Sustainability Report
2024-25

SONATA
SONATA SOFTWARE

An Integrated Rhythm of Value Creation

ENVIRONMENT, SOCIETY & GOVERNANCE

Contents

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We present our Sustainability Report for the financial year 2024–25, marking a step towards transparent and structured communication with its stakeholders. This Report outlines our performance on key environmental, social and governance (ESG) aspects, offering a balanced perspective on how its strategic priorities are aligned with the objective of creating long-term value while navigating evolving business risks and global challenges.

About the Report

Reporting Period and Scope

This Report covers the period from 1 April 2024 to 31 March 2025 and includes sustainability-related information for Sonata Software Limited and its material subsidiaries, unless otherwise specified. The reporting scope primarily encompasses operations with significant economic, environmental, or social impact and where Sonata exercises substantial control or influence over business practices and outcomes.

Reporting Framework

This Report has been prepared with reference to the Global Reporting Initiative (GRI) Standards 2021 and reflects the Company's progress on select United Nations Sustainable Development Goals (UN SDGs). In addition, the Report incorporates disclosures aligned with the Task Force on Climate-related Financial Disclosures (TCFD) framework and considers elements from the Sustainability Accounting Standards Board (SASB) and CDP (formerly Carbon Disclosure Project) where applicable.

To support reader navigation, a detailed GRI Content Index has been provided at the end of the Report.

Stakeholder Feedback

Sonata encourages stakeholders to share their views, suggestions, or queries related to the Sustainability Report. Feedback may be directed to the ESG team via email at info@sonata-software.com.

BRSR Report

Annual Report Page no. 146 to 184

Annual Report

https://www.sonata-software.com/sites/default/files/financial-reports/2025-07/sonata-software-limited-annual-report-fy25.pdf

ENVIRONMENT, SOCIETY & GOVERNANCE

There is a rhythm that runs through every responsible organisation. A rhythm that synchronises aspirations with stewardship and growth with purpose. At Sonata Software, this rhythm is felt in how approach every aspect of our business, helping us design for a world that requires more than just performance.

This rhythm guides how we integrate ESG into the very tempo of our daily operations. We hold the belief that our ESG responsibilities transcends mere compliance. For us, it is interwoven into how we create, connect and contribute. From low-carbon transitions and inclusive skilling to transparent governance and value creation, our efforts are composed into a precise and purpose-driven rhythm. One that echoes throughout our value chain. One that helps us open new doors to economic, social and environmental value.

As we step into the future and write the next chapter of our ESG journey, we remain determined to orchestrate value. We continue to pursue progress but not at the expense of the people or the planet. Our work continues to be attuned to the deeper score: to create not just a stronger organisation, but a sustainable, inclusive and responsible world.

About us

Our Organising Rhythm

Headquartered in Bengaluru, Sonata Software Limited is a Modernisation Engineering company with an expansive international presence that spans the US, UK, Europe, APAC and ANZ regions. We collaborate with enterprises across diverse sectors, such as Retail, Manufacturing, Technology, Media and Telecom (TMT), Banking, Financial Services and Insurance (BFSI) and Healthcare and Life Sciences (HLS), supporting them to expedite digital transformation and operational modernisation objectives.

6,500+

Professionals

What We Do

Core Service Areas

Cloud and Data Engineering

Managed Services

Modern Capabilities

Generative AI, Microsoft Fabric

Automation Platforms

Digital Contact Centres

Platformation™, our proprietary 16-step framework, enables tailored modernisation journeys through a blend of:

Platform thinking

Industry expertise

Agile execution

Sustainability Context

Sonata's modernisation mission aligns closely with responsible growth.

We integrate ESG into our core strategy by:

Reducing
environmental impact through efficient infrastructure

Upholding
strong governance and data integrity

Promoting
inclusive, diverse workplaces

'Our goal is to create value not just for today's business but for tomorrow's communities and ecosystems.'

Message from the CEO

We aim to achieve net-zero emissions by 2050, power all primary campuses with 100% renewable energy by 2030 and positively impact over one million lives through our CSR initiatives by the same year.

Dear Stakeholders,

With the growing awareness of the impact our actions have on the environment and future generations, sustainability has become an urgent global priority. By embracing sustainable practices and taking action at both individual and collective levels, the need to build a better tomorrow has never been more pressing. As a leading provider of modernisation engineering services, we are committed to this cause, with our vision driven by our focus on delivering long-term value across three core pillars— People, Planet and Prosperity.

For us, sustainability is deeply ingrained in our corporate DNA, reflected in our operations, daily interactions and growth strategy. FY 2024-25 marked a period of significant progress; we strengthened our expertise cultivated over the years and crafted a roadmap for the future, while taking bold steps to fortify our position. While we continue to navigate an evolving global landscape, our commitment to responsible growth remains steadfast.

Striding towards ESG excellence

Guided by our ESG philosophy, 'Make a Deep Impact and Transform', our approach towards sustainability is rooted in accountability and meaningful action. We do not simply believe in setting ambitious goals but actively pursuing them. Every initiative, from articulating proper strategies to mitigate climate impact to deploying robust initiatives that foster holistic growth, ethical sourcing and workforce empowerment, aligns with this philosophy.

This year, we scaled up our climate action efforts, enhanced data-driven ESG governance and intensified our focus on transparency through frameworks such as GRI, SASB, CDP and TCFD. As a result, our Bengaluru and Hyderabad offices at Global Village Tech Park are now fully powered by renewable energy, certified through iREC. This achievement marks a key milestone in our pursuit of clean energy goals.

Catering to our people

Our people are the driving force behind our success, working diligently to help us gain a competitive advantage in this dynamic operating landscape. To support their growth, well-being and capability development, we offer learning platforms and structured leadership development programmes and foster a strong culture of engagement. Additionally, we have launched targeted D&I initiatives to ensure inclusive hiring training, mentorship programmes for women in tech, global dialogue platforms and the integration of D&I metrics into business scorecards. These efforts have proved to be instrumental in embedding equity into our culture while bolstering leadership accountability. At Sonata, we are dedicated to providing a holistic environment where each employee can unlock their true potential and grow both personally and professionally.

Growing Together

For us, profitability extends beyond the confines of our enterprise; it embodies an inclusive approach to uplifting communities. Through initiatives focused on digital inclusion, education and employability, we aim to create a positive societal impact. Further, we believe in a harmonious, well-coordinated approach that aligns with our core operations and aids us in achieving our objectives.

Prepared for the next big leap

Our ambitions for the future are bold. We aim to achieve net-zero emissions by 2050, power all primary campuses with 100% renewable energy by 2030 and positively impact over one million lives through our CSR initiatives by the same year. The progress we have made so far fuels our drive to evolve, collaborate and lead with purpose. As we move ahead, we will ensure our Environmental, Social and Governance efforts are woven into a cohesive strategy that ensures sustainable value creation for all stakeholders.

Lastly, I would like to extend my heartfelt gratitude to our employees, clients, partners and stakeholders— thank you for being part of this journey. Together, we are shaping a future where digital transformation and sustainability converge to create a better tomorrow.

Warm regards,

Samir Dhir
Managing Director & CEO

Our Approach to ESG

In Harmony with what Matters

Guided by a structured Environmental, Social and Governance (ESG) framework, we strive to create long-term value by harmonising the needs of people, the planet and economic progress. The objective is to grow responsibly while remaining transparent and accountable to all stakeholders.

ESG Vision

Our vision 'Make a Deep Impact and Transform' reflects a commitment to driving meaningful, measurable change. We believe that sustainability should go hand in hand with business success. That means aligning financial strength with equity, opportunity and care for people and the environment. Whether it is our employees, clients, communities, or investors, the aim is to deliver progress that lasts and benefits all.

The Triple Bottom Line

Three pillars

People

We place inclusion, safety and community engagement at the core of our ethos. Internally, we work towards cultivating a workplace that reflects diversity, nurtures well-being and enables growth. Beyond the organisation, our CSR interventions are designed to expand access to education, enable skill development and promote social equity, especially among underserved and marginalised communities.

Planet

Environmental sustainability is an intrinsic component of our operations and decision-making. From minimising our carbon footprint to channelling investments into biodiversity and efficient resource utilisation, we strive to be responsible stewards of the natural world.

Prosperity

We pursue growth with a deep sense of responsibility. Ethics, transparency and regulatory compliance are non-negotiable across our value chain. We remain resolute in ensuring that the benefits of economic success are broadly shared and do not come at the expense of people or the planet.

ESG Governance and Integration

Governance and Risk Oversight

ESG-linked risks and opportunities are evaluated through cross-functional teams. Insights from these reviews are integrated into strategic planning to ensure coherence with long-term goals.

Stakeholder Engagement

We maintain continuous dialogue with a broad spectrum of stakeholders, including employees, investors, communities, clients and suppliers. This ensures that our decisions reflect the realities and expectations of those we serve.

Materiality and Metrics

A rigorous materiality assessment steers our areas of focus. It ensures that our ESG actions are data-driven and in line with recognised frameworks, such as the Business Responsibility and Sustainability Report (BRSR), Carbon Disclosure Project (CDP) and Task Force on Climate-related Financial Disclosures (TCFD).

Transparency and Disclosure

We report ESG progress through multiple platforms, including our Annual Report, ESG Databook and CSR documentation. These efforts reinforce our commitment to openness and accountability.

Signature Initiatives

United Nations Global Compact (UNGC) Signatory

We have committed to the UNGC principles, consolidating our alignment with global standards for responsible business.

Urban Tree Plantation

We continue to expand green spaces in dense city landscapes through native tree planting, helping enhance air quality and community well-being.

