Sustainability Report 2023-24

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A Mesmerizing Symphony of ENVIRONMENT, SOCIETY & GOVERNANCE



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sonata-software.com		

Our Approach to

Sustainability

About the Report

Sonata introduces its first Sustainability Report for FY 2023-24. This Report stands as a commitment to transparency and comprehensive disclosures for investors and stakeholders. The Report offers a detailed overview of Sonata's valuable insights into how the Company's strategic approaches align with its objective of delivering value while effectively managing risks and adapting to the dynamic external environment.

Feedback

Annual Report

Reporting boundary and period

stakeholders, has access to relevant and valuable information

Reporting framework

commitment to addressing climate change. For easy reference, the GRI Index is provided at the end of this Report,

A Mesmerizing Symphony of **Environment, Society** and Governance

At Sonata Software, we seek to orchestrate a mesmerizing symphony where our efforts on the environmental, society and governance fronts collectively contribute to a sustainable future. Every action we take is guided by a deep-rooted commitment to responsible growth—whether through delivering Modernization Engineering services, fostering a culture of inclusion and integrity or igniting a positive change in the communities we serve. Our environmental initiatives, including sustainable procurement, plantation drives, a ban on single-use plastics and more, are implemented diligently.

We believe sustainability is more than just environmental stewardship. Our Corporate Social Responsibility (CSR) approach is thus aimed at driving value creation in the communities we serve through Sonata's services, conduct and initiatives. By executing projects focused on education, digital skilling and healthcare, among others, we aspire to make a lasting positive impact on the society.

Our objective is clear—we seek to operate our business in an economically, socially and environmentally responsible manner while safeguarding the interests

of our stakeholder fraternity, including our personnel, partners, investors and local communities. Our commitment to Diversity and Inclusion (D&I) shines through targeted social interventions that enable us to drive inclusive growth and shape a more equitable society.

Governance is the steady rhythm that grounds this symphony. For us, accountability and board diversity guide every decision. At Sonata Software, this symphony of ESG principles sets the tempo for our long-term growth while charting the path to a better, more sustainable world.

Message from the CEO



Samir Dhir Managing Director & CEO

We continue to take initiatives spearheaded by our dedicated D&I Council to guarantee fair hiring practices, manager sensitization and an empowering and engaging organizational culture. Through Sonata Women Advocacy Network (S.W.A.N.) and other diversity programs, we encourage the growth of our women team members and build a supportive community. Additionally, we regularly track and evaluate our progress on the diversity and inclusion front to sustain a work environment where each of our team members feels appreciated and heard.

Dear Stakeholders

It is with pleasure and a sense of contentment that I present to you our inaugural Sustainability Report showcasing our progress in FY 2023-24. Throughout the reporting period, we remained steadfast in our commitment to making an actionable impact across the triple bottom line of people, planet and prosperity. We undertook numerous initiatives, forged stronger relationships with our stakeholders and community members and accelerated our ESG agenda-all with a view to empowering a sustainable future.

At Sonata Software, while financial sustainability is a priority we strive to achieve it through equitable growth for our personnel, communities, associates, clients, investors, suppliers and other key stakeholders while concurrently safeguarding the environment and its resources.

We are committed to driving environmentally sustainable growth. As a responsible corporate entity, we strive to curb our environmental footprint and contribute towards the betterment of society. We have undertaken



Our focus also extends to strengthening relationships with all our stakeholders. Guided by a Board-approved Policy on Stakeholder Engagement, we seek to understand the priorities of each stakeholder group, gaining deeper insights and new perspectives while safeguarding their best interests.



In the coming years, our focus on sustainability and ESG will only grow stronger. I am confident that these efforts will enable us to realise our credo of becoming a truly responsible organization dedicated to ensuring the holistic well-being of people, society and the planet at large.

several targeted measures to reduce our carbon footprint, minimize our water consumption, increase the use of renewable energy and limit waste generation.

Our focus also extends to strengthening relationships with all our stakeholders. Guided by a Board-approved Policy on Stakeholder Engagement, we seek to understand the priorities of each stakeholder group, gaining deeper insights and new perspectives while safeguarding their best interests.

Sustainability is a core value at Sonata. We have set ambitious targets, including achieving Net Zero by 2050, using 100% renewable electricity by 2030 and maintaining zero fatalities and zero data breaches. I am also happy to report that Sonata Tower F has achieved the IGBC Green Building Platinum Certification, highlighting our dedication to achieving responsible progress.

At Sonata Software, we believe that change begins from within, which is why we prioritize offering our people a safe, diverse and inclusive workplace that ascertains their well-being and facilitates their growth. We strive for inclusive

growth that benefits not only ourselves but also all our stakeholders.

We continue to take initiatives spearheaded by our dedicated D&I Council to guarantee fair hiring practices, manager sensitization and an empowering and engaging organizational culture. Through Sonata Women Advocacy Network (S.W.A.N.) and other diversity programs, we encourage the growth of our women team members and build a supportive community. Additionally, we regularly track and evaluate our progress on the diversity and inclusion front to sustain a work environment where each of our team members feels appreciated and heard.

We have always engaged with the communities residing in our operating regions. This year was no different and I am pleased to report that we have been able to make a considerable difference in the lives of underserved communities through targeted initiatives on education, healthcare and livelihood assistance.

As we step into the next fiscal year, our commitment to responsible growth, ethical practices and sustainable development remains steadfast. By adhering to the highest standards of corporate governance and fostering a culture that values transparency and accountability, we are determined to lead with integrity and create lasting value for all our stakeholders.

In the coming years, our focus on sustainability and ESG will only grow stronger. I am confident that these efforts will enable us to realize our credo of becoming a truly responsible organization dedicated to ensuring the holistic well-being of people, society and the planet at large.

Best regards,

Samir Dhir

Managing Director & CEO

About Sonata Software

Who Are

We are Sonata Software Limited, a Modernization Engineering company headquartered in Bengaluru, India. With a global footprint spanning the US, UK, Europe, APAC and ANZ regions, we are recognized as a trusted partner by leading companies across various industries, including Telecom, Media and Technology (TMT), Retail and Consumer Packaged Goods (CPG), Manufacturing, Banking, Financial Services and Insurance (BFSI) as well as Healthcare and Life Sciences (HLS).

Backed by a team of 6000+ dedicated professionals, known as Sonatians, we leverage a diverse and inclusive work environment to propel our organization to new heights of success each day.

What Do **We Do?**

At Sonata, we specialize in delivering outcomebased modernization services that provide sustained value for our customers. Our core services encompass Cloud solutions, Data management, Dynamics, Managed Services, Automation and Digital Contact Centers. We have always been at the forefront of technological advancements, investing in emerging technologies such as Generative AI to help our clients stay competitive in this dynamic digital age.

How Do We Do It?

Our unique Platformation[™] framework, built on deep industry expertise, platform technology excellence, design innovation and strategic engagement models, enables us to outperform our peers. This methodology empowers us to deliver tailored modernization solutions that surpass industry standards and meet the specific needs of our clients. We maintain strong, long-standing partnerships with leading technology providers such as Microsoft, AWS, Salesforce, and Google, providing comprehensive and cutting-edge solutions that support our valued customers' digital transformation journeys.

At Sonata, we prioritize continuous learning and development for our team. Therefore, we have undertaken several initiatives to ensure that our talent remains relevant and skilled in the everevolving technological landscape. Furthermore, in our quest to deliver excellence, we have never deviated from our vision to cultivate a greener tomorrow. As a responsible corporate entity, we are deeply committed to upholding high standards of Environmental, Social, and Governance (ESG) practices, corporate governance, and Corporate Social Responsibility (CSR) initiatives.

Our Presence across the Globe



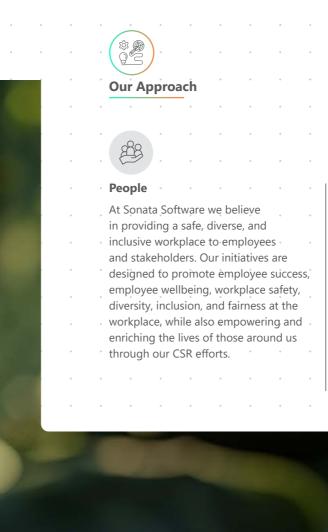
Our Approach to Sustainability



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Sustainability Vision

Our vision for sustainability – Make a Deep Impact and Transform – arises out of a drive to deliver a positive impact across the triple bottom line of people, planet and prosperity. We believe that while financial sustainability is critical, it must be achieved within a model that factors equitable growth of employees, communities, associates, clients, investors, suppliers, and other key stakeholders and conserving the environment.



Sustainability	Report	2023-24
Sustaniusnity	ICC POIL	FOF2 F-4

Prosperity

Sonata Software is dedicated to fostering the stability of climate systems, improving the quality of air, land, and water, preserving biodiversity, and supporting ecosystem services. We actively monitor our environmental impact, assess risks, and manage resource usage. By embracing eco-friendly practices and implementing

Planet

conservation measures, we aim to reduce our ecological footprint throughout all aspects of our business operations. We advocate for prosperity across the triple bottom line, emphasizing profitability not only for the organization but also for all its stakeholders, including customers, employees, partners, and others involved. By implementing rigorous governance and compliance processes, we uphold adherence to laws, regulations, and ethical business conduct, thereby fostering sustainability throughout our value chain.

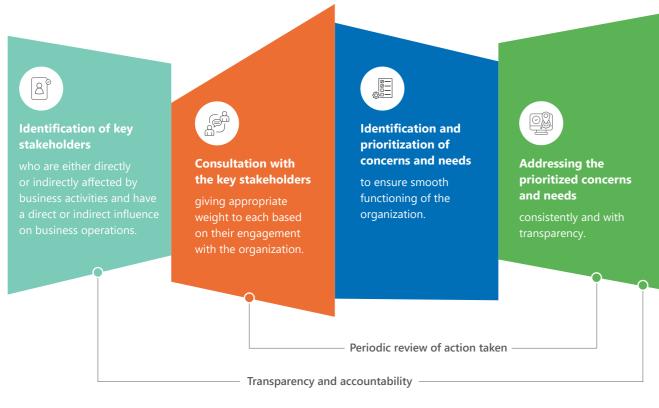


Strengthening Relationships with All Stakeholders

At Sonata, we acknowledge our responsibility to meet stakeholder expectations in today's dynamic business and adapt to the challenging regulatory environment. Through effective engagement, we strive to create greater societal value. Guided by our Board-approved Policy on Stakeholder Engagement, we have established a clear framework to build lasting relationships with each stakeholder.

Our approach is based on understanding the unique priorities of each group and using insights from these interactions to validate our performance and gain new perspectives.

