ESG
Data Book

FY 2023 - 2024
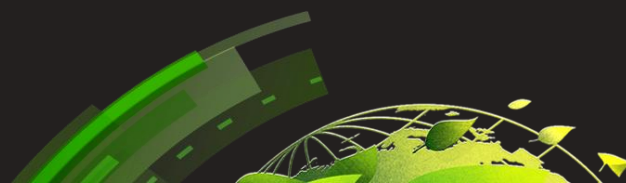
The Modernization Engineering Company
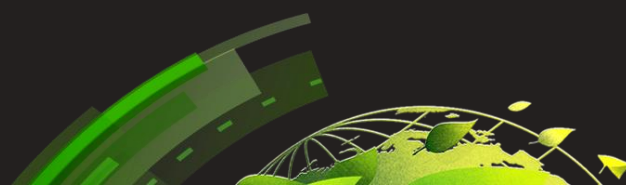
SONATA
SONATA SOFTWARE

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Reporting boundary

Sonata Software Limited is a leading Modernization engineering company, headquartered in Bangalore. Sonata Software strives to conduct its business in a profitable and sustainable manner on the basis of clients' requirements. Our vision for Sustainability, 'Make a Deep Impact and Transform Lives', is an extension of our corporate vision of 'Go Deeper. Transform Business with IT'

While we're known for our platform-based digital transformation solutions among leading businesses, there's also another side to us. A side that's relentlessly working towards making the world a better place by empowering local communities and protecting the environment.

This document provides a comprehensive overview of quantitative and qualitative ESG data points concerning Sonata Software. The underlying period for annual information is FY 2023-24.

For more information, check https://www.sonata-software.com/about-us/sustainability

The factbook highlights our performance across the different levels of ESG in our company operations.

Sonata Software has its all offices on lease and majority of its business operations and employees are located in India.

Indian offices

- Bengaluru
- Hyderabad
- Chennai
- Mumbai
- Kolkata
- Delhi
- Pune

Global business entities

For more information on our locations, Please refer https://www.sonata-software.com/about-us/locations

Most of our operations, employees are in Indian offices. All other offices are small in size and have very minimal energy consumption and emissions with minimal operational control. Indian offices covering over 90% of our operations are covered in Environment Data such as Emissions, Water, Energy, Waste.

Alignment to Sustainability Frameworks

We support and align to world leading Sustainability Frameworks such as the Dow Jones Sustainability Index (DJSI). Our ESG data is aligned to UN Sustainable Development Goals UN-SDGs, UNGC. The disclosures in the report also draw inspiration from the Global Reporting Initiative (GRI).

We also report to Climate Disclosure Project (CDP) Climate Change, EcoVadis and BRSR (Business Responsibility and Sustainability reporting). We have participated for Climate Sustainability Assessment (CSA) from DJSI in 2023.
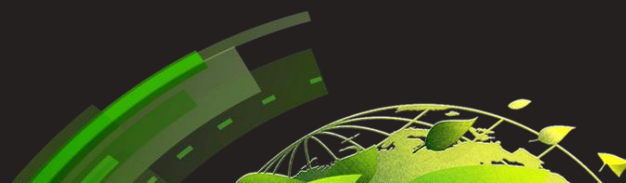
Environmental Performance

Energy

Indicators	Unit	2023-24	2022-23	2021-22	2020-21
Total energy consumption (Purchased electricity, DG power electricity, Fuel)	**MWh**	3783.6	**3189.8**	**2,455.4**	**2,580.3**
Total purchased electricity consumption	MWh	3688.8	3073.5	2,377.2	2,505.5
Purchased Electricity (Non-renewable)	MWh	1780.2	1699.0	1,403.4	1,470.3
Purchased Electricity (Renewable)	MWh	1908.6	1,374.6	973.9	1,035.2
Electricity (DG power)	MWh	12.2	14.8	9.6	6.02
Fuel (Diesel)	MWh	82.6	101.5	68.6	68.7
Energy intensity (Total energy/ revenue)	MWh/INR Cr	0.43	0.42	0.44	0.61

Note: All our office facilities are leased. Two offices in Bangalore receive renewable electricity from a reliable hydroelectric source. The emissions reduction from this renewable electricity is not accounted in our GHG inventory.

Emissions

GHG Emissions

Indicators	Unit	2023-24	2022-23	2021-22	2020-21	2019-20
Scope 1	**t CO2e**	**68.4**	**191.8**	**88.69**	**177.94**	**282.59**
Fuel Consumption	t CO2e	16.23	**25.7**	10.35	17.34	20.33
Fugitive Emission	t CO2e	47.52	**161.04**	78.32	160.16	262.24
Company Cab travel	t CO2e	4.64	**5.03**	NA	NA	NA
Fugitive emissions – CO2 in fire extinguishers	t CO2e	0.02	**0.02**	0.02	0.02	0.02
Scope 2	t CO2e	1995.2	**2311.53**	1733.06	1 980.66	**4785.52**
Purchased electricity	t CO2e	1995.2	**2311.53**	1733.06	1 980.66	4785.52
Scope 3	t CO2e	2603.53	**2295.53**	837.77	838.44	**5 031.25**
Purchase Goods & Services	t CO2e	727.79	**755.4**	269.35	300.89	854.97
Transmission and Distribution (T&D) losses	t CO2e	455.34	**468.65**	345.60	395.88	995.79
Waste Generated in Operations	t CO2e	1.53	**2.67**	2.99	NA	6.10
Business travel	t CO2e	816.77	**550.5**	71.40	8.82	784.73

Employee commuting	t CO2e	436.33	**348.4**	NA	NA	2 389.67
Employee teleworking	t CO2e	**165.76**	**169.0**	148.42	132.86	NA
Total emissions	**t CO2e**	**4667.18**	**4798.86**	**2659.52**	**2997.04**	**10099.37**
Emissions Intensity (t CO2 e/ revenue in Cr)	t CO2 e/INR Cr	0.54	0.64	0.48	0.71	2.7

3rd Party Assurance of GHG inventory is done for for our emissions.