ESG Targets and Vision

Material Issue	Target and Year	Progress (FY25)
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	• **86%** reduction in Scope 1+2. • **84%** reduction in the economic intensity of Scope 3
Energy	• **100%** Renewable electricity by 2030	• **77%**
Water	• **Achieve** water neutrality by 2030	• **39%** recycled water use
Waste	• **Ensuring** zero waste to landfill	• **Inline**

Social

Material Issue	Target and Year	Progress (FY25)
Diversity and Inclusion	• **Aim** to conduct 100% mandatory training and awareness programs for People Managers on inclusivity by FY 25 • **Aim** to maintain 50% of entry-level hiring to be women by FY2025 • **Aim** to increase share of women in total workforce to 34-35% by 2025	• **95%** • **31%** • **30.7 %**
Health and Safety	• **Zero** fatalities	• **Zero** fatalities
Supply Chain Management	• **Sustainability** assessment of Top 50 suppliers by 2028	• **23** supplier
Corporate Citizenship & Philanthropy	• **Conduct** CSR Impact Assessment for eligible projects from FY 2024 onwards • **Target** to reaching out to 1 million beneficiaries through CSR initiatives by 2030	• **Inline** • **Inline**

Governance

Material Issue	Target and Year	Progress (FY25)
Corporate governance and Business Ethics	• **Ensuring** robust compliance and integrity practices	• **Inline**
Data Privacy & Cyber security	• **Zero** Data breach	• **Inline**

Stakeholder Engagement and Materiality Assessment

Tuning into Shared Priorities

Effective stakeholder engagement and materiality assessments are integral to how we define and evolve our ESG commitments. In FY25, we anchored these processes in inclusivity, transparency and material relevance. We ensured that insights gathered from across our stakeholder groups directly informed our strategic priorities.
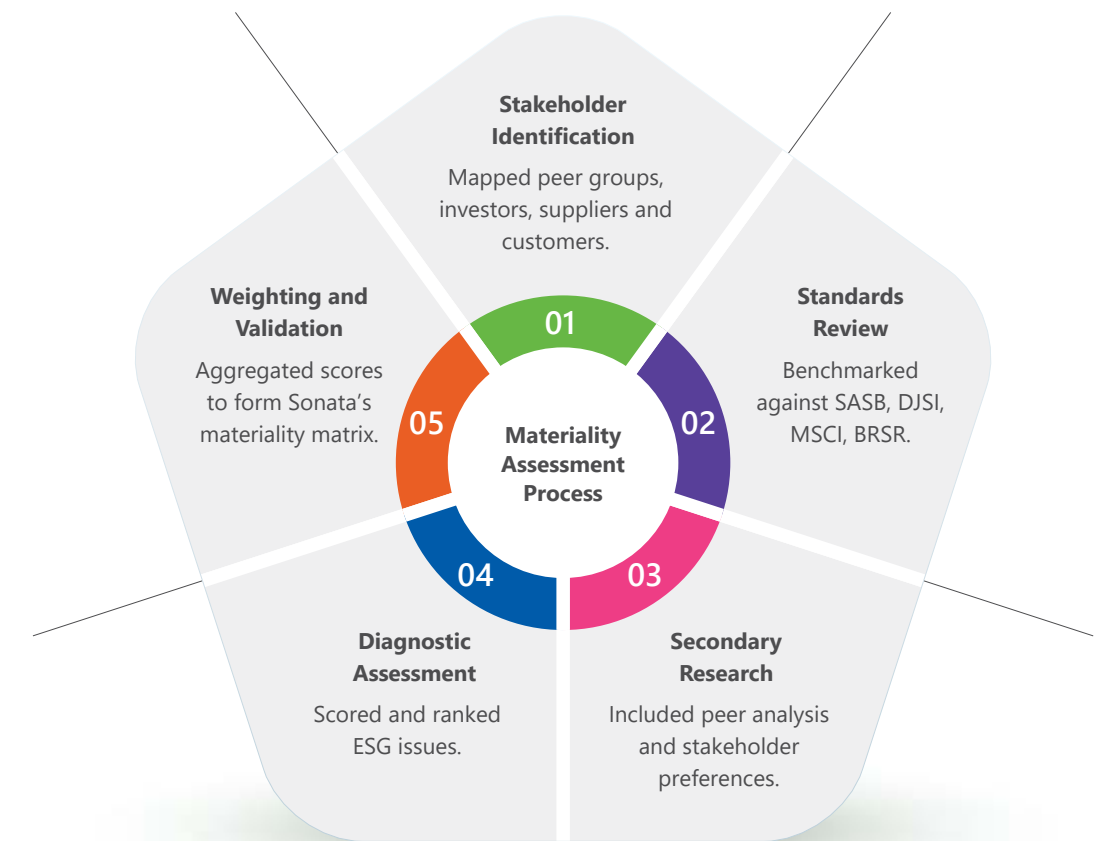
Stakeholder Engagement Framework

We maintain active and purposeful engagement with a diverse constituency of stakeholders. This encompasses customers, employees, investors, regulators, communities, suppliers and industry associations. Through structured yet adaptable communication strategies, we ensure that every interaction is relevant and is aligned to the aspirations of each group. We direct our focus towards sustaining clear, consistent and appropriate dialogue that support mutual understanding and long-term collaboration.
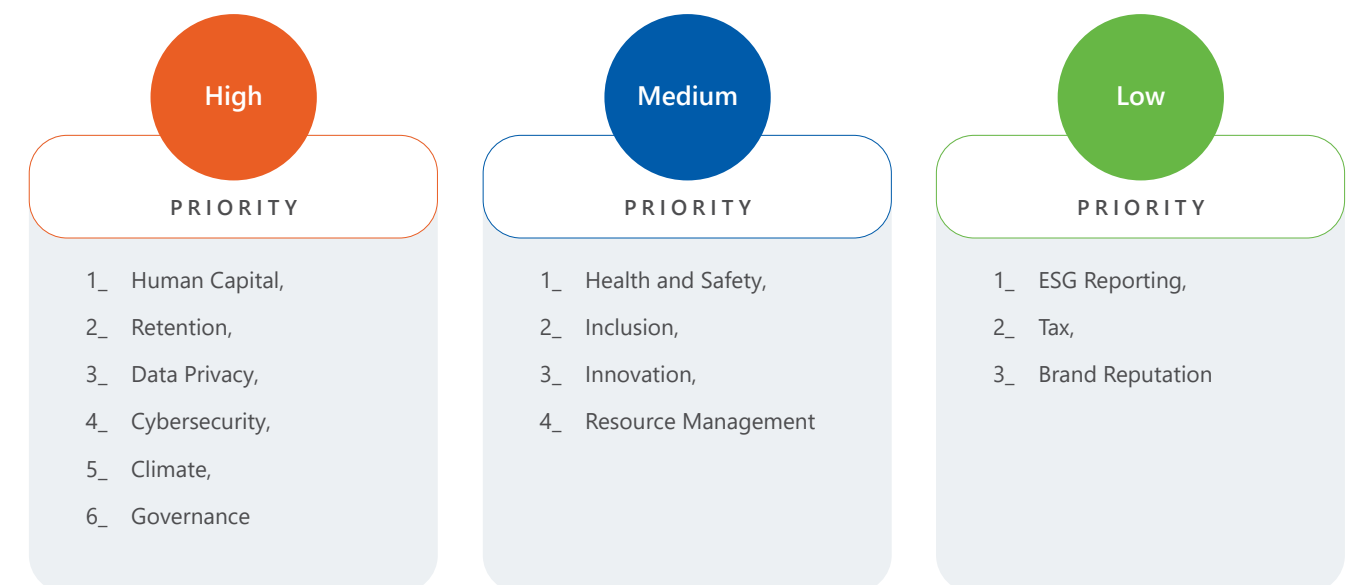
Stakeholder Group	Purpose of Engagement	Channels	Frequency	Key Issues
Customers	Resolution of delivery and tech feedback	Website, emails, surveys, meetings	As needed	Customer Experience, Data Privacy, Cybersecurity
Investors	Strategy, performance	AGMs, investor reports	Quarterly	Business Ethics, Risk, Governance
Employees	Growth, grievance redressal	Emails, townhalls	Continuous	Inclusion, Health and Safety, Learning
Regulators	Legal compliance	Statutory interactions	As needed	ESG Compliance, Risk Management
Communities/NGOs	Social impact	CSR engagements	Monthly	CSR, Inclusion, Environment
Vendors/Suppliers	ESG standards and compliance	Emails, evaluations	Yearly	Responsible Sourcing, Human Rights
Industry Associations	Trends, policy input	Conferences, meetings	As needed	Innovation, ESG Policy, Governance

Materiality Assessment Process

We conducted a comprehensive multi-step process encompassing stakeholder mapping, benchmarking and diagnostic assessments to derive Sonata's ESG priorities

Materiality Assessment Process

01 **Stakeholder Identification** — Mapped peer groups, investors, suppliers and customers.

02 **Standards Review** — Benchmarked against SASB, DJSI, MSCI, BRSR.

03 **Secondary Research** — Included peer analysis and stakeholder preferences.

04 **Diagnostic Assessment** — Scored and ranked ESG issues.

05 **Weighting and Validation** — Aggregated scores to form Sonata's materiality matrix.

Material Topics by Priority

High
PRIORITY
1_ Human Capital,
2_ Retention,
3_ Data Privacy,
4_ Cybersecurity,
5_ Climate,
6_ Governance

Medium
PRIORITY
1_ Health and Safety,
2_ Inclusion,
3_ Innovation,
4_ Resource Management

Low
PRIORITY
1_ ESG Reporting,
2_ Tax,
3_ Brand Reputation

Environmental Stewardship

Echoes of a Greener Future

Organisations across sectors are navigating intensified pressures to align their operations with the urgent demands of climate resilience, resource efficiency and sustainable growth. As a technology company, we recognise that our environmental footprint, though primarily indirect, is embedded in areas, such as energy consumption, infrastructure consumption and waste streams. FY25 represented a further maturation of our sustainability practices. This was guided by practicality, tangible impact and alignment with global standards.

Electricity Consumption

Electricity Consumption	**Emissions**	**Water**	**Renewable Energy**
3321.2 MWh	**2884.59 tCO2e**	**7287.32 KL**	**2580 MWh**
45%	**71%**	**39%**	**77.6%**
Reduction from Baseline year 2019-20	Reduction from Baseline year 2019-20	Recycled	of total energy consumption

Responding to a Changing Climate

With the escalating energy demands of IT infrastructure posing sustainability challenges across the world, Sonata has prioritised reducing energy consumption across its campuses. This year, we achieved greater efficiency through smarter systems and heightened utilisation of cleaner energy alternatives.

Key Highlights

Smart Cooling

Cold aisle containment in data centre zones and optimised AHU dampers improve thermal management.

Lighting and Load Optimisation

Non-essential loads such as vending machines and lighting circuits are switched off during weekends.

Temperature Set-point Control

Standardised at 24°C to balance comfort with savings.

Diesel Generator Checks

Reduced from weekly to biweekly, translating into fuel and emissions cuts.

ISO 14001 Compliance

Sonata has implemented ISO 14001, the international standard for Environmental Management Systems, to strengthen its approach to sustainability. This includes improving resource efficiency, managing waste responsibly and meeting applicable environmental regulations. We integrate environmental considerations into daily operations through energy tracking, carbon reduction measures and sustainable procurement. Ongoing monitoring and employee awareness support continual improvement.

Emissions Reduction Strategy

Our journey towards decarbonisation continues to be steered by science-based targets aligned with the 1.5°C pathway. We measure and manage greenhouse gas emissions across all major categories, Scope 1 (direct emissions), Scope 2 (purchased electricity) and Scope 3 (indirect value chain emissions). Our strategy is multi-pronged, combining smart technologies supply chain collaboration and conscious behavioural shifts. Each scope has a distinct set of priorities.