Our process of stakeholder engagement





Stakeholder engagement	Purpose of engagement	Channels of communication	Frequency of Engagement	Key Issues
Stakeholder engagement	Resolution of any delivery challenges and feedback on technology and services	Company website, social media, Customer surveys, Emails, Telephonic Conversations Project-related meetings, management reviews, relationship meetings	As needed	 Customer Relationship Management Cyber Security and Data Privacy, Business Ethics, Corporate Citizenship (CSR), Climate Change, Energy Management
Investors	Business performance, strengths, business strategy for growth and expansion	Annual General Meeting, Investor's page on the Company's website, Press releases and Conferences	Quarterly	 Business Ethics Risk Management Economic Performance Human Capital Development Customer Relationship Management Climate Change Energy Management Corporate Governance Cyber Security and Data Privacy
Employees	Growth and development, Feedback and Grievance Redressal, Training, Workplace experience, Corporate Communications	Emails, Townhalls, Employee Engagement Surveys, Performance Evaluations, Company website	Continuous	 Human Capital Development Human Rights Diversity and Inclusion Employee Health & Safety Cyber Security and Data Privacy Business Ethics Energy Management

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Stakeholder engagement	Purpose of engagement	Channels of communication	Frequency of Engagement	Key Issues
Regulators	Compliance with local laws and regulations	Interactions with statutory bodies	As needed	 Climate Change Energy Management Water Management Waste Management Corporate Citizenship (CSR) Human Rights Corporate Governance Cyber Security and Data Privacy Business Ethics Risk Management Economic Performance Employee Health & Safety Supply Chain Management
Industry Associations	Industry and ESG Trends, emerging best practices, Technology Landscape	Conferences, Industry Performance Meetings	As needed	 Climate Change Energy Management Waste Management Corporate Governance Business Ethics Risk Management Supply Chain Management
Communities/ NGOs	To cater to our community in a responsible and sustainable way, we engage with our community through our CSR Channel partners and projects.	Online or Offline meetings, Emails, Website, Social media posts.	Weekly or Monthly between CSR partners and CSR leads	Corporate Citizenship (CSR) Medium: - Climate Change, - Energy Management, - Water Management, - Waste Management, - Biodiversity, - Human Rights, - Diversity and Inclusion
Vendors and Suppliers	Compliance, Value Add, operations, commercial discussion and sustainability	Email, Meetings, Website	Yearly	 Supply Chain Management, Water Management, Waste Management, Business Ethics, Risk Management Human Rights,

Materiality Assessment

Stakeholder Identification

Stakeholder groups, peers, investors, suppliers and customers were selected

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Evaluating Standards and Frameworks

Review of standards such as SASB, DJSI, MSCI and BRSR was undertaken

Assessment of the material issues of the peers and other stakeholders was considered and a score was assigned

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Secondary Research

Sustainability Reports of the

identified stakeholders and

peers (wherever available)

materiality preference

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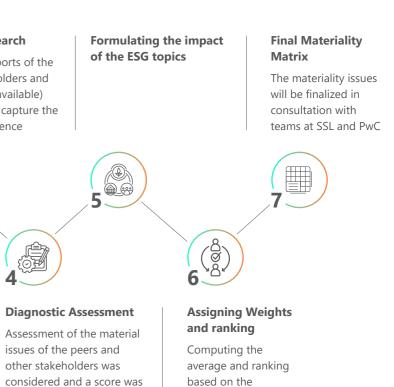
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The materiality analysis process

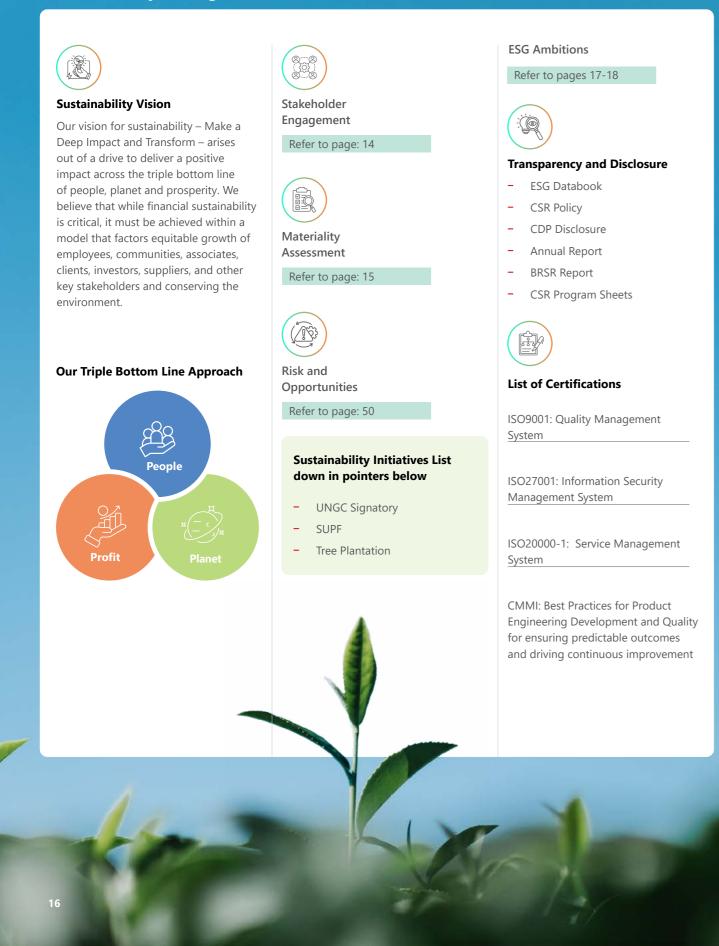


High	Medium					
 Human Capital Development Retention & Labor Practice Corporate Governance & Business Ethics Privacy Protection & Cyber Security Climate Change (Climate Risk & GHG Emissions) Customer Relationship Management 	 Human Rights and Health & Safety Corporate Citizenship & Philanthropy Risk and Crisis Management Innovation Management Resource Management (Water & Waste) Supply Chain Management 	 ESG Reporting, Regulation & Compliance Economic Performance Brand Reputation Policy Influence Biodiversity Tax Strategy 				



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Sustainability Management Framework



ESG Ambitions and Targets

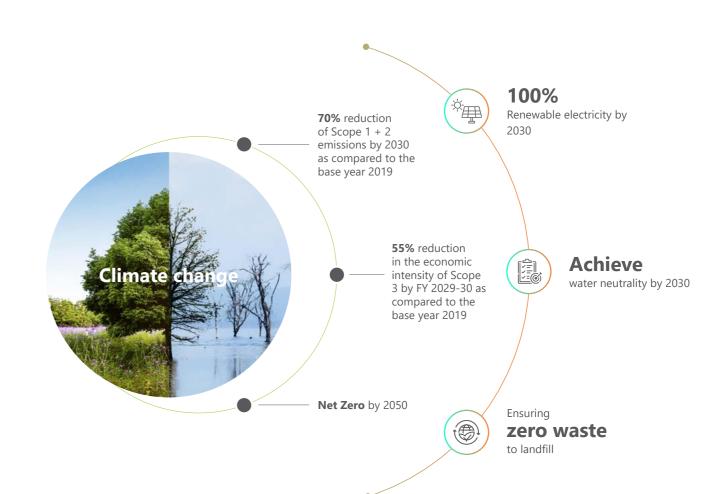
Material Issues	Target and target year	Target and target year	Status
Climate change (Climate risk and GHG Emissions)	 70% reduction of Scope 1 + 2 emissions by 2030 over base year 2019 55% reduction in the economic intensity of Scope 3 by FY 2029-30 over base year 2019 Net Zero by 2050 100% Renewable electricity by 2030 	 61% reduction of Scope 1 + 2 emissions by 2030, as compared to the base year 2019 78% reduction in the economic intensity of Scope 3 by FY 2029-30, as compared to the base year 2019 50% Renewable energy use. 	0
	Publish TCFD report for FY 2022-23	Published TCFD Report	0
	Achieve water neutrality by 2030 Ensuring zero waste to landfill	34% Recycled water use	0
Resource Management (Water and Waste)	Aim to implement a Single-use-Plastic- Free (SuPF) Certified Company for the Bengaluru Office by FY 2023-24	Certification Done	0
Diversity	Aim to conduct 100% mandatory training and awareness programs for People Managers on inclusion by FY 2024-25	20%	0
and Inclusion	Aim to maintain 50% of entry-level hiring to be women by FY 2024-25	86%	0
	Aim to increase share of women in total workforce to 34-35% by 2025	30.7%	0
Health and Safety	Zero fatalities	Zero fatalities	0
	Target of Training 100% Tier-1 suppliers on ESG best practices by FY 2023-24	Quarterly Training for suppliers	0
Supply Chain Management	Aim for Assessment of 10% Tier-1 suppliers by FY 2023-24, to be gradually increased on Year on Year (YOY) basis.	Assessment is done for the Tier-1 suppliers	0
	Aim for 100% Tier 1 suppliers on ESG compliance by FY 2023-24	Tier 1 Suppliers signed the SCOC document	0
	Sustainability assessment of Top 100 suppliers by 2028	31 supplier	0

Environmental Stewardship

			O Achieved O Inline
Material Issues	Target and target year	Target and target year	Status
Corporate Citizenship	Aim to reach 1 million through CSR initiatives by 2030	3.4 Lakhs lives touched	0
and Philanthropy	Conduct CSR Impact Assessment for eligible projects from FY 2023-24 onwards	Completed for 2023	0
Corporate Governance and Business Ethics	Ensuring robust compliance and integrity practices	Zero cases of disciplinary actions	0
Data Privacy & Cyber Security	Zero Data breach	Zero cases of Data breach	0

ESG Progress for FY 2023-24

Environment		Social		Governance			
39% Electrical Consumption reduction from Baseline year 2019-20	34% Recycled Water usage	3758 Employee got ESG awareness	6.8 Crores Community investment under CSR	42% Independent directors in board	Zero cases of disciplinary action for bribery or corruption		
54% Carbon emission reduction from Baseline year 2019-20	IGBC Platinum Green Building Tower F, Bengaluru	30.7% Employee gender diversity	3.5 Lakhs+ Beneficiaries in CSR activities	Polices coverage Diversity and Inclusion Code of Conduct Sustainability Policy EHS Policy and others	UNGC Signatory		





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Energy

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With the key focus on energy efficiency, we have implemented several measures

Operational optimization of engineering equipment during non- operational hours.	Provide low-flow aerators for all hand washbasin sensor taps and provision of low-flow faucets at pantry and cafeteria dish washing area.	Back dampers are provided for AHUs, which gets closed when one of the AHUs is switched off, avoiding air leakage.
Insulating the AHU area to increase the effective usage of cooling and to improve efficiency.	AC temperature changed to 24 ^o C.	Optimizing DG A-Check frequency for emission reduction.
Ensure complete removal of dead loads during weekends, including turning off or unplugging heating elements, switching off lighting circuits and cutting off all manually operated loads.	Sonata Global Village offices in Bengaluru use renewable energy for electricity.	

Sonata Tower F Achieves IGBC Green Building Platinum Certification

Bengaluru - Sonata Tower F facility at the Global Village Tech Park has been awarded the prestigious IGBC Platinum Certification. This recognition highlights Sonata's commitment to sustainability and the environment.