The assurance certificate of GHG emissions FY 2023 24 is provided in Annexure 1

Air emissions (other than GHG emissions)

Indicators	Unit	2023-24	2022-23	2021-22
NOx	Mg/nm3	487	500	458.6
SOx	Mg/nm3	273	279	261.1
Particulate matter (PM)	Mg/nm3	879	904	830.7

Water

Indicators	Unit	2023-24	2022-23	2021-22
Water withdrawal (a + b + c + d)	Kilo liters	7836	17939	17187
a) Surface water	Kilo liters	NA	NA	NA
b) Groundwater	Kilo liters	3163	1557	1372
c) Third party water	Kilo liters	4673	16382	15815
d) Seawater / desalinated water	Kilo liters	NA	NA	NA
Water consumption	Kilo liters	7836	17939	17187
Water recycled	Kilo liters	2667	8126	10662
Water recycling percentage	Percentage	34	45	62
Total Water discharged	Kilo liters	7836	17939	17187
Discharge with No treatment	Kilo liters	4168	9813	2439
Sent to builder STP for treatment	Kilo liters	1001	3730	3900
Water intensity (Water consumed / Revenue)	Kilo liters/ INR Cr	0.909	2.41	3.09

Waste Generated

Indicators	Unit	2023-24	2022-23	2021-22
Paper	Tonne	0.7	0.015	0.2
Plastic	Tonne	0.4	0.25	0.2
E waste	Tonne	7.8	5.26	2.015
Batteries	Tonne	10.1	1.62	12.4
Other Hazardous waste (Oil for DG sets)	Tonne	0	0	0.132
Other Non-hazardous waste	Tonne	15	0	0
Total Waste generated	**Tonne**	**33.97**	**7.15**	**14.95**

Waste disposal

Indicators	Unit	2023-24	Disposal Method	2022-23	Disposal Method	2021-22	Disposal Method
Paper	Tonne	0.7	Through Municipal corporation	0.015	Through Municipal corporation	0.2	Through Municipal corporation
Plastic	Tonne	0.4	Through Municipal corporation	0.25	Through Municipal corporation	0.2	Through Municipal corporation
E waste	Tonne	7.8	Through certified recyclers	5.187	Through certified recyclers	2.015	Through certified recyclers
Batteries	Tonne	10.1	Through certified recyclers	0.033	Through certified recyclers	12.4	Through certified recyclers
Other Hazardous waste (Oil for DG sets)	Tonne	0.00	NA	0.00	NA	0.132	Through certified recyclers
Other Non-hazardous waste	Tonne	15	Through Municipal corporation	NA	NA	NA	NA
Total Waste generated	**Tonne**	**33.97**		**7.15**		**14.95**	
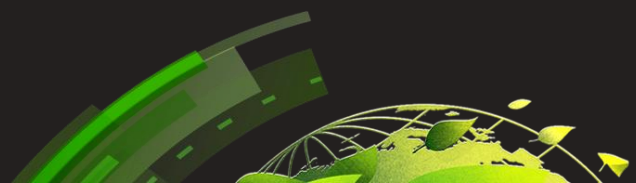
Sustainability Initiatives

Sr. No	Initiative undertaken	Details of the initiative	Outcome of the initiative
1	Renewable energy	Use of renewable energy in our total energy consumption	Decrease in emissions
2	Bathroom water management system	We use HUIDA system for the washrooms of offices	We use HUIDA system for the water use is considerably lowered as compared to a standard commode flush of offices
3	Office air conditioning control	Space Temperature Set-points changed to 24º C.	Reduction in energy consumption. Saving on emissions.
4	Routine maintenance	Performing routine maintenance on UPS and AC plants to ensure optimal functioning of the equipment.	Increased efficiency
5	Air conditioning	Cold aisle containment for all the cold aisle to be done to increase the effective usage of cooling and to increase efficiency.	Reduction in energy consumption. Saving on emissions.
6	Single Use Plastic free certification	Not using the single use plastic for water bottle and all other usage.	Reduces waste.
7	Lighting Sensor	Auto ON/OFF movement	Energy saving

Social Performance

Employee

Indicators	Sub parameter	Unit		2023-24	2022-23	2021-22
Number of employees	**Total**	**Number**		**6416**	**6434**	**5381**
	Male	Number		4439	4486	3874
	Female	Number		1977	1948	1507
	Under 30 years old	Male	Number	1101	1292	NA
		Female		845	877	NA
	30-50 years old	Male	Number	2789	3039	NA
		Female		969	1018	NA
	Over 50 years old	Male	Number	332	316	NA
		Female		63	62	NA
Number of Permanent employees	Total	Number		6043	5605	4681
	Male	Number		4157	3894	3370
	Female	Number		1886	1711	1311
Number of other than Permanent employees	Total	Number		373	829	700
	Male	Number		282	592	504
	Female	Number		91	237	196
Number of workers	Permanent	Number		0	0	0
	Total other than Permanent	Number		188	137	123
	Male (other than Permanent)	Number		164	121	114
	Female (other than Permanent)	Number		24	16	9
Board of Directors	Total	Number		7	7	7
	Male	Number		6	6	6
	Female	Number		1	1	1
Key Management Personnel	Total	Number		4	4	3
	Male	Number		3	3	2
	Female	Number		1	1	1
Number of new	Male	Number		1058	2012	1043
	Female	Number		234	835	561

employees hired	Internal Movement/Positions filled internally	Number	1017	822	NA
	External Hiring	Number	1492	2847	1604

Maternity leave

Indicators	Unit	2023-24	2022-23
Employees covered by Maternity Benefits	Percentage	100	100
Rate of return to work that took maternal leaves	Percentage	100	100
The retention rate of employees that took Maternal leave	Percentage	100	100

Employee turnover rate

Indicators	Sub parameter	Unit	2023-24	2022-23	2021-22
Employee Turnover rate	Total	Percentage	25	16	27
	Male	Percentage	26	17	28
	Female	Percentage	23	15	24

