Evolution, Agility
& Innovation

Credicorp Capital XX Andean Conference 2022

S&P IPSA ESG
BOLSA
SANTIAGO
TILTED INDEX 2021

Member of
**Dow Jones
Sustainability Indices**
Powered by the S&P Global CSA

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Know more about SONDA

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SONDA at
a Glance

Our Purpose is to contribute to improve people´s quality of life, innovating and adding value through technological solutions that develop and transform the businesses and activities of our clients**.**

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We are a Key Player in the Growth Plans of Our Clients...

SONDA successfully automates through RPA Parque Arauco S.A systems

Client: Parque Arauco S.A.

Secrex Cesce insurance and credit company, expedited its logistics operations with FIN700 V75

Client: Secrex Cesce S.A.

Aguas Andinas improves collection management and customer service with a SONDA solution

Client: Aguas Andinas

Banco de Chile implements SONDA's RealAIS Investment Core for its Money Desk

Client: Banco de Chile

Comprehensive Outsourcing for a large Ibero•American telephony company

Client: Movistar Ecuador

Diario El Comercio renews platform with a solution designed to provide better service to its customers and at the same time improve its IT management

Client: Diario El Comercio, de Perú

Discover more success cases here

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... and Contribute to the Development of the Region

Agro Connect

We preserve the health of the animal, reducing milk waste and reducing possible fraud in the supply chain.
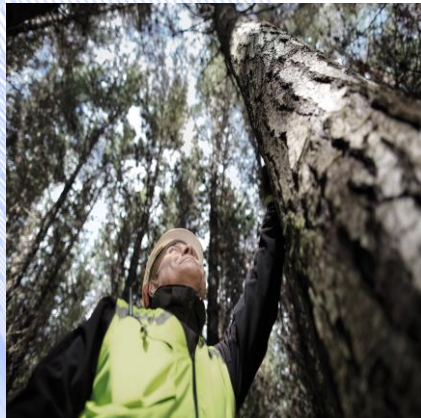

Connected Retail

We take the consumer experience to a new level in the retail and commerce industry.

Bosque Iluminado

Security, productivity and sustainability to 700 hundred hectares of forestry operation.

Digital Kitchen

With Artificial Intelligence we promote the efficient use of resources and avoid food loss.

Smart Safety

We support public and private entities in the development of solutions that reduce crime and the perception of insecurity in the population.

Infovía Digital

We bring connectivity and digitization to Mato Grosso do Sul in Brazil. 79 states will benefit.

Smart Detection

We promote and manage the safety of the population and distancing in times of pandemic.

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We Accompany Our Clients in their Transformation and Digitization Processes since 1974…

70's | Chile 1974
- SONDA foundation (1974)
- Alliance with Digital Equipment Corporation (DEC)

90's | Ecuador 1990 / Uruguay 1994
- Traffic control solutions
- cell phone projects
- FIN700 (ERP) launch
- Hospitals automations
- SAP solutions for the mining industry

2006
- IPO in Chile

2010 | 2012
2° Triennial Investment Plan
- Capital increase
- Acquisition of Telsinc (BRL)
- Acquisition of Softeam (BRL)
- Acquisition of Kaizen
- Acquisition of NextiraOne (MX)
- Acquisition of Ceitech (ARG)
- Acquisition of Pars (BRL)
- Acquisition of Quintec (CL)
- Acquisition of Elucid (BRL)
- Start of operations Panama Metro
- Cloud Business Launch in Latam

2016 | 2018
4° Triennial Investment Plan
- 1° Work Climate Survey
- 1° Sustainability Report (2016)
- Inclusion to the Dow Jones Sustainability Index (Chile and MILA)
- 1° Integrated Report (2017)
- Strategic Planning Process 2019-2021
- 1° Investor Day
- Full integration of the operations of Brazil
- Acquisition of Grupo Compufácil (COL)
- Acquisition of Ativas (BRL)
- Beginning of construction Data Center Tier IV (CL)
- Transport solution in Argentina (SUBE)

2022 | 6° Triennial Investment Plan | United States
- Solution Infovía Digital (Mato Grosso do Sul)
- Solution Bosque Iluminado (Chile)

80's | Peru 1984 / Argentina 1986
- Automatization Civil Registry (Chile)
- Solutions for Pension Funds
- Healthcare solutions (ISAPRES)
- First ERP of SONDA
- Applications for the banking industry
- Horse betting automation
- Monitoring of environmental variables (CL)
- Start of banking projects in Latam.

2000 | Colombia 2000 / Brazil 2002 / Costa Rica 2003 / Mexico 2004
- New identification system (Civil Registry, Chile)
- Tax collection outsourcing (Brazil)
- Wine industry solution
- Solution for issuing electronic health vouchers (I-med)
- Livestock traceability solution
- Public Procurement Portal Solution

2007 | 2009 | Panama 2008
1° Triennial Investment Plan
- Entrance to the IPSA
- Bonds issuance
- Acquisition of Red Colombia (COL)
- Start of operations Transantiago
- Livestock traceability solution (URU)
- Livestock traceability solution (COL)

2013 | 2015
3° Triennial Investment Plan
- Bonds issuance
- Acquisition of CTIS (BRL)
- Start of operation of Data Center Tier III (CL)
- Smart Cities solutions (URU)

2019 | 2021
5° Triennial Investment Plan
- First Green Bonds issuance
- Strategic Planning Process 2022-2024
- Acquisition of TR Process (BRL)
- Acquisition of M2M (BRL)
- Start of operation of Data Center Tier IV (CL)
- Tier IV certification reception (CL)

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...Through a Sustained and Diversified Growth

Consolidated Revenues (US$ million)