Scope 1
Direct Emissions

Augmented fuel efficiency in diesel generators reduced on-site emissions

HVAC systems were retrofitted to limit refrigerant leaks

Transition to low-global warming potential (GWP) refrigerants began, along with electric vehicle (EV) integration for fleet use

Scope 2
Indirect Emissions from Electricity Use

Heightened procurement of renewable energy through International Renewable Energy Certificates (iRECs)

Upgraded buildings to meet energy-efficiency standards and green certification norms

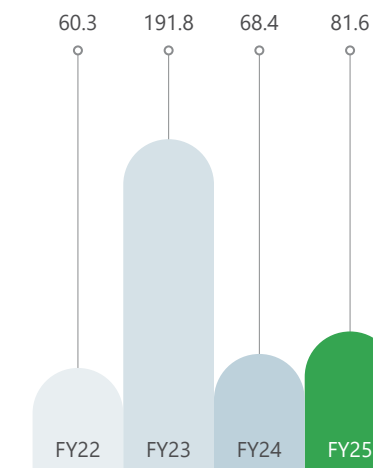## Scope 3
Value Chain Emissions

Worked closely with suppliers to improve carbon reporting and transparency

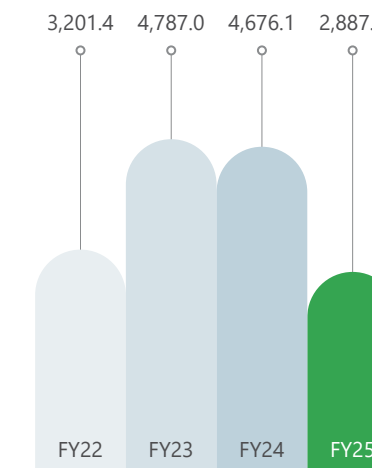Reduced emissions from travel by promoting hybrid work models

Promoted sustainable employee commuting through EV infrastructure and internal awareness efforts

FY25 Emissions Snapshot (tCO₂e)

Scope 1

FY22	FY23	FY24	FY25
60.3	191.8	68.4	81.6

Scope 2

FY22	FY23	FY24	FY25
1,933.7	2,300.6	1,995.2	637.3

Scope 3

FY22	FY23	FY24	FY25
1,207.4	2,294.6	2,603.5	2,168.9

Total

FY22	FY23	FY24	FY25
3,201.4	4,787.0	4,676.1	2,887.8

Emissions Intensity (tCO₂e/INR Cr)

FY22	FY23	FY24	FY25
0.576	0.64	0.54	0.28
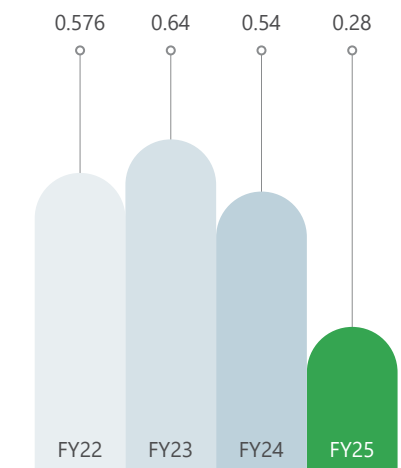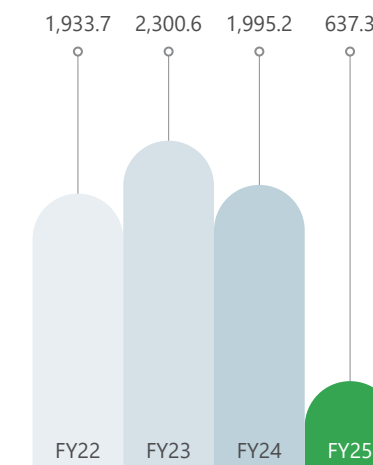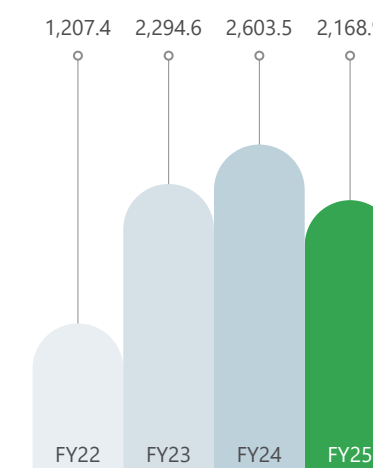
Key Reductions and Performance Highlights

85% reduction in combined Scope 1 and 2 emissions from FY2019 levels

84% drop in Scope 3 emissions intensity since FY2019

77% of energy used in FY25 came from renewable sources

Clean Energy Milestone

Our Bengaluru and Hyderabad offices at Global Village Tech Park are now powered by renewable energy sources, validated by iREC certification. This marks an advancement in our efforts to contribute to the nation's clean energy objectives.

Greener Spaces by Design

We have undertaken deliberate steps to embed sustainability into the way we design and upgrade physical infrastructure. Whether in new builds or enhancement to existing sites, we place emphasis on renewable energy adoption, automated controls for lighting and HVAC and the selection of construction materials with a lower environmental footprint. These steps were aimed at improving our long-term efficiency and reducing energy utility costs.

'Our goal is to create value not just for today's business but for tomorrow's communities and ecosystems.'

Water: A Finite Resource, A Shared Responsibility.

In FY25, the growing unpredictability of monsoon patterns and declining groundwater reserves sharpened the focus on water conservation across our operations. We placed heightened emphasis on water stewardship and treated it as a behavioural imperative and integrated it in our daily routines.

Measures Implemented

Low-flow aerators and faucets were installed across workstations and pantry areas. These devices limit water flow without affecting functionality, helping lower consumption during routine tasks like handwashing and dish rinsing.

HUIDA bathroom systems were selected for their ability to maintain high sanitation standards while using notably less water per flush. By incorporating these fixtures, we reduced overall water usage without compromising hygiene.

Zero Liquid Discharge (ZLD) systems were commissioned at both of our Bengaluru offices. These systems ensure that 100% of wastewater is treated and repurposed for non-potable applications, such as landscaping and toilet flushing. This approach eliminates discharge and conserves fresh water.

Measures Implemented
Volume (kL)

7,287

Total Water Used

Rethinking Waste

With global waste volumes, particularly from electronic and office-generated sources continue to ascend, businesses are under heightened pressure to meet stricter environmental standards. At Sonata, we have embraced a structured waste management approach focused on minimising generation, improving segregation at source and ensuring the safe, compliant disposal of residual waste.

Electric hand dryers were introduced across office premises, phasing out single-use tissue paper. This transition has considerably reduced paper waste while also curbing the environmental burden associated with production, transport and disposal of single-use items.

Authorized e-waste recycling is now the standard practice. All obsolete electronics and used batteries are channelled through certified recyclers to ensure safe handling, prevent hazardous landfill leakage and recovery of valuable materials.

We are now broadening our efforts to integrate a more detailed waste audit process. This will help us track sources more accurately, improve diversion strategies and move closer to our target of diverting 90 percent of electronic waste from landfills by FY27.

**Keeping People Safe in Hybrid
Work Environments**

Guarding Well-being, Wherever We Work

FY25 Developments

Regular
third-party safety audits for all office premises.

Expanded
mental wellness webinars, first-aid sessions and virtual wellness check-ins.

Refined
emergency preparedness protocols tailored for hybrid teams.

In today's hybrid work environment, occupational health and safety extend far beyond physical office infrastructure. We have implemented ISO 45001, the global standard for Occupational Health and Safety Management Systems for both in-office and remote employees, to enhance workplace safety and risk management.

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ISO 45001 HEALTH AND SAFETY
ISO
45001

Community

A Chorus of Shared Progress

CSR initiatives were shaped by a strong commitment to inclusive growth, equity and long-term impact for communities often left behind. Grounded in ethical conduct and guided by environmental and social priorities.

CSR projects were reviewed by an internal committee to ensure proper planning, execution and transparency. Major initiatives included third-party impact assessments to validate outcomes and benchmark effectiveness.

Diversity in CSR

At Sonata, we believe that inclusive developments holds true value only when it responds authentically to the realities of diverse communities. Our CSR programmes are crafted to reflect this principle, with deliberate attention to gender balance, regional reach and equitable access. These priorities helped ensure that the impact of each initiative extended across social, economic and geographic divides.

Key aspects of diversity embedded in CSR programmes include:

Gender Inclusion

Women and girls constituted over 70% of participants across our education, skilling and livelihood initiatives. This highlights our sustained commitment to bridging gender gaps in access to opportunity. Our programmes address systemic barriers in technology, employment and leadership, with a particular focus on Science, Technology, Engineering and Mathematics (STEM) fields.

Regionally Dispersed Outreach

Our CSR interventions were intentionally structured to extend beyond metropolitan areas, reaching beneficiaries in both urban and rural geographies. By extending programming to Tier-II and Tier-III cities across Karnataka, Telangana and Tamil Nadu, we engaged with communities that are often overlooked by formal development channels.

70%+

women beneficiaries across all core CSR programmes

Education and Skilling for Employability

We focused on preparing underserved youth, especially young women, for a digital-first economy. The programmes targeted both immediate job readiness and long-term career growth, recognising that economic independence often transforms entire families and communities.

Centum Foundation

Focus

Partnering with centrum foundation, Sonata Software supported a digital skilling programme that aimed at advancing career prospects for youth from underserved communities, with a particular focus on women from economically weaker sections in semi-urban areas. The programme featured training modules in Data Analytics and Microsoft Dynamics 365 along with mentorship and career guidance. The initiative was designed to bridge educational access gaps and create a qualified pool of candidates for the digital economy.

Impact

250
trained

90%
women beneficiaries

70%
placement rate

SDG Alignment

4 QUALITY EDUCATION | 5 GENDER EQUALITY

Functional Vocational Training and Research Society (FVTRS)

Focus

We collaborated with FVTRS to deliver two important projects that focused on advancing digital literacy and streamlining operations. The first project offered training in Java Full Stack and Cloud Computing to youth from marginalised communities, many of whom are first-generation learners. The goal was to equip them with practical skills, aligned with local employment opportunities. The second project helped FVTRS set up a working website, which now makes it easier for them to reach more people and enhanced management. Together, these efforts were designed to augment the accessibility to digital education and facilitate certified trainees to transition into Both efforts were shaped to make digital education more accessible and help certified trainees move into stable, formal employment.

Impact

250
youth trained

80%
female participation

SDG Alignment

4 QUALITY EDUCATION | 5 GENDER EQUALITY

Sri Krishna Sai Vidya Mandir Association (SKSVMA)

Focus

To support young women from low-income households in realising their aspirations in engineering, we me that combines financial aid with ongoing academic support to help them complete their education. The initiative ensures fair access through transparent selection. Further, the presence of IoT-based Tinkering Labs has enhanced hands-on learning experience. Since the inception of the programme, more girls have enrolled and continued their courses, showing better performance and stronger technical skills. Internships, real-world exposure and collaborative projects help them to be prepared for real jobs.

Impact

16
students supported with scholarships and Tinkering Labs

120+
Lives touched

SDG Alignment

Project Puthri and Nipuni

Focus

We supported a two-part programme designed to empower girls from underserved communities through education and job readiness. Under Project Puthri, students from the Government Girls Higher Secondary School in Dindigul Urban received mentorship, career guidance and life skills training to help them prepare for the world beyond school. Simultaneously, the Nipuni Career Pathing Programme reached 70 college students, equipping them with practical certifications in tools such as Power BI and Zoho Books, along with training in spoken English and job skills. The initiative also encompassed one-on-one career counselling, exposure to career events and access to learning materials. Collectively, these efforts boosted students' confidence, sharpened their communication skills and helped them transition into formal careers.

Impact

185
girls trained

122.5
mentoring hours

70
hours career certifications

SDG Alignment

CASE STUDY

Participating in the Data Analytics and Power BI training through the Centum Foundation and Sonata Software has been a turning point in my journey. The programme not only strengthened my technical skills but also gave me the confidence to step into the professional world with purpose. The guidance and encouragement from trainers and mentors were exceptional—they broke down complex topics with clarity and supported us throughout. This experience has prepared me to pursue a career in data analytics and made me feel empowered as a woman in tech. I'm truly thankful for this opportunity.