Diversity and Inclusion

Diversity Indicator	Percentage (0 - 100 %)	Target	Target Year
Share of women in total workforce (as % of total workforce)	30.9%	32%	FY 2025
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	Junior Management 34.6% Middle Management 20.7% Senior Management 11.4%	Junior Management 35-36% Middle Management 21-22% Senior Management 12-15%	FY 2025
Share of women in junior management positions, i.e. first level of management (as % of total junior management positions)	34.6%	35-36%	FY 2025
Share of women in top management positions, i.e. maximum two levels away from	Senior Management 11.4%	Senior Management 12-15%	FY 2025

the CEO or comparable positions (as % of total top management positions)	Executive Leadership 6.3%	Executive Leadership 10%	
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	Global Sales (13.2 %)	Global Sales 25%	FY 2025
Share of women in STEM-related positions (as % of total STEM positions)	30.04% All P&L Units. Excluding CEO, CFO, CHRO, CMO and GPO		

Gender-pay indicators

Median remuneration/ salary/ wages of respective category.

Indicators	Sub parameter	Unit	2023-24	2022-23
Employees	Male	INR	14,30,000	12,88,750
	Female	INR	9,20,000	9,00,000

Training and Education

Indicators	Sub parameter	Unit	2023-24	2022-23	2021-22
Employees	Number	Total number of training	1248	556	NA
Workers	Number	Total number of training	12	2	NA
Employees who received a regular performance and career development review.	Total	Number of employees	NA	5605	4762
	Male	Number of employees	NA	3894	3297
	Female	Number of employees	NA	1711	1465
Average hours per FTE of training and development	Total	Hours	55	100	60
	Male	Hours	44	NA	NA
	Female	Hours	76	NA	NA
	Tech	Hours	46	NA	NA

	Behavioural	Hours	9	NA	NA
Amount spent per FTE in INR Rupees	Total	INR	1,707	2,411	NA

Employee Development Programs

Program	Description	2023-24
Campus Hire Program (Technical and Non-technical).	Enable the new hire to enhance their skills in some key technical and behavioral areas. Participants will have a mindset shift and be more responsible, taking ownership and be result oriented and would learn how to portray themselves professionally to the client and to business being a brand ambassador of Sonata.	
% of FTEs participating in the program		100%
Quantitative impact of business benefits (monetary or non-monetary)	100% ready to deploy project talent. Faster turnaround times for talent fulfilment at early career levels Reduced time and cost of redeployment compared to talent acquisition Improved learning experience / learning culture, knowledge retention, customer / employee satisfaction, improved resource mobility, retention, branding, sustainability, ROI	
Unified Full Stack Programs	This is a unique framework to make you full stack digital ready professional. This framework supports our Platformation TM agenda to transform client's business using platforms. This program is designed for all Developers in various competencies, Designers, Architects & Project Managers.	
% of FTEs participating in the program		80.42%
Quantitative impact of business benefits (monetary or non-monetary)	Reduced time and cost of redeployment compared to talent acquisition The feedback shared by their managers clearly show increase in productivity, turnaround time, customer satisfaction, role growth and ownership 20%+ internal vacancies are filled by the digital skills trained workforce 10%+ of non-technology background employee, who have enhanced their digital skills through these trainings, have transitioned to technology projects/areas Improved learning culture	

FTEs: Full-Time Equivalents is the number of working hours that represents one full-time employee during a fixed time period.

Program	Description	2023-24
Performance Appraisal	**PACE (**Performance and Career Enablement) is Sonata's Performance and Career Management Program. It has been designed to align individual goals and aspirations to Sonata's priorities and growth, along with Mid Term review as well.	

Benefits provided to permanent and temporary employees

Indicators	Sub parameter	Unit	2023-24	2023-24	2022-23	2021-22
Health Insurance	Permanent employees	Yes/No	Yes	Yes	Yes	Yes
	Other than permanent employees	Yes/No	Yes	Yes	Yes	Yes
Accident Insurance	Permanent employees	Yes/No	Yes	Yes	Yes	Yes
	Other than permanent employees	Yes/No	Yes	Yes	Yes	Yes
Maternity leave	Permanent employees	Yes/No	Yes	Yes	Yes	Yes
	Other than permanent employees	Yes/No	Yes	Yes	Yes	Yes
Sabbatical	Permanent employees	Yes/No	Yes	Yes	Yes	Yes
	Other than permanent employees	Yes/No	Yes	Yes	Yes	Yes

Employee Support Programs

Indicators	2023 24	Description
Workplace stress management	Yes	Mental wellbeing sessions
Sports & health initiatives	Yes	Sonata Marathon
Flexible working hours	Yes	Yes, we provide flexible working hours to all employees
Working-from-home arrangements	Yes	Hybrid schedule Broadband reimbursement
Part-time working options	Yes	Contractual employment on an hourly basis
Childcare facilities or contributions	Yes	Monthly reimbursement for creche
Breast-feeding/lactation facilities or benefits	Yes	Infrastructure - Wellness room
Paid parental leave for the primary caregiver	Yes	Maternity leave as per law with scope of extension on need-basis

Transition assistance

Indicators	Unit	2023-24	2022-23	2021-22
Transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?	Yes/No	Yes	Yes	Yes

Occupational Health and Safety

Indicators	Sub parameter	Unit	2023-24	2022-23
Training on Health and safety	Male	Number of employees	4439	2203
	Female	Number of employees	1977	1009
	Total	Number of employees	6416	3212
	Total	Percentage	59	49.9
Lost Time Injury Frequency Rate (LTIFR)	Employees	per one million-person hours worked	0	0
	Workers	per one million-person hours worked	0	6.33
Total recordable work-related injuries	Employees	Number of incidents	0	0
	Workers	Number of incidents	0	2

Absentee Rate

| Parameter	Unit	2023-24
Employee Absentee rate	% of total days scheduled	4.6%
Data coverage (as % of employees	% of employees	100%

Human Rights assessment

Indicators	Sub parameter	Unit	2023-24	2022-23	2021-22
Percentage of operations that have been subject to human rights reviews or human rights impact assessments	-	Percentage	100	100	NA

