 2. | Other than permanent (E) | 2 | 1 | 50% | 1 | 50% |
| 3. | Total Differently abled employees (D+E) | 49 | 35 | 71% | 14 | 29% |
| | **Differently abled Workers** | | | | | |
| 4. | Permanent (F) | NA | NA | NA | NA | NA |
| 5. | Other than permanent (G) | NA | NA | NA | NA | NA |
| 6. | Total Differently abled workers (F+G) | NA | NA | NA | NA | NA |

**21.   Participation/Inclusion/Representation of women**

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

**22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)**

| Category | FY 2024 | | | FY 2023 | | | FY 2022 | | |
|---|---|---|---|---|---|---|---|---|---|
| | Male | Female | Total | Male | Female | Total | Total | | |
| Permanent employees | 1088 | 426 | 1514 | 1083 | 423 | 1506 | 639 | 248 | 887 |
| Permanent workers | NA | NA | NA | NA | NA | NA | NA | NA | NA |

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

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

| S.no. | Name of the holding / subsidiary / associate companies / joint ventures (A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, 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 GmbH | Subsidiary | 100 | Yes |
| 6 | Sonata Europe Ltd., UK | Subsidiary | 100 | Yes |
| 7 | Sonata Australia Pty Ltd | Subsidiary | 100 | Yes |
| 8 | Sonata Software Canada Limited | Subsidiary | 100 | Yes |
| 9 | Sonata Software (Qatar) LLC | Subsidiary | 49 | Yes |
| 10 | GAPbuster Inc. | Subsidiary | 100 | Yes |
| 11 | GAPbuster Worldwide Pty Ltd. | Subsidiary | 100 | Yes |
| 12 | Sonata Software (Shanghai) Co., Ltd. | Subsidiary | 100 | Yes |
| 13 | Sonata Software Worldwide Malaysia SDN BHD | Subsidiary | 100 | Yes |
| 14 | Sonata Software Japan KK | Subsidiary | 100 | Yes |
| 15 | Sonata Software Intercontinental Limited | Subsidiary | 100 | Yes |
| 16 | Sonata Latin America S. de R.L. de C.V | Subsidiary | 100 | Yes |
| 17 | Quant Systems Inc. | Subsidiary | 100 | Yes |
| 18 | Quant Cloud Solutions Private Limited | Subsidiary | 100 | Yes |
| 19 | Quant Systems CRC Inc Sociedad de Responsabilidad Limitada | Subsidiary | 100 | Yes |
| 20 | Woodshed LLC | Subsidiary | 100 | Yes |
| 21 | Sonata Software Malaysia SDN. BHD. | Subsidiary | 100 | Yes |
| 22 | Sonata Software Solutions, Egypt | Subsidiary | 100 | Yes |

VI. CSR Details

**24.**

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

Yes

**ii. Turnover (in Rs.)**

1,015,725 Lakhs

**iii. Net Worth (in Rs.)**

170,594 Lakhs

VII. Transparency and Disclosures Compliances

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

| Stakeholder group from complaint is received | Grievance Redressal Mechanism in Place (Yes/No) | FY 2025_Current Financial Year | | | FY __2024_Previous Financial Year | | |
|---|---|---|---|---|---|---|---|
| | (If Yes, then provide web-link for grievance redress policy) | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | Our Third-Party Code of Conduct and Business Ethics, along with the Vigil Mechanism Policy, provides a grievance redressal mechanism for external stakeholders to report concerns. These policies can be accessed through the below link:  https://www.sonata-software.com/about-us/investor-relations/corporate-governance | NIL | NIL | NIL | NIL | NIL | NIL |
| Investors (other than shareholders) | | NIL | NIL | NIL | NIL | NIL | NIL |
| Shareholders | | 9 | 0 | All the complaints were promptly resolved. | 40 | NIL | All complaints resolved |
| Employees and workers | | NIL | NIL | NIL | NIL | NIL | NIL |
| Customers | | NIL | NIL | NIL | NIL | NIL | NIL |
| Value Chain Partners | | NIL | NIL | NIL | NIL | NIL | NIL |
| Other (please specify) | | NA | NA | NA | NA | NA | NA |

26. **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

| Sr.No. | Material issue identified | Indicate whether 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 talent-centric organization that prioritizes its people. In pursuit of leadership and scalable growth, Sonata has strategically aligned its human capital capabilities with advancements in technology. The global shift toward digital transformation has brought attention to the imbalance in skilled labour. Sonata's continued success is significantly reliant on its ability to attract, engage, and retain highly skilled technology professionals. | Sonata implements industry-leading practices to foster a strong and collaborative relationship between management and employees. Employee engagement remains high, supported by regular engagement initiatives conducted across various levels of the organization. Sonata's focus on its core values, referred to as DNA (Deep Nurtured Attributes), along with a robust rewards and recognition framework, strengthens employee commitment to Sonata. | Positive Impact:Enhances employee performance and experience, contributing directly to the Company's growth and elevating customer satisfaction. |

| Sr.No. | Material issue identified | Indicate whether 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) |
|---|---|---|---|---|---|
| 2 | Corporate Governance & Business Ethics | Risk and Opportunity | Sonata remains firmly committed to upholding strong Corporate Governance standards. The core objective is to enhance long-term shareholder value while simultaneously safeguarding the interests of other stakeholders, ensuring full compliance with applicable laws and regulations. As regulatory requirements continue to evolve and become more stringent, the Company proactively reviews its governance practices to remain prepared for future obligations. | The Sonata has established comprehensive policies, processes, and systems that reflect its commitment to the principles of Corporate Governance. Recent updates have been made to these policies to further strengthen governance practices. | Negative Impact (Mitigated):The process of incorporating robust governance policies and practices, while resource-intensive, is essential in reinforcing stakeholder trust and confidence in the organization. |
| 3 | Privacy Protection & Cybersecurity | Risk | The expansion of Sonata operations and the adoption of remote working models may heighten the risk of data breaches. Effective oversight and compliance with global regulatory requirements are critical to safeguarding the Company's reputation among clients. Failure to ensure data privacy and timely incident reporting may expose the Company to potential financial liabilities. | Sonata successfully completed certification audits for the Information Security Management System in accordance with the ISO 27001 standard, and the Service Management System as per the ISO 20000 standard. These certifications have been added to support the delivery of Cloud Management and Support services. | Negative Impact:Such incidents may result in regulatory consequences and adversely affect the Company's reputation. |
| 4 | Climate Change (Climate Risk & GHG Emissions) | Risk and Opportunity | Climate change risks are increasingly influencing the Sonata's operations and profitability. The potential introduction of carbon taxes in the near future may affect our growth prospects. While the initial investment required to transition toward a low-carbon economy may be significant, long-term benefits are expected through the adoption of renewable energy sources and implementation of energy-efficient practices. Additionally, the Company has the opportunity to generate revenue by offering climate-related technologies and services. | Sonata has effectively implemented initiatives aimed at enhancing energy efficiency and reducing emissions. These efforts have contributed to lowering operational costs and minimizing the Company's carbon footprint. Looking ahead, Sonata is committed to transitioning to renewable energy sources and achieving carbon neutrality by 2030, thereby reducing reliance on grid-based energy. | Positive Impact:While the initial financial outlay may be significant due to increased operating costs associated with meeting environmental standards, it positions the Company to remain competitive and leverage evolving market preferences. |