— Programme Beneficiary

Technology for Social Inclusion

Digital equity became a central theme to ensure that technology benefits reach those who are often excluded from its advances. These initiatives extended critical learning tools, health access and academic resources to rural students, visually impaired children and early-stage researchers.

Agastya International Foundation
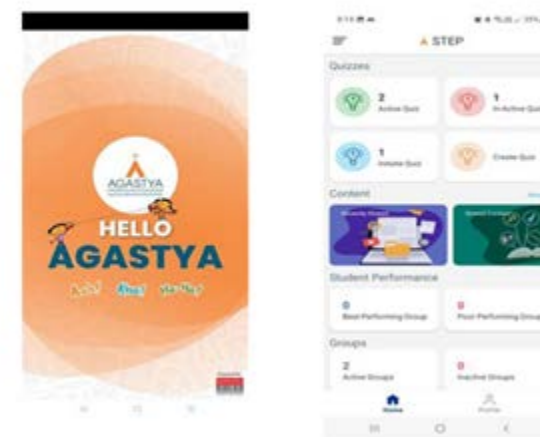
Focus

We contributed to the creation of two digital learning tools that aimed at bridging the education gaps in rural areas. The WeLearn App offers structured lessons in science and math by implementing interactive content to make hard topics easier to understand. In parallel, we helped develop the Hello Agastya App, which runs on WhatsApp Business. It allows students to register easily, join learning groups and participate in quizzes. Teachers use it to deliver lessons and maintain oversight on student performance. Both the tools bring meaningful, scalable education to students who have limited access to conventional learning environments.

Impact

12,750+
learners reached

10,000+
app downloads

SDG Alignment

Indian Institute of Science (IISc)

We partnered with IISc to drive research and development in areas, such as responsible AI, software engineering and customer experience. As part of this effort, we provided infrastructure support to establish advanced labs and classrooms, which translated into clear improvements in research output. Our AI training programmes included structured workshops and summer schools for both students and working professionals. These schools provided them with hands-on exposure to new and emerging technologies. This collaboration also made it possible to apply AI solutions in fields like healthcare and finance, helping boost efficiency and spark innovation. We also supported startup incubation, strengthening the connection between industry and academia.

Impact

SDG Alignment

30%
increase in research output, enabled startup incubation

5
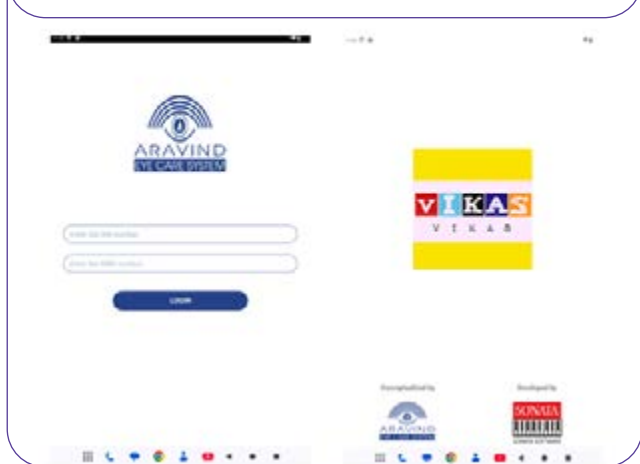AI startup product launches

Arvind Eye Hospital

Focus

Together with Arvind Eye Hospital, we are co-developing the AEH VIKAS app, a tool that supports early diagnosis and therapy for children with cerebral visual impairment. This Android-based app is designed to help in two ways: it acts as a screening tool and also offers therapy through engaging games and activities. These exercises are focused on improving visual awareness and perception, which are vital to the broader cognitive growth of affected children. The app fills a major gap by offering early support, which is both accessible and tailored to the needs of children with special visual challenges.

Impact

SDG Alignment

Enhanced
early diagnosis and care delivery via Vikas app

Women and Gender Equity in Arts and Culture

Culture, when inclusive, becomes a tool for empowerment. Our efforts in this space focused on using the arts to challenge norms, expand gender representation and create safe, creative spaces for underserved youth.

Museum of Art and Photography (MAP)

Focus

In association with MAP, we supported an initiative that sought to widen access to arts by bringing meaningful stories focus on gender and different lived experiences to the fore. Through a multi-faceted approach comprising conferences, performances, workshops, film screenings and guided tours led by experts, participant were invited to explore the linkage between gender and caste, class, religion and climate change. Activities including theatre shows, portfolio reviews, feminist archive sessions and storytelling workshops provided women and gender minorities with a platform to share their voices and stories. This initiative sparked conversations, built understanding and encouraged community-led storytelling across South Asia.

Impact

SDG Alignment

64,210
lives impacted

1,489
participants

45,000+
digital users

Bangalore Little Theatre (BLT)

Focus

We worked alongside Bangalore Little Theatre to create a digital platform that brings theatre-based life skills education to regular school curriculum . Focused on students from under-resourced backgrounds, this initiative provides them with structured theatre content that nurtures emotional awareness, communication and self-expression. Partnering with government schools, the portal adds a creative, hands-on layer to the regular curriculum. Through performance-based activities, students learn to manage emotions, handle stress and learn to work in teams.

Impact

SDG Alignment

Digital portal
developed for theatre-based life skills education in government schools

Environment and Animal Welfare

Urban areas are rapidly losing their green cover, while animal welfare remains under-addressed in fast-growing cities. Our projects in this space undertook a long-term, systems-level approach by focusing on ecological regeneration and humane treatment of abandoned animals.

SayTrees Environmental Trust

Focus

We are helping to bring a forgotten parcel of land around Falknama Railway Station back to life. We are supporting the growth of dense urban forest around by using the Miyawaki method. This afforestation initiative is focused on transforming underused railway land into an ecologically rich area that helps reduce noise pollution, improves air quality and supports local biodiversity. By planting native species in tightly packed clusters, we promote faster growth and ensure the long-term ecological stability. In parallel, the initiative creates employment opportunities and serves as a channel to raise awareness among locals about environmental conservation.

Impact

1,240

trees planted near high-traffic rail corridor

SDG Alignment

Second Chance Sanctuary

Focus

To address the rise in pet abandonment due to behavioural issues, we supported the expansion of SCS Adoption Centre. Manu of these challenges are rooted in irresponsible breeding and a lack of public education around pet care. Our involvement included the construction of a dedicated enclosure for dogs requiring special attention, particularly those with heightened reactivity. With a calm and structured setting, these dogs can begin to heal and eventually find new homes. The programme also serves as a platform to raise awareness of responsible adoption, calls for better animal welfare laws and encourages people to adopt a more humane and well-informed approach to pet care.

Impact

30

pets housed and rehabilitated

SDG Alignment

Cultural Heritage and Inclusive Livelihoods

Preserving tradition while creating pathways to new income sources was the objective across these projects. By blending technology, heritage restoration and support for artisans and athletes, we extended visibility and financial stability to groups that are often economically vulnerable.

Deccan Heritage Foundation

Focus

Together with the Deccan Heritage Foundation, we undertook the restoration of the historic Rang Mahal Garden and its gateway at the British Residency campus in Hyderabad. This site, once used by Begum Khair un-Nissa and her companions. Once forgotten, the garden has been thoughtfully revived in the traditional deccan style and the last standing gateway from the original Rang Mahal complex was rebuilt. The restored space now functions as a green oasis and cultural asset for the locals, especially for the students from the neighbouring women's college. Along with its educational and ecological value, the project helped preserve an important piece of Hyderabad's history. It also generated employment for artisans, gardeners and conservation professionals. In this way, the project combined heritage preservation with inclusive local development.
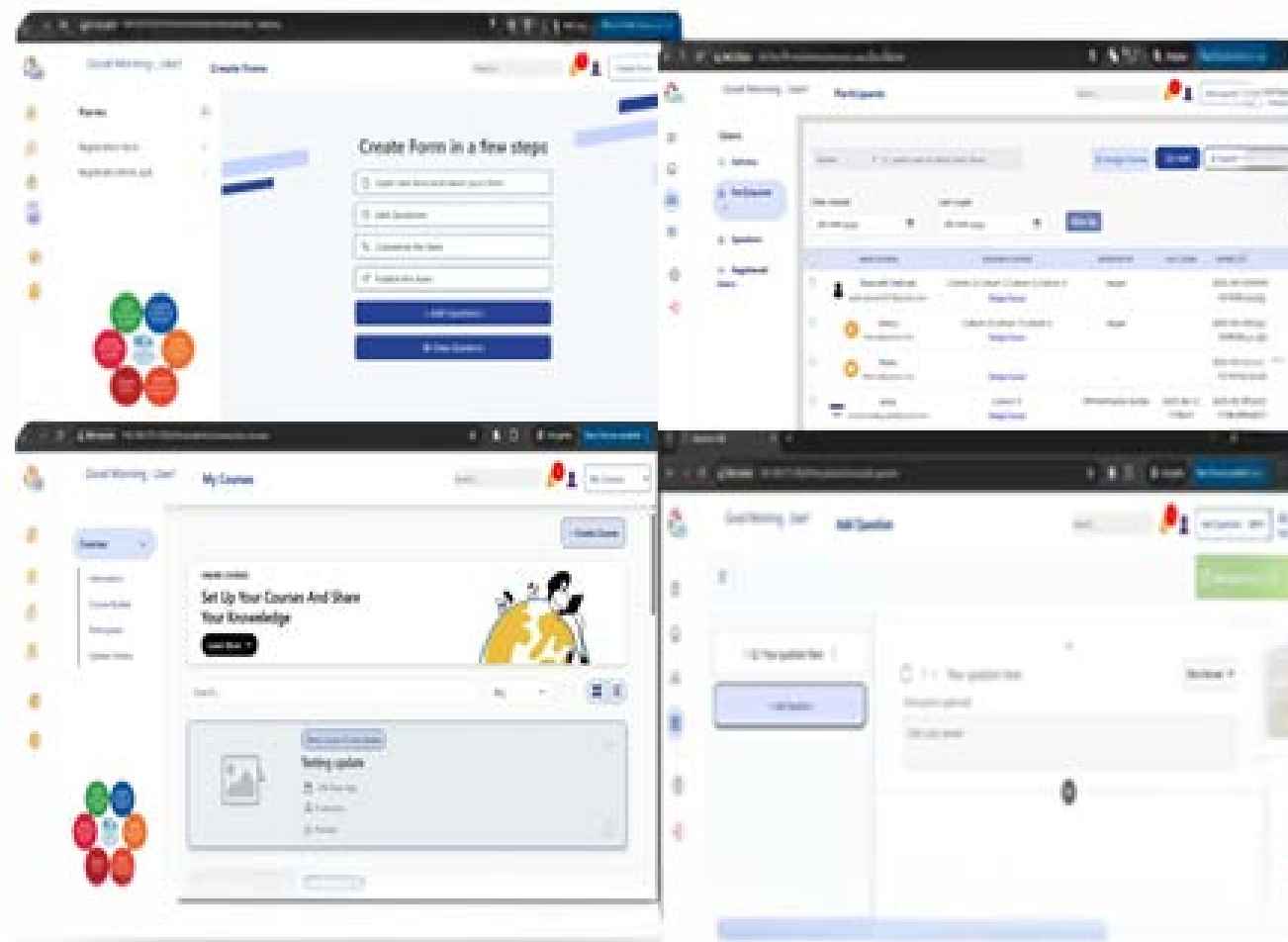
Impact

6,500+

individuals benefited from heritage restoration

SDG Alignment

Industree Crafts Foundation

Focus

In partnership with Industree Crafts Foundation, we helped in the modernisation of their digital platform. This was aimed at helping artisans in managing their work more independently and efficiently. The enhanced application makes it easy for users to track their tools, document training and organise their craft-related content. Artisans can now register themselves, promote their work online and connect with wider markets, all through a user-friendly interface designed to evolve with their needs. By digitising craft designs and workflows, the platform is also serving as a cultural archive, helping preserve heritage practices. At the same time, it is opening new avenues of income and long-term growth for the artisan communities.