- 2018: 858
- 2019: 908
- 2020: 837
- 2021: 963
- 2022 (LTM): 1,041
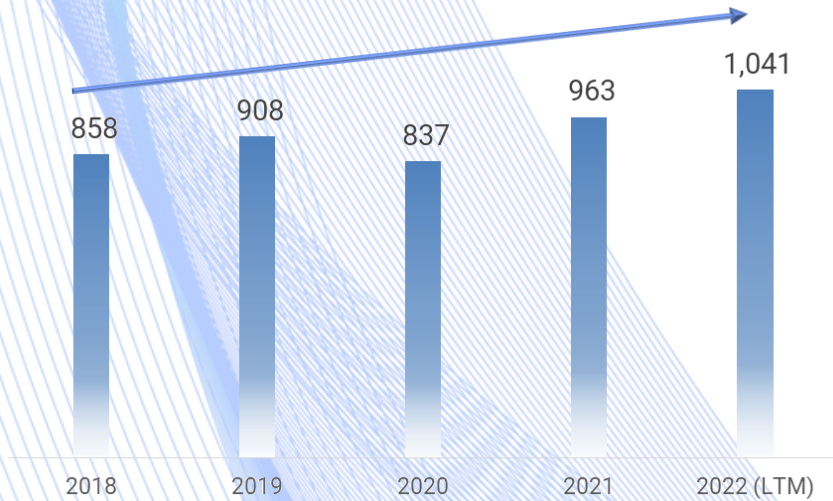
Revenue Contribution by Region

- Southern Cone Region: 59%
- Andean Region: 9%
- Northamerica: 8%
- Brazil: 24%

- Core Business: 52%
- Distribution Business: 48%
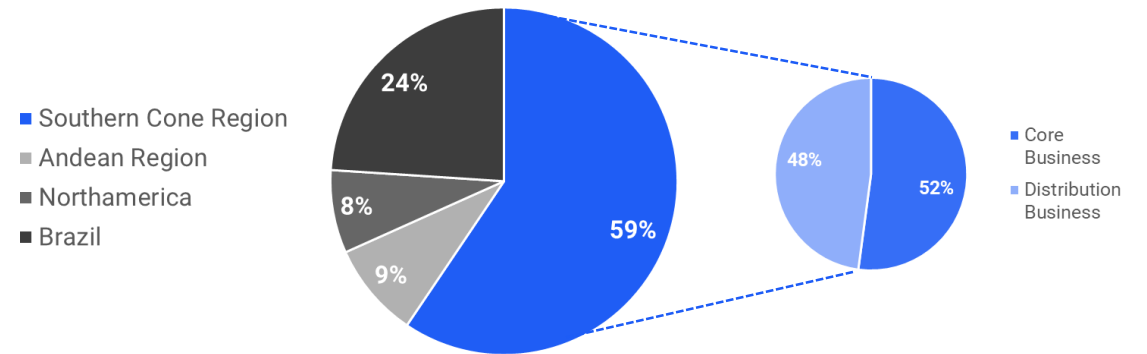
Revenue Contribution by Industry

- Transport: 7.1%
- Financial Services: 13.2%
- Retail: 10.3%
- Government: 5.5%
- Healthcare: 2.7%
- Utilities: 2.0%
- Manufacturing: 5.0%
- Telecom: 2.7%
- Natural Resources: 3.3%
- Construction: 0.7%
- Others: 47.6%

Figures in US$ were converted using exchange rate = $ 932.08 / US$
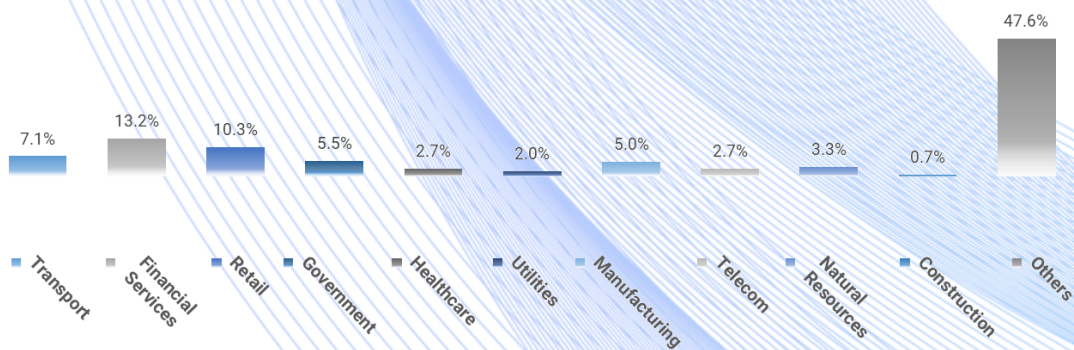
Revenue Concentration by Clients

- Others: 60.8%
- Top 100: 39.2%
- Top 50: 29.4%
- Top 20: 19.2%
- Top 10: 13.3%

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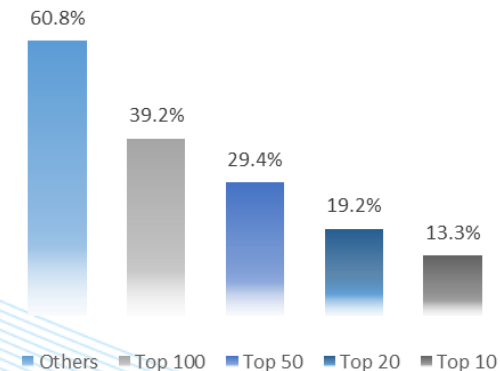
Strategic Vision
2022-2024

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LATAM IT Industry Scenario

Latin America IT Spending Perspectives

CAGR 21/25 → 10.1%

IT Industry TAM *(Services and Applications)*

IT Industry (US$ million)