| Sr.No. | Material issue identified | Indicate whether 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) |
|---|---|---|---|---|---|
| 5 | Customer Relationship Management | Opportunity | Customer relationships form the foundation of our business. The expansion of our customer base is closely linked to the pace at which organizations embrace digital transformation. Sonata's robust digital service offerings have played a pivotal role in enabling business transformation for clients, driven by thought leadership, a customer-centric approach, and operational excellence. In response to evolving consumer expectations, the Company has integrated bots and virtual assistants, which are expected to unlock significant growth opportunities. The pandemic has altered consumer purchasing patterns, prompting leading market players to innovate and develop adaptive solutions to meet shifting demands. | To address the evolving demands of consumers, Sonata has developed and launched Harmoni. AI—a Responsible-First AI platform for enterprises. This comprehensive solution includes a suite of industry-specific applications, service delivery platforms, and accelerators powered by Generative Artificial Intelligence. Our capabilities in Digital and Modern Engineering have matured significantly and continue to evolve rapidly to meet dynamic customer requirements. The service portfolio spans from advisory and consulting for digital transformation—guided by our Platformation approach—to the design, development, deployment, and management of digital platforms. | Positive Impact:Strong customer relationships, proactive stakeholder engagement, and the use of proprietary tools that enable faster time-to-market, cost efficiency, and agile delivery have contributed to the acquisition of new customers and the retention of existing clients. |
| 6 | Human Rights and Health & Safety | Opportunity | The health and safety of employees and stakeholders associated with the organization is a critical ESG consideration. Establishing a safe and healthy work environment not only ensures compliance with regulatory requirements but also positively impacts the Company's overall productivity. | Sonata has established an Environment, Health, and Safety (EHS) team dedicated to ensuring the health and safety of its employees. The Company has implemented an EHS policy applicable to its office locations, which emphasizes the safety and well-being of workers in the workplace. | Positive Impact:Robust initiatives focused on employee engagement, comprehensive training programs, and effective grievance redressal mechanisms have contributed significantly to enhancing employee retention. |
| 7 | Corporate citizenship & Philanthropy | Opportunity | Sonata is committed to fostering value creation within the society and communities where it operates. Through its services, responsible conduct, and various initiatives, Sonata aims to promote inclusive and sustained growth while also addressing environmental concerns. | Sonata drives its community well-being initiatives through a well-defined strategy and structured implementation framework. In collaboration with NGO partners engaged in various aspects of community development, Sonata effectively addresses societal needs. A robust multi-level review mechanism, from leadership to management, ensures early identification of gaps and timely resolution. | Positive Impact:The outcomes and effectiveness of our initiatives contribute to strengthening stakeholder trust and enhancing the Sonata's credibility. |

| Sr.No. | Material issue identified | Indicate whether 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) |
|---|---|---|---|---|---|
| 8 | Risk and Crisis Management | Risk | Sonata is exposed to a range of risks, including financial, operational, and climate-related risks. Business performance may be affected by unforeseen economic reforms, adverse currency fluctuations, intensifying competition, and evolving regulatory requirements across different regions. | Sonata's risk management framework is designed to support its long-term vision and mission. It involves continuous assessment of business risks and ongoing improvement of risk management practices. The Board of Directors actively formulates risk mitigation strategies, which are executed by the Executive Management team with regular updates provided to the Board. | Negative Impact:Exposure to various risks may lead to adverse financial consequences for the Sonata. |
| 9 | Innovation Management | Opportunity | At Sonata, a strong culture of innovation is deeply embedded within the organization. Our skilled workforce, along with dedicated research and testing capabilities, has empowered us to broaden our portfolio of offerings and enhance the delivery of our software platforms and services. These solutions are further customized to address the specific needs of clients across diverse industries, geographies, and technical or service requirements. | Sonata introduced two flagship events aimed at fostering innovation and showcasing technical excellence:<br><br>Tech Fest: A platform to exhibit best-in-class solutions delivered to clients and prospects, highlighting Sonata's technical expertise and execution capabilities. Sonata Spark: An initiative designed to nurture technological talent within the organization, encouraging innovation that drives client success and identifying solutions with potential for incubation and future growth.<br>Through this initiative, Sonata recognized and promoted "innopreneurship" by offering funding support across Series A, B, and C rounds, cash rewards, opportunities for patent filings or publications, and showcasing innovations at the Sonata Customer Experience Centre (CEC). | Positive |
| 10 | Resource Management (Water & Waste) | Opportunity | Resource efficiency presents an opportunity for Sonata to enhance operational processes while reducing environmental impact. The solutions implemented by the Sonata have led to substantial cost savings and have contributed positively to environmental sustainability. | Sonata has undertaken several initiatives to promote energy and resource efficiency, including: | Positive Impact:The implementation of various cost-efficiency measures has led to favorable financial outcomes for the Sonata. |

| Sr.No. | Material issue identified | Indicate whether 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 engages with a diverse range of suppliers who support the delivery of our services and products. There is a growing emphasis on public disclosure, with clients increasingly expecting transparency in the ESG performance of our supply chain. As a result, we are required to onboard suppliers demonstrating strong sustainability practices and assess their performance against defined ESG criteria. Given that supplier performance directly impacts our business, it is imperative to adopt a diligent approach to sustainable procurement and sourcing to effectively manage potential supply chain challenges. | Sonata has integrated ESG indicators into its supplier onboarding process alongside traditional factors like cost and quality. This approach advances sustainability across the value chain and supports Sonata's goal of responsible and sustainable sourcing. | Positive Impact: Adopting a structured approach to integrate sustainability across the value chain enables Sonata to proactively mitigate supply chain risks and potential disruptions. |

# SECTION B: Management and process disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

| | Disclosure Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|---|
| 1. (a) | Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| 1 (b) | Has the policy been approved by the Board? (Yes/No) * | Y | N | N | Y | N | N | N | Y | Y |
| 1 (c) | Web Link of the Policies, if available | | | | | | | | | |
| P1 | https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata_Vigil_Mechanism.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Code-of-Conduct-for-Directors-and-Senior-Management-Employee.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/code_of_business_conductethics.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata-Third-Party-Code-of-Conduct-and-Business-Ethics-2016.pdf | | | | | | | | | |
| P2 | https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/code_of_business_conductethics.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/coc_supplier_ve.pdf P3 https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/human_rights_policy.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/dei_policy.pdf https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/ehs_policy.pdf | | | | | | | | | |
| 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/2022-10/corporate-social-responsibility-policy.pdf | | | | | | | | | |
| 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 | | | | | | | | | |

| | Disclosure Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|---|
| 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/2022-10/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/2022-10/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.<br>b. ISO 20000-1 for Service Management System<br>c. ISO 27001 for Information Security Management System<br>d. ISO 14001 for Environmental management systems<br>e. ISO 45001 for Occupational Health and Safety Management Systems<br>f. 3rd Party Assurance for Greenhouse Gas Emissions Scope1,2,3 asper GHG protocol<br>g. UNGC signatory | | | | | | | | |
| 5 | Specific commitments, goals and targets set by the entity with defined timelines, if any. | **Environment**:<br>• Net Zero emission by 2050<br>**Social:**<br>• Audit/Assessment of 10% Tier-1 suppliers.<br>• Aim to increase share of women in total workforce to 34-35% | | | | | | | | |
| 6 | Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met. | **Environment**:<br>• Net Zero emissions by 2050 : 85% reduction of Scope 1 + 2 emissions over base year 2019-20. 84% reduction in the economic intensity of Scope 3 over base year 2019-20<br>**Social:**<br>• Audit/Assessment of 10% Tier-1 suppliers.: Achieved<br>• Aim to increase share of women in total workforce to 32-33% by FY 26:: 30.68% | | | | | | | | |

**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, Environmental, Social, and Governance (ESG) principles are integral to our business strategy and long-term value creation. In FY 2024–25, we continued to make meaningful strides in advancing our ESG agenda, while navigating a dynamic regulatory and operational landscape.

Among our key achievements this year: We reduced our operational carbon footprint by 38.2% (from last year) through energy efficiency and digital sustainability measures. We launched focused initiatives to enhance gender diversity, resulting in a 1.1% increase in women in mid-management roles. Our community programs reached over 1,75,041 beneficiaries, reflecting our ongoing commitment to inclusive growth.