Impact

400+

artisans onboarded to digital repositories and market tools

SDG Alignment

Olympic Gold Quest (OGQ)

Focus

We joined hands with OGQ, to provide comprehensive training and support to athletes and para-athletes with the potential to win Olympic and Paralympic medals for India. Our support covers coaching and sports science to physiotherapy, mental health, nutrition and injury care. Athletes also benefit from exposure to international tournaments and personalised performance tracking. OGQ follows a structured model that ensures athletes receive steady, top-tier support throughout their journey. Over the years, many athletes supported through this programme have brought honour to the nation. This progress reaffirms that strategic support is instrumental to building an elite sporting future of the nation.

Impact

27

athletes supported

SDG Alignment

People and Culture

The Human Rhythm of Progress

In a world shaped by rapid digital transformation, we recognise the importance of a skilled and supported workforce in the long-term success of an organisation. Building on this belief, we have directed our focus on cultivating an environment that promotes resilience, inclusion and meaningful growth at every level of our business.

In FY25, we made deliberate strides in aligning our people policies with evolving employee expectations. Investments in learning and development were expanded to build future-ready skills, while wellbeing programmes were consolidate to support both mental and physical health. Our talent practices continued to advance in step with global ESG benchmarks, ensuring that our people strategy remains a core part of our broader sustainability agenda.

Fair, Equitable and Compliant Work Practices

We ensure full compliance with employment laws across all regions of our operations. This includes regulations around working hours, compensation, leave, working conditions and employee entitlements. By benchmarking our policies against both legal frameworks and industry standards, we promote fairness, consistency and dignity at work.

- **Compliance areas covered** Equal opportunity, anti-discrimination, working hours, benefits
- Our human rights policy aligns with international principles, available here.

Competitive and Inclusive Benefits

Our benefits framework is designed to ensure coverage, support and long-term financial security for all employees.

Benefit Type	Availability
Health, Life and Accident Insurance	All employees
Maternity Leave and Extension Support	All employees
Retirement and Tax-saving Schemes	EPF, NPS, Superannuation, Gratuity
Hybrid Work and Broadband Reimbursement	Based on role/band
Learning Reimbursement and Certifications	Through Sonata Academy
Wellness Infrastructure	Eye camps, lactation rooms, wellness rooms
Special Allowances	On-call, client site, night shift

Policies include On-call allowance, car lease, transfer/deputation, LTA, creche reimbursement

Employee Voice and Grievance Redressal

Grievance redressal is channelled through structured mechanisms, including POSH, Vigil Mechanism and the Code of Conduct platform. Grievances falling outside defined scopes are reviewed under a centralised HR committee, encompassing former employee cases whenever applicable.

Employee feedback is captured via:

01 Annual employee surveys

02 BU HR-led focus groups

03 Appraiser-appraisee conversations

Result

Sustained feedback loops contributed to improvements in retention and Sonatian experience scores.

Talent Development and Engagement

To retain top-tier talent and respond swiftly to shifting workforce expectations, Sonata ran targeted development and engagement initiatives throughout FY25.

Initiatives

Mentorship Programme for Women
Focused on career coaching and leadership prep

Rewards and Recognition (R&R)
Peer Awards and DNA Awards (30% employee coverage per quarter)
Annual Optimus Awards launched in March 2025

Employee Experience
BU HR programmes and real-time feedback collection

Engagement Drivers Identified

- Diversity and Inclusion programming
- Role/project-based proactive retention

01 02 03

- Learning and onboarding personalisation

Outcome

- Higher engagement survey score
- Resignation withdrawals attributed to role/benefit interventions

Wellbeing in Focus

A balanced and healthy workplace is foundational to our people strategy. In FY25, wellbeing initiatives were expanded across geographies and work formats.

● Programme Description   ● Coverage

Jun-24
● Health Panel – Prioritising Wellbeing
● All employees

Jun-24
● Eye Check-Up Camps
● Bangalore, Hyderabad, Chennai

Sep-24
● Lifestyle Boosters for Night-shift Staff
● Shift Employees

Mar-25
● Launch of Wellness App
● Pan-India

Nov-24
● Breast Cancer Screening Camps
● Women in 3 cities

Oct-24
● Mental Health Webinar – Building Resilience
● All employees
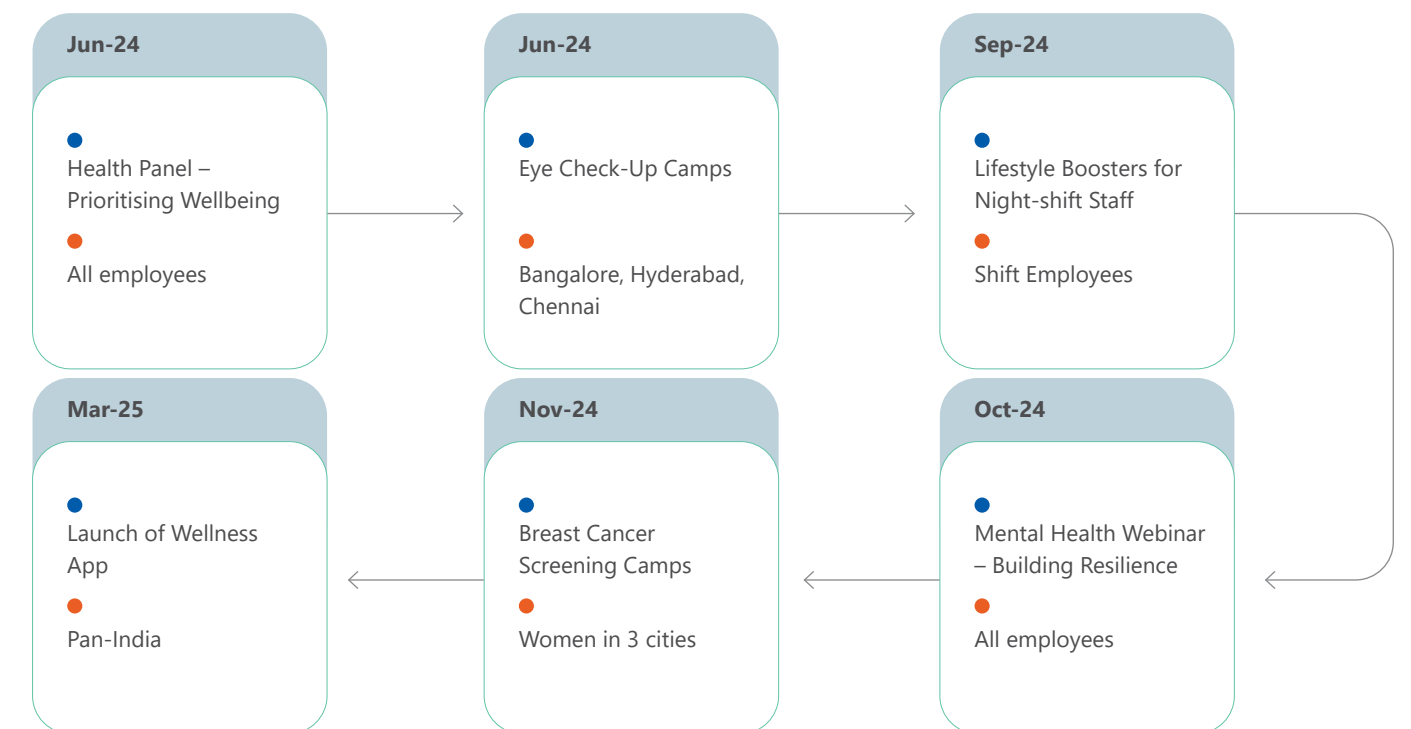
People Metrics (FY25)

Workforce Profile

4,784
2,089
6,873
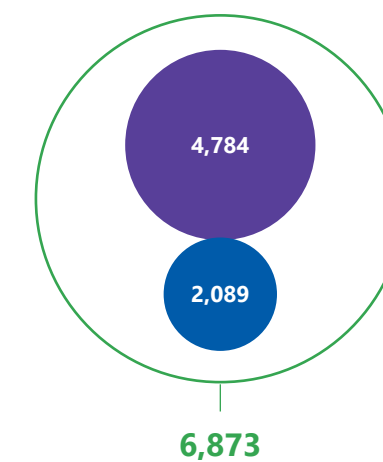
Headcount
● Male ● Female ● Total

30
70
100%
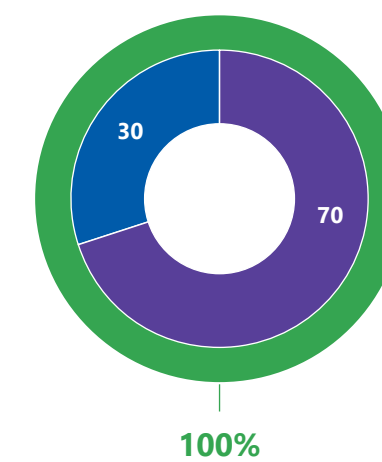
Share (%)
● Male ● Female ● Total

Turnover

1,088
426
1,514
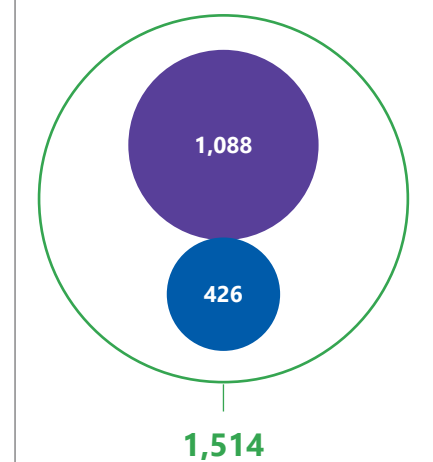
● Male ● Female ● Total

Learning

In FY25, learning remained a core area of priority in our talent development strategy, evolving in tandem with business requirements, project complexity and client expectations. Rather than operating as a standalone function, Learning and Development served as a foundational layer supporting technical growth, behavioural shifts and leadership readiness.

Our PACE (Performance Assessment and Career Enablement) framework ensured that individual objectives and outcomes stayed attuned with organisational priorities. It also supported transparent growth pathways and career progression. Select long-term incentive plans began linking performance more clearly to sustainability outcomes, thereby cementing our ESG commitments.

Key Learning Channels and Tools

- Sonata University continued as the core platform, delivering upwards of 1,280 mobile-accessible courses that supported flexible learning habits.

- Structured programmes such as Unified Program 2.0, SMTP and First-Time Manager Training addressed both technical depth and leadership development.