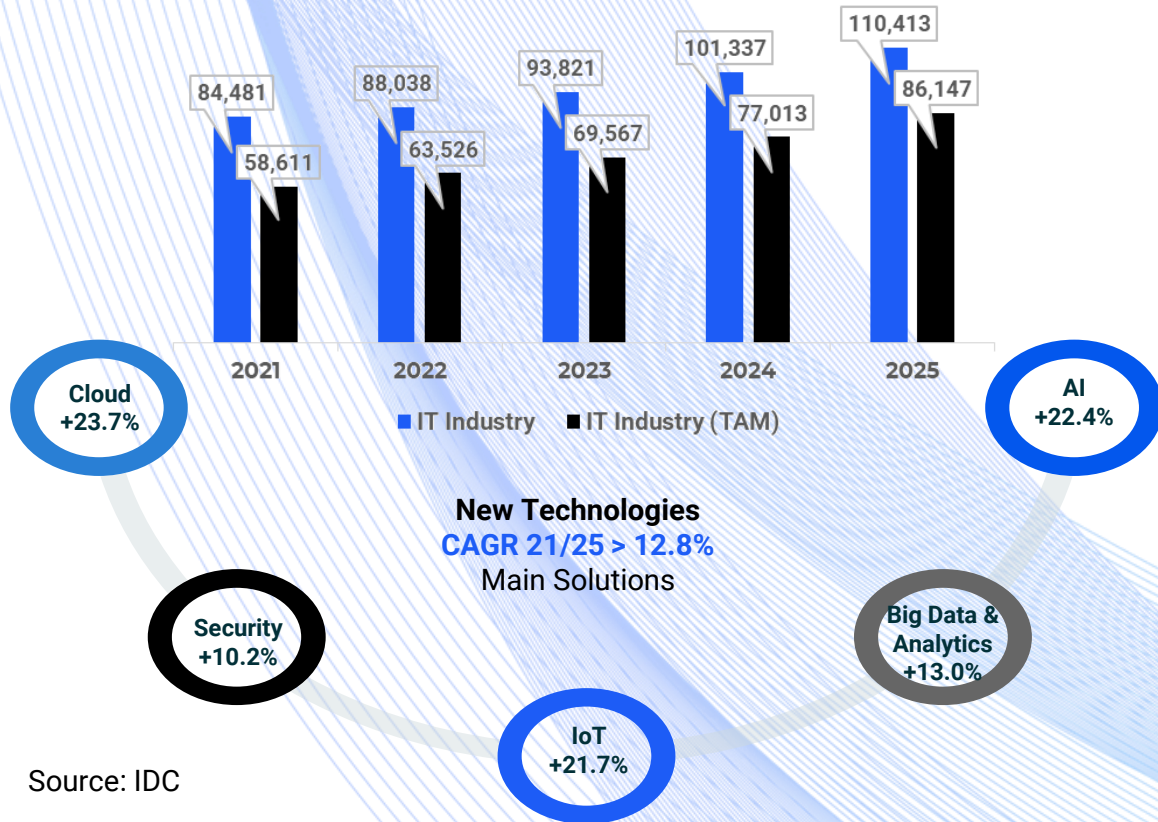| Year	IT Industry	IT Industry (TAM)
2021	84,481	58,611
2022	88,038	63,526
2023	93,821	69,567
2024	101,337	77,013
2025	110,413	86,147

■ IT Industry ■ IT Industry (TAM)

Cloud +23.7%

AI +22.4%

New Technologies
CAGR 21/25 > 12.8%
Main Solutions

Security +10.2%

Big Data & Analytics +13.0%

IoT +21.7%

Source: IDC

Expected size of the **IT market** US$110 MMM para el 2025, with a TAM of US$ 86 MMM

Resilience of IT spending in the face of economic crises

IT investments **growing more than GDP** in the coming years

Disruptive technologies drive new solutions Health crisis accelerates **strategic changes** in companies and institutions

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Our Aspiration Towards 2024

We have defined our dreams and aspirations...

...hand in hand with the participation of our employees at a regional level

DREAM 2030

Recognized as a strategic partner of our clients in the digital transformation processes

Agile, digital company with excellent services

An attractive work environment, which allows attracting and retaining technological talents with the employee at the center

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Global IT industry leader in innovative business solutions

ASPIRATIONS 2024

Leaders in the region in **Digital Transformation** and in **main verticals**

Digital, agile, innovative company, excellence in services and attractive to work for

Digital Business model with high growth rate and with **Clients in the USA**
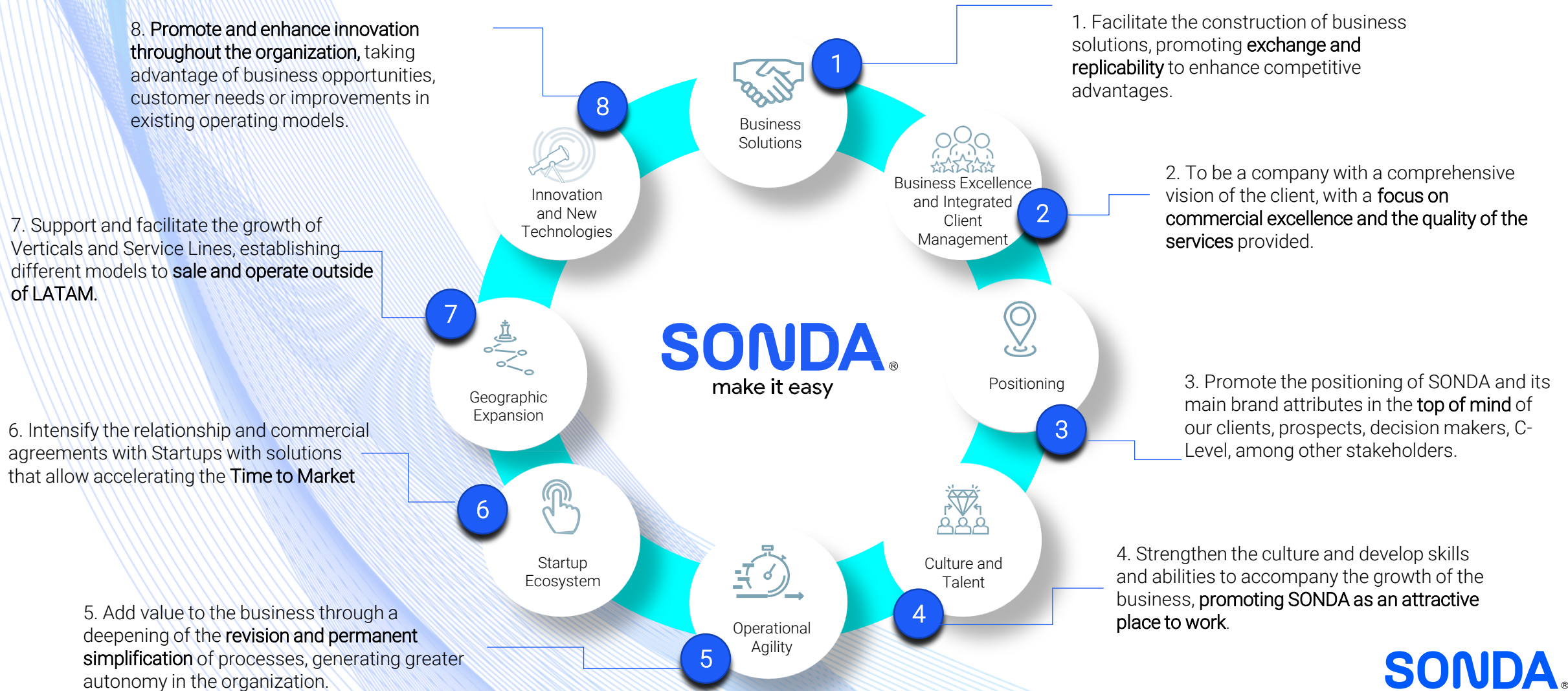
Organization consolidated by verticals, with a focus on the business of our clients and a strong commercial culture