The office space incorporates sustainable and environment-friendly practices throughout its construction and design. This resulted in

- Reduced carbon footprint _
- -Energy savings
- Improved occupant health and wellbeing
- 20-25% reduction in utility costs (HVAC and Lighting) by implementing IoT based BMS system



materials Enhanced safety for occupants -

utility systems

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The features include

Use of renewable energy

Automation in lighting and other

Use of environmentally friendly

Our commitment to sustainability extends beyond this achievement. We are consistently exploring new avenues to reduce our environmental impact and create a more sustainable future.



Sonata Software Limited	· · · · ·	· · · · ·	· · ·	· · ·	· · · · ·
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Management					
• We have set ambitious goals in lin		sius Science Based	Targets pat	hway. ·	
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by 20E0	Renewable energy	use by 2030			
. by 2050					
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Performance in FY 2023-24

61%

reduction of Scope 1 + 2 emissions over base year 2019

78%

reduction in the economic intensity of Scope 3 over the base year 2019

50%

Renewable energy use

GHG Inventory Verification

The GHG inventory is crucial for understanding and managing an organization's environmental impact. By accurately tracking greenhouse gas emissions, companies can identify key areas for improvement, set meaningful reduction targets, and demonstrate their commitment to sustainability. It also ensures compliance with regulatory requirements and enhances transparency for stakeholders.

We conducted an independent verification of Sonata Software Limited's greenhouse gas (GHG) emissions for the period from April 1, 2023, to March 31, 2024. Our management is responsible for maintaining the GHG information system, records, and reporting procedures. We focused on verifying direct (Scope 1), indirect (Scope 2), and other indirect (Scope 3) emissions across 11 operations in India and 14 international sites. Verified emissions include 68.40 tonnes of CO₂ for Scope 1, 1,995.25 tonnes for Scope 2, and 2,603.53 tonnes for Scope 3, with a carbon intensity of 0.54 tCO₂e per ₹1,000 Crores of gross revenue. We confirmed that the GHG inventory is materially accurate and prepared according to relevant standards. Our verification process involved interviews, document reviews, and data audits, and we concluded with limited assurance that the GHG assertion is accurate.

GHG Emissions

Scope 1

Scope 2

Scope 3

Total emissions



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Water

Management

Our water management efforts aim to reduce water co

Incorporated low-flow aerators for all hand washbasin sensor taps.

The washroom water management system named HUIDA reduces water consumption significantly as compared to normal commode flush.

Zero liquid dischar Bangalore offices

Provision of low-fl

and cafeteria dish



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Waste

Management

Our waste management initiatives focus on minimizing landfill contributions and responsibly handling electronic and hazardous waste

Adhering to regulations for electronic and hazardous waste disposal.

Enhancing recycling efforts to minimize landfill contributions.

Asset Management Policy for proper maintenance of electronics and authorized disposal through designated e-waste recyclers.

Mitigating waste production by opting for refurbished laptops whenever feasible, thereby reducing overall waste production.



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Responsibly managing pantry waste by proper segregation and handing over to landlord for further process.

Single Use plastic free certification

The Confederation of Indian Industry-ITC Centre of Excellence for Sustainable Development (CII-ITC CESD) has certified Sonata Software as

'Single-use Plastic Free'

(SuPF). This certifications highlights a significant milestone in our journey towards fostering a greener tomorrow. This SuPF Certification is in alignment with the United Nations Sustainable Development Goal 12, emphasising on responsible consumption and production.

Single-use plastics pose a significant threat to our planet, contributing to pollution and harming the ecosystem. By eliminating single-use plastics from our operations, we are taking a stand against this global issue and demonstrating our dedication to creating a cleaner, healthier tomorrow.

Social Stewardship

Employee



At Sonata, we value our people and acknowledge that promoting diversity and inclusion aids in accelerating the progress of our organization. Backed by a robust D&I Council, our leaders represent Sonata's commitment to promoting diversity and inclusion.

We have launched several diversity and inclusion (D&I) initiatives, focusing on fair hiring practices, manager sensitization trainings, policy changes, among others. We also host fireside

chats, webinars, and events. Moving forward, our goal is to further enhance diversity across all regions.

We have established a global Employee Resource Group (ERG), specially focused on women, called S.W.A.N (Sonata Women Advocacy Network). SWAN connects and empowers women colleagues, advocating for workplace equity and equality. It fosters allyship and aims to build a supportive

community where everyone feels valued and heard.

We consistently monitor and evaluate diversity and inclusion progress by analyzing metrics across various bands and locations. This includes tracking hiring statistics, conducting attrition analysis and developing effective retention strategies.

Employee Diversity and Inclusion (D&I) Initiatives at Sonata Software

Based on diversity data analytics to assess the current state of diversity

and inclusion and identify areas for

Updated annual health check-up policy based on employee engagement survey

recommended medical tests for women

feedback. This aligns with the latest

Sonata Inclusion Index

improvement.

Policy Changes

colleagues in India.

Report Progress on Diversity and Inclusion Targets

Target

Conduct 100% mandatory training and awareness programs for People Managers on inclusion by FY 2024-25.

Maintain 50% of entry-level hiring to be women by FY 2024-25.

Increase share of women in total workforce to 34-35% by FY 2024-25.

Fairness, Equity and Compliance

other employee benefits.



- Week-long #InspireInclusion events led by SWAN.
- Activities included a fireside chat, Women Appreciation Week, milestone awards for women with 20+ years at the company, and bonding events across all India offices.
- Emphasized inclusion, equity and empowerment for women, providing opportunities for networking, bonding, and sharing experiences.

Extended Work-From-Home

children.

for Working Mothers Recognizing challenges faced by working mothers during the summer break, the SWAN committee launched an initiative offering extended WFH for

all working mothers with school-going

28



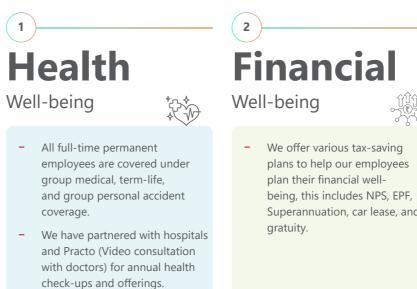
We strive to ensure that we are compliant with employment-related applicable laws and regulations in our every operating location. These compliances include total hours of work, compensation, leaves, equal opportunity, working conditions and

Employee Engagement Programs

Sr No	Events	Туре	Attendees	Outcome
1	ESG essential Training module	Training	3758	Increased understanding of Environmental, Social, and Governance (ESG) principles and their importance in business operations.
2	Training on First Aid	Training	44	Improved knowledge and skills in providing immediate medical assistance in emergencies, potentially reducing the severity of injuries or saving lives.
3	ESG Quiz Competition	Online Quiz	1563	Enhanced awareness about ESG-related topics and principles through an engaging and interactive quiz format.
4	Climate Risk Assessment Workshop	Training	13	Augmented the ability to identify and assess climate-related risks to the organization, leading to better risk management strategies and adaptation measures.
5	Environment day visit	Awareness activity	36	Facilitated the exposure to environmental conservation practices and initiatives, fostering a deeper appreciation for environmental stewardship.
6	Environment day Quiz	Online Quiz	668	Improved knowledge about environmental issues and solutions, promoting active engagement in sustainable practices.
7	Environment Day Kids Painting competition	Competition	55	Encouragement of creativity and environmental awareness among children, cultivating a sense of responsibility towards protecting the environment.
8	Training: CII SUPF (Single-use plastic Free)	Training	18	Understanding of the detrimental effects of single-use plastics and strategies for reducing their usage, contributing to a more sustainable environment.
9	Training on basic office safety	Training	48	Improved awareness of potential hazards in the workplace and knowledge of safety protocols, promoting a safer work environment and reducing the risk of accidents.
10	ESG Awareness Sessions	Training	500+	Heightened understanding of the broader implications of ESG factors on business sustainability and stakeholder value, fostering a culture of responsible corporate behavior.

Employee Well-being Initiatives

We focus on the 3-dimensional well-being of our employees - Health, Financial, and Learning.



- A certified and qualified doctor is available on premises, in case of any emergency.

Employee Support Programs

Workplace stress management



∽ Mental well-being session



-• Yoga day sessions

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Sport and health initiatives



Training and Education

Performance Appraisal Program

PACE (Performance and Career Enablement) has been designed to align individual goals and aspirations with the organization's objectives and growth, including a mid-term review as well.

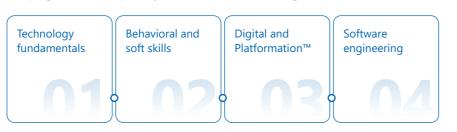
At Sonata, our learning programs are aligned with the overall organizational goals, customer expectations and the ever-evolving learning requirements of our workforce in response to the rapidly transforming technical landscape.

This includes:



'Cross-training' talent hired from the market with adjacent skills, needing additional capabilitybuilding.

Democratization of learning to inculcate a growth mindset in a global talent pool that takes ownership of their learning and growth. Our programs are competency- and role-based, consisting of four modules



The framework outlines learning journeys for each competency

Accessible anytime/anywhere through a device-compatible, dedicated Sonata University portal Contain more than 1,280 curated courses complete with mandatory online assessments for each skill area, based on business needs and employee aspirations.

We measure the effectiveness of these programs by

Employee Satisfaction and Engagement: Using engagement scores, surveys, feedback, and performance evaluations

Training Completion Rates

Skill Acquisition and Proficiency

Rates: Pre and post-training assessments, performance evaluations, skills gap analysis, and assessing skill acquisition and proficiency levels

Promotion and Retention Rates

Business Outcomes: Cost reductions, productivity and process improvements, and revenue growth

Project readiness

Reduction in hiring cost and time

Role growth and customer satisfaction

Periodic feedback mechanisms by managers

Participants' deployability post the completion of programs



Career Advancement and Professional Growth

We understand the importance of continuous learning and development. Therefore, we aim to cultivate a learning environment where talent is recognized, developed and utilized to its full potential to facilitate sustainable growth of the organization.

Our Sonata University serves as a dynamic platform for fostering continuous learning and skill enhancement through meticulous skill-based mapping of our workforce's learning needs. It consists of courses, learning paths, bootcamps, labs, live sessions, certification preparations, coaching and Sonata Live (virtual sessions).

Learning avenues include

- Internal platform (SCOPE)
- External Platform (SCALE: Sonata Career Academy for Learning Excellence with external global partners)
- NASSCOM FutureSkills Prime
- Other MOOCs
- Learning Assistance Policy for external certifications
- Specialized programs like UEP and Gen AI
- Role-based unified programs
- Calendar programs
- Personalized learning paths

We have restructured our existing offerings into six end-to-end Academies focused on specific domains, functions, and career stages. The UEP 2.0 maintains a robust pool of learners and experts knowledgeable in the latest digital technology skills. We have also partnered with a globally acclaimed service provider to deliver high-quality content and a digital platform that can integrate existing and new offerings seamlessly.