Our roadmap for the next phase includes: Achieving 34% gender diversity by FY 2027, and Strengthening ESG risk integration into core business operations. We remain committed to transparent reporting, stakeholder engagement, and continuous improvement as we work toward a more sustainable and equitable future.

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. Board level Corporate Social Responsibility (CSR) Committee is responsible for implementation 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 also oversees matters related to sustainability. It convenes at least four times during the financial year to deliberate on CSR and sustainability-related topics.

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

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

**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.**

| | Disclosure Question | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 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 | NA | NA | NA | NA | NA | NA | NA | NA | NA |

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

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

| | Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | The entity does not consider the Principles material to its business (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| | The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| | The entity does not have the financial or/human and technical resources available for the task (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| | It is planned to be done in the next financial year (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| | Any other reason (please specify) | NA | NA | NA | NA | NA | NA | NA | NA | NA |

# SECTION C: Principle-wise performance disclosure

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

ESSENTIAL INDICATORS

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

| S.No | Segment | Total number of training & awareness programmes held | Topics / principles covered under the training | % age of persons in respective category covered by the awareness programmes |
|------|---------|------------------------------------------------------|------------------------------------------------|---------------------------------------------------------------------------------|
| 1 | Board of Directors | 1 training session (Annual) | As part of annual strategy planning process, the Company had organized the familiarization programmes to its Independent Directors including KMPs. | 100% |
| 2 | Key Managerial Personnel | 1 training session (Annual) | As part of annual strategy planning process, the Company had organized the familiarization programmes to its Independent Directors including KMPs. | 100% |
| 3 | Employees other than BoD and KMPs | 1278 Total number of training Tech & Non Tech (ILT 378 & 900 Self Learning Programs) | Technical: Cloud (Azure, AWS, GCP,ITIL,Security), Dynamics (F&O, CE, PP), Power (BI, APPs, Automate), FED / Web (Node, React, Angular, Typescript, Microservices), Database(SQL, NOSQL, Cosmos), Agile, Python, Data Analytics (AI, ML, Azure Data Analytics services, Fabric, RTA), Testing, Gen AI (LLMs, Prompt Engineering, Harmoni.ai, Azure Open AI, AWS Bedrock, Copilot,Agentic AI), Devops (Docker, Kubernetes), Project Management, System Training & Process Training<br>Non Technical: POSH, ESG, Infosec | Technical: 78 %<br>Non Technical: 91 % |
| 4 | Workers | 12 | EHS Office ESI & PF awareness; Basics of FIRE and SAFETY; About PF & ESI Punctuality; About PPE & Usage; AED Operation; Awareness training on sustainability; Basic Cleaning Process-Self inspection the area; Access Control and Basic of Fire;Basic Cleaning Process-Self inspection the area; FIRST AID ; Communication Skills; Contractor trainings-UDS TRAINING; Crisis and Disaster management; Critical area & Equipment; Discipline; Grooming | 100% |

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions,** **in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

| Monetary | | | | | |
| --- | --- | --- | --- | --- | --- |
| | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In INR) | Brief of the Case | Has an appeal been preferred (Yes/No) |
| Penalty/ Fine | NIL | NIL | NIL | NIL | NIL |
| Settlement | NIL | NIL | NIL | NIL | NIL |
| Compounding fee | NIL | NIL | NIL | NIL | NIL |
| Non-Monetary | | | | | |
| | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Brief of the Case | Has an appeal been preferred? (Yes/No) | |
| Imprisonment | NIL | NIL | NIL | NIL | |
| Punishment | NIL | NIL | NIL | NIL | |

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

| Case Details | Name of the regulatory/ enforcement agencies/ judicial institutions |
| --- | --- |
| NA | NA |

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

Yes, Sonata's Code of Business Conduct and Ethics complies with all applicable laws and regulations, including those related to anti-bribery, anti-corruption, and the ethical management of conflicts of interest. Sonata is committed to upholding the highest standards of integrity and transparency in all business operations. In addition to the Code, a comprehensive Anti-Corruption Policy has been implemented, applicable to all individuals working with Sonata's affiliates, subsidiaries, and joint ventures, regardless of their role or level.

This policy reinforces our zero-tolerance approach to corruption and is readily accessible to all employees via our internal intranet portal.

Below are the links for the reference :

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/2024-10/globalanticorruptionandantibriberyprocedure.pdf

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

| | Particulars | FY - 2025 (Current Financial Year) | FY - 2024 (Previous Financial Year) |
| --- | --- | --- | --- |
| 1 | Directors | NIL | NIL |
| 2 | KMPs | NIL | NIL |
| 3 | Employees | 2 | NIL |
| 4 | Workers | NA | NA |

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

| | Particulars | FY - 2025 (Current Financial Year) | | FY - 2024 (Previous Financial Year) | |
| --- | --- | --- | --- | --- | --- |
| | | Number | Remarks | Number | Remarks |
| 1 | Number of complaints received in relation to issues of Conflict of Interest of the Directors | NIL | NIL | NIL | NIL |
| 2 | Number of complaints received in relation to issues of Conflict of Interest of the KMPs | NIL | NIL | NIL | NIL |

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

Nil

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

| Segment | FY - 2025 (Current Financial Year) | FY - 2024 (Previous Financial Year) |
|---|---|---|
| Number of days of accounts payables | 72 | 79 |

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

| Parameter | Matrics | FY 2025 | FY 2024 |
|---|---|---|---|
| Concentration of Purchases | a. Purchases from trading houses as % of total purchases | NA | NA |
| | b. Number of trading houses where purchases are made from | NA | NA |
| | c. Purchases from top 10 trading houses as % of total purchases from trading houses | NA | NA |
| Concentration of Sales | a. Sales to dealers / distributors as % of total sales | NA (All sales are to direct customers) | NA (All sales are to direct customers) |
| | b. Number of dealers / distributors to whom sales are made | NA | NA |
| | c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors | NA | NA |
| Share of RPTs in | a. Purchases (Purchases with related parties / Total Purchases) | NA | NA |
| | b. Sales (Sales to related parties / Total Sales) | 0% | 0.02% |
| | c. Loans & advances (Loans & advances given to related parties / Total loans & advances) | NA | NA |
| | d. Investments (Investments in related parties / Total Investments made) | NA | NA |

LEADERSHIP INDICATORS

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

| Total number of awareness programs held | Topics/principles covered under the training | %age of value chain partners covered (by the value of business done with such partners)under the awareness programs |
|---|---|---|
| 4 | Environmental, Health, Safety, Office Safety, Safe Driving, ESG, Sustainable pro-curement. | 51% |

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

Yes, the entity has established a Code of Conduct for its Directors and Senior Management, which includes 'conflict of interest' as a key component. All members of the Board of Directors and Senior Management personnel are required to affirm their compliance with this Code on an annual basis.

**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.**

| Segment | Current Financial Year 2025 | Previous Financial Year 2024 | Details of improvements in environmental and social impacts |
|---|---|---|---|
| R&D | NA | NA | NA |
| Capex | NA | NA | NA |

2.