Strong startup ecosystem, integrated into SONDA's strategy

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To Reach them We Defined 8 Strategic Pillars…

8. **Promote and enhance innovation throughout the organization,** taking advantage of business opportunities, customer needs or improvements in existing operating models.

7. Support and facilitate the growth of Verticals and Service Lines, establishing different models to **sale and operate outside of LATAM.**

6. Intensify the relationship and commercial agreements with Startups with solutions that allow accelerating the **Time to Market**

5. Add value to the business through a deepening of the **revision and permanent simplification** of processes, generating greater autonomy in the organization.

1. Facilitate the construction of business solutions, promoting **exchange and replicability** to enhance competitive advantages.

2. To be a company with a comprehensive vision of the client, with a **focus on commercial excellence and the quality of the services** provided.

3. Promote the positioning of SONDA and its main brand attributes in the **top of mind** of our clients, prospects, decision makers, C-Level, among other stakeholders.

4. Strengthen the culture and develop skills and abilities to accompany the growth of the business, **promoting SONDA as an attractive place to work.**

8 Innovation and New Technologies
1 Business Solutions
2 Business Excellence and Integrated Client Management
3 Positioning
4 Culture and Talent
5 Operational Agility
6 Startup Ecosystem
7 Geographic Expansion

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...and Restructured Our Organization...

We have deepened the verticalization by industries as a way of reaching our clients