PACE (Performance and Career Enablement) program is designed and deployed to ensure timely setting of learning goals, feedback, and career development.

Training Programs for Technical and Soft Skills

We have implemented various training programs to enhance the technical and soft skills of our employees. These include:

Ensures awareness and adherence to regulatory requirements, mitigating risks, potential legal and financial repercussions as well as promotes business continuity.

Compliance Training for Business Continuity

Focuses on enhancing interpersonal communication, leadership and teamwork skills to increase productivity and collaboration for marked improvement in problemsolving, conflict resolution and building more efficient teams. Imparts the latest technical knowledge, such as AI, ML, and Gen AI expertise, to drive innovation, reduce costs, increase productivity and enhance revenues through improved product and service quality.

Technical Skills Training



Soft Skills Development

Team Building and DEI Initiatives

Fosters camaraderie, trust, and collaboration for better employee experience, job satisfaction, and a positive work environment. Our DEI initiatives are designed to build an inclusive work culture by creating awareness and understanding.

Continuous Learning and Professional Development

We continuously integrate learning and development with talent management, fostering a democratic internal talent marketplace. This approach empowers our employees to pursue their personal career aspirations in alignment with organizational goals.

Our integrated ecosystem offers a comprehensive and dynamic overview of individual skills, proficiencies and certifications, mapping them to suitable roles while providing the required support. Sonata University serves as the cornerstone of this dynamic learning ecosystem.

Our Learning avenues include

- Internal platform (SCOPE)
- External Platform (SCALE: Sonata Career Academy for Learning Excellence with external global partners)
- NASSCOM FutureSkills Prime
- Other MOOCs
- Learning Assistance Policy for external certifications

Additional Initiatives for Employee Training and Development

Our compliance training ensures awareness and adherence to regulatory requirements to mitigate risks, potential legal and financial repercussions and ensure business continuity. Our teambuilding program foster camaraderie, trust and collaboration for better employee experience, job satisfaction and a positive work environment. Our Diversity and Inclusion initiatives strengthen our efforts toward building an inclusive work culture by creating awareness and understanding.

Program Descriptions for FY 2023-24

Campus Hire Program (Technical and Non-technical)

 \checkmark

Enable new hires to enhance their skills in key technical and behavioral areas.

Participants will develop a shift in mindset, taking ownership and being result-oriented. They will also learn how to portray themselves professionally to clients and business as Sonata brand ambassadors.

% of FTEs participating in the program:

100%

Quantitative impact of business benefits (monetary or nonmonetary):

100% ready-to-deploy project talent, faster turnaround times for talent fulfillment at early career levels, reduced time and cost of redeployment compared to talent acquisition, improved learning culture, knowledge retention, customer and employee satisfaction, improved resource mobility, retention, branding, sustainability, and ROI.

% of FTEs participating in the

Quantitative impact of business benefits (monetary or nonmonetary):

Reduced time and cost of redeployment compared to talent acquisition, increased productivity, turnaround time, customer satisfaction, role growth, and ownership. Over 20% of internal vacancies are filled by the digitally skilled employees with 10% of nontechnology background employees transitioning to technology projects or areas through these trainings, fostering a positive learning culture.

Kindly refer to our ESG data book

full-stack digital-ready professional, supporting Platformation[™] agenda to transform clients' businesses using platforms.

A unique framework to make you a

Unified Full Stack

Programs

 \checkmark

Designed for all developers designers, architects, and project managers.

program:

80.42%

package.

Annual leaves

Group term life

insurance

Hybrid work

environment

Occupational Health and Safety

To prioritize employee safety, we have established a comprehensive EHS policy. Furthering our commitment to safeguarding the health and safety of our workers, our in-house EHS team is dedicated to monitoring health and safety activities effectively.

Goals for Reducing Workplace Accidents and Injuries

We offer the following benefits to our permanent employees:

Sick leaves

Group personal

accident insurance

Sonata University,

SCALE – learning

platforms

Sonata Software aims to continuously improve its safety standards and reduce workplace accidents and injuries through the following goals:

Continuous Improvement

1

Increase the ongoing enhancement of the EHS program to ensure the highest safety standards.

4 **Effective Incident** Management

Ensure timely and thorough investigation of incidents, effective communication of findings, and implementation of corrective actions.

Proactive Hazard Identification

2

Regularly update the HIRA document and audit checklists to proactively identify and mitigate potential hazards.

5 **Employee**

Engagement

Foster a culture of safety where employees are encouraged to report hazards and participate actively in safety programs.

Benefits provided to permanent and temporary employees

Our governance system has created efficient policies and ensures continuous monitoring and evaluation of our benefits

Maternity leaves	Group medical insurance coverage
Annual health check- up	Car lease policy
Certificate reimbursement	Tax-saving options – EPF, NPS, Superannuation

3

Better Training

Expand the scope and frequency of health and safety training programs to comprehensively cover all aspects of workplace safety.

6

Emergency Preparedness

Continuously improve the Emergency Preparedness Plan to ensure readiness for any emergency.

Safety Measures and Signage

The Company has installed safety signs throughout its Indian offices, covering fire and electrical safety measures. The EHS staff ensures that all personnel are familiar with these signs and follow the safety guidelines, fostering a culture of safety awareness.

Data Collection and Hazard Identification

We collect monthly data from all our offices, recording the information in an EHS register and accordingly develop remedial procedures to mitigate any identified dangers. We employ a Hazard Identification and Risk Assessment (HIRA) document to identify potential hazards and assess risks, evaluating operational controls and mitigate risks.

Emergency Preparedness Plan

An Emergency Preparedness Plan has been developed to ensure our employees are ready to respond to emergencies. The plan includes procedures for evacuation, first aid, fire safety, and other emergency scenarios.

EHS Audits

We utilize an EHS Audit checklist to analyze the EHS status of each office. This helps us in ensuring compliance with safety standards and identifying areas for improvement.

Health and Safety Awareness Workshops

At Sonata, the health and safety of our employees remains paramount. We conduct frequent Health and Safety Awareness workshops, including training sessions, seminars and workshops to educate employees on safety practices. To highlight the importance of a holistic approach to workplace safety, the sessions cover various topics such as fire safety, electrical precautions and measures to optimize mental health.

Incident Management Process

We have a structured Incident Management process that includes:

Incident Investigation	Communication
Immediate investigation of incidents by the EHS team.	Necessary information is communicated to relevant parties.
Recording and Controlling	Root Cause Analysis
Incidents are recorded in an Incident Register, and corrective	Identifying the cause of the incident and implementing

Employee Reporting Mechanisms

The Company takes active measures to mitigate any work-related hazards reported by the employees. The incident management procedure encompasses incident reporting, thorough investigation and the implementation of corrective measures. There are various mechanisms available to facilitate incident reporting, including incident communication metrics, department-specific email addresses and internal communication channels.

Training and Awareness

We conduct office safety sessions to educate employees about essential safety guidelines and best practices. The sessions spans across various topics, including fire safety, electrical precautions and common office hazards. Additionally, mental health webinars are also conducted to emphasize the importance of mental well-being and provide strategies for managing stress and anxiety. Furthermore, comprehensive EHS safety training is also provided to administrative, security and housekeeping personnel, ensuring they remain abreast of the latest safety protocols. We also provide first Aid training to employees.



Human Rights Due Diligence

We have undertaken a comprehensive Human Rights Due Diligence (HRDD) exercise for our workforce to focus on the most pressing human rights issues and develop appropriate mitigation strategies. Our assessment was conducted using a combination of online and offline surveys, meticulously designed to address significant human rights concerns in the IT and Software sector.

While preparing the survey, we adhered to the principles of SA8000, the International Labor Organization (ILO), and the United Nations Global Compact (UNGC), ensuring it reflected the human rights risks prevalent in different regions worldwide.

The HRDD process covered a broad spectrum of human rights issues, including:

Working Conditions

Labor Rights

Right to Privacy

Health, Safety, and Well-being

Fair Remuneration

Freedom of Speech

Workplace Discrimination and Harassment

Learning and Development

Diversity and Inclusion

as per the assessment.

Health, Safety and Well-being

training

To ensure that all the workers attend training

Insurance

Awareness

the workers to sensitize them on how to avail of the health and life insurance benefits

We have existing Training and awareness program for ESG, POSH, and Information security.



Mitigation actions

Following action are planned for mitigating the most significant risk

Workplace health and safety

workplace health and safety

sessions to be conducted for

Mock drills

To ensure mock drills are conducted in all locations annually

Labor Rights and Workplace Discrimination and Harassment

Awareness sessions to be conducted on

the Vigil Mechanism Policy to sensitize the workforce on how to raise a complaint or grievance

Supply Chain

Supplier Sustainability Assessment

At Sonata, we have implemented a comprehensive supplier sustainability assessment checklist with detailed scoring criteria. Our suppliers are required to sign a Supplier Code of Conduct (COC) during onboarding and annually which includes clauses on environmental and ESG standards. Additionally, we conduct quarterly sustainability awareness training for our suppliers.

Sustainability Assessment

We perform thorough sustainability assessments of our top 20 suppliers and all new suppliers joining our network. These assessments rigorously evaluate their environmental impact, social responsibility practices, and economic viability. By mitigating the risks, we aim to drive positive change throughout our supply chain. We foster close collaborations with our suppliers, building partnerships that prioritize sustainability, innovation, and shared value creation.

Key Results

70.5%

Assessment by Spend

Sustainability Engagement and Training

A crucial part of our initiative involves quarterly sustainability engagement and training sessions with a select group of 5 to 8 suppliers. These sessions are designed to deepen the understanding of sustainability principles and practices within our supply chain network. By investing in these collaborative sessions, we not only enhance our relationships with suppliers but also drive significant progress towards a more sustainable future.