- Internal tools such as SCOPE, along with external partnerships (SCALE, NASSCOM FutureSkills Prime, MOOCs), created personalised learning pathways.

Certification and Upskilling Support

We provided reimbursement for recognised external certifications, incorporating them into role-based learning journeys that reflected real-world delivery needs.

Training Impact

~60%

effort savings were achieved through the integration of AI tools into everyday workflows

78 hours

learning for women employees, compared to 46 hours for male employees,

87%

of freshers Successfully deployed after completing structured onboarding

64

Average learning hours per full-time employee

2300+

Employees underwent BU-specific training programmes

9.65

out of 10

Average training score

Diversity and Inclusion (D&I)

Diversity and Inclusion (D&I) at Sonata Software is led by a globally aligned strategy supported by measurable goals, governance oversight and dedicated employee resource groups such as the Sonata Women Advocacy Network (S.W.A.N.).

FY25 D&I Strategic Goals

Increase
diverse representation across levels

Cultivate
inclusive leadership

Retain
diverse talent through focused interventions

Key Initiatives

- **Playing Fair** training covered 566 people managers and 96 hiring/TA staff (~95% of the target group)

- **#AccelerateAction Campaign** marked International Women's Day with panel discussions, awards and CSR-linked scholarships in STEM

- **Women in Tech** panel and mentorship programs reinforced technical leadership development

- **Cross-geographic sessions** (e.g., APAC Women Panel) fostered regional inclusivity

- **D&I metrics** now integrated into business unit scorecards via monthly leaderboards

D&I Metrics
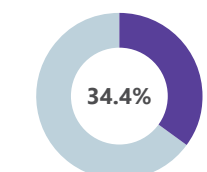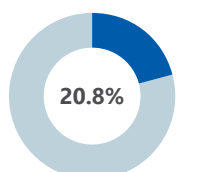
30.7%

women in total workforce (Target: 34–35% by FY26)

380+

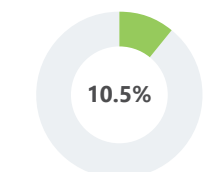participants engaged in 'Beyond STEM' event on engineering inclusivity

Women (%)

34.4%
Junior management

20.8%
Middle management

10.5%
Senior management

Human Rights Due Diligence

Respecting human rights is a core tenet of our governance philosophy. Our Human Rights Due Diligence (HRDD) process is designed to identify and address anu potential risks across our workforce, especially those relevant to the technology and digital services landscape. Our assessments are conducted through both online and offline surveys and in adherence to international standards, such as the Social Accountability 8000 (SA8000), International Labour Organisation (ILO) conventions and the principles of the United Nations Global Compact (UNGC).

Scope of Assessment

The HRDD process covers a broad set of human rights topics

Working Conditions	Labour Rights	Right to Privacy
Health, Safety and Well-being	Fair Remuneration	Freedom of Speech
Protection from Discrimination and Harassment	Learning and Development Opportunities	Diversity and Inclusion

Mitigation Measures

Based on the risks we identify, we have implemented the following steps address critical concerns:

Health, Safety and Well-being

We

We have made health and safety training mandatory across all our locations

We have instituted annual emergency drills to ensure our teams are prepared

We conduct regular awareness sessions to help employees understand and use their health and life insurance benefits

Labour Rights and Workplace Conduct

We

We organise employee sensitisation programmes focused on our Vigil Mechanism Policy

We have continuous training sessions on ESG guidelines, the Prevention of Sexual Harassment (POSH) framework and information security practices

Responsible Procurement and Supply Chain Sustainability

Composing a Responsible Supply Ecosystem

At Sonata Software, we view our suppliers as critical partners in advancing our sustainability objectives. In FY25, we continued to embed ESG criteria into our procurement processes, engaged vendors on climate and social topics and improved traceability and transparency across our supply chain.

Supplier Sustainability Assessment

In building a responsible To maintain a resilient and responsible supply chain, Sonata assesses both new and strategic suppliers using ESG-aligned criteria. The Supplier Sustainability Assessment Checklist evaluates

- Environmental practices (e.g., emissions, waste, pollution control)
- Social standards (e.g., labour rights, health and safety)
- Governance and ethical conduct

In FY25:

51%

of suppliers by spend were evaluated

ESG assessments are conducted annually for the top

30 suppliers

These assessments transcend compliance, helping vendors improve their practices while enabling Sonata to manage supply chain risks proactively.

Supplier Engagement and Training

Sonata conducts quarterly sustainability training and awareness sessions for suppliers. These engagements aim to

- Build capacity on environmental and social issues
- Share climate resilience strategies
- Foster shared accountability for ESG outcomes

Effectiveness Parameters

- Attendance and feedback from training sessions
- ESG score improvement of assessed suppliers
- Supplier alignment with Sonata's net-zero objectives

In FY25, new modules were introduced on supply chain decarbonisation and inclusive procurement practices to advance vendor capabilities.

Sustainable and Inclusive Sourcing

Sonata's Sustainable Sourcing Policy incorporates ESG parameters into procurement alongside cost, quality and delivery timelines.

Supplier Code of Conduct and Onboarding Compliance

The Code is re-acknowledged annually to reinforce compliance. Sonata's onboarding also includes a structured ESG screening with traceability checks across both physical and digital workflows. Every supplier signs the Supplier Code of Conduct, which outlines expectations around

Environmental performance	Labour practices and human rights
Health and safety	Business ethics

Traceability and Transparency Practices

To ensure integrity across sourcing operations, Sonata applies the following tools:

Digital Traceability

ESG-screened vendor records integrated into procurement systems

Physical Verification

Site audits where required, focused on high-risk sectors

Evaluation

Screening for vendors with documented carbon reduction practices

Flagging of non-compliant labour or safety records

Key FY25 Initiatives

- Use of the **Supplier Environment Assessment Form** in vendor evaluations
- Targeted procurement from

01 **MSMEs and small producers** (12% of inputs in FY25)

02 **Local vendors** (95% of spend within district-level sourcing)

03 **Social enterprises and women-led groups**

Delivering Value through Strong Customer Relationships

In rhythm with our Customers

Building stronger customer relationships remained a central focus, directly influencing both our strategy and delivery. Efforts were directed towards refining digital engagement models, embedding real-time feedback processes and strengthening service protocols to support consistent, high-quality experiences.

Customer Feedback and Complaints Management

Structured feedback channels were maintained throughout the project lifecycle to support prompt input and resolution. Milestone-based surveys, encompassing completion and mid-cycle feedback, were conducted for all projects, with long-term engagements receiving biannual evaluations.

The Customer Feedback Survey tool was tailored in accordance with delivery model and stakeholder role. This allowed for more relevant and actionable insights. Identified issues triggered corrective actions, which were tracked with ownership assigned to Project Managers and Delivery Managers to ensure follow-through and accountability.

Case Response and Improvement Actions

In FY25, communication gaps and technology engagement issues were resolved through

01
Training in
Agile methodologies

02
Upskilling in Micro Front Ends (MFE), Microservices (MWA) and Amazon Code Whisperer

03
Cross-skilling and proactive hiring to prevent resource fulfilment delays

Channels and Customer Interaction

- Project meetings, relationship reviews and strategic discussions
- Surveys using Net Promoter Score (NPS) and CSAT methodologies
- Webinars, social media updates and participation in industry forums

Digital and Gen AI-Driven Support

- Virtual assistants and bots were integrated to enhance client experience and manage evolving consumer demands
- Training and enablement provided to clients for safer and more efficient service adoption

Metrics and Performance (FY25)

4.3
(up from 4.1)

CSAT Score

30%

NPS Score

Zero
in all categories (privacy, advertising, cybersecurity, delivery, trade practices)

Customer complaints

Quality and Compliance Certifications

ISO 9001   ISO 27001

ISO 27701   ISO 22301

ISO 20000   ISO 14001

ISO 45001   CMMI

RECOGNITIONS

Golden Peacock for Corporate Governance

ICSI's Best Governed Company (Emerging Category)

Microsoft India Partner of the Year (Multiple categories)

AWS Generative AI Competency recognition

Governance

The Architecture Behind the Rhythm

Our commitment to ESG is guided by strong governance that emphasises integrity, clarity and sustained accountability. Rather than being addressed in isolation, ESG priorities are integrated into our decision-making processes, risk anticipation and daily operations. By implementing this approach, we ensure that responsibility and performance move in tandem.

Board and Leadership Oversight

At Sonata, ESG oversight is shared across several leadership forums, including the ESG Committee, Risk Management Committee and Corporate Social Responsibility Committee. These groups function cohesively at the Board and executive levels, ensuring that ESG themes are integrated into operational planning and policy evolution. Regular updates are shared with the Board on progress, helping strengthen decisions around climate action, stakeholder engagement and regulatory readiness.

Operational Integrity and Ethics

Our governance framework emphasises regulatory compliance, data security and ethical conduct. Employees across all levels participate in ethics training, while formal channels are available for grievance redressal. These efforts contributed to a clean record in FY25, with no reported data breaches or disciplinary cases. The expectation for integrity also extends to our business partners: all Tier-1 suppliers are required to sign a Supplier Code of Conduct that reflects our ESG values.

Transparency and Disclosure

We hold the belief that accountability grows with transparency. Our ESG performance is publicly disclosed through global platforms, such as the Carbon Disclosure Project (CDP), EcoVadis and the Dow Jones Sustainability Index (DJSI). The publication of our Task Force on Climate-related Financial Disclosures (TCFD) report and ESG Databook bolster this commitment, helping investors, partners and communities understand where we stand and where we are headed.

Policy Framework

Our governance framework is supported by a comprehensive suite of policies that guide ethical conduct, regulatory compliance, sustainability and stakeholder engagement across all levels of the organisation. These policies are regularly reviewed and updated to reflect evolving legal requirements, industry standards and internal priorities.

Policies

01 Privacy policy
02 Code of Fair Disclosure
03 Code of conduct for Senior management & Board of Directors
04 Insider Trading
05 Dividend distribution policy
06 Femiliarization program for ID

07 Policy on determining material subsidiaries
08 Vigil mechanism
09 Third Party Code of Conduct and Business Ethics
10 Archival policy
11 Business Responsibility Policy
12 Policy on determining material information

13 Terms and conditions of appointment of Independent Directors
14 Risk management policy
15 Policy on Related party transactions
16 POSH Prevention of Sexual Harassment
17 CSR Policy
18 Supplier Code of Conduct

19 Code of Business Conduct and Ethics Policy
20 Equal Opportunity, Diversity & Inclusion Policy
21 EHS Policy (Environment Health Safety)
22 Human rights policy
23 Sustainability policy
24 Global Anti-Corruption and Anti-Bribery Policy

25 Cybersecurity policy
26 BCP (Business Continuity Policy) policy
27 Tax policy
28 Annual Executive Health Check-up Policy
29 Variable Pay Policy
30 Maternity Leave Policy

31 Leave Policy
32 WFH Policy

Read more:
https://www.sonata-software.com/about-us/investor-relations/corporate-governance

Cybersecurity and Data Privacy

In Sync with Security

In today's hyperconnected world, the protection of data is inseparable from the trust we build with our clients, employees and partners. At Sonata Software, we treat data protection as a strategic imperative backed by global standards, technical safeguards and a deep-rooted culture of culture of security-aware operations.