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

Yes,

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

51%. We have ongoing Supplier Assessments with our value chain.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

**(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

## II. 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 | The boundary for which the Life Cycle Perspective / Assessment was conducted | Whether conducted by an independent external agency (Yes/No) | Results communicated in the 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 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
| NA | NA | NA |

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

| Particular | FY 2025 (Current Financial Year) | | | FY 2024 (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 |

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

I. 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 | 4466 | 4466 | 100% | 4466 | 100% | 0 | 0 | NA | NA | 4466 | 100% |
| Female | 1948 | 1948 | 100% | 1948 | 100% | 1948 | 100% | NA | NA | 1948 | 100% |
| Total | 6414 | 6414 | 100% | 6414 | 100% | 1948 | 100% | NA | NA | 6414 | 100% |
| Other than Permanent Employees | | | | | | | | | | | |
| Male | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Female | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Total | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |

**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 | 139 | 139 | 100% | 139 | 100% | NA | NA | NA | NA | NA | NA |
| Female | 25 | 25 | 100% | 25 | 100% | NA | NA | NA | NA | NA | NA |
| Total | 164 | 164 | 100% | 164 | 100% | NA | NA | NA | NA | NA | NA |

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

| | FY - 2025 Current Financial Year | FY - 2024 Previous Financial Year |
|---|---|---|
| Cost incurred on wellbeing measures as a % of company | 0.35 | 0.30 |

**2. Details of retirement benefits for Current and Previous FY**

| S. No. | Benefits | FY 2025 | | | FY 2024 | | |
|---|---|---|---|---|---|---|---|
| | | No. of employees covered as a % of total employees | No. of work-ers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| 1 | PF | 100% | NA | Yes | 100% | NA | Yes |
| 2 | Gratuity | 100% | NA | Yes | 100% | NA | Yes |
| 3 | ESI* | 100% | NA | Yes | 100% | NA | Yes |
| 4 | Supreannuation | 100% | NA | Yes | 100% | NA | Yes |
| 5 | NPS | 100% | NA | Yes | 100% | NA | Yes |

**3. Are the premises / offices of the entity accessible to differently abled employees and workers, 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 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 | | Permanent Workers | |
|---|---|---|---|---|
| | Return to work rate | Retention rate | Return to work rate | Retention Rate |
| Male | 100% | 100% | NA | NA |
| Female | 100% | 100% | NA | NA |
| Total | 100% | 100% | NA | NA |

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

| | Yes/No (If yes, then give details of the mechanism in brief) |
|---|---|
| Permanent Workers | We have a policy "Grievance Redressal Policy". A dedicated email Id is available to available to receive and redress grievances |
| Other than Permanent Workers | |
| Permanent Employees | |
| Other than Permanent Employees | |

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

| Category | FY - 2025 (Current Financial Year) | | | FY - 2024 (Previous Financial Year) | | |
| --- | --- | --- | --- | --- | --- | --- |
| | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) or Union (B) | % (B/ A) | Total employees / workers in respective category (C) | No. of employees / workers in respective category, who are part of association(s) or Union (D) | %(D/C) |
| **Employees** | | | | | | |
| Male | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Female | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| **Total** | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| **Workers** | | | | | | |
| Male | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Female | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| **Total** | NA | NA | NA | NA | NA | NA | NA | NA | NA | NA |

**8. Details of training given to employees and workers:**

| Category | FY - 2025 Current Financial Year | | | | | FY - 2024 Previous Financial Year | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Total (A) | On Health and safety measures | | On Skill upgradation (D) | | Total (D) | On Health and safety measures | | On Skill upgradation (D) | |
| | | No. (B) | % (B /A) | No. (C) | % (C / A) | | No. (E) | % (E / D) | No. (F) | % (F / D) |
| **Employees** | | | | | | | | | | |
| Male | 4789 | 2291 | 48% | 3741 | 78% | 4439 | 2574 | 58% | 2762 | 62% |
| Female | 2089 | 1061 | 51% | 1692 | 81% | 1977 | 1184 | 60% | 1931 | 98% |
| Total | 6873 | 3352 | 49% | 5433 | 79% | 6416 | 3758 | 59% | 3862 | 60% |
| **Workers** | | | | | | | | | | |
| Male | 139 | 139 | 100% | 139 | 100% | 164 | 164 | 100% | 164 | 100% |
| Female | 25 | 25 | 100% | 25 | 100% | 24 | 24 | 100% | 24 | 100% |
| **Total** | 164 | 164 | 100% | 164 | 100% | 188 | 188 | 100% | 188 | 100% |

**9. Details of performance and career development reviews of employees and worker:**

| Category | FY - 2025 Current Financial Year | | | FY - 2024  Previous Financial Year | | |
| --- | --- | --- | --- | --- | --- | --- |
| | Total (A) | No. (B) | % (B / A) | Total (C) | No. (D) | % (D / C) |
| Employees | | | | | | |
| Male | 4784 | 3856 | 81% | 4439 | 3340 | 75% |
| Female | 2089 | 1650 | 79% | 1977 | 1500 | 76% |
| **Total** | 6873 | 5506 | 80% | 6416 | 4840 | 75% |
| Workers | | | | | | |
| Male | NA | NA | NA | NA | NA | NA |
| Female | NA | NA | NA | NA | NA | NA |
| **Total** | NA | NA | NA | NA | NA | NA |

## 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

Sonata has implemented a comprehensive Environmental, Health, and Safety (EHS) policy aimed at ensuring continuous improvement in workplace safety and well-being. Sonata acknowledges its responsibility towards the environment, the community, and the overall social welfare of its stakeholders, and remains committed to protecting the health and safety of all its employees.

Key components of the EHS Management System include:

Policy and Oversight: Sonata's EHS policy serves as a framework to guide its commitment to excellence in health and safety practices. An in-house EHS team actively leads, monitors, and manages all health and safety initiatives across the organization.

Infrastructure and Signage:Fire, electrical, and other critical safety signage have been installed in all offices across India. The EHS team ensures that all employees are informed of these signs and adhere to the prescribed safety protocols.

Observation and Corrective Action:Unsafe observations are tracked on a monthly basis across all locations. These are documented in an EHS register, and prompt corrective measures are undertaken to eliminate associated risks.

Emergency Preparedness:An Emergency Preparedness Plan is in place to equip employees with the knowledge and procedures needed to respond to emergency situations. The plan includes evacuation protocols, first aid procedures, fire safety measures, and other emergency response guidelines.

EHS Audits:The status of EHS compliance in each office is evaluated using a standardized EHS Audit checklist, facilitating a systematic approach to identifying and addressing gaps.

Training and Awareness Programs:Regular health and safety awareness sessions, including seminars and workshops, are conducted to ensure all personnel are well-informed and capable of maintaining a safe working environment.

Incident Management:Sonata follows a structured Incident Management Process encompassing incident investigation, internal communication, documentation, control measures, and root cause analysis. Every reported incident is promptly investigated, recorded in the Incident Register, and addressed through appropriate corrective and preventive actions.

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

Sonata's Environmental Health and Safety (EHS) team follows a structured process to identify work-related hazards. To facilitate this, a comprehensive Hazard Identification and Risk Assessment (HIRA) document has been developed. This document is utilized by the EHS team to systematically identify potential hazards, assess associated risks, and determine appropriate operational controls to mitigate or eliminate those risks effectively.

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

Yes

**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 - 2025 Current Financial Year | FY - 2024 Previous Financial Year |
|---|---|---|---|---|
| 1 | Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 0 | 0 |
| | | Workers | 0 | 0 |
| 2 | Total recordable work-related injuries | Employees | 0 | 0 |
| | | Workers | 0 | 0 |
| 3 | No. of fatalities | Employees | 0 | 0 |
| | | Workers | 0 | 0 |
| 4 | High conse-quence work-re-lated 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 work place.**

Sonata regularly conducts office safety sessions to educate employees on critical safety guidelines and best practices to be followed during work hours. These sessions address various topics, including fire safety, electrical precautions, and other common workplace hazards.

Additionally, mental health webinars are organized to highlight the importance of psychological well-being and to provide practical techniques for managing stress and anxiety. Comprehensive EHS training is also delivered to administrative, security, and housekeeping personnel, ensuring their full awareness of safety protocols and industry best practices. Furthermore, employees are provided with First Aid training to enhance preparedness in case of emergencies.