Digital Business
- Digital Consulting
- Digital Platforms
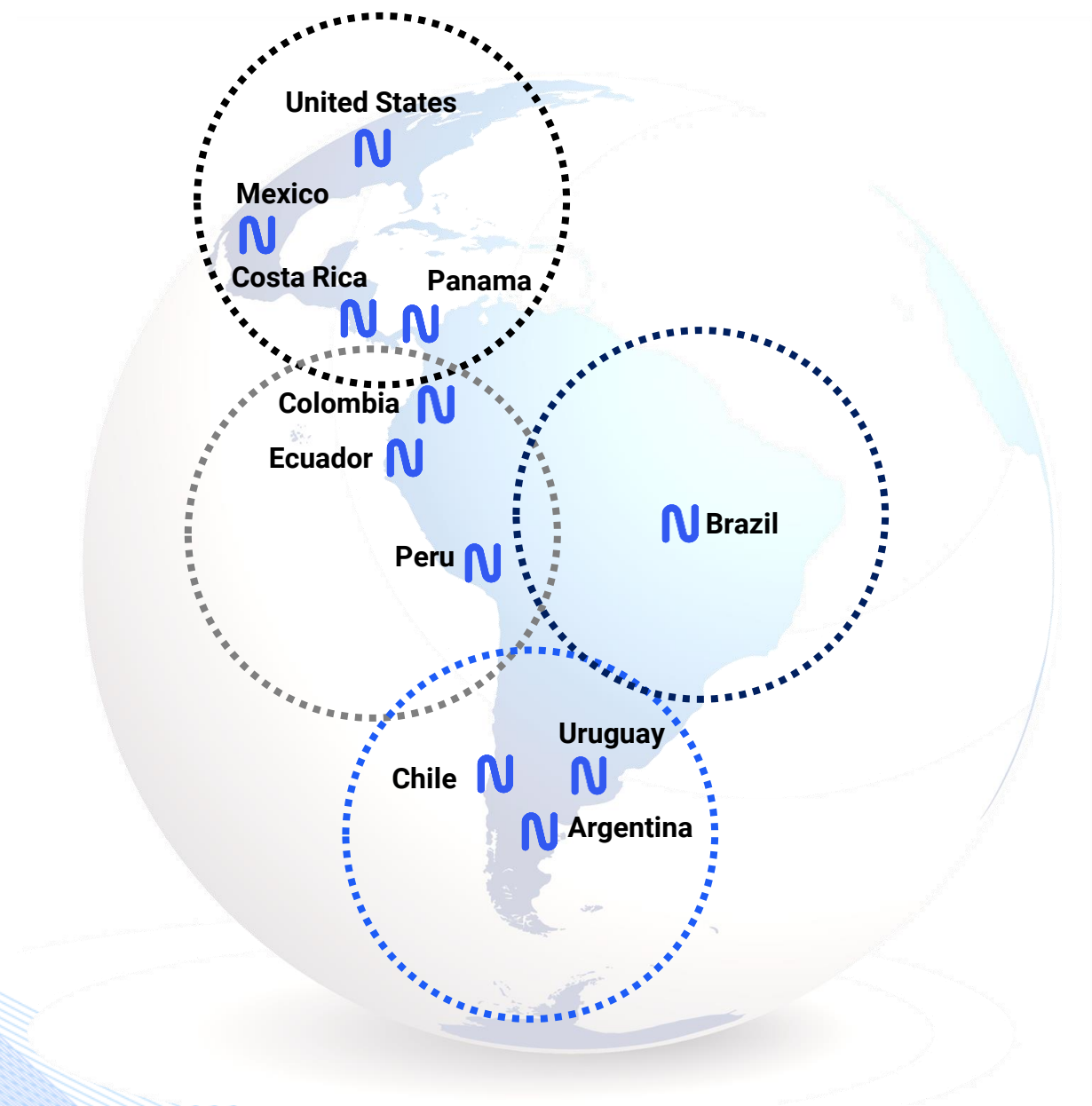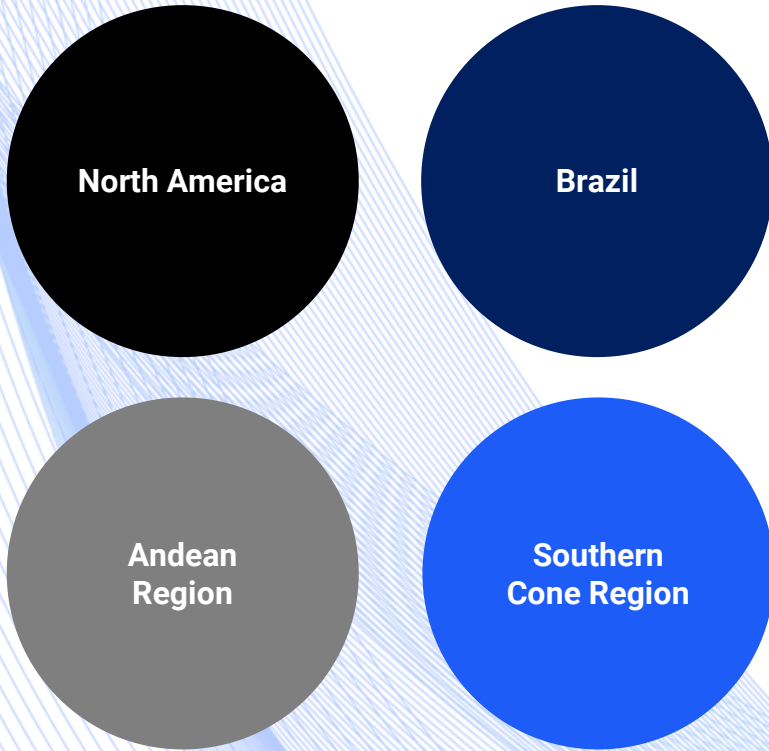- Digital Application Services
- Vertical Solutions

Digital Services
- Platforms Services
- Cloud & Data Center
- Cybersecurity
- Workplace Services

| Smart Cities & Mobility | Retail & Commerce | Bank & Insurance | Utilities | Healthcare | Public Sector | Multi Industry | Enterprise Applications | Software Solutions |

GEOGRAPHIES

CORPORATE MANAGEMENT OF MEGA DEALS

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...Thus Strengthening Our Leadership in the Region

North America

Brazil

Andean Region

Southern Cone Region

United States

Mexico

Costa Rica   Panama

Colombia

Ecuador

Peru

Brazil

Uruguay

Chile

Argentina

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We have Solid Growth Drivers...

Smart Cities & Mobility
We have World Class solutions implemented in the main markets of Latam

Cloud & Data Center
We enable and enhance the digitization and transformation processes of our clients through services with cutting edge standards

Digital Business
We accompany our Clients in their digital transformation challenge, through the use of Disruptive technologies

Geographic Expansion
Within the framework of our challenge to expand our regional presence, reaching beyond LATAM, encompassing the USA.

Mega Deals
We have a group of specialists at a regional level, responsible for proactively managing Mega Deals*

Brazil
It is our largest market in the region, with unmatched growth potential

* Mega Deals comprise those commercial opportunities that meet a series of requirements regarding amount, term, technological integration, among others.

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… and Strategic Focuses to Reach Our Objectives
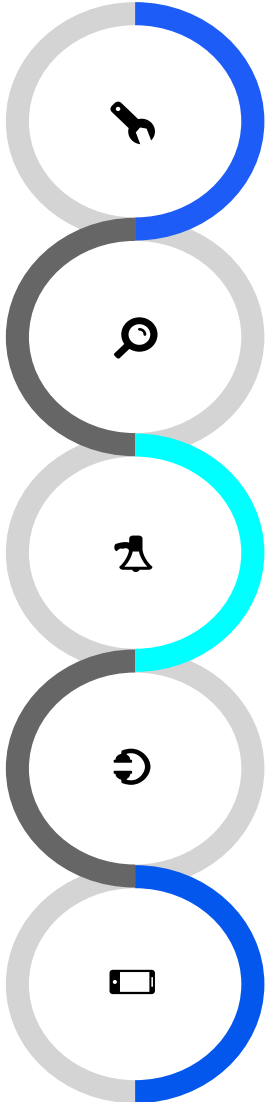
Consolidation of **structure by verticals** and incorporation of commercial teams within them, **incorporating specialized profiles by industry**

Creation of vertical solutions, highly scalable and replicable, leveraged in Digital Business, along with proactively addressing Mega Deals

Strengthen the **positioning as benchmarks in main verticals,** in LATAM and USA

Strong development of the Innovation ecosystem, connecting with partners, startups, centers and channels of open Innovation

Evolution of the culture to attract and retain talent and continue promoting **SONDA as an attractive place to work**