Training on human rights issues and policy	Permanent	Number of employees	3466	1852	4031
	Other than Permanent employees	Number of employees	362	167	NA
	Other than Permanent Workers	Number of employees	188	137	123
Percentage of employees who got more than or equal to minimum wages	Permanent	Percentage	100	100	100
	Other than Permanent employees	Percentage	100	100	100
	Other than Permanent Workers	Percentage	100	100	100

Human Rights training and complaints

Indicators	Sub parameter	Unit	2023-24	2022-23
Number of Complaints	Sexual Harassment	Number	0	0
	Discrimination at workplace	Number	0	0
	Child Labour	Number	0	0
	Forced Labour/ Involuntary Labour	Number	0	0
	Wages	Number	0	0
	Other human rights related issues	Number	0	0
Percentage of offices that were assessed on	Child labour	Percentage	100	100
	Forced/involuntary labour	Percentage	100	100
	Sexual harassment	Percentage	100	100
	Discrimination at workplace	Percentage	100	100
	Wages	Percentage	100	100
	Others – please specify	Percentage	100	100
Training on ESG	Male	Number of employees	2577	498

Category	Gender	Metric		
(Environment, Social, Governance) This training includes the topics and on policies like vigil mechanism, anti-bribery, ethics etc. during induction.		Percentage of Total Male Employees	58%	11.10%
	Female	Number of employees	1181	232
		Percentage of Total Female employees	60%	11.91%
	Total	Number of employees	3758	730
		Percentage of Total Employees	59%	11.35%
Training on Information security (InfoSec)	Male	Number of employees	2708	387
		Percentage of Total Male Employees	61%	8.63%
	Female	Number of employees	1192	144
		Percentage of Total Female employees	60%	7.39%
	Total	Number of employees	3900	531
		Percentage of Total Employees	61%	8.25%
Training on POSH (Prevention of Sexual Harassment)	Male	Percentage of Total Male Employees	2794	538
		Percentage of Total Male Employees	73%	11.99%
	Female	Number of employees	1251	220
		Percentage of Total Female employees	71%	11.29%
	Total	Number of employees	4045	758
		Percentage of Total Employees	72%	11.78%
All Employees are required to undergo POSH, ESG, Infosec training.				
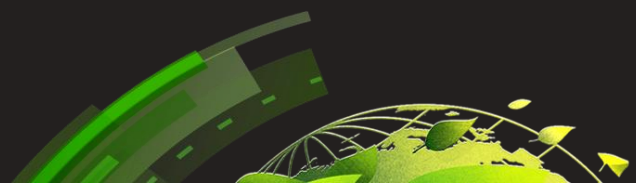
Human Rights Due Diligence

Sonata has conducted the Human Rights Due Diligence (HRDD) exercise for the workforce to identify the prevalent human rights risk in the company. The HRDD enabled the company to focus our attention on the most severe human rights issues identified and develop the right mitigation strategies for them. The assessment for SSL was conducted through a mix of online and offline surveys for the important HR issues prevalent in the IT/Software sector. The survey was prepared considering the principles of SA8000, ILO and UNGC which includes the human rights risk prevalent in different geographies around the world.

Following Human Rights issues were covered in the Due Diligence process.

- Working Conditions
- Labor Rights
- Right to Privacy
- Health, Safety and Well-being
- Fair Remuneration
- Freedom of Speech
- Workplace Discrimination & Harassment
- Learning & Development
- Diversity & Inclusion

Category	No. of responses	Mode of Engagement
Executive Directors & KMPs (Key Management Personnel)	4	Online
Employees	2395	Online
Workers (On site Vendors/Suppliers)	65	Offline

Privacy Protection

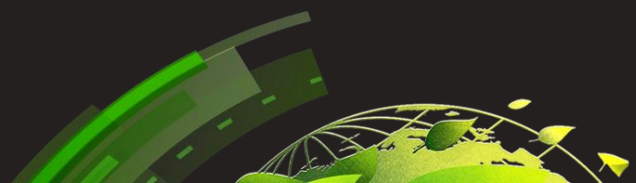| Indicators	Sub parameter	Unit	2023-24
Use of Customer Data	Number of government requests in the last fiscal year	Number	0
	Percentage of requests resulting in disclosure in the last fiscal year	Number	0

Privacy Policy

Sr No.	Aspect	Response
1	Privacy policy applies to the entire operations, including suppliers	Sonata's privacy policy applies to its operations and suppliers
2	Designated person or department responsible for privacy issues	DPO
3	Disciplinary actions in case of breach (i.e. zero tolerance policy)	Information security policy triggers disciplinary action in case of policy violations and breaches

4	We conduct third-party audits of the privacy policy compliance	Sonata's Cyber security management is audited by certification bodies, customers
5	We conduct internal audits of the privacy policy compliance.	Sonata has implemented a extensive internal audit program to ensure compliance to all applicable standards. The audits are conducted by qualified internal auditors

Customer relationship management

Indicators	Sub parameter	Unit	2023-24	2022-23
CSAT Survey (Customer Satisfaction Score)	No of people reached	Number	272	79
	No of people responded	Number	111	54
	Results	Average CSAT Score out of 5	4.3	4.1
NPS Survey (Net Promoter Score)	No of people reached	Number	244	450
	No of people responded	Number	134	205
	Results in KPI/Summary of survey results	NPS Score in Percentage	30	40
Number of consumer complaints	Data Privacy	Number	0	0
	Advertising	Number	0	0
	Cyber-security	Number	0	0
	Delivery of essential services	Number	0	3
	Restrictive trade practices	Number	0	0
	Unfair Trade Practices	Number	0	0
	Other	Number	0	0