Key Results

11.3%

Supplier Training by Number of Suppliers

73%

Supplier Training by Spend

Suppliers Code of Conduct Policy

Our supplier engagement strategy includes requesting all suppliers to sign our Suppliers Code of Conduct Policy, which covers essential environmental, social, and governance (ESG) principles and other relevant sustainability topics. This policy provides a foundational framework outlining our expectations and standards regarding sustainable business practices. Maternity Leave Policy

Internally available

Variable Pay Policy

Internally available

WFH Policy

Internally available

Leave Policy

Internally available

31

30

29

28

27

(26)

(25)

24

23

22

21

20

19

Annual Executive Health Check-up Policy Internally available

Global Anti-Corruption and Anti-Bribery Policy Internally available

Tax policy Internally available

BCP (Business Continuity Policy) policy Internally available

Cyber Security policy Internally available

Policies

17

18

16

Sustainability policy Publicly available

Human rights policy Publicly available

EHS Policy Publicly available

Equal Opportunity, Diversity and Inclusion Policy

Code of Business Conduct

Publicly available

CSR Policy Publicly available

and Ethics Policy

Publicly available

Supplier Code of Conduct

Publicly available

POSH - Prevention of Sexual Harassment

Publicly available



Privacy policy

Publicly available

Code of Fair Disclosure

Publicly available



Publicly available

Code of conduct for Senior management and Board of Directors

Publicly available

Dividend distribution policy

Publicly available

Familiarization program for ID

Publicly available

Policy on determining material subsidiaries

Publicly available

Vigil mechanism

8

9

10

(11)

12

13

14

(15)

Publicly available

Third Party Code of Conduct and Business Ethics

Publicly available

Archival policy

Publicly available

Business Responsibility Policy

Publicly available

Terms and conditions of appointment of Independent Directors

Publicly available

Risk management policy

Publicly available

Policy on Related party transactions

Publicly available

Policy on determining material information

Publicly available

Corporate Social Responsibility



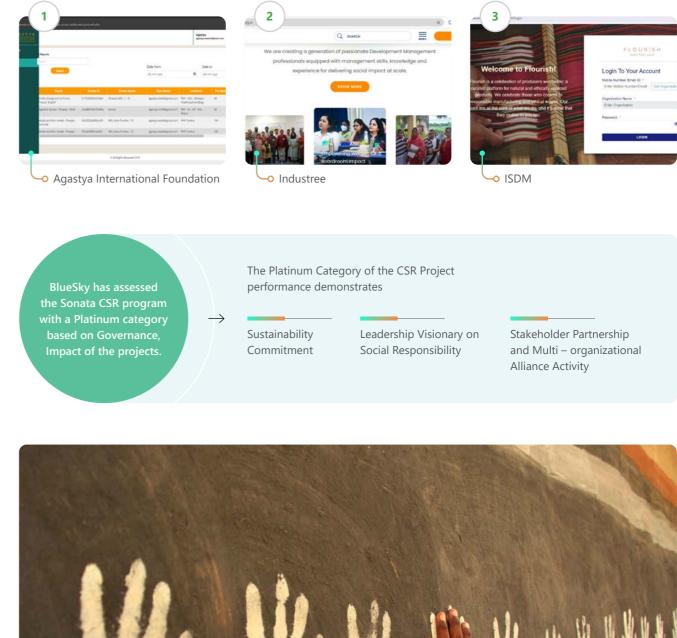
CSR Vision

Our vision is centered on enhancing value creation within the community through our services, conduct, and initiatives. We are dedicated to fostering sustained, inclusive growth in both society and the community. Our primary objective is to conduct our business in an economically, socially, and environmentally sustainable manner, always keeping in mind the interests of all our stakeholders, including our community.



Sonata's CSR projects Social Impact Assessment

A third-party assessment measured the social impact of Sonata's CSR initiatives





Key Projects

Catego	ory	Project	Project Description	What Did We Do	Outcomes (Qualitative)	Primary SDG(s)	Secondary SDG(s)
13	Environment						
<u>A</u>	Wildlife Protection	Wildlife SOS	Protected Sloth bears in Bannerghatta, Bengaluru	Protection of vulnerable wildlife species	5 bears protected	15 ≝	13 cinnet
1 1 1 1 1	Biodiversity Protection	Farmer for Forest	Planted 5000 trees in Nrityagram	Sequestration of 3000 tonnes of CO2 over 20 years	200% increase in biodiversity	13 danate Actions	





Category	Outcomes (Qualitative)
WOTR	74.24 million liters of water harvested,
Project Description	65+ hectares irrigated
Watershed management for water conservation What Did We Do	Primary SDG(s)
Increased agricultural productivity and income for rural communities	Secondary SDG(s)

(File	Livelihood Support	OGQ- Foundation of Promotion of Sports and Games	Provided financial and training support to athletes and para athletes	Enhanced athlete performance and inclusion	41 athletes and para athletes supported,6 employees supported	3 constant	8 ECCH WERK AND COORDE: CONTRI
	Livelihood Support	Industree Crafts Foundation	Developed an online repository for artisans	Preservation of cultural heritage, empowerment of artisans	2000+ beneficiaries	8 RECENT WHEN AND CONTINUES CONTINUES	

Category	Project	Project Description	What Did We Do	Outcomes (Qualitative	Primary) SDG(s)	Secondary SDG(s)
Healthcare	SAMATVAM Trust	Provided comprehensive diabetes care to children	Improved healtl outcomes and well-being for children	n 12 children rec direct support	ceived 3 assessment	1 ™ तो ¥क्ता 1 ¥
Healthcare	1			1		
			Proje Provie wellne servic What Impro	ted mental ess and treatment	Outcomes (Qua 970 adults and 3 children received treatment Primary SDG(s) 3 COMMENT 	03 I
Healthcare	Swasti - C4S Program Telecare for LGBTQ+ communities	Provided tele consultations and counseling	Improved trust and engagement with LGBTQ+ communities	5400 individua reached, 609 members engaged	3 6000 HAIH ABUNITERS 	5 and the second
Education	NIIT K - Skill Development and Employment for Underprivileged Youth	Trained youth in IT sector and provided placement support	Improved employability and financial independence	307 students enrolled, 172 females and 135 males	4 OMFY EDECEM IIIIIII	8 Inconvention
Education			Cate	jory	Outcomes (Qua	alitative)
				m Foundation - a Training Program.	500 candidates trained and certi	fied.
			Provid	ct Description ded training in Full Java development	Primary SDG(s) 4 COLUMN DEL	

Category	Project	Project Description	What Did We Do	Outcomes (Qualitative))	Primary SDG(s)	Secondar SDG(s)
Healthcare	SAMATVAM Trust	Provided comprehensive diabetes care to children	Improved health outcomes and well-being for children	12 children rec direct support	eived	3 montain Annitaine 	1 ¹⁹⁶ 0017 市 :帝帝:
Healthcare	1						
			Provide wellness services What I Improve	Trust Description d mental s and treatment	970 ad childre treatm Prima 3 coolection 3 coolection 	ry SDG(s) dary SDG(3
Healthcare	Swasti - C4S Program Telecare for LGBTQ+ communities	Provided tele consultations and counseling	Improved trust and engagement with LGBTQ+ communities	5400 individua reached, 609 members engaged	ls	3 COODINALITI ADDIVILLIBING 	5 thurr
Education	NIIT K - Skill Development and Employment for Underprivileged Youth	Trained youth in IT sector and provided placement support	Improved employability and financial independence	307 students enrolled, 172 females and 135 males		4 gunty Doctor j	8 BECAT WORK AND ECONOMIC CONVERT
Education		·	Catego	ry	Outco	mes (Qual	itative)
		-		Foundation - Training Program.		ndidates I and certifie	ed.
			Project Provide	: Description d training in Full va development	Prima 4 eucarten	ry SDG(s) 8 recover conver	10 REPURED PRODUCTION



Category	Project	Project Description	What Did We Do	Outcomes (Qualitative	Primary) SDG(s)	Secondary SDG(s)
Healthcare	SAMATVAM Trust	Provided comprehensive diabetes care to children	Improved heal outcomes and well-being for children	direct support	eived 3 addition	1 ^{No.} str 府 2希弟: 介
Healthcare	1	I	1	1	I	I
			Rosh Proj Prov welli serv Wha Impr	egory nni Trust ject Description rided mental ness and treatment ices at Did We Do roved mental health reduced stigma	Outcomes (Qua 970 adults and 3 children received treatment Primary SDG(s) 3 COMMENT 	03
Healthcare	Swasti - C4S Program Telecare for LGBTQ+ communities	Provided tele consultations and counseling	Improved trust and engagement with LGBTQ+ communities	t 5400 individua reached, 609 members engaged	als <u>3 concertain</u> <u>Ambuiltean</u> c	5 mars
Education	NIIT K - Skill Development and Employment for Underprivileged Youth	Trained youth in IT sector and provided placement support	Improved employability and financial independence	307 students enrolled, 172 females and 135 males	4 energy Energy I	8 ECONT WORK AND ECONTROL CONTROL
Education	-	-	Cate	egory	Outcomes (Qua	alitative)
		-		tum Foundation - ata Training Program.	500 candidates trained and certi	fied.
			Prov	ject Description rided training in Full k Java development	Primary SDG(s) 4 CHARTAN CONTRACTOR 8 CHARTAN 8 CHARTAN 8 CHARTAN 8 CHARTAN 8 CHARTAN 8 CHARTAN 10 CHARTAN 10 CHARTAN	



Diversity and Inclusion

What Did We Do

Enhanced technical and soft skills, improved confidence

Secondary SDG(s)



Category	Project	Project Description	What Did We Do	Outcomes (Qualitative)	Primary SDG(s)	Secondary SDG(s)
Education	SKSVMA College of Engineering	Provided scholarships and lab facilities to students	Increased confidence and appreciation, life-changing opportunities	6 scholarships awarded, ₹400,000 financial aid distributed	4 courr courr Courr	10 HUND REPUTES

Education



Category



What Did We Do

Practical education for rural school students





Category	Project	Project Description	What Did We Do	Outcomes (Qualitative
Cultural Heritage	MAP raises awareness and understanding of gender identity and inclusion, with a focus on queer individuals and minority communities. Through exhibitions, events, and engagements across various platforms, MAP promotes gender diversity and fosters an inclusive cultural environment.	 Organized diverse events focusing on queer individuals and minority communities. Hosted the conference "Beyond Theory: Mapping Feminist Practices in the Contemporary," expanding on exhibition themes and critically assessing contemporary gendered politics. Revisited historical perspectives and challenged existing frameworks on gender identities. Addressed power dynamics within gendered relations, especially in the cultural sector. 	 Events attracted diverse participation fostering a deeper understanding of gender identity complexities and the importance of inclusion in the cultural sector. Activities encouraged ongoing dialogue, enhancing appreciation of gender diversity and contributing to a more inclusive cultural environment. 	 Visible/Invisible Exhibitivisitors Events: 20 conducted attendees Social Media Engaged throphe engaged throphe engaged throinteractions 30+ walkthroughs compared throughs compared throphe engaged throphe engagement interactions
Cultural Heritage	Restoration and preservation of the Rang Mahal Garden and Gate	The restoration and maintenance of the Rang Mahal Garden and Gate have been meticulously planned to ensure their preservation. Since its completion, the garden has received regular upkeep and additional maintenance as needed. The Gate project began with site clearance, followed by a monsoon shed and reconstruction of the western section, with partial restoration of the eastern and central sections. The final phase will complete these sections and level the site, ensuring the long-term sustainability and historical integrity of both the garden and gate.	 Completed repairs to the plinth, north and west walls, and reconstructed the southern arches, including repairs to the jharokha. Wall plastering and decorative art plaster for arch and cornice details were also finished, along with the Madras terrace roof and parapet. Applied final finishing plaster, completed the Madras terrace roof and roof parapet, and detailed the arches to enhance the overall aesthetic. 	 Job creation has provopportunities for 11-workers Indirect beneficiaries visitors

litative)	Primary SDG(s)	Secondary SDG(s)
ble Exhibitions: 25,477	5 EQUALITY	
nducted with 700	¥	
Engagement: 72,022 ged through 13 posts		
agement: 290,000		
oughs conducted		
has provided s for 11-13 local	8 BESHTINGKAND ECONOMIC GOOMIN	
ficiaries include 1,919		

Governance

Customer Stewardship



At Sonata, our organizational success lies on the bedrock of strong governance structure. Upholding integrity and transparency, we foster a culture of responsibility and good practices to empower our organization towards new heights of success. We are committed to establishing ourselves as customer-centric, purpose-led and performance-driven organization.