### 13. Number of Complaints on the following made by employees

| | FY - 2025 (Current Financial Year) | | | FY - 2024 (Previous Financial Year) | | |
|---|---|---|---|---|---|---|
| | 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 | -NA | 0 | 0 | -NA |
| Health & Safety | 0 | 0 | -NA | 0 | 0 | -NA |

### 14. Assessments for the year

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

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

II. 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.**

Sonata ensures that statutory dues are deducted and deposited in compliance with regulations. Regular audits are conducted, and we maintain consistent governance with our partners.

3. **Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are 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 - 2025 (Current Financial Year) | FY - 2024 (Previous Financial Year) | FY - 2025 (Current Financial Year) | FY - 2024 (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 | 51% |
| Working Conditions | 51% |

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

Nil

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

I. ESSENTIAL INDICATORS

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

We have recognized internal and external stakeholders by assessing their influence and significance to our operations. Engaging with stakeholders is a key focus, and we have identified their priorities through discussions with our management team. Gaining insight into stakeholder expectations helps us align our strategies, policies, and action plans related to environmental, economic, and social aspects. Our primary stakeholders include investors, customers, employees, regulators, vendors/ suppliers, industry associations, and local communities.

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

| Stakeholder group | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|---|---|---|---|---|
| Customers | No | Company website, social media, Customer surveys, Emails, Telephonic Conversations Project-related meetings, management reviews, relationship meetings | As needed | Resolution of any delivery challenges and feedback on technology and services |
| Investors | No | Annual General Meeting, Investor's page on Company's website, Press releases and Conferences | Quarterly | Sonata's business performance, strengths, business strategy for growth and expansion |
| Employees | No | Emails, Townhalls, Employee Engagement Surveys, , Performance Evaluations, Company website | Continous | 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 |
| NGOs | No | 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 |

## II. LEADERSHIP INDICATORS

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

   Sonata engages proactively with its stakeholders to identify and address key economic, environmental, and social issues. A comprehensive materiality assessment has been conducted to determine the topics most relevant to both the business and its stakeholders. Sonata regularly interacts with stakeholders to communicate its ESG goals, targets, and performance.

   This engagement is facilitated through various channels, including conference calls, emails, the corporate website, and public disclosures. The CSR & Sustainability Board Committee meets quarterly to review and discuss ESG-related matters.

   Additionally, ESG risks are reviewed during meetings of the Board Risk Management Committee to ensure alignment with the Company's strategic priorities.

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

   Yes, Sonata's ESG strategy is informed by insights gained through active stakeholder engagement. These interactions have been pivotal in recognizing key environmental and social aspects relevant to our operations, enabling us to align our sustainability initiatives with stakeholder expectations and business priorities.

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

   Sonata's CSR initiatives are primarily directed towards supporting vulnerable and marginalized communities. An effective monitoring and feedback mechanism has been established to assess the progress of these initiatives and address any concerns raised by the beneficiary groups. The CSR Committee conducts regular oversight reviews to ensure the efficient and transparent execution of all CSR programs.

   Additionally, Sonata maintains active engagement with local suppliers and vendors through structured interactions such as online and offline meetings and awareness sessions. Their performance is closely monitored, and necessary feedback and support are provided to promote responsible and sustainable practices

## Principle 5: Businesses should respect and promote human rights.

I 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 - 2025 Current Financial Year | | | FY - 2024 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Total (A) | No. of employees / workers covered (B) | % (B/A) | Total (C ) | No. of employees / workers covered (D) | % (D/C) |
| Employees | | | | | | |
| Permanent | 6414 | 5857 | 91% | 6043 | 3466 | 57% |
| Other than Permanent | 459 | 444 | 97% | 373 | 362 | 97% |
| Total employees | 6873 | 6301 | 92% | 6416 | 3828 | 60% |
| Workers | | | | | | |
| Permanent | NA | NA | NA | NA | NA | NA |
| Other than Permanent | 164 | 164 | 100% | 188 | 188 | 100% |
| Total workers | 164 | 164 | 100% | 188 | 188 | 100% |

**2. Details of minimum wages paid to employees and workers, in the following format:**

| Category | FY 2025 Current Financial Year | | | | | FY 2024 Previous Financial Year | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | 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 | 4466 | 0 | 0 | 4466 | 100% | 4157 | 0 | 0 | 4157 | 100% |
| Female | 1948 | 0 | 0 | 1948 | 100% | 1886 | 0 | 0 | 1886 | 100% |
| **Other than permanent** | | | | | | | | | | |
| Male | 318 | 0 | 0 | 318 | 100% | 282 | 0 | 0 | 282 | 100% |
| Female | 141 | 0 | 0 | 141 | 100% | 91 | 0 | 0 | 91 | 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 | 139 | 0 | 0 | 139 | 100% | 164 | 0 | 0 | 164 | 100% |
| Female | 25 | 0 | 0 | 25 | 100% | 24 | 0 | 0 | 24 | 100% |

**3. Details of remuneration/salary/wages**

**a. Median remuneration / wages:**

| | Male | | Female | |
|---|---|---|---|---|
| | Number | Median remuneration/ salary/ wages of respective category (INR in Lakhs) | Number | Median remuneration/ salary/ wages of respective category (INR in Lakhs) |
| Board of Directors (BoD)* | 5 | 42.2* | 2 | 21.8* |
| Key Managerial Personnel (KMP) | 3 | 317.09 | 1 | 78.08 |
| Employees other than BoD and KMP | 4463 | 15.55 | 1947 | 10.12 |
| Workers | NA | NA | NA | NA |

Note: *During the year, there has been appointment of 2 new Independent Directors and completion of tenure of 2 Independent Directors. Accordingly, the median remuneration has been calculated on the basis of the appointment / end dates.

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

| | FY 2025 Current Financial Year | FY 2024 Previous Financial Year |
|---|---|---|
| Gross wages paid to females as % of total wages | 23.25% | 25% |

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

Yes.

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

Sonata is committed to respecting the dignity a of individuals and promoting fairness in the organization.

At Sonata, we have a grievance redressal policy where an individual can raise their grievances and this is addressed by the grievance redressal committee constituted at the company level. This policy applies to all employees in the organization. This enables them to raise grievance in written form with factual data and as much speciifc information as possible to enable proper redressal.

We also have a few other mechanisms like POSH Internal Committee. This committee investigates any sexual harassment complaints. The Internal Committee is formed as per law.

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

| | FY 2025 Current Financial Year | | | FY 2024 Previous Financial Year | | |
|---|---|---|---|---|---|---|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment | 1 | 0 | NA | 0 | 0 | NA |
| Discrimination at workplace | 0 | 0 | NA | 0 | 0 | NA |
| Child Labour | 0 | 0 | NA | 0 | 0 | NA |
| Forced Labour/ Involuntary Labour | 0 | 0 | NA | 0 | 0 | NA |
| Wages | 0 | 0 | NA | 0 | 0 | NA |
| Other human rights related issues | 0 | 0 | NA | 0 | 0 | NA |

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

| | FY 2025 Current Financial Year | FY 2024 Previous Financial Year |
|---|---|---|
| Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) | Received 1 complaint and disposed off within the prescribed timeline. | No complaints received |
| Complaints on POSH as a % of female employees / workers | less than 1% | NA |
| Complaints on POSH upheld | NA as it was resolved through conciliation. | NA |

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

We have a policy in place and the IC ensures the implementation of the policy to prevent adverse consequences

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

Yes

10. **Assessments for the year**

| Section | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|---|---|
| Child labour | 100% The company is fully committed to upholding human rights and ensures strict adherence to all applicable legal requirements. Human rights principles are embedded within our contracts and agreements, and we actively monitor and enforce compliance. In addition, we have carried out a comprehensive Human Rights Due Diligence (HRDD) process that thoroughly addresses all relevant human rights issues across all Sonata locations |
| Forced/involuntary labour | |
| Sexual harassment | |
| Discrimination at workplace | |
| Wages | |
| Others – please specify | |

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

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

II. LEADERSHIP INDICATORS

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

As per our Human Rights Policy, we are committed to protecting and upholding all

Human Rights. Any detected breaches of Human Rights will be thoroughly analyzed using our internal procedures, relevant legislation, and existing agreements. This may potentially lead to the implementation of disciplinary measures

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

Sonata has undertaken a Human Rights Due Diligence exercise for its workforce to identify key human rights risks within the organization. This assessment has enabled the Company to prioritize the most critical human rights

concerns and formulate appropriate mitigation strategies. The evaluation was carried out using a combination of online and offline surveys, focusing on significant human resource issues relevant to the IT and software sector.