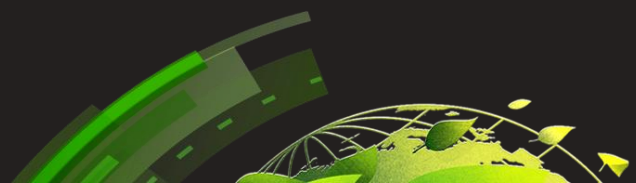| Indicators	Sub parameter	Unit	2023 - 24	2022-23	2021-22
Use of Customer Data	Number of government requests in the last fiscal year	Number	0	0	0
	Percentage of requests resulting in disclosure in the last fiscal year	Percentage	0	0	0

Supply chain

Indicators	Sub parameter	Unit	2023-24	2022-23	2021-22
Total procurement spends on local suppliers		Percentage	100	100	100
Total number of local suppliers		Percentage	100	100	100
Sustainability Assessment of value chain partners		Percentage	70.05%	4	NA
Percentage of input material sourced from suppliers	MSMEs/ small producers	Percentage	5.71	2	3
	Within the district and neighboring districts	Percentage	100	100	100

Employee engagement

Events	Type	Attendees 2023-24
ESG essential Training module	Training	3758
Training on First Aid	Training	44
ESG Quiz Competition	Online Quiz	1563
Climate Risk Assessment Workshop	Training	13
Environment day visit -	Awareness activity	36
Environment day Quiz	Online Quiz	668
Environment Day Kids Painting competition	Competition	55
Training: CII SUPF (Single-use plastic Free)	Training	18
Training on basic office safety	Training	48
ESG Awareness Sessions	Training	500+

Corporate Social Responsibility

Indicators	Unit	2023-24	2022-23	2021-22
Total CSR expense	INR Cr	6.8	7	6

CSR Projects and social impact

| Sr No	Projects	Focus area	Description	Total impact
	SSL			
1	Agastya International Foundation	Education	Technical assistance for the development of the student-Teacher Engagement Platform (STEP) to help teachers to effectively engage with their students in rural areas.	100+
2	Industree Foundation	Art and Cultural Heritage	Development and enhancement in Industree Seller and Channel App. Online Repository for Artisans to keep their designs and products	2000+
3	Academy of Family Physicians of India (AFPI)	Healthcare	Development and enhancement of AFPI website for more features and effective organizational operation	300+
4	ISDM (Indian School of Development Management)	Education	Redesign of the existing ISDM website into a new website that will serve as a digital reflection of ISDM as an institution	2.86+ Lakhs

Sr No	Projects	Focus area	Description	Total no of beneficiary
	For SITL			
1	MAP	Art and Cultural Heritage	Building an Ecosystem for Diversity & Inclusion of Women in India through the Visible & Invisible Program	200+
2	Samatvam trust	Healthcare	Medical attention and supplies to poor children and teens with Type 1 diabetes	13
3	AFPI (Academy of Family Physicians of India)	Healthcare	Supporting Primary Healthcare Leadership Fellowship program of AFPI	100+
4	SKSVMA College of Engineering	Education	scholarships for underprivileged engineering girls for their studies in Computer Science/ Information Systems and Electronics & Communication.	6

5	Deccan Heritage Foundation	Art and Cultural Heritage	Preservation of Cultural Heritage by supporting the restoration of Rang Mahal at Hyderabad.	1408
6	Olympic Gold Quest (OGQ)	Sports	Training to athletes and para-athletes in 8 disciplines, including shooting, badminton, archery, cycling, boxing, wrestling, powerlifting, and athletics, for the Paris 2024 Olympics and Paralympics	391
7	Centum Foundation	Education	Promoting education and increase career opportunities for impoverished, diverse youngsters in the IT field by giving l give a Full Stack Development course to 500 beneficiaries	500
8	Farmers for Forest	Environment	Plantation of trees and development of Miyawaki forest for better biodiversity in urban areas and lowering carbon emissions	5000 Trees
9	Swasti	Healthcare	Promoting diversity and inclusion in society, providing the Telecare health service to LGBTQ+ Community	2000
10	Wildlife SOS	Environment	wildlife conservation. The project focuses on the rescue of dancing sloth bears and providing shelter god healthy conditions	6
11	Ashray Akruti	Education	empowering hearing-impaired students from lower socio-economic backgrounds providing them special education to include them in mainstream society.	66
12	NIIT foundation	Education	Digital skilling to underprivileged students. The program includes providing a Certificate Program in CCNA (Hardware and Networking), AI & Data Analytics, and Web Development courses to the beneficiaries from underserved communities.	300
	Under SSSL			
1	Roshni Trust	Healthcare	support to people living in underprivileged communities to be able to identify symptoms of mental illness to get rid of the taboos associated with it	1313
2	Agastya Foundation	Education	Development of the educational platform Welearn App	52,000+
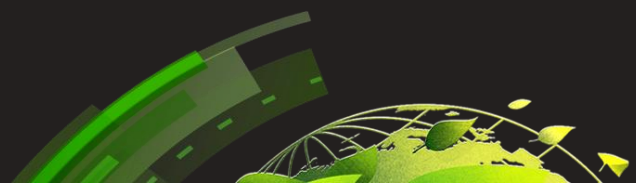
3	WOTR (Watershed Organisation Trust)	Environment	Watershed management Improving Agricultural Productivity through Water Resources Development.	1000+
4	Second Chance Sanctuary	Environment	Infrastructure development for Dog Rescue Center in Bangalore	100
Projects under Encore				
1	AVTAR Human Capital Trust	Education	The project "Puthri" covers 100 Puthri girls' scholars at Dindigul Urban School. To create Career Intentionality among underprivileged girl students	100

Third party social impact assessment is done for CSR projects. Refer Certificate in Annexure 2
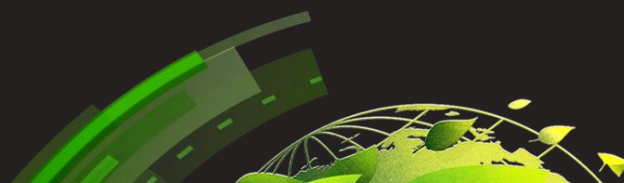
Governance