Data Protection and Information Security Framework

Sonata's cybersecurity programme is aligned with the NIST Cybersecurity Framework (CSF) and reinforced by certifications including ISO 27001, 27701 and 22301. Our approach addresses administrative, technical and physical controls to ensure data confidentiality, integrity and availability.

Key Practices

Administrative CONTROLS	**Technical** CONTROLS	**Physical** CONTROLS
Data classification policy	AES-256 encryption (data at rest), TLS 1.2+ (in transit)	Facility access restrictions and CCTV
Role-based access control	DLP solutions and secure endpoint configurations	Secure disposal procedures
Mandatory background checks	SIEM for real-time threat monitoring	Clean desk enforcement
Secure coding and privacy-by-design principles	MFA across systems	

Cybersecurity Infrastructure and Technology

Network Security

Tools and Standards

Firewalls, IDS/IPS, WAFs

Endpoint Security

Tools and Standards

Centralized device management

Encryption

Tools and Standards

AES-256, TLS 1.2+

Threat Monitoring

Tools and Standards

SIEM + AI/ML analytics

Authentication

Tools and Standards

Multi-Factor Authentication (MFA)

Data Protection

Tools and Standards

Data Loss Prevention (DLP) tools

Email Security

Tools and Standards
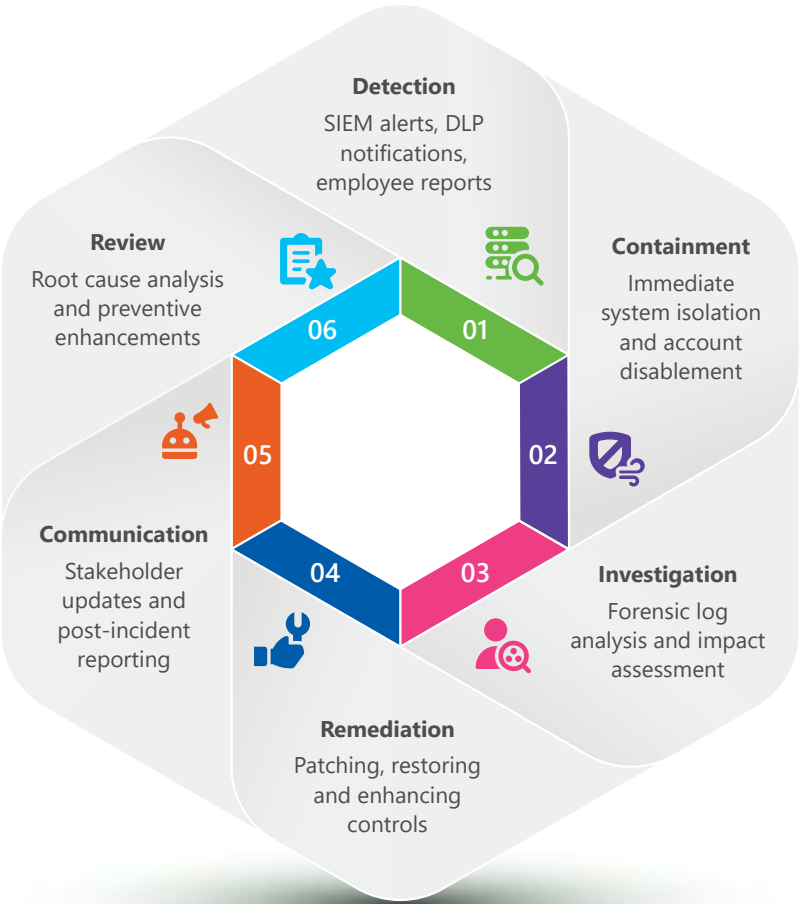
Gateways to prevent phishing/spoofing

Testing

Tools and Standards

Regular vulnerability scans and pen tests

Incident Response and Management

Our Incident Response Plan (IRP) follows NIST and ISO 27001 guidelines. It ensures a prompt and structured response to security incidents.

Detection
SIEM alerts, DLP notifications, employee reports

Containment
Immediate system isolation and account disablement

Investigation
Forensic log analysis and impact assessment

Remediation
Patching, restoring and enhancing controls

Communication
Stakeholder updates and post-incident reporting

Review
Root cause analysis and preventive enhancements

01 02 03 04 05 06

Customer Data Protection

Privacy by Design and Default is embedded in our IT and service architecture.

Policy Controls

Consent-driven data collection, purpose limitation, data minimization

Tech Safeguards

Encrypted storage and transmission, access governance, endpoint security

Third-party Governance

Due diligence on data processors with privacy and security clauses

Audit Trail

Regular compliance audits under GDPR and CCPA frameworks

Sonata Privacy Policy (public)

Digital Rights and Governance

Data privacy is integral to our broader human rights commitment. Oversight is anchored by a designated Data Protection Officer (DPO), supported by an enterprise-wide compliance team.

Privacy Policy Element	Implementation
Group-wide scope including vendors	Yes
Dedicated ownership (DPO)	Yes
Embedded in risk and compliance systems	Yes
Disciplinary action for breaches	Yes (Information Security Policy)
Third-party audits for compliance	Yes
Internal audits and controls	Yes

Improvement Mechanisms

Operational resilience and data protection require a mindset of continuous improvement. At Sonata, we refined our control landscape and synchronised governance structures with leading cybersecurity standards. These efforts helped us reduce risk exposure respond swiftly to potential threats and maintain compliance across operations. Risk-based controls updated quarterly

01 KPIs monitored across detection, response and compliance domains

02 Controls mapped to NIST CSF (Identify, Protect, Detect, Respond, Recover)

03 Frequent change reviews and internal audits

04 Regular refresh of business continuity and disaster recovery plans

Enterprise Risk and Climate Resilience

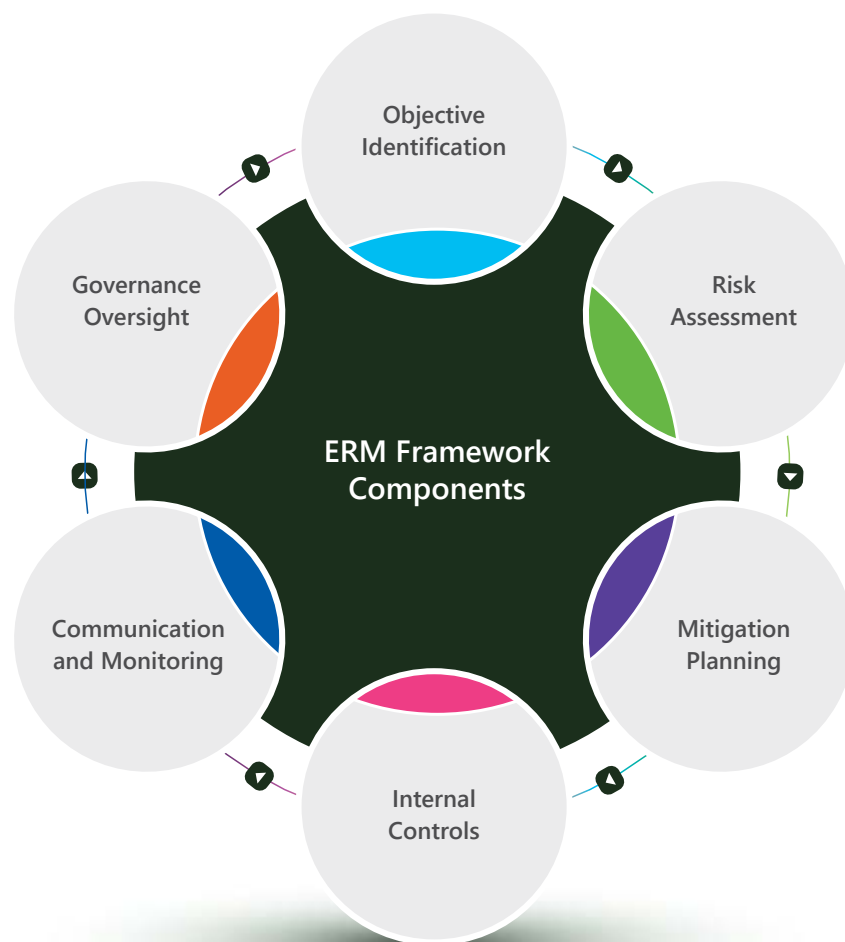# Resilience Scored into the Strategy

In an environment characterised by accelerating change, we treat risk management as a continuous discipline. Strategic shifts, operational challenges, emerging technologies and ESG responsibilities all contribute to a complex risk environment.

Our Enterprise Risk Management (ERM) framework is fully integrated into everyday decision-making, allowing us to anticipate exposures, evaluate their implications and respond with agility and structure.

The framework works in step with our broader governance approach. It supports informed decision-making, helps prudent resource utilisation and contributes to long-term value creation for both our business and our stakeholders.

The Risk Management Committee oversees the ERM process and is responsible for

01 Reviewing the risk policy biennially

02 Monitoring implementation effectiveness

03 Keeping the Board updated on emerging risks and mitigation strategies

ERM Framework Components
- Objective Identification
- Risk Assessment
- Mitigation Planning
- Internal Controls
- Communication and Monitoring
- Governance Oversight

Climate Risk and TCFD-Aligned Strategy

Aligned with the **Task Force on Climate-related Financial Disclosures (TCFD)** recommendations, Sonata Software has embedded climate risk into its broader ERM strategy. Climate-related disclosures are guided by governance, strategy, risk management and metrics.

Governance oversight

- 01 Risk Management Committee
- 02 ESG Committee
- 03 CSR Committee
- 04 Stakeholder Relationship Committee

Strategy

Our Climate Risk Assessment (CRA) analyses short-, medium- and long-term climate impacts under various scenarios. Actionable mitigation pathways are designed based on impact severity, scale and probability. Climate risks, both physical and transitional, are identified by utilising diagnostic tools, peer assessments and internal scenario planning. Risks are linked to mitigation strategies across facilities, operations and supply chains.