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

Yes, we have implemented appropriate measures to ensure accessibility for 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 | 51% of our supplier were assessed on following parameters-<br>• ·Environment management<br>• Employment practices<br>• Corporate Social Responsibility<br>• Safety and health at workplace<br>• Greenhouse gas emissions<br>• Waste and Air pollutions<br>• Green packaging<br>• Green product<br>• Awards and certifications<br>We ask what the company does to apply fair employment practices, prevent child labor, provide equal wages, protect against harassment, equal opportunity, maternity care etc. to your workforce employees and sub-contractors |

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

Post-assessment findings highlighted the need to enhance sustainability and ESG awareness among our local vendors. In response, Sonata initiated dedicated training sessions for its suppliers,

focusing on sharing industry best practices and fostering a deeper understanding of ESG principles. These efforts aim to build supplier capacity and promote responsible practices across the value chain.

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

## I. ESSENTIAL INDICATORS

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

| Parameter | FY 2025 (Current Financial Year) (in MJ) | FY 2024 (Previous Financial Year) (in MJ) |
|---|---|---|
| From renewable sources | | |
| Total electricity consumption (A) | 9303665 | 6870884 |
| Total fuel consumption (B) | 0 | 0 |
| Energy consumption through other sources (C) | 0 | 0 |
| Total energy consumed from renewable sources (A+B+C) | 9303665 | 6870884 |
| From non-renewable sources | | |
| Total electricity consumption (D) | 2530725 | 6452487 |
| Total fuel consumption (E) | 146642 | 297521 |
| Energy consumption through other sources (F) | 0 | 0 |
| Total energy consumed from nonrenewable sources (D+E+F) | 2677 367 | 6750008 |
| Total energy consumed (A+B+C+D+E+F) | 11981032 | 13620892 |
| Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (in MJ/rupees) | 0.0001179 | 0.0001581 |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) | 0.0024369 | 0.00354237 |
| Energy intensity in terms of physical output | NA | NA |
| Energy intensity (optional) – the relevant metric may be selected by the entity | NA | NA |

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

**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.**

No

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

| Parameter | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|
| Water withdrawal by source (in kilolitres) | | |
| (i) Surface water | 0 | 0 |
| (ii) Groundwater | 4073 | 3163 |
| (iii) Third party water | 3214 | 4673 |
| (iv) Seawater / desalinated water | 0 | 0 |
| (v) Others | 0 | 0 |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | 7287 | 7836 |
| Total volume of water consumption (in kilolitres) | 7287 | 7836 |
| Water intensity per rupee of turnover (Water consumed / turnover) | 0.000000072 | 0.000000090979 |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) | 0.00000148 | 0.00000204 |
| Water intensity in terms of physical output | NA | NA |
| Water intensity (optional) – the relevant metric may be selected by the entity | NA | NA |

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

**4. Provide the following details related to water discharged:**

| Parameter | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|
| Water discharge by destination and level of treatment (in kilolitres) | | |
| (i) To Surface water | - | - |
| - No treatment | 3675 | 4168 |
| - With treatment – please specify level of treatment. Sent to builder STP for treatment | 764.65 | 1001 |
| (ii) To Groundwater | - | - |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| (iii) To Seawater | - | - |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| (iv) Sent to third-parties | - | - |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| (v) Others | | |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| Total water discharged (in kilolitres) | 4440.53 | 5169 |

**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

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

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

6. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

| Parameter | Please specify units | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|---|
| NOx | mg/nm3 | NA | 487 |
| SOx | mg/nm3 | NA | 273 |
| Particulate matter (PM) | mg/nm3 | NA | 879 |
| 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 |

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

NA

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

| Parameter | Unit | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|---|
| Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs,SF6, NF3, if available) | Metric tonnes of CO2 equivalent | 81.6 | 68.4 |
| Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs,SF6, NF3, if available) | Metric tonnes of CO2 equiva-lent | 637.3 | 1995.2 |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) | | 0.00000000708 | 0.00000002396 |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) | | 0.0000001462 | 0.00000053669 |
| Total Scope 1 and Scope 2 emission intensity in terms of physical output | | NA | NA |
| Total Scope 1 and Scope 2 emis-sion intensity (optional) – the ele-vant metric may be selected by the entity | | NA | NA |

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

Yes, Earthood Services Private Limited has done the assurance for FY 2025.

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

Yes, Sonata has implemented a comprehensive program focused on the reduction of greenhouse gas (GHG) emissions. As part of our environmental sustainability commitment, we continuously monitor and work towards minimizing our emissions. Key initiatives under this program include:

Operational Optimization: Engineering equipment is regulated during non-operational hours to conserve energy.

Water Efficiency Measures: Installation of low-flow aerators on sensor taps at hand wash basins and low-flow faucets in pantry and cafeteria dishwashing areas.

Air Handling Efficiency: Provision of back dampers for Air Handling Units (AHUs), which automatically close when any AHU is turned off, thereby preventing air leakage.

Cooling Efficiency Enhancements: Implementation of cold aisle containment to improve cooling effectiveness and energy efficiency in data center environments.

Temperature Set-point Adjustments: Office space temperature set-points standardized at 24°C to enhance energy savings.

Diesel Generator Optimization: Adjustment in the frequency of DG A-checks to a fortnightly schedule to reduce fuel consumption and carbon emissions.

Load Management: Elimination of unnecessary electrical loads during weekends, such as deactivating heating elements in vending machines, switching off lighting circuits, and disconnecting manually operated devices.

Renewable Energy Utilization: The electricity requirements of Sonata's Global Village offices in Bengaluru are met through renewable energy sources, reinforcing the organization's commitment to reducing its carbon footprint and promoting sustainable practices.

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

| Parameter | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|
| | Total Waste generated (in metric tonnes) | |
| Plastic waste (A) | 0.4 | 0.4 |
| E-waste (B) | 0.08 | 7.8 |
| Bio-medical waste (C) | 0.0 | 0.0 |
| Construction and demolition waste (D) | 0.0 | 0.0 |
| Battery waste (E) | 11.31 | 10.1 |
| Radioactive waste (F) | 0.0 | 0.0 |
| Other Hazardous waste. Please specify, if any.  (G) | 0.0 | 0.0 |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) | 29.3 (Paper 13.8, Wet waste: 13.6, Other 1.8) | 15.7 (Paper - 0.7, other -4.2, wet waste - 10.8) |
| *Total (A+B + C + D + E + F + G + H)* | **41.15** | **33.97** |
| **Waste intensity per rupee of turnover** (Total waste generated / Revenue from operations) | 0.000000000405 | 0.00000000039 |
| **Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)** (Total waste generated / Revenue from operations adjusted for PPP) | 0.0000000083 | 0.0000000088 |
| **Waste intensity in terms of physical output** | NA | NA |
| **Waste intensity (optional) – the relevant metric may be selected by the entity** | NA | NA |

| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) | | |
|---|---|---|
| Category of waste | | |
| (i) Recycled | NA | NA |
| (ii) Re-used | NA | NA |
| (iii) Other recovery operations | NA | NA |
| **Total** | **NA** | **NA** |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes) | | |
| Category of waste | NA | NA |
| (i) Incineration | NA | NA |
| (ii) Landfilling | NA | NA |
| (iii) Other disposal operations a. Sent to municipal corporation | NA | NA |
| (iii) Other disposal operations b. Selling to third parties authorized supplier. | NA | NA |
| **Total** | NA | NA |

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

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

Sonata, as an IT service provider, generates most of its waste from asset disposal, diesel generator (DG) operations, and pantry activities. We comply with all relevant regulations for the safe disposal of electronic and hazardous waste. Emphasizing sustainability, we actively promote recycling to limit landfill use. Our Asset Management Policy ensures the proper upkeep of electronic equipment to extend its lifespan and mandates disposal through certified e-waste recyclers. Additionally, we reduce waste generation by choosing refurbished laptops wherever possible.