Board of Directors Composition

Indicators	Unit	2023-24	2022-23	2021-22
Total board size	Number	7	7	7
Executive directors	Number	2	2	1
Independent directors	Number	3	3	3
Other non-executive directors	Number	2	2	2
Women in board	Number	1	1	1
Gender Diversity % in board	Percentage	14%	14%	14%

Board Training and Education

Indicators	Unit	2023-24	2022-23
Board of Directors	Total number of training	1	2
Key Managerial Personnel	Total number of training	1	2

Stakeholder Feedback Survey Results

Survey name	Type of survey	Target audience	No of people reached	No of people responded	Results in KPI/Summary of survey results
Administration and Facilities survey	Service Satisfaction Score	Employee	6416	230	4.23 out of 5

Economic Performance

Economic value generated

Indicators	Unit	2023-24	2022-23	2021-22
Total Sales Revenue	INR Cr	8613	7449.1	5553.3
Other Income	INR Cr	126	71	102
Earnings before tax	INR Cr	636*	597	500
Taxes reported	INR Cr	153	145	124
Effective tax rate	Percentage	24.06*	24.29	24.8
Direct economic value generated	**INR Cr**	8739	**7520**	**5655**

*before exceptional items

Economic value distributed and retained

Indicators	Unit	2023-24	2022-23	2021-22
Total operating costs	INR Cr	6774	5905	4347
Total employee-related expenses (salaries and benefits)	INR Cr	1335	933	737
Payments to providers of capital	INR Cr	30	19	18
Payment to government	INR Cr	192	167	145
Community investments	INR Cr	7	7	6
Economic value distributed (sum of above)	INR Cr	**8338**	7031	5253
Economic value retained	INR Cr	**401**	489	402

ESG Vision and targets

Environment

Material Issues	Target and target year	Status FY 24
Climate change	70% reduction of Scope 1 + 2 emissions by 2030 over base year 2019 55% reduction in the economic intensity of Scope 3 by FY 30 over base year 2019 Net Zero by 2050	61% reduction in Scope 1+2. 78% reduction in the economic intensity of Scope 3
Energy	100% Renewable electricity by 2030	52%
Water	Achieve water neutrality by 2030	34% recycled water use
Waste	Ensuring zero waste to landfill	Inline

Social

Material Issues	Target	Status FY 24
Diversity and Inclusion	Aim to conduct 100% mandatory training and awareness programs for People Managers on inclusivity by FY 25	20%
	Aim to maintain 50% of entry-level hiring to be women by FY2025	86%
	Aim to increase share of women in total workforce to 34-35% by 2025	30.7 %
Health and Safety	Zero fatalities	Zero fatalities
Supply Chain Management	Sustainability assessment of Top 50 suppliers by 2028	31 supplier
Corporate Citizenship & Philanthropy	Conduct CSR Impact Assessment for eligible projects from FY 2024 onwards	Inline
	Target to reaching out to 1 million beneficiaries through CSR initiatives by 2030	Inline

Governance

Material Issues	Target	Status FY 24
Corporate governance and Business Ethics	Ensuring robust compliance and integrity practices	Inline
Data Privacy & Cybersecurity	Zero Data breach	Inline
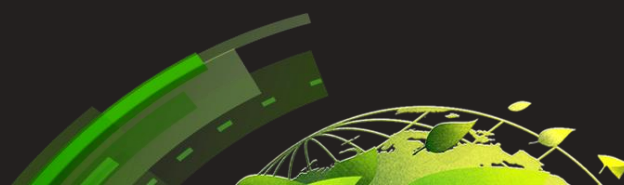
Certifications and awards

Certifications

Sr No.	Indicator	Description
1	ISO9001	Quality Management System
2	ISO27001	Information Security Management System
3	ISO20000-1	Service Management System
4	CMMI	Best Practices for Product Engineering Development and Quality for ensuring predictable outcomes and driving continuous improvement
5	CII SUPF	'Single-use Plastic Free' (SuPF) Certification

Awards

Sr No.	Indicator	Description
1	ICSI Business Responsibility and Sustainability Awards, 2023	Sonata received Certificate of Appreciation by ICSI Business Responsibility and Sustainability Awards
2	INFHRA Awards 2023	Runner-up for Outstanding Demonstration of our Sustainability by INFHRA Awards 2023 – Sustainability

Ratings 2023

Sr No.	Indicator	Description
1	CDP Climate Change	B
2	EcoVadis	58
3	S&P Global ESG Score	54

Policies

Sr No	List of policies	Status	Link
1	Privacy policy	Publicly available	https://www.sonata-software.com/privacy-policy
2	Code of Fair Disclosure	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/code-for-fair-disclosure.pdf
3	Code of conduct for Senior management & Board of Directors	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Code-of-Conduct-for-Directors-and-Senior-Management-Employee.pdf
4	Insider Trading	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/code-of-conduct-for-prevention-of-insider-trading.pdf
5	Dividend distribution policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/dividend-distribution-policy.pdf
6	Femiliarization program for ID	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Familiarization_programme.pdf
7	Policy on determining material subsidiaries	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/policy-on-determining-material-subsidiaries.pdf
8	Vigil mechanism	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata_Vigil_Mechanism.pdf
9	Third Party Code of Conduct and Business Ethics	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Sonata-Third-Party-Code-of-Conduct-and-Business-Ethics-2016.pdf
10	Archival policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/SSL_Archival_Policy.pdf
11	Business Responsibility Policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/SSL_Business_Responsibility_Policy.pdf
12	Policy on determining	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2023-08/policy-for-determining-material-information.pdf