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Investment
Attractive

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Investment Attractive
SONDA, IT Sector Leader in the Region
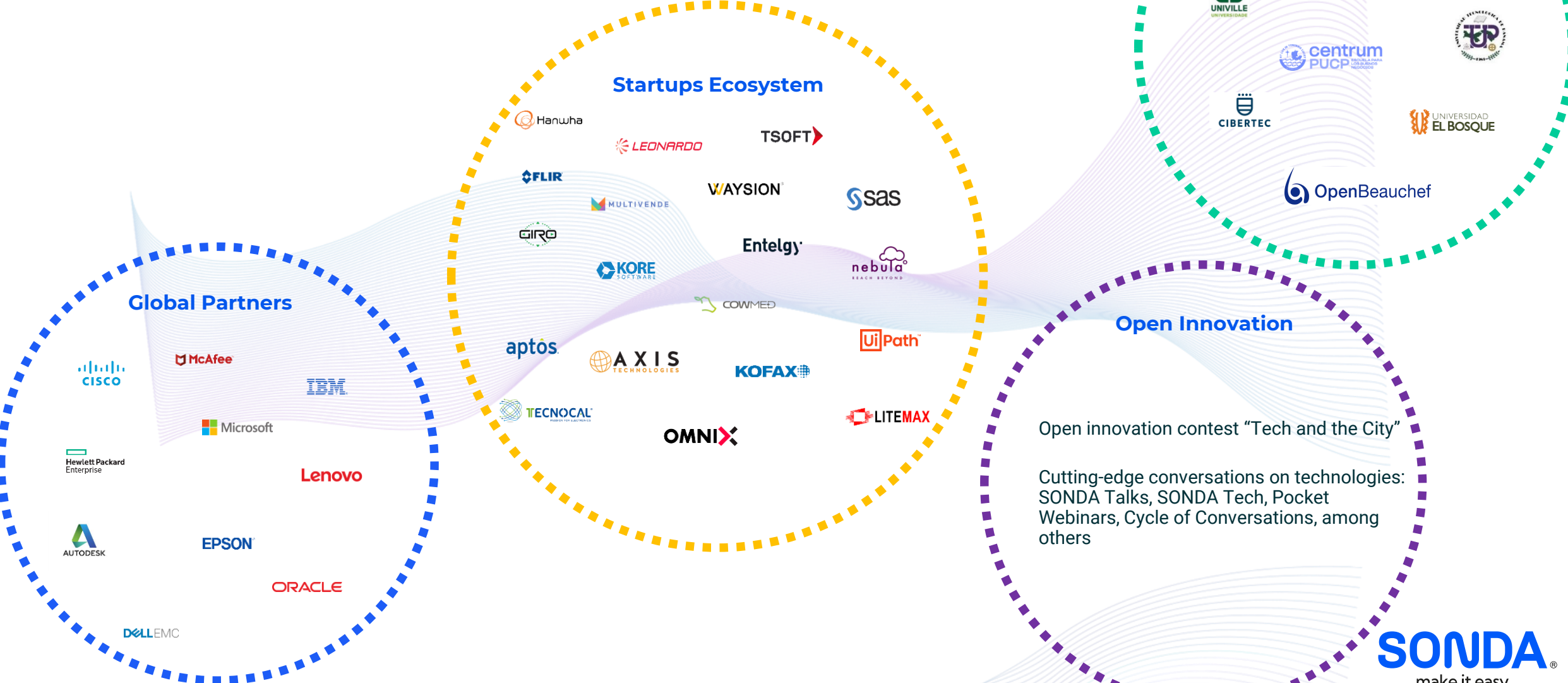
United States

Mexico

Costa Rica **Panama**

Colombia

Ecuador

Brazil

Peru

Chile **Uruguay**

Argentina

+47 years of **sustained growth** accompanying our clients in their digitization processes

Strong diversification: No client represents more than 5% of revenue

~2/3 of revenues come from **multi-year contracts (average 3-5 years)**

Solid financial position that allows us to participate in **large public tenders**

Focus on **digital transformation services** hand in hand with in-depth business knowledge

One-Stop-Shop with **End-to-End** solutions leveraged by an extensive **ecosystem** of technology partners

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SUSTAINABILITY
IN OUR DNA

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Our Solutions Generate a Positive Impact on

People and the Environment

FISCAL BPO
Automated fiscal and tax processes with intelligent robots, making processes more agile and efficient

DIGITAL KITCHEN
Ensuring food quality
Avoid waste
Reduce electricity costs
Identify the heat map of restaurants
Reduce fines from surveillance agencies

AGRO CONNECT
Ensuring full traceability of milk
IoTs placed on the animal, in cooling tanks, trucks and collection points

PLD/FT DIGITAL SERVICES
Prevention of money laundering, fraud and terrorism

SMART FOREST FIRE SAFETY
Image recognition for the early detection of fires in forest formations

SMART METERING & PLATAFORMA IoT
IoT platforms to monitor environmental variables, effluents and precipitation
Prevent problems caused by environmental or climatic phenomena

SMART SAFETY
Automatically identify suspicious behavior by analyzing video cameras or other devices

SMART HEALTH
Remote consultations
Medical centers increase their capillarity

CONNECTED RETAIL
Flexible and modern solutions, under the "Sales Advisor" model
Ability to offer a personalized "customer journey", combining face-to-face and digital channels

SMART DETECTION
Protect the health of employees and customers
Ensuring operational continuity through traceability and facial detection and recognition

EDUCACIÓN REMOTA 360
Educational entities obtain a teaching platform and the devices to teach it remotely.
Advice from experts in various subjects and cutting-edge methodologies

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We believe in the Importance of Different Perspectives and Visions to Promote Innovation

For this reason, we promote Diversity and Inclusion at SONDA

Key focus of actions:
- Strengthen a culture of D&I.
- Increase the participation of women in the IT industry.