Customer Stewardship

Our resolute commitment to building and maintaining customer relationships fuels our growth and digital transformation. We prioritize delivering exceptional digital services by focusing on thought leadership, customer centricity, and execution excellence. To keep up with evolving consumer demands, we have integrated bots and virtual assistants, creating new opportunities for growth.

Building Customer Relationships

- Focusing on customer centricity, thought leadership, and execution excellence.
- Driving growth and digital transformation through exceptional digital services.
- Integrating bots and virtual assistants to meet evolving consumer demands.

Gathering Feedback

- Systematically collected feedback through surveys at key milestones, project completion, and semiannually for long-term projects.
- Customized surveys using the Customer Feedback Survey tool to suit project type, delivery model, and roles involved.

Responding to Complaints

- Acknowledged and logged in complaints promptly through Project Managers (PM) and Delivery Managers (DM).
- Setting target resolution dates and develop corrective action plans.
- Reviewing plans internally before sharing with customers, then consistently monitor progress.

Taking Corrective Action

Implemented corrective actions based on feedback related to communication and technology engagement.

- Conducting training workshops on how to develop agile mindsets and embrace new technologies (MFE, MWA, Amazon Code Whisperer).
- Addressed resource fulfillment delays through proactive hiring and cross-skill training.

Customer Support and Communication

- Utilizing multiple channels, including project-related meetings, management reviews, website, social media, surveys, emails, and through phone conversations.
- Keeping customers informed and engaged through regular updates, webinars, and participation in industry forums.

Feedback Integration

- Incorporating customer insights from surveys and interactions back into service and process improvements.
- Analyzing feedback to identify trends, strengths, and areas for enhancement.
 - Use findings to refine strategies, ensuring that customer needs and expectations are consistently met.

Innovating Services

- Developing and implementing innovative solutions based on customer input.
- Introducing new features, technologies, or practices to enhance the customer experience.
- Staying ahead of market trends and consumer demands by continually evolving service offerings.

Monitoring and Evaluation

- Regularly assess the effectiveness of corrective actions and service enhancements.
- Monitor customer satisfaction and engagement levels to measure success.
- Adjusting strategies and processes as required to maintain high standards of service.

Reaffirming Commitment

- Reinforcing the Company's commitment to customer stewardship through consistent communication and transparency.
- Celebrating successes and sharing stories of how customer feedback has driven positive change.
- Maintaining a customer-first approach, ensuring that all actions and decisions prioritize the customer's experience and satisfaction.

Sustaining Growth

- Leveraging customer loyalty and satisfaction to drive long-term growth and expansion.
- Nurturing strong, lasting relationships that encourage repeat business and positive referrals.
- Continue investing in people, technology, and processes to support ongoing innovation and enhance service excellence.

Data Protection Policies and Practices

Framework Alignment

- Controls alignment with the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF).
- Proactive approach to cyber Security and provides resilience against emerging threats.

ISO 27001 Compliance

- Data at rest and in motion encrypted using AES 256 and TLS 1.3.
- Daily and weekly backups with encryption.
- Compliance with GDPR and CCPA for _ personal data management.

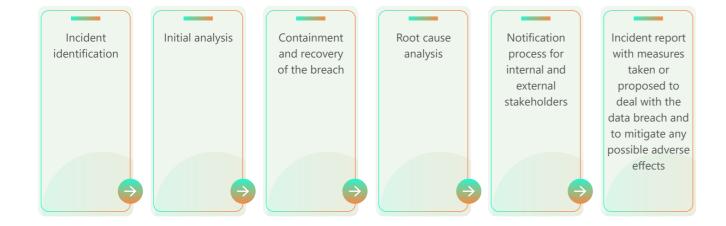
Cyber Security Infrastructure

IT Architecture

- -Endpoints protected using Endpoint Protection Platforms (EPP) and Endpoint Detection and Response (EDR).
- High availability network with built-_ in redundancy.
- Perimeter protection using Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS).
- Internet activity is protected using the cloud-based Secure Access Service Edge (SASE) platform.
- Strong password policies for account protection.
- Al-based email protection at the email gateway.

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Incident Response and Management Incident Management Process



F R **Regulatory Compliance and** Certifications

Certifications and Assessments

- ISO 27001: Information Security Management System (ISMS) certified.
- _ ISO 20000: IT Service Management certified.
- _ CMMi: Assessed for development and service delivery process maturity.
- SOC 2: Comprehensive assessment covering security, availability, processing integrity, confidentiality, and privacy.
- Continuous improvement and best practices in managing information security risks.

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Employee Training and Awareness

Training Programs

- Regular training sessions for employees on data security best practices.
- Awareness campaigns.
- Regular assessments and drills to reinforce security protocols.

Customer Data Privacy and Security

Data Protection Measures

- Comprehensive data protection policies for handling, storing, and processing personal data.
- Designated Data Protection Officer (DPO) for privacy governance.
- Regular training sessions for employees on GDPR requirements and data protection best practices.
- Data Processing Agreements with third parties ensuring GDPR compliance.
- Strict access control policies for personal data.
- Incident response plan for handling data breaches and security incidents promptly and effectively.
- Regular audits and assessments for GDPR compliance and risk mitigation.
- Data encryption, regular software updates, patch management, data backup, and recovery.
- Compliance and documentation. -

Role of Risk Management Committee

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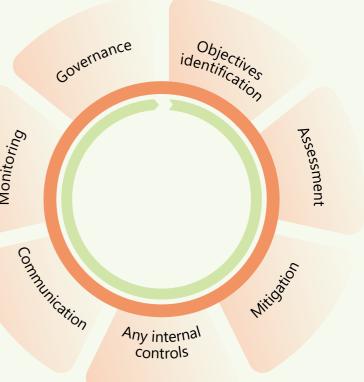
Monitoring



Risk Management

Given our operations, we are vulnerable to both internal and external risks. Therefore, a robust Risk Management framework is in place to identify, evaluate, and mitigate the risks.

Enterprise Risk Management Framework



Monitoring risk management practices

Reviewing the risk policy biennially

Keeping the Board informed of its activities and recommendations

Ensuring our strategic decisions are well-informed and resource allocation is efficient.

Climate Change and TCFD Reporting

Climate change and TCFD reporting In line with the Task Force on Climaterelated Financial Disclosures (TCFD)



Governance

The Board oversees climate-related concerns through its Risk Management, Stakeholder Relationship, ESG, and CSR Committees. ESG performance targets is reported to the ESG committee.



As our operations expand, we acknowledge the heightened ESG risks. Enterprise Risk Management helps us identify and mitigate these challenges, especially those related to climate.



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Our Approach Climate Risk Assessment (CRA) is a forward-looking exercise conducted to comprehensively assess the potential impacts of climate change on the business. The process determines the plausible impact of a risk, associated potential threats to the business, and the applicable mitigation strategy.

We have conducted a thorough analysis of the risks under different scenarios and projected the anticipated outcomes that will affect our business and sustainability journey. The CRA is a vital tool owing to its ability to map all climaterelated aspects, from identifying risks and opportunities to assessing subsequent impact on business boundaries and outlining actionable mitigation strategies.

Addressing risks

We have addressed each risk and the subsequent opportunity by identifying relevant action points. We have set quantifiable targets to measure our progress in the short and medium term, strengthening our overall climate governance and processes through organizational interventions

Category	Туре	Risk	Impact	Mitigation
Physical Risk	Chronic risk	Extreme heat and rise in temperatures	A high Wet- bulb temperature exceeding 35 °C leads to productivity loss due to thermal discomfort, imminent heat strokes or death. Additionally, it would increase the demand for air conditioning in our offices, leading to higher energy consumption. This, in turn, could strain the electrical grid, potentially causing disruptions in electricity supply at the city or regional level.	Our remote work policy ensures that our employees' exposure to heat risks during their commute is prevented. During periods of extreme heat waves, we will further amend our policy to facilitate complete remote functioning. While sourcing renewable energy for our office locations is out the scope of our investment we plan to engage in discussions with our building premises owners to reduce our dependence on grid electricity supply.

Category	Туре	Risk	Impact	Mitigation
Physical Risk	Chronic risk	Water Stress	Water stress could potentially result in water shortage for our office operations. During times of stress, the high cost of purchasing water would impose an unexpected financial burden on our business. Additionally, we would also need to calibrate our water use to comply with water usage restrictions imposed by local and regional authorities in such events. Even our locations are not directly affected by water stress, we still stand to face the threat of supply chain disruption. As several big tech companies, including our suppliers, rely on data centers for their operations, they would be severely impacted due to water stress, resulting in a second-degree impact on our business.	We have begun taking action at an organization level to curb our water usage, through implementing water-efficient fixtures in bathrooms and for drinking water. Additionally, we also plan to incorporate and enforce daily water usage targets in our offices.
Physical Risk	Acute risk	Extreme weather events such as cyclones, floods and wildfire	Critical infrastructure such as electricity, transportation and employees could get affected severely. According to our research, some of the consequences of such events would be: - Blackouts due to grid electricity damage - Damage to telecommunication services/ data networks - Employees facing personal asset damages and commute issues	Our Business Continuity Plan guides our contingency efforts. It provides specific provisions for addressing all extreme weather events.