	material information		
13	Terms and conditions of appointment of Independent Directors	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2019-09/Terms_and_Conditions_of_Appointment_of_Independent_Directors.pdf
14	Risk management policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2021-08/risk-management-policy.pdf
15	Policy on Related party transactions	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2022-01/policy-on-related-party-transactions.pdf
16	POSH Prevention of Sexual Harassment	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2022-01/posh-policy_0.pdf
17	CSR Policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2022-10/corporate-social-responsibility-policy.pdf
18	Supplier Code of Conduct	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/coc_supplier_ve.pdf
19	Code of Business Conduct and Ethics Policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/code_of_business_conductethics.pdf
20	Equal Opportunity, Diversity & Inclusion Policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/dei_policy.pdf
21	EHS Policy (Environment Health Safety)	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/ehs_policy.pdf
22	Human rights policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/human_rights_policy.pdf
23	Sustainability policy	Publicly available	https://www.sonata-software.com/sites/default/files/financial-reports/2023-05/sustainability_policy.pdf
24	Cybersecurity policy	Internally available	Internal document
25	BCP (Business Continuity Policy) policy	Internally available	Internal document
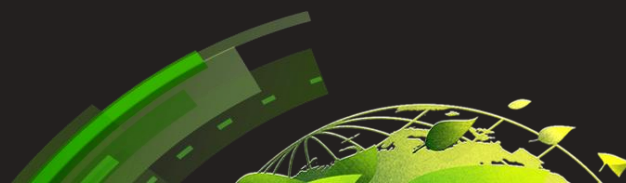
26	Tax policy	Internally available	Internal document
27	Global Anti-Corruption and Anti-Bribery Policy	Internally available	Internal document
28	Annual Executive Health Check-up Policy	Internally available	Internal document
29	Variable Pay Policy	Internally available	Internal document
30	Maternity Leave Policy	Internally available	Internal document
31	Leave Policy	Internally available	Internal document
32	WFH Policy	Internally available	Internal document
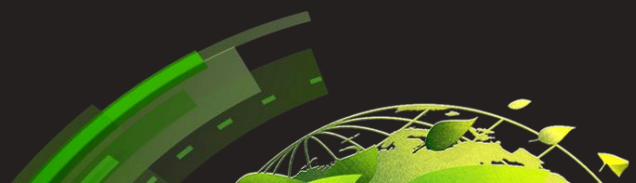
Reports

Annual Report FY23-24

https://www.sonata-software.com/sites/default/files/financial-reports/2024-07/SonataSoftwareLimitedAnnualReportFY24.pdf

Business Sustainability and Responsibility Report FY23-24

https://www.sonata-software.com/sites/default/files/pdf/2024-09/brsr-report-fy24.pdf

TCFD Report

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

Annexure

Annexure 1

GHG Inventory Verification Report Reporting Year: 2023/24
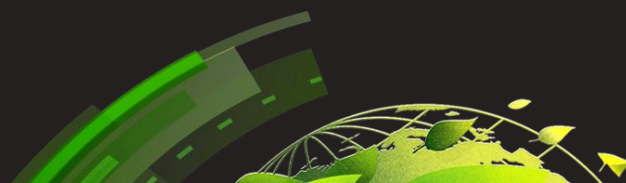
GREENHOUSE GAS VERIFICATION STATEMENT

To: Sonata Software Limited

INTRODUCTION

Earthood Services Pvt, Limited ('Earthood') has been engaged by Sonata Software Limited ('Sonata Software') to provide independent verification of the greenhouse gas (GHG) emissions reported for the periods April 1, 2023 to March 31,2024.

The management of Sonata software is responsible for the organisation's GHG information system, the development and maintenance of records and reporting procedures in accordance with that system, including the calculation and determination of GHG emissions information.

It is Earthood's responsibility to express an independent GHG verification opinion on the emissions as provided in the Sonata Software GHG report and GHG calculator 2023 for the period 1st April 2023 – 31st March 2024.

ORGANISATIONAL BOUNDARIES

Sonata Software adopts the operational control approach for developing its GHG inventory and subsequent performance measurements. In this verification process, Sonata Software reports both direct (Scope 1) and indirect (Scope 2 and Scope 3) GHG emissions stemming from 11 operational activities in India and 14 operations spread across 11 different countries (excluding India). The categorization of direct and indirect emissions along are as follows:

The organisational boundary was established following the operational control approach.

Scope	Based on GHG Protocol (WBCSD/WRI 2010)	Categories of emission sources reported
Scope 1	All direct GHG emissions (except for direct CO_2 emissions from biomass combustion)	Yes • Stationary combustion • Fugitive Emission • Mobile sources • Process emissions (not applicable)
Scope 2	Indirect GHG emissions associated with the consumption of purchased or acquired electricity, steam, heating, or cooling	Yes • Electricity consumption • Diesel consumption for electricity (Shared DG sets)
Scope 3	All other indirect emissions not covered in Scope 2	Yes Emission sources • Purchased goods & services. • Upstream Fuel and Energy emissions • Employee commuting • Waste generated in operations. • Business travel

GHG Emissions Statement

Data computed from base year emission sources were verified for the period of 1st April 2023 to 31st March 2024:

GHG emissions of Scope 1, 2 and 3:

- Scope 1: 68.40 tonnes of CO_2e
- Scope 2: 1,995.25 tonnes of CO_2e
- Scope 3: 2,603.53 tonnes of CO_2e

Carbon intensity based on Total GHG emissions:

- GHG emissions intensity by gross revenue, tCO_2e/'000 ₹ *(in Cr.)* = 0.54

Criteria Against which Verification conducted:

- World Resources Institute (WRI)/World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (Scope 3)

Reference Standard:

- ISO 14064-3: Greenhouse gases, Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions

LEVEL OF ASSURANCE AND MATERIALITY

The verification was conducted to a limited level of assurance in accordance with the requirements of ISO 14064-3. Based on this level of assurance, Earthood verified that Sonata Software's GHG inventory is:

- Materially correct and is a fair representation of the GHG data and information.
- Prepared in accordance with the applicable GHG quantification, monitoring, and reporting, standards or practice.

GHG Verification Methodology

Evidence-gathering procedures included but were not limited to:

- Interviews with relevant personnel of Sonata Software.
- Review of documentary evidence produced by Sonata Software.
- Review of data and information systems and methodology for collection, aggregation, analysis and review of information used to determine GHG emissions; and
- Audit of the sample of data used by Sonata Software to determine GHG emissions.