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

| Sr.No. | Location of operations/offices | Type of operations | Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any |
|---|---|---|---|
| 1 | NA | NA | NA |

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

| Name and brief details of project | EIA Notification No. | Date | Whether conducted by independent external agency (Yes /No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|---|---|---|---|---|---|
| NA | NA | NA | NA | NA | NA |

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

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

II. LEADERSHIP INDICATORS

1. **Water withdrawal, consumption and discharge in areas of water stress (in kiloliters): For each facility / plant located in areas of water stress, provide the following information:**

   **(i) Name of the area**

   NA

   **(ii) Nature of operations**

   NA

   **(iii) Water withdrawal, consumption and discharge in the following format:**

| Parameter | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|
| Water withdrawal by source (in kilolitres) | | |
| (i) Surface water | NA | NA |
| (ii) Groundwater | NA | NA |
| (iii) Third-party water | NA | NA |
| (iv) Seawater / desalinated water | NA | NA |
| (v) Others | NA | NA |
| Total volume of water withdrawal (in kiloliters) | NA | NA |
| Total volume of water consumption (in kiloliters) | NA | NA |
| Water intensity per rupee of turnover (Water consumed / turnover) | NA | NA |
| Water intensity (optional) – the relevant metric may be selected by the entity | NA | NA |
| Water discharge by destination and level of treatment (in kilolitres) | | |
| (i) Into Surface water | NA | NA |
| - No treatment | NA | NA |
| - With treatment – please specify the level of treatment | NA | NA |
| (ii) Into Groundwater | NA | NA |
| - No treatment | NA | NA |
| - With treatment – please specify the level of treatment | NA | NA |
| (iii) Into Seawater | NA | NA |
| - No treatment | NA | NA |
| - With treatment – please specify the level of treatment | NA | NA |

| Parameter | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|
| (iv) Sent to third-parties | NA | NA |
| - No treatment | NA | NA |
| - With treatment – please specify the level of treatment | NA | NA |
| (v) Others | NA | NA |
| - No treatment | NA | NA |
| - With treatment – please specify level of treatment | NA | NA |
| Total water discharged (in kiloliters) | NA | NA |

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

NA

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

| Parameter | Unit | FY 2025 (Current Financial Year) | FY 2024 (Previous Financial Year) |
|---|---|---|---|
| Total Scope 3 emissions | | | |
| (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs,SF6, NF3, if available) | Metric tonnes of CO2 equivalent | 2168.91 | 2603.53 |
| Total Scope 3 emissions per rupee of turnover | | 0.00000002135 | 0.00000003023 |
| Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity | | NA | NA |

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

Yes, Earthood Services Private Limited has done the assurance for FY 2025

3. **With respect to the ecologically sensitive areas reported at Question 11 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.**

NA

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

| S. No. | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative |
|--------|----------------------|-----------------------------------------------------------------------------------|---------------------------|
| 1 | Operational Optimization | Engineering equipment is regulated during non-operational hours to con-serve energy. | Energy saving |
| 2 | Water Efficiency Measures | Installation of low-flow aerators on taps at hand wash basins and low-flow faucets in pantry and dishwashing areas. | Reduction in water usage |
| 3 | Cooling Efficiency Enhancements | Implementation of cold aisle containment to im-prove cooling effective-ness and energy efficien-cy in data centers. | Reduction in energy con-sumption and emissions |
| 4 | Renewable Energy Integration | Use of renewable energy in our total energy con-sumption. | Decrease in emissions |
| 5 | Bathroom Water Management System | Use of HUIDA system for washrooms in office are-as. | Water consumption is signif-icantly lower than standard commode flush systems |
| 6 | Preventive Maintenance Pro-gram | Periodic servicing of UPS and AC plants to ensure optimal performance and avoid energy losses. | Increased operational efficiency |
| 7 | Temperature Set-point Ad-just-ments | Standardization of space temperature set-points to 24°C to optimize cooling. | Reduced power consumption and emissions |

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

Yes,Sonata has a comprehensive Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP), which have been audited and certified in accordance with ISO 27000 and SOC 2 standards.

- The plan outlines detailed procedures for emergency response, including evacuation protocols, with special provisions for supporting vulnerable employees.

- It designates specific personnel responsible for various tasks and roles during emergency and response operations.

- Coordination with landlord teams and relevant government authorities is integral to the plan to ensure an effective and unified emergency response.

- A thorough risk assessment has been conducted, covering fire hazards, human-induced threats (such as bomb threats, suspicious objects, unauthorized access, and acts of violence), natural disasters (including earthquakes, building collapse, floods, and storms), electrical hazards, LPG leaks, and health-related risks (such as pandemics and epidemics, including COVID-19).

- This assessment includes risk identification, recovery hazard evaluation, risk rating based on a risk assessment matrix, and outlines key preventive and response measures.

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

At Sonata, we have seamlessly integrated supplier evaluation and engagement into our overall supply chain management process. As part of this initiative, all suppliers of products and services are required to complete our Supplier Environment Assessment Form, which evaluates their performance on various sustainability parameters, including greenhouse gas (GHG) emissions and their commitment to environmental initiatives. We conduct quarterly engagements with our suppliers, providing training sessions aimed at raising awareness and enhancing their capabilities in addressing climate-related challenges. Our evaluation process not only prioritizes suppliers who demonstrate strong environmental performance but also acts as a filter against onboarding new vendors with low sustainability scores. This approach fosters greater environmental

accountability across the value chain and encourages our suppliers to implement climate change mitigation measures, thereby aligning with our larger ESG goals.

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

    51%

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

I. ESSENTIAL INDICATORS

1.

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

    Sonata is affiliated with two 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 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.**

| Name of authority | Brief of the case | Corrective action taken |
|---|---|---|
| Nil | Nil | Nil |

II. LEADERSHIP INDICATORS

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

| Sr.No. | Public policy advocated | Method resorted for such advocacy | Whether infor-mation available in public domain? (Yes/No) | Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify) | Web Link, if available |
|---|---|---|---|---|---|
| NA | | | | | |

**Principle 8: Businesses should promote inclusive growth and equitable development**

I. ESSENTIAL INDICATORS

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

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

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

| Sr. No. | Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In INR) |
|---|---|---|---|---|---|---|
| NA | | | | | | |

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

At Sonata, we maintain both formal and informal engagement channels with our stakeholders, recognizing that open dialogue is essential for fulfilling our CSR commitments. Our CSR team remains accessible to NGO partners for ongoing support, ensuring all lines of communication are open. We have established structured dialogues, including weekly meetings with NGO partners, quarterly or semi-annual governance sessions led by the CSR Head with all program partners, and quarterly reviews with the Board and CSR Committee. Additionally, offline community interactions are conducted as needed to ensure responsiveness to local needs.

Sonata actively involves its employees in volunteering opportunities, reinforcing the importance of stakeholder participation in CSR efforts. The Board and leadership are regularly updated on CSR implementation and outcomes, and Sonata's progress is transparently shared with investors, employees, and the public via reports and social media platforms. Sonata's CSR team collaborates closely with NGOs and community members, conducting weekly progress reviews, addressing feedback, and identifying areas for support.