Category	Туре	Risk	Impact	Mitigation	Category	Туре	R
sition Risk	Policy & Legal	 Emissions reduction targets Energy price volatility and pressure to shift to renewable energy sources Proliferation of climate- smart technology and equipment Energy efficiency and Performance optimization 	 The introduction of carbon taxes or our decision to purchase offsets would increase operational costs. We need to ensure that Sonata's targets are in alignment with regional or national targets, as it would affect investor preferences, leading to reputational risk. Our existing technology runs the risk of becoming obsolete (such as computer systems which are not in line with present-day energy efficiency requirements) and needs the necessary upgrade to clean technology. 	We have implemented energy efficiency initiatives in all offices, such as installation of LED light bulbs. Two of our Indian offices are completely powered by renewable energy. Among them, one of the offices is in an IGBC Platinum certified building. With regard to our suppliers, we conduct sustainability assessment of all our suppliers prior to selection and onboarding. Moving forward, we plan to increase transparency of our supply chain. Our remote work policy enables us to contribute further to emissions reduction. For our energy and emissions targets, refer to our ESG Data Book (Link to be inserted).	Transition Risk	Market	- R d fc sc p - P S v C C p si sc p p
ransition Risk	Policy & Legal	 Environment and resource management regulations of countries where Sonata Software is in operation 	Supply chain concerns to ensure our suppliers are also in line with national targets. We have standard procedures for conducting assessment of suppliers' compliance with relevant environmental regulations periodically, as there would be a need to identify alternative suppliers if non- compliance occurs.	We have discontinued the use of plastic and paper cups in all our offices. In addition to this, we have invested in water aerators for drinking water and installed water management system in all our bathrooms to lower water use compared to a standard flush. Currently, we are managing disposal of our e-waste through a government certified vendor. Going forward, we are keen on adopting circular economy and waste reduction initiatives with specific focus on e-waste management.	Transition Risk	Market	Supp Resili

ct

stomers seek sustainability ducts, competitors with nable offerings have otential to attract more mers. Therefore, to retain og customers and attract ustomers, Sonata must de its product offerings in ith market requirements stainable products. It poses ubstantial risk for Sonata's ue. For product R&D, sion of internal capacity l be required. This would ough

- ent acquisition
- ning of current employees.
- h processes require tion of capital expenditure.

oducts that we are dent on our suppliers for edominantly software-. Therefore, it notably es the impact of supplier n our business. However, lering the size of our er organizations and ks they are exposed to, ould need to anticipate repare for impediments iness continuity due to age of products/services hem. Supplier risks npass physical risks such as ne weather events leading uption to cloud services etwork glitches in specific ons or reputational risks due to lawsuits or litigations that could require us to approach alternative suppliers.

Mitigation

The IT sector is an R&D intensive field. Sonata is already investing in R&D of green IT products. Our unique offerings include "Treeni's ReSustain platform", "Connected Agri" and other
products, which facilitate cloud migrations and enable customers to reduce their carbon footprint. We are also currently pursuing strategic collaborations in the field of sustainable software products. We plan to develop a public roster of our sustainable products to enhance stakeholder accessibility. We also plan to perform continuous assessment of customer needs through customer surveys, market studies, peer product assessments and enhance our investment in R&D of sustainable software.
 We have taken proactive steps
to ensure that our procurement process is sustainable. Our internal Sustainable Procurement Process, based on ESG criterias, guides our screening and selection of suppliers. Subsequently, our suppliers undergo a sustainability assessment prior to onboarding. We also have an ESG clause, encompassing legal compliance,
risk management stakeholder

risk management stakeholder and investor preferences, environmental compliance, and other relevant aspects.

Category	Туре	Risk	Impact	Mitigation
Transition Risk	Market	Stakeholder and investor preferences	There is increasing impetus from investors for climate and ESG- related disclosures. As a business committed to sustainability, we have been actively pursuing disclosures by various rating frameworks. We believe that we are improving our position with respect to this indicator with our continued efforts as acknowledge that there is a high risk of brand damage leading to loss in sales and revenue upon failure of complying with investors and other stakeholders.	As a responsible corporate citizen, we have initiated public disclosures of our sustainability indicators and performance through standard disclosures such as CDP, DJSI and Ecovadis, since 2021. With this report, we have expanded our scope to TCFD in 2023. Additionally, we are pursuing meaningful collaborations in developing sustainable products with strategic partners. Our efforts to mitigate supplier risks/ non-compliance ensure fortify our position in the market and improve investors' sentiments.

Climate-Related Opportunities

Our assessment identified two key areas for growth at Sonata. First, the increasing demand for sustainable or "green" products in the software industry presents a significant opportunity for us to expand our portfolio of targeted sustainability solutions. With leading organizations in the sector already advancing in this space, we see growth potential through strategic partnerships and collaborations. Second, as a cloud-based company without data centers, our greatest asset is our human resources. With a majority of our operations conducted remotely, we have an opportunity to further reduce energy consumption in our office spaces and contribute to environmental stewardship by continuing to support remote work.

Metrics and Targets

∎pg no. 17-18 Please refer the ESG Goals and Targets.

For more details refer to our TCFD

https://www.sonata-software.com/ sites/default/files/inline-images/csr/ tcfd_report_fy2022_23.pdf

Board Oversight

CSR and ESG Committee

The CSR and ESG Committee is dedicated to developing operational policies and strategies related to ESG and climate.

The committee's responsibilities include

Determining the roles and responsibilities of the ESG and Climate Steering Group and other working groups associated with ESG and climate

Reviewing the climate action strategy presented by management-level committees

Reviewing the Company's climate and ESG policy annually

The CSR and ESG Committee is composed of:

The Chief Finance Officer One Board member

Management's Role

Operational Risk Management Committee

The Operational Risk Management Committee plays a crucial role in consulting with all departments across the organization to document risks, especially locationspecific climate risks. This committee meets with each department, assesses risks, and prepares reports, which are then presented to the RMC.

Board of Directors Composition

Indicators	Unit	2023-24	2022-
Total board size	Number	7	7
Executive Directors	Number	2	2
Independent Directors	Number	3	3
Other Non-Executive Directors	Number	2	2
Women on Board	Number	1	1
Gender Diversity	Percentage	14	14

Composition of Committees

At the helm of our organization is our visionary leadership. The industry prowess and knowledge of our Board members enable Sonata to navigate complex challenges and fortify its position in the market. To facilitate better management, committees have been formed. These committees, consisting of independent, executive, and non-executive directors, are responsible for assessing climate-related risks, developing strategies and ensuring the Company's climate agenda aligns with business objectives. They engage with stakeholders through regular updates and progress reports on climate initiatives.

Audit Committee

Chairman

Mr. Pradip P Shah (Independent Director) Member Mr. S B Ghia (Non-Executive Director) Ms. Radhika Rajan (Independent Director) Mr. Sanjay K Asher (Independent Director)

Stakeholders Relationship Committee

Chairman

Mr. S B Ghia (Non-Executive Director)

Member Mr. P Srikar Reddy (Executive Director) Ms. Radhika Rajan (Independent Director) Mr. Samir Dhir (Managing Director & CEO)

Nomination and Remuneration Committee

Chairman

Mr. Sanjay K Asher (Independent Director)

Member

Mr. Viren Raheja (Promoter, Non-Executive Director) Mr. Pradip P Shah (Independent Director)

55

23	2021-22	
	7	
	1	
	3	
	2	
	1	
	14	

Board of Directors

Role in Sustainability and CSR

The Board of Directors oversees the Company's sustainability and CSR initiatives through board-level committees, including the CSR and ESG Committee and the Risk Management Committee.

They are responsible for driving the climate agenda, ensuring it aligns with business goals and facilitates proper monitoring against climate-related targets.

Corporate Social Responsibility Committee

Chairperson		
Ms. Radhika Rajan	(Independent Director)	
Member		
Mr. P Srikar Reddy	(Executive Director)	
Mr. S B Ghia	(Non-Executive Director)	
Mr. Samir Dhir	(Managing Director & CEO)	

Risk Management Committee

Chairman	
Mr. Pradip P Shah	(Independent Director)
Member	
Mr. Viren Raheja	(Promoter, Non-Executive Director)
Mr. P Srikar Reddy	(Executive Director)
Mr. Samir Dhir	(Managing Director & CEO)

GRI Content index

Sonata has reported the information cited in this GRI content index for the period from April 1, 2023, to March 31, 2024. with reference to the GRI Standards.

Reference: Annual Report FY 2023-24 BRSR Report FY 2023-24 TCFD Report FY 2023

GRI STANDARD &	Details	Location			
Disclosure sub-sectio	ons				
GRI 2: General Disclosures 2021					
2-1	Organizational details	About Sonata Software (Page no. 6-7), BRSR Section - A (A2, A5) (Page no. 144)			
2-2	Entities included in the organization's sustainability reporting	About the Report (Page no. 1), BRSR Section-A (A13) (Page no. 144)			
2-3	Reporting period, frequency and contact point	About the Report (Page no. 1), BRSR Section-A (A9) (Page no. 144)			
2-4	Restatements of information	About the Report (Page no. 1)			
2-5	External assurance	No			
2-6	Activities, value chain and other business relationships	Strengthening Relationships with All Stakeholders (Page no. 12), BRSR Section-A (A18, A19) (Page no. 145)			
2-7	Employees	Social Stewardship - Employee (Page no. 28), BRSR Section-A (A20) (Page no. 146)			
2-8	Workers who are not employees	-			
2-9	Governance structure and composition	BRSR Section-B(B9) (Page no. 155)			
2-10	Nomination and selection of the highest governance body	BRSR Section-C (P1-L2) (Page no. 158)			
2-11	Chair of the highest governance body	Annual Report FY 2023-24 (Page no. 11-13)			
2-12	Role of the highest governance body in overseeing the management of impacts	Management's Role (Page no. 55)			
2-13	Delegation of responsibility for managing impacts	BRSR Section-B(B8) (Page no. 155), Section-C (P5-E4) (Page no. 168)			
2-14	Role of the highest governance body in sustainability reporting	Board of Directors - Role in Sustainability and CSR (Page no. 55)			
2-15	Conflicts of interest	BRSR Section-C (P1-L2) (Page no. 158)			
2-16	Communication of critical concerns	Governance (Addressing risks) (Page no. 50)			
2-17	Collective knowledge of the highest governance body	BRSR Section-C (P1-E1) (Page no. 156)			
2-18	Evaluation of the performance of the highest governance body	Not Available			
2-19	Remuneration policies	Composition of Committees (Page no. 55), BRSR Section-C (P5-E3) (Page no. 168)			
2-20	Process to determine remuneration	Not Available			
2-21	Annual total compensation ratio	BRSR Section-C (P5-E3) (Page no. 168)			
2-22	Statement on sustainable development strategy	BRSR Section-B(B7) (Page no. 155)			
2-23	Policy commitments	Policies (Page no. 39), BRSR Section-B (B1, B3) (Page no. 153-154)			
2-24	Embedding policy commitments	Policies (Page no. 39), BRSR Section-B (B2) (Page no. 154), Section-C (P1-E1, P1-L1, P5-E1) (Page no. 156, 158, 167)			