Verification Opinion

Based on the data and information provided by Sonata software and the processes and procedures conducted, Earthood concludes with limited assurance that the GHG assertion:

- is materially correct.
- is a fair representation of the GHG emissions data and information.
- is prepared in accordance with the WRI/WBCSD GHG Protocol Corporate Accounting and Reporting Standard

It is our opinion that Sonata Software has established appropriate processes and systems for the collection, aggregation, and analysis of qualitative data for the determination of these GHG emissions for the boundaries and stated period April 2023 – March 2024.

DECLARATION OF INDEPENDENCE

Earthood Services Pvt. Ltd is the World's leading validation and verification body having accreditation under ISO 14065:2013 to carry out GHG verification at an organizational level (ISO 14064-1) and a project level (ISO 14064-2) by following ISO 14064-3: 2019)
Earthood states its independence and impartiality with regard to this assurance engagement. Earthood did not work with Sonata on any engagement that could compromise the independence or impartiality of its findings, and conclusions. Earthood was not involved in the preparation of any statements or data included in the spreadsheet shared with Earthood, except for this Assurance Statement. Earthood maintains complete impartiality toward any people interviewed during the assurance engagement.

CONCLUSION

Sonata Software prepared its GHG emissions inventory report (revised 3.0) dated 27/05/2024 following the requirements of ISO 14064-1 and used a calculation methodology that adhered to international standards and incorporated region-specific emissions factors.
Based on the assessment, Sonata Software's total GHG emissions for the (FY 2023-24) are found to be 4,667.18 tCO2e. Out of this, scope 1 contribution is 68.40 tCO2e equivalent to 1.47%, the contribution of scope 2 is 1,995.25 tCO2e equivalent to 42.75%, and scope 3 contribution was found to be 2,603.65 tCO2e equivalent to 55.78%.

ATTESTATION
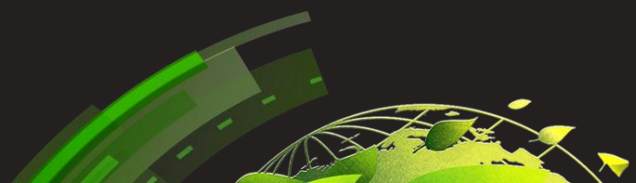
ASHOK K. GAUTAM
Lead Verifier
Earthood Services Pvt. Ltd
May 31, 2024

Annexure 2

Social Impact Assessment by 3rd Party- Blue sky

CSR INSPECTION CERTIFICATE

PLATINUM RATING

Bluesky Sustainable Business LLP
Awards a

Platinum Rating
Platinum Rating: Sustainability Commitment, Leadership
Visionary on Social Responsibility, Stakeholder Partnership
and Multi – organisational Alliances

For the CSR Project
Sonata CSR Volunteering Projects:
FY 2021–22 & FY 2022–23

Sonata CSR Volunteering Projects with:

1. Agastya Foundation - WeLearn App
2. Industree Crafts Foundation - FlourishLane: Co-creation
3. Indian School of Development Management - Website development

to

Sonata Software Ltd.

Tower-A, Sonata Towers, Global Village (Sattva Global City),
RVCE Post, Kengeri Hobli, Mysore Road,
Bengaluru - 560059, India. (SSL)

CSR Category: (i) Promoting health care including preventive health care.
(ii) Promoting education, including special education especially among children and Promoting livelihood enhancement projects.

Service contract number: BSSB-2300-00005
Certificate number: IB067-2300-01-00005
Date of Audit: 18th March & 2nd, 4th ,12th April 2024
Date of Issue: 4th May 2024

_____
Jyotsna Belliappa
Head- CSR Inspections

_____
Shrinivas Bhat
Chief Executive Officer

BlueSky
SUSTAINABLE
BUSINESS

NABCB
IB 067

* Bluesky Sustainable Business LLP complies with NABCB accreditation criterion of "Type A" Inspection Body.

* To be read in connection with Annexure 1

Service contract number: BSSB-2300-00005
Certificate number: I B 0 6 7- 2 30 0- 0 1- 0 0 0 05

ANNEXURE 1

Scope of Work

CSR initiatives of CSR Volunteering Projects of Sonata Software Ltd.

-To assess CSR project performance as per the pre-defined targets in
   implementing agency MoU
-To assess if project objectives were met
-Identify best practices that can be standardized or scaled up
-Identify areas of improvement for maximizing potential to do good

Assessment Criteria

BlueSky's Accredited Impact Assessment methodology framework, based on ISO 26000: Guidance on Social Responsibility and National Guidelines on Responsible Business (NGRBC, 2018), has been employed to assess the impact of CSR Volunteering Projects

Inspection Rating Table

Silver Rating
Philanthropic Intent, Leadership supporting of Social Responsibility, Interactive relation with Stakeholders

Gold Rating
Sustainability Intent. Leadership Engaged with Social Responsibility. Mutual Influence on Stakeholders

Platinum Rating
Sustainability Commitment. Leadership Visionary on Social Responsibility. Stakeholder Partnership and Multi - organisationalAlliances

BlueSky
SUSTAINABLE
BUSINESS

NABCB
IB 067

Forward Looking Statements This book contains forward-looking statements that involve risks and uncertainties. When used in this discussion, words like 'will,' 'shall,' 'anticipate,' 'believe', 'estimate', 'intend', 'expect' and other similar expressions as they relate to the Company, or its business are intended to identify such statements. The Company undertakes no obligations to publicly update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise. Actual results, performances, or achievements could differ materially from those expressed or implied *in such statements. Readers are cautioned not to place undue reliance on the forward-looking statements as they speak only as on their date of statement*
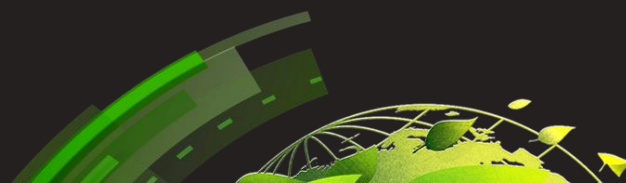
We welcome you to share with us
your feedback and any comments
you may have at
sustainability@sonata-software.com