SONDA Women | Pillars of action

Today SONDA has 29% women, a reflection of the reality of the market. Our strategy goes beyond internal actions, we want to encourage more women to be part of STEM careers

Attract
- **Hiring** Policy – 1 woman per short list.
- **Alliances** with institutions that promote the participation of women in IT
- **Talks** to family members of employees about IT careers.

Educate
- **D&I Policy**
- **Awareness** talks, promoting dialogue and debate on respect for diversity.
- **Campaign:** "Remove the label"
- **Internal Podcasts**
- **Training**

Develop / Inspire
- **SONDA female mentoring:** to develop the leaders of the future.
- **Stories Women who Transform:** testimonials from employees who seek to inspire others.

Accompany
Politics to strengthen gender equality:
- Temporary return of maternity leave
- Extended maternity leave
- Additional days paternity leave.

2024 Objectives

Overcome market reality and reach 33% of women by 2024.
Jump from 26% to 30% of women in senior leadership positions in the organization.
Have a satisfaction index of Climate and Commitment among women of 80%, as a result of internal policies and practices.

SONDA, Attractive Company for Young Talents

We promote practices valued by young people:
- Flexible culture (hybrid work, flexible hours, short Friday, ½ day off for birthdays).
- Professional development
- Diverse people and inclusive culture
- Collaborative and innovative environment

We promote actions to attract future generations of SONDA:
- **Fresh Graduates:** since 2019 seeks to attract young talent, offering an accelerated learning program, developing multiple skills, which allow us to prepare future successors, ensuring a cultural fit to the organization
- **Talks at Universities:** making people aware of the Value Proposal and some of our Solutions

In 2022 we received more than 2 thousand resumes for the Fresh Graduates Program at a regional level, incorporating 25 new young professionals.

¿Quieres transformar el **futuro digital**?

Inicia tu carrera y postula en el Programa Fresh Graduates **SONDA**.

En transformación digital, somos líderes de la región
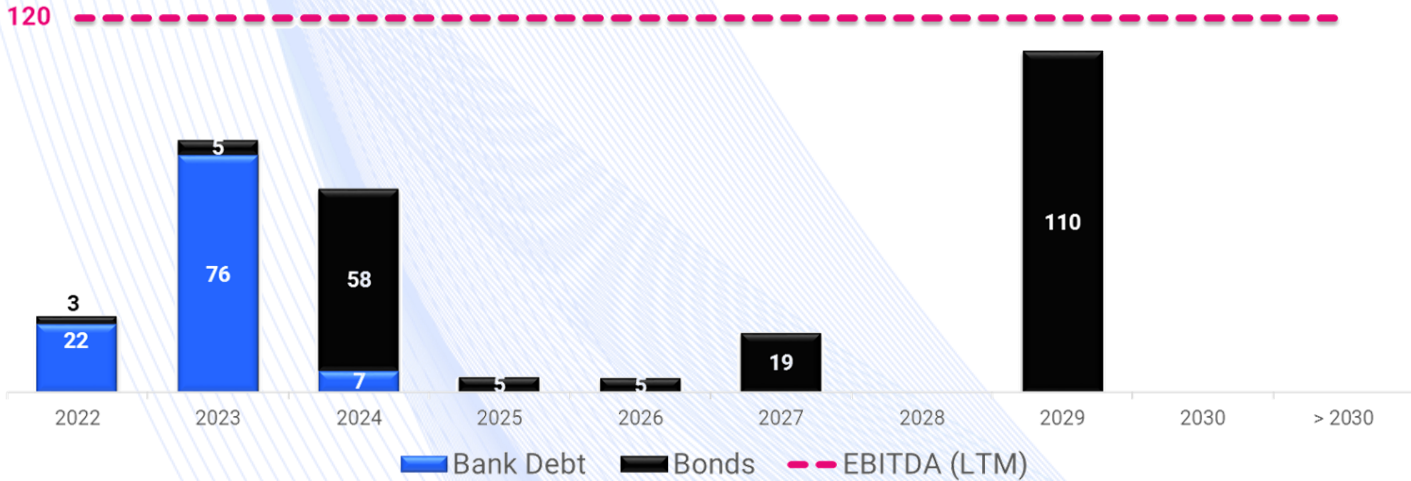
Inscríbete en **SONDA.com**

Fresh Graduates

Financial Position

Financial Position
Financial Debt
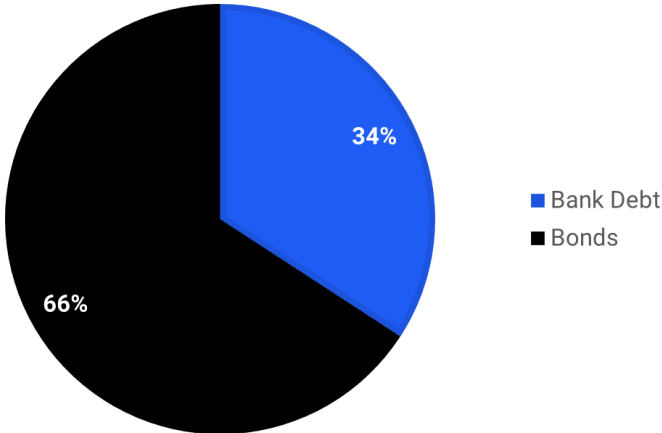
Financial Debt Maturity Profile
(as of 06/30/22, US$ million)

Bank Debt   Bonds   --- EBITDA (LTM)

Year	Bank Debt	Bonds
2022	22	3
2023	76	5
2024	7	58
2025		5
2026		5
2027		19
2029		110

120 --- EBITDA (LTM)

Financial Debt Composition
(as of 06/30/22)

Total Financial Debt: US$ 310 million

34% Bank Debt
66% Bonds

■ Bank Debt
■ Bonds

Figures in US$ were converted using exchange rate = $ 932.08 / US$

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Financial Position
Indebtedness Indicators