GRI STANDARD & Disclosure sub-sectior	Details 15	Location
2-25	Processes to remediate negative impacts	BRSR Section-A (A25) (Page no. 148)
2-26	Mechanisms for seeking advice and raising concerns	Customer Stewardship (Page no. 47)
2-27	Compliance with laws and regulations	BRSR Section-C (P1-E2, P1-E3, P6-E13) (Page no. 156, 175)
2-28	Membership associations	BRSR Section-C (P7-E1,P7-L1) (Page no. 177)
2-29	Approach to stakeholder engagement	Stakeholder engagement (Page no. 14), BRSR Section-C (P4-E1,P4-L1) (Page no. 166, 167)
2-30	Collective bargaining agreements	BRSR Section-C (P3-E7) (Page no. 162)
GRI 3: Material Topics	2021	
3-1	Process to determine material topics	Materiality Assessment (Page no. 15), BRSF Section-A (A26) (Page no. 148)
3-2	List of material topics	Materiality Assessment (Page no. 15), BRSF Section-A (A26) (Page no. 148)
3-3	Management of material topics	Materiality Assessment (Page no. 15), BRSF Section-A (A26) (Page no. 148)
GRI 201: Economic Per	formance 2016	
201-1	Direct economic value generated and distributed	ESG Databook 2024, Climate Change and TCFD Reporting, BRSR Section-A (A24) (Page no. 148)
201-2	Financial implications and other risks and opportunities due to climate change	Sonata TCFD Report
201-3	Defined benefit plan obligations and other retirement plans	BRSR Section-C (P3-E2) (Page no. 161)
201-4 Financial assistance received from government		Annual Report FY 2023-24
GRI 202: Market Prese	ence 2016	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	BRSR Section-C (P5-E2) (Page no. 168)
202-2	Proportion of senior management hired from the local community	Not Available
GRI 203: Indirect Econ	omic Impacts 2016	
203-1	Infrastructure investments and services supported	Not Available
203-2	Significant indirect economic impacts	Annual Report FY 2023-24
GRI 204: Procurement	Practices 2016	
204-1	Proportion of spending on local suppliers	BRSR Section-C (P8-E4) (Page no. 178)
GRI 205: Anti-corrupti	on 2016	
205-1	Operations assessed for risks related to corruption	Not Available
205-2	Communication and training about anti-corruption policies and procedures	BRSR Section-C (P5-E1) (Page no. 167)
205-3	Confirmed incidents of corruption and actions taken	ESG Progress for FY 2023-24, BRSR Section-C (P1-E5) (Page no. 157)

GRI STANDARD & Disclosure sub-sectic	Details ons	Location
GRI 206: Anti-compe	titive Behavior 2016	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	BRSR Section-C (P7-E2) (Page no. 177)
GRI 207: Tax 2019		
207-1	Approach to tax	Annual Report FY 2023-24 (Page no. 185)
207-2	Tax governance, control, and risk management	Annual Report FY 2023-24 (Page no. 185)
207-3	Stakeholder engagement and management of concerns related to tax	Annual Report FY 2023-24 (Page no. 185)
207-4	Country-by-country reporting	Not Available
GRI 301-3: Materials	2016	
301-1	Materials used by weight or volume	Not Applicable
301-2	Recycled input materials used	BRSR Section-C (P2-L3) (Page no. 159)
301-3	Reclaimed products and their packaging materials	BRSR Section-C (P2-L5) (Page no. 160)
GRI 302: Energy 2016	;	
302-1	Energy consumption within the organization	BRSR Section-C (P6-E1) (Page no. 171)
302-2	Energy consumption outside of the organization	BRSR Section-C (P6-E1) (Page no. 171)
302-3	Energy intensity	BRSR Section-C (P6-E1) (Page no. 171)
302-4	Reduction of energy consumption	ESG Progress for FY 2023-24
302-5	Reductions in energy requirements of products and services	ESG Progress for FY 2023-24
GRI 303: Water and E	ffluents 2018	
303-1	Interactions with water as a shared resource	Water Management (Page no. 25)
303-2	Management of water discharge-related impacts	Water Management (Page no. 25)
303-3	Water withdrawal	BRSR Section-C (P6-E3) (Page no. 172)
303-4	Water discharge	BRSR Section-C (P6-E4) (Page no. 172)
303-5	Water consumption	BRSR Section-C (P6-E3) (Page no. 172)
GRI 304: Biodiversity	2016	
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	BRSR Section-C (P6-E11) (Page no. 175)
304-2	Significant impacts of activities, products and services on biodiversity	BRSR Section-C (P6-L3) (Page no. 176)
304-3	Habitats protected or restored	BRSR Section-C (P6-L3) (Page no. 176)
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not Applicable (Nil)
GRI 305: Emissions 2	016	
305-1	Direct (Scope 1) GHG emissions	Emissions Management (Page no. 22-23), BRSR Section-C (P6-E7) (Page no. 173)

GRI STANDARD & Disclosure sub-section	Details s	Location		
305-2	Energy indirect (Scope 2) GHG emissions	Emissions Management (Page no. 22-23), BRSR Section-C (P6-E7) (Page no. 173)		
305-3	Other indirect (Scope 3) GHG emissions	Emissions Management (Page no. 22-23), BRSR Section-C (P6-L2) (Page no. 176)		
305-4	GHG emissions intensity	Emissions Management (Page no. 22- 23), BRSR Section-C (P6-E7, L2) (Page no. 173, 176)		
305-5	Reduction of GHG emissions	Emissions Management (Page no. 22-23)		
305-6	Emissions of ozone-depleting substances (ODS)	Not Applicable (Nil)		
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	BRSR Section-C (P6-E6) (Page no. 173)		
GRI 306: Waste 2020				
306-1	Waste generation and significant waste-related impacts	Waste Management (Page no. 27)		
306-2	Management of significant waste-related impacts	Waste Management (Page no. 27), BRSR Section-C (P6-E9) (Page no. 175)		
306-3	Waste generated	BRSR Section-C (P6-E9) (Page no. 175)		
306-4	Waste diverted from disposal	BRSR Section-C (P6-E9) (Page no. 175)		
306-5	Waste directed to disposal	BRSR Section-C (P6-E9) (Page no. 175)		
GRI 308: Supplier Envir	ronmental Assessment 2016			
308-1	New suppliers that were screened using environmental criteria	Supply chain - Sustainability Assessment (Page no. 38), BRSR Section-C (P6-L7) (Page no. 177)		
308-2	Negative environmental impacts in the supply chain and actions taken	BRSR Section-C (P6-L6, L7) (Page no. 177		
GRI 401: Employment 2	2016			
401-1	New employee hires and employee turnover	BRSR Section-A (A22) (Page no. 147)		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	BRSR Section-C (P3-E1a) (Page no. 160)		
401-3	Parental leave	BRSR Section-C (P3-E5) (Page no. 162)		
GRI 402: Labor/Manag	ement Relations 2016			
402-1	402-1 Minimum notice periods regarding operational changes	Annual Report FY 2023-24 (Page no. 127)		
GRI 403: Occupational Health and Safety 2018				
403-1	Occupational health and safety management system	Social Stewardship - Occupational Health and Safety (Page no. 35), BRSR Section-C (P3-E10a) (Page no. 163)		
403-2	Hazard identification, risk assessment, and incident investigation	Social Stewardship - Occupational Health and Safety (Page no. 35), BRSR Section-C (P3-E10b,10c) (Page no. 163-164)		

GRI STANDARD & Disclosure sub-sectio	Details	Location
403-3	Occupational health services	Social Stewardship - Occupational Health and Safety (Page no. 35)
403-4	Worker participation, consultation, and communication on occupational health and safety	Social Stewardship - Occupational Health and Safety (Page no. 35)
403-5	Worker training on occupational health and safety	Social Stewardship - Occupational Healthand Safety (Page no. 35), BRSR Section-C (P3-E8, P5-E1) (Page no. 162,167)
403-6	Promotion of worker health	Social Stewardship - Occupational Health and Safety (Page no. 35), BRSR Section-C (P3-E10d) (Page no. 164)
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Social Stewardship - Occupational Health and Safety (Page no. 35), BRSR Section-C (P3-E11) (Page no. 164)
403-8	Workers covered by an occupational health and safety management system	BRSR Section-C (P3-E11) (Page no. 164)
403-9	Work-related injuries	BRSR Section-C (P3-E11) (Page no. 164)
403-10	Work-related ill health	BRSR Section-C (P3-E11) (Page no. 164)
GRI 404: Training and	Education 2016	
404-1	Average hours of training per year per employee	BRSR Section-C (P3-E8) (Page no. 162)
404-2	Programs for upgrading employee skills and transition assistance programs	Social Stewardship - Career Advancement and Professional Growth (Page no. 33), BRSR Section-C (P3-E8) (Page no. 162)
404-3	Percentage of employees receiving regular performance and career development reviews	BRSR Section-C (P3-E9) (Page no. 163)
GRI 405: Diversity an	d Equal Opportunity 2016	
405-1	Diversity of governance bodies and employees	Governance - Management's Role (Page no. 55), BRSR Section-A (A20b, A21) (Page no. 146)
405-2	Ratio of basic salary and remuneration of women to men	BRSR Section-C (P5-E2) (Page no. 168)
GRI 406: Non-discrim	ination 2016	
406-1	Incidents of discrimination and corrective actions taken	Social Stewardship - Mitigation actions (Page no. 37), BRSR Section-C (P5-E6) (Page no. 169)
GRI 407: Freedom of	Association and Collective Bargaining 2016	
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not Available
GRI 408: Child Labor	2016	
408-1	Operations and suppliers at significant risk for incidents of child labor	Social Stewardship - Human Rights Due Diligence (Page no. 37), BRSR Section-C (P5-E1) (Page no. 167)

GRI STANDARD & Disclosure sub-sectio	Details ns	Location		
GRI 409: Forced or Compulsory Labor 2016				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Social Stewardship - Human Rights Due Diligence (Page no. 37), BRSR Section-C (P5-E1) (Page no. 167)		
GRI 410: Security Prac	tices 2016			
410-1	Security personnel trained in human rights policies or procedures	Social Stewardship - Human Rights Due Diligence (Page no. 37), BRSR Section-C (P5-E1) (Page no. 167)		
GRI 411: Rights of Ind	igenous Peoples 2016			
411-1	Incidents of violations involving rights of indigenous peoples	Not Applicable (Nil)		
GRI 413: Local Comm	unities 2016			
413-1	Operations with local community engagement, impact assessments, and development programs	Corporate Social Responsibility - Key Projects (Page no. 42-43-44-45), BRSR Section-C (P6-E12) (Page no. 175)		
413-2	Operations with significant actual and potential negative impacts on local communities	Not Applicable (Nil)		
GRI 414: Supplier Soc	ial Assessment 2016			
414-1	New suppliers that were screened using social criteria	Supply chain - Sustainability Assessment (Page no. 38)		
414-2	Negative social impacts in the supply chain and actions taken	BRSR Section-C (P5-L5) (Page no. 169)		
GRI 415: Public Policy	2016			
415-1	Political contributions	Not Available		
GRI 417: Marketing ar	nd Labeling 2016			
417-1	Requirements for product and service information and labeling	BRSR Section-C (P9-E2, P9-L4) (Page no. 182,184)		
417-2	Incidents of non-compliance concerning product and service information and labeling	Not Applicable (Nil)		
417-3	Incidents of non-compliance concerning marketing communications	Not Applicable (Nil)		
GRI 418: Customer Pr	ivacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance - Customer Data Privacy and Security (Page no. 49), BRSR Section-C (P9-E3) (Page no. 183)		

Note: For detailed quantitative data on ESG performance, please refer to the Sonata ESG Databook for FY 2023-24.

Notes	Notes



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