Climate-Related Risks and Mitigation

Category	Type	Risk	Impact	Mitigation Strategy
Physical Risk	Chronic	Water Stress	Risk of water shortages, compliance with regulatory restrictions, financial burden on operations	Organisation-wide water-conservation measures, water-efficient fixtures, daily usage monitoring
	Chronic	Temperature elevation	Productivity loss, heightened cooling demand, electricity load on local grid	Remote work, cooling policies, renewable energy utilisation, infrastructure collaboration
	Acute	Extreme Weather Events	Floods, cyclones, wildfires affecting infrastructure and commute	Business Continuity Plans, emergency response processes
Transition Risk	Policy and Legal	Emission and Energy Regulations	Higher compliance costs, modernisation of legacy systems	Renewable energy, efficient lighting, supplier screening for emissions, policy upgrades
	Policy and Legal	Resource Regulation in Operating Countries	Supplier disruption due to non-compliance	E-waste management, eco-friendly procurement, circular economy initiatives
	Market	Rising Demand for Green Software	Competitive pricing pressure, R&D investment requirements	Strategic product portfolio upgrades, ESG-focused procurement and product development
	Market	Supplier Resilience	Risk of service disruption due to climate events and vendor issues	Supplier ESG assessments, backup sourcing plans, supplier audits
	Market	Investor/ Stakeholder Preferences	Pressure from investors for ESG disclosure, brand damage risk	CDP/DJSI/EcoVadis disclosures, collaboration with strategic partners, improved stakeholder engagement

Board of Directors

Composing the Vision, Governing with Purpose

Audit Committee

Chairperson
Mr. Surin Kapadia   Independent, Non-Executive

Member
Mr. S B Ghia   Non-Independent, Non-Executive
Mr. Sanjay Asher   Independent, Non-Executive
Ms. Mona Desai   Independent, Non-Executive

Corporate Social Responsibility Committee

Chairperson
Ms. Mona Desai   Independent, Non-Executive

Member
Mr. P Srikar Reddy   Non-Independent, Executive
Mr. S B Ghia   Non-Independent, Non-Executive
Mr. Samir Dhir   Non-Independent, Executive

Nomination and Remuneration Committee

Chairperson
Mr. Surin Kapadia   Independent, Non-Executive

Member
Mr. Viren Raheja   Promoter, Non-Executive
Mr. Sanjay Asher   Independent, Non-Executive

Risk Management Committee

Chairperson
Mr. Surin Kapadia   Independent, Non-Executive

Member
Mr. Viren Raheja   Promoter, Non-Executive
Mr. P Srikar Reddy   Non-Independent, Executive
Mr. Samir Dhir   Non-Independent, Executive

Stakeholders Relationship Committee

Chairperson
Mr. S B Ghia   Non-Independent, Non-Executive

Member
Mr. P Srikar Reddy   Non-Independent, Executive
Ms. Mona Desai   Independent, Non-Executive
Mr. Samir Dhir   Non-Independent, Executive

GRI Content index

Statement of use	Sonata Software has reported the information cited in this GRI content index for the period FY'2024-25 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	About us (Page 4 &5) BRSR Section - A (A2, A5) (Page no. 146)
	2-2 Entities included in the organization's sustainability reporting	About the Report (Page 1) BRSR Section-A (A13) (Page no. 146)
	2-3 Reporting period, frequency and contact point	About the Report (Page 1)
	2-4 Restatements of information	About the Report (Page 1)
	2-5 External assurance	No
	2-6 Activities, value chain and other business relationships	Stakeholder Engagement Framework (Page 14)
	2-7 Employees	The Human Rhythm of Progress (Page 39,40,41) BRSR Section-A (A20) (Page no. 147)
	2-9 Governance structure and composition	BRSR Section-B(B9) (Page no. 155)
	2-11 Chair of the highest governance body	Annual Report (Page 10-12)
	2-12 Role of the highest governance body in overseeing the management of impacts	Composing the Vision, Governing with Purpose (Page 57)
	2-13 Delegation of responsibility for managing impacts	BRSR Section-C (P5-E4) (Page no. 167)
	2-14 Role of the highest governance body in sustainability reporting	Board of Directors - Role in Sustainability and CSR (Page no. 62)
	2-15 Conflicts of interest	BRSR Section-C (P1-L2) (Page no. 158)
	2-16 Communication of critical concerns	Enterprise Risk and Climate Resilience (Page 55 & 54)
	2-19 Remuneration policies	BRSR Section-C (P5-E3) (Page no. 167)
	2-20 Process to determine remuneration	Not Available
	2-21 Annual total compensation ratio	BRSR Section-C (P5-E3) (Page no. 167)
	2-22 Statement on sustainable development strategy	Message from the CEO (Page 6 &7)
	2-23 Policy commitments	Policy Framework (Page 49)
	2-24 Embedding policy commitments	Policy Framework (Page 49)
	2-25 Processes to remediate negative impacts	BRSR Section-A (A25) (Page no. 148,149)
	2-26 Mechanisms for seeking advice and raising concerns	BRSR (page no. 148,149)
	2-27 Compliance with laws and regulations	BRSR Section-C (P1-E2, P1-E3, P6-E13) (Page no. 157, 175)
	2-28 Membership associations	BRSR Section-C (P7-E1,P7-L1) (Page no.178 & 179)
	2-29 Approach to stakeholder engagement	Stakeholder Engagement Framework page 14) BRSR Section-C (P4-E1,P4-L1) (Page no. 165, 166)
	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 Process (Page 15) BRSR Section-A (A26) (Page no. 149-153)
	3-2 List of material topics	Materiality Assessment Process (Page 15) BRSR Section-A (A26) (Page no. 149-153)
	3-3 Management of material topics	Materiality Assessment Process (Page 15) BRSR Section-A (A26) (Page no. 149-153)

GRI STANDARD	DISCLOSURE	LOCATION
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	BRSR Section-A (A24) (Page no. 148)
	201-2 Financial implications and other risks and opportunities due to climate change	Climate-Related Risks and Mitigation (Page 56)
	201-3 Defined benefit plan obligations and other retirement plans	BRSR Section-C (P3-E2) (Page no. 161)
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	BRSR Section-C (P5-E2) (Page no. 167)
	202-2 Proportion of senior management hired from the local community	Not Available
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	BRSR Section-C (P8-E4) (Page no. 179)
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	BRSR P1 E4 (page no. 157)
	205-2 Communication and training about anti-corruption policies and procedures	BRSR Section-C (P1-E4) (Page no. 157)
	205-3 Confirmed incidents of corruption and actions taken	BRSR Section-C (P1-E5 (Page no. 157)
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	BRSR Section-C (P7-E2) (Page no. 178)
GRI 207: Tax 2019	207-1 Approach to tax	Annual report FY 24-25
	207-2 Tax governance, control, and risk management	Annual report FY 24-25
	207-3 Stakeholder engagement and management of concerns related to tax	Annual report FY 24-25
	207-4 Country-by-country reporting	Not Available
GRI 301: Materials 2016	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-L4) (Page no. 159)
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Electricity Consumption (Page 16) BRSR Section-C (P6-E1) (Page no. 170)
	302-2 Energy consumption outside of the organization	BRSR Section-C (P6-E1) (Page no. 170)
	302-3 Energy intensity	BRSR Section-C (P6-E1) (Page no. 170)
	302-4 Reduction of energy consumption	Electricity Consumption (Page 16)
	302-5 Reductions in energy requirements of products and services	Clean Energy Milestone (Page 20)
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water: A Finite Resource, A Shared Responsibility (Page 22)
	303-2 Management of water discharge-related impacts	Water: A Finite Resource, A Shared Responsibility (Page 22)
	303-3 Water withdrawal	Water: A Finite Resource, A Shared Responsibility (Page 22) BRSR Section-C (P6-E3) (Page no. 171)
	303-4 Water discharge	Water: A Finite Resource, A Shared Responsibility (Page 22) BRSR Section-C (P6-E3) (Page no. 171)
	303-5 Water consumption	Water: A Finite Resource, A Shared Responsibility (Page 22) BRSR Section-C (P6-E3) (Page no. 171)
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. 174)
	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	Environment and Animal Welfare (Page 32) BRSR Section-C (P6-L3) (Page no. 176)

GRI STANDARD	DISCLOSURE	LOCATION
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	FY25 Snapshot (Page 19) BRSR Section-C (P6-E7) (Page no. 172)
	305-2 Energy indirect (Scope 2) GHG emissions	FY25 Snapshot(Page 19) BRSR Section-C (P6-E7) (Page no. 172)
	305-3 Other indirect (Scope 3) GHG emissions	FY25 Snapshot (Page 19) BRSR Section-C P6-L2 (page no. 176)
	305-4 GHG emissions intensity	FY25 Snapshot(Page 19) BRSR Section-C P6-E7, L2 (page no. 172,176)
	305-5 Reduction of GHG emissions	SR emission snapshot (page no. 19)
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Rethinking Waste (Page 23)
	306-2 Management of significant waste-related impacts	Rethinking Waste (Page 23)
	306-3 Waste generated	BRSR Section-C (P6-E9) (Page no. 173)
	306-4 Waste diverted from disposal	BRSR Section-C (P6-E9) (Page no. 173)
	306-5 Waste directed to disposal	BRSR Section-C (P6-E9) (Page no. 173)
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Responsible Procurement and Supply Chain Sustainability (Page 44 & 45) BRSR Section-C (P6-L7)(Page no. 178)
	308-2 Negative environmental impacts in the supply chain and actions taken	Supplier Engagement and Training (Page 44) BRSR Section-C (P6-L7)(Page no. 178)
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	People Metrics (FY25) (Page 39) BRSR Section-A (A22) (Page no. 148)
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Competitive and Inclusive Benefits (Page 37) BRSR Section-C (P3-E1a) (Page no. 160)
	401-3 Parental leave	Competitive and Inclusive Benefits (Page 37) BRSR Section-C (P3-E5) (Page no. 161)
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	NA
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Keeping People Safe in Hybrid Work Environments (Page 24) BRSR Section-C (P3-E10a) (Page no. 163)
	403-2 Hazard identification, risk assessment, and incident investigation	Keeping People Safe in Hybrid Work Environments (Page 24) BRSR Section-C (P3-E10b,10c) (Page no. 163)
	403-3 Occupational health services	Wellbeing in Focus (Page 39)
	403-5 Worker training on occupational health and safety	Mitigation Measures (Page 43) BRSR Section-C (P3-E8, P5-E1) (Page no. 162,166)
	403-6 Promotion of worker health	BRSR Section-C (P3-E10d) (Page no. 163)
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Mitigation Measures (Page 43) BRSR Section-C (P3-E11) (Page no. 163)
	403-8 Workers covered by an occupational health and safety management system	BRSR Section-C (P3-E11) (Page no. 163)
	403-9 Work-related injuries	ESG targets and Vision (Health & Safety Page 11) BRSR Section-C (P3-E11) (Page no. 163)
	403-10 Work-related ill health	BRSR Section-C (P3-E11) (Page no. 163)
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Certification and Upskilling Support (Page 40) BRSR Section-C (P3-E8) (Page no. 162)
	404-2 Programs for upgrading employee skills and transition assistance programs	Key Learning Channels and Tools (Page 40) 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. 162)

GRI STANDARD	DISCLOSURE	LOCATION
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity and Inclusion (D&I) (Page 41) BRSR Section-A (A20b, A21)(Page no. 147)
	405-2 Ratio of basic salary and remuneration of women to men	BRSR Section-C (P5-E2) (Page no. 167)
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	BRSR Section-C (P5-E6)(Page no. 168)
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	BRSR section C (P3-E7) (page no. 162)
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Human Rights Due Diligence (Page 42) BRSR Section-C (P5-E1) (Page no. 166)
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human Rights Due Diligence (Page 42) BRSR Section-C (P5-E1) (Page no. 166)
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	BRSR Section-C (P5-E1) (Page no. 166)
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Not Available
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	A Chorus of Shared Progress (Page 26-35) BRSR Section-C (P6-E12) (Page no. 174)
	413-2 Operations with significant actual and potential negative impacts on local communities	A Chorus of Shared Progress (Page 26-35)
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	ESG targets and Vision (Supply Chain Management Page 11)
	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 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Not Available
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not Available
GRI 417: Marketing and 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 Available
	417-3 Incidents of non-compliance concerning marketing communications	Not Available
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG targets and Vision (Data privacy & Cyber Security Page 11) BRSR Section-C (P9-E3) (Page no. 182)