Leverage

1,1x — 2020
1,1x — 2021
1,1x — 2022
0,9x — 2019
0,7x — 2018
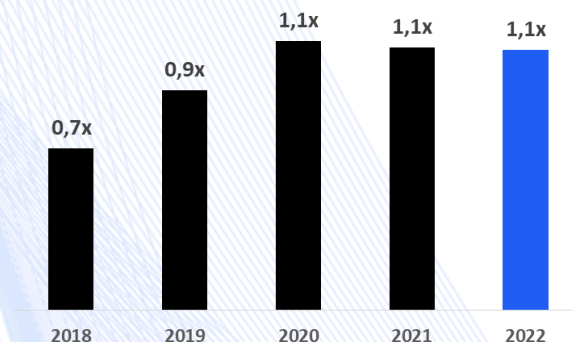
Total Liabilities (average 12M) / Total Equity (average 12M)

Net Financial Leverage

0,2x — 2018
0,3x — 2019
0,2x — 2020
0,2x — 2021
0,2x — 2022
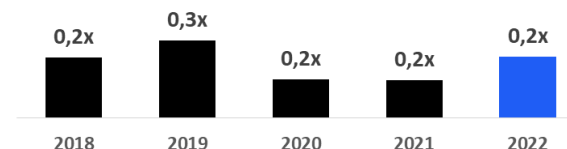
(Financial Debt – Cash and Cash Equivalents – Other Current Financial Assets) / Total Equity (average 12M) [Financial Debt: Other Financial Liabilities Current + Non Current]

NFD / EBITDA

1,3x — 2018
1,7x — 2019
0,9x — 2020
0,6x — 2021
1,1x — 2022
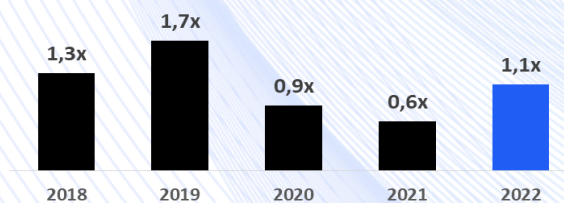
Financial Debt – Cash and Equivalents – Other Current Financial Assets) / EBITDA (LTM)
Financial Debt: Other Financial Liabilities Current + Non Current]
Financial Debt does not discount CCS balance (~US$30 MM) which as of jun-22 would lead the ratio to 0,9x

Financial Expenses Coverage

14,8x — 2018
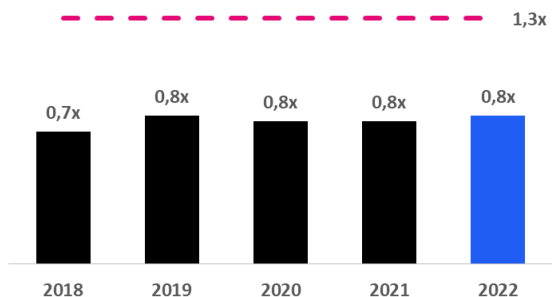8,6x — 2019
13,1x — 2020
13,1x — 2021
12,5x — 2022
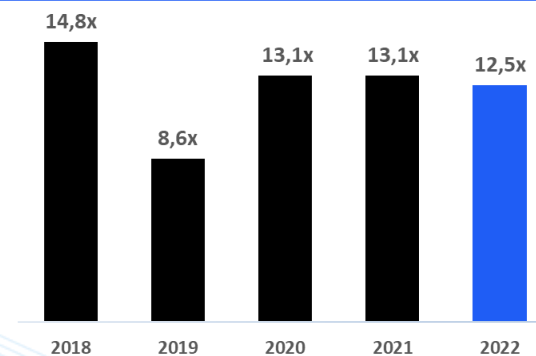
EBITDA (LTM)* / Net Financial Expenses
* Gross Result + Administration Expenses + Intangible Amortization (excludes amortization of projects)+ Depreciation of the year

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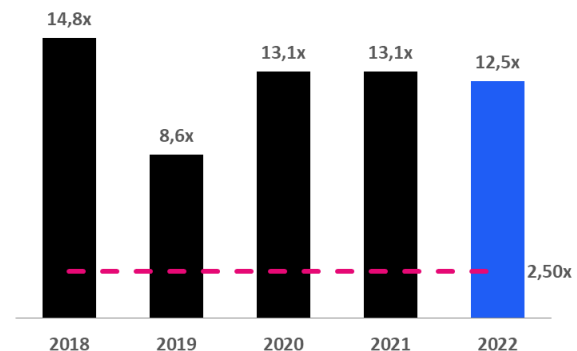
Financial Position
Financial Covenants

Indebtedness Level

1,3x

2018	2019	2020	2021	2022
0,7x	0,8x	0,8x	0,8x	0,8x

(Enforceable liabilities − Cash and Equivalents) / Total equity

Minimum Equity (UF)

8,0

2018	2019	2020	2021	2022
18,1	18,9	16,2	16,2	17,1

Total Equity

Financial Expenses Coverage

2,50x

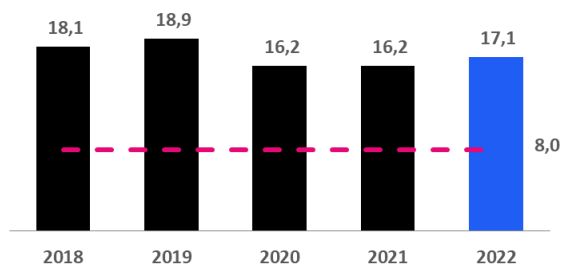| 2018	2019	2020	2021	2022
14,8x	8,6x	13,1x	13,1x	12,5x

EBITDA* / Net Financial Expense

* Gross Result + Administration Expenses + Intangible Amortization (excludes amortization of projects) + Depreciation of the year

Assets Free of Encumbrances

1,25x

2018	2019	2020	2021	2022
2,3x	2,0x	2,0x	2,0x	2,0x

(Total Assets − assets with encumbrances) / (Enforceable liabilities - guaranteed enforceable liabilities)

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