Furthermore, Sonata's Third-Party Code of Conduct and Business Ethics serves as a grievance redressal mechanism, allowing external stakeholders to report concerns in a transparent and ethical manner.The code can be accessed

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

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

| Directly sourced from MSMEs/ small producers | FY 2025 | FY 2024 |
|---|---|---|
| Directly sourced from MSMEs/ small producers | 12% | 5.71% |
| Sourced directly from within the district and neighboring districts | 95% | 100% |

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

| Location | FY _2025 Current Financial Year | FY _2024_Previous Financial Year |
|---|---|---|
| Rural | NA | NA |
| Semi-urban | NA | NA |
| Urban | NA | NA |
| Metropolitan | 100% | 100% |

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

II. LEADERSHIP INDICATORS

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

| Details of negative social impact identified | Corrective |
|---|---|
| Nil | Nil |

**2. 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,

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

Local Artisans, Handicrafts, Women groups, Local vendors

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

<1%

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

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

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

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

**6. Details of beneficiaries of CSR Projects:**

| S. No. | CSR Project | | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|---|---|---|---|---|
| Sonata Software has 5 entities applicable for CSR. SSL, SITL SSSL, Encore, Quant. The details for each are mentioned below | | | | |
| Projects under Sonata Software Limited ("SSL") | | | | |
| 1 | Agastya International Founda-tion | Provided technical support to develop the student Teacher Engagement Plat-form,aimed at helping teachers effectively interact with students in rural regions. | 5250+ | 100% |
| 2 | Industree Crafts Foundation | Developing an Online Repository for Arti-sans to store Designs and products for Arti-sans. Extension project. participant profiles linked to a form, facilitating batch-wise pro-files and matrices. Access to content including pre-reads, session recordings, and post-reads, presented in formats such as PDFs, PowerPoint presentations, and videos. Tracking participation and engagement is crucial, along with documenting feedback forms post-sessions. | 200 | 100% |
| 3 | Functional Vocational Traning And Research Society(FVTRS) | To provide technical assistance in the de-velopment of a FVTRS website with the ob-jective of establishing a digital footprint, while automating and streamlining daily op-erational processes such as asset and inventory management. | 7000 | 100% |
| 4 | Arvind Eye Hospital | To enhance access to quality eye care for underserved populations and children with Cerebral Visual Impairment (CVI) through innovative digital solutions and inclusive healthcare delivery. | 80,000 | 100% |
| 5 | Support projects | Application support for website develop-ment projects | | |
| Projects under Sonata Information Technology Limited ("SITL") | | | | |
| 1 | MAP (Museum of Art and Photography) | Creating a Supportive Ecosystem for Wom-en's Diversity and Inclusion in india through the visible and invisible Initiative. | 64,210 | 100% |
| 2 | Second Chance Sanctuary | To build additional kennels and enclosures for better care of abandoned and abused dogs. | 60+ | 100% |
| 3 | IISC IIM | To promote scientific research in software engineering & responsible A.I, education outreach programs. To support the devel-opment of research and education infra-structure and start up's in A.I | 170 | 100% |

| S. No. | CSR Project | | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|---|---|---|---|---|
| 4 | SKSVMA | To provide scholarships for economically weaker girls to pursue technical education at SKSVM college of Engineering & Technolo-gy, Lakshmeshwar. | 16 | 100% |
| 5 | Deccan Heritage Foundation | To restore the historic Rang Mahal Pavilion and gardens, enhancing the heritage and academic environment at the university col-lege for Women, with a focus on supporting women's education. | 6500+ | 100% |
| 6 | Olympic Gold Quest (OGQ) | Aims to assist athletes preparing for the Paris Olympics and Paralympics by funding training, tournaments, sports science ser-vices, medical support, coaching, stipends, equipment, athlete management, and per-formance monitoring. | 750 | 100% |
| 7 | Centum Foundation | To empower underserved and underprivi-leged youth-especially women-through em-ployability training in IT, focusing on data analytics and industry-aligned skills, sup-ported by Sonata under its CSR initiative. | 250 | 100% |
| 8 | FVTRS | Digital skill training & placement support for underprivileged youth | 250 | 100% |
| Projects under Sonata Software Solutions Limited ("SSSL") | | | | |
| 1 | Bangalore Little Theatre | Project is focusing on Developing a Web portal life skills training using theatre tech-niques. It offers resources like workshops and videos, helping educators deliver en-gaging and creative learning experiences. | 2500 | 100% |
| 2 | Agastya Foundation | Agatya STEP Project Enhancement module: Create a student interface to view quiz re-sults and performance metrics. | 7500+ | 100% |
| 3 | Industree | To provide technical assistance for the development and enhancement in Industree Seller and Channel App | 200 | 100% |
| 4 | Support Project | Application Support Project | | |
| Project under Encore I.T. Services Solutions Private Limited ("Encore") | | | | |
| 1 | AHCT | To support underprivileged girls through Project Putri and Nipuni Career Pathing by providing financial aid, STEM education, and career training at Dindigul Urban School. | 185 | 100% |
| Project under Quant Cloud Solutions Private Limited ("Quant") | | | | |
| 1 | SayTree Environment Trust | Tree plantation saplings under Urban plantation Falaknama Palace, Hyderabad | 1240 trees | 100% |

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

I. ESSENTIAL INDICATORS

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

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

   • At Critical Milestone or Release or Phase Completion

   • At Project Completion

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

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

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

   Sonata has structured governance review meetings with customer on weekly, monthly and quarterly with different levels of customer stakeholders. Any concern or compliant raised by customer will be reported as an customer escalation and responded with an action plan.

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

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

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

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

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

| | FY 2025 (Current Financial Year) | | Remarks | FY 2024 (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 | | 0 | 0 | |
| Advertising | 0 | 0 | | 0 | 0 | |
| Cyber-security | 0 | 0 | | 0 | 0 | |
| Delivery of essential services | 0 | 0 | | 0 | 0 | |
| Restrictive trade practices | 0 | 0 | | 0 | 0 | |
| Unfair Trade Practices | 0 | 0 | | 0 | 0 | |
| Other | 0 | 0 | | 0 | 0 | |

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

|  | Number | Reasons for recall |
|---|---|---|
| Voluntary recalls | 0 | NA |
| Forced recalls | 0 | NA |

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

   Yes,

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

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

   Not applicable. As no issues are reported which requires any corrective action.

7. **Provide the following information relating to data breaches:**

   a. **Number of instances of data breaches**

   One instance - Gapbuster Worldwide Pty Ltd, a Sonata entity, reported a data leak during the second quarter of 2024 (April-June).

   **Brief details of the Incident:** Gapbuster Worldwide Pty Ltd, also known as Sonata GBW ("GBW"), had faced a breach of its mystery shopper's information (Name, email, phone number) stored on the platform of a third-party service provider named Nectar Desk. GBW had previously engaged Nectar Desk to record and store calls and SMS conversations with Mystery Shoppers through their platform. On inquiry by GBW, Nectar Desk stated that they changed their storage policies, by moving some filed to their S3 bucket, due to which they became "public" instead of "private" exposing GBW's data. Nectar did this, post GBW ending the contract with Nectar

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

   No customer personally identifiable information was leaked in the breach.

   c. **Impact, if any, of the data breaches**

   There is no impact. Following GBW's notification to all pertinent parties and regulatory bodies, the US and Canadian authorities have confirmed that no action is necessary on Sonata's part.

## II. LEADERSHIP INDICATORS

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

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

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

   https://www.facebook.com/sonatasoftware

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

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

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

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

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

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

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

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

Operational customer feedback survey is administered through the online Customer Feedback Survey tool and targeted to operational level counter parts for each projects. Customer feedback survey is typically done:

- **At Critical Milestone or Release or Phase Completion**

- **At Project Completion**

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