

# CODE OF ETHICS AND CONDUCT

**SONDA**<sup>®</sup>  
make it easy



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# Introduction



Sonda's Code of Ethics and Conduct (the “Code”) is based on a set of principles and values that have guided the company's action since its inception. Its adherence to high and legal standards must be observed in the conduct, behavior, decisions of all its administrators and collaborators at SONDA S.A. and its subsidiaries in the development of activities.

The reputation of the company, along with its clients and their personnel, constitutes one of the main assets of SONDA. Compliance with this Code is therefore essential to maintaining a strong corporate image.



## II. Scope

- a) This Code applies, without distinction, to the collaborators of SONDA S.A. and its subsidiaries, administrators, advisors and hereinafter all jointly referred to as SONDA.
- b) Suppliers of goods and services, as well as third parties in general must be aware of the provisions of the Code and observe its terms in all acts or contracts with or on behalf of SONDA.

### III. Corporate Values and Principles and Expected Conduct



#### a) Our purpose

To contribute to improve people's quality of life, by innovating and adding value through technological solutions that develop and transform the business and our clients' endeavors.



#### b) Corporate values

In SONDA, the existence of a set of principles and values has been vital,

and collaborators are encouraged to adhere to the most relevant:

**A people company:** We want to manage talent in a motivating, encouraging and friendly work environment, that allows collaborators to reach their fullest potential while aiming for professional development and personal fulfillment.

**Vocation to serve:** We are committed to a deep vocation to serve our customers with passion and in the best way, based on a customer-oriented approach.

**Agility:** We want to be recognized for always be looking for simple, effective and even disruptive solutions, constantly moving towards change and action.

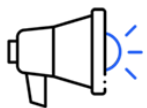
**Positive attitude:** Our goal is to make progress by enhancing our skills, taking on opportunities for improvement as new challenges arise.

**Frugality:** We want to stand out for our simple and sober style, using resources more efficiently.



Our purpose is to contribute to improve people's quality of life.





### c) Value transmission

The company firmly believes that the best way to promote its values, principles, good practices and guidelines of conduct is by sharing them with all employees of SONDA S.A. and its subsidiaries.



### d) Responsibility

SONDA collaborators must act with responsibility and always do what is right, relying on the present Code as reference frame.



### e) Adherence to ethics and lawfulness

SONDA seeks the achievement of its business objectives based on the quality of its products and services, as well as on well executed and honest work, while rejecting, consequently, improper or illegal conduct.



### f) Fundamental principles

SONDA conducts its business observing high ethical standards, with respect for people, their lives and freedom, by promoting responsibility and compliance with healthy coexistence. Thus, allowing the achievement of the professional goals and objectives

of its collaborators.

SONDA thrives and progress through reliability, respect and trust with all parties based on adherence to the standards and compliance with the current legislation.

SONDA is committed to always act correctly and transparently with its collaborators, customers, investors, banks, goods and services suppliers, and to perform with respect for its competitors while promoting social responsibility.

SONDA will maintain an environment of respect and equality with collaborators and third parties, rejecting all types of discriminatory acts for personal or arbitrary reasons.

No act related to sexual or occupational harassment will be accepted, even without hierarchical links.

SONDA always acts based on social responsibility and respect for the environment.



## IV. Specific guidelines of conduct



### a) Conflicts of interest

In the exercise of their functions, all administrators and collaborators must act in agreement to the social interest abstaining to oppose their own interests to those of the company. The definition, treatment and resolution of conflicts of interest is covered in Chapter V of this Code.



### b) Competitors and free competition

SONDA promotes and respects free competition. Therefore, it is forbidden to make agreements in word or writing with competitors, customers or

suppliers that restrict the exercise of free trade.

The competitiveness of the company is based on an ethical administration of its businesses. The relationship with competitors and their collaborators must be conducted with respect and in observance of legal regulations.

No statements should be made that may affect the image of the competitors or that contributes to spread rumors about them. Competitors will be treated with the same respect that the company expects to be treated with.

It is prohibited to provide strategic, confidential or otherwise harmful information to the business or third parties.



### c) Clients

Clients are key for the success of SONDA. The company has a constant concern to satisfy the requirements of its clients and provide quality services, with care and a vocation for service, fulfilling all its contracts in an honest, transparent and fair manner.

Through a high quality supply of products and services, SONDA aims to know and anticipate the needs of its clients, and by all means possible, to exceed their expectations.

It is the duty of all employees of SONDA to serve clients with respect, courtesy, promptness and efficiency, not tolerating discrimination of any kind.

Preferential treatment will not occur to a client based on personal criteria.

In all the decisions made based on the relation with its clients, SONDA will prioritize impartiality and will be free of all favoritism or partisanship, observing strictly the applicable legislation.

In the case of public sector clients, all the necessary analyses will be carried out to guarantee transparency and compliance with laws and regulations.



### d) Collaborators

SONDA recognizes and values the role of its employees in the progress and operability of the company. It is especially interested in ensuring their dignity, health, safety and professional and personal development, respecting their rights, all within a positive work environment.

SONDA's relationship with its collaborators is based on compliance with legislation,

employment contracts, collective agreements and internal regulations.

Relationships in the workplace should be guided by a positive, friendly, transparent and a mutual respectful attitude, where people perform looking for the best results with team spirit, professionalism, loyalty and trust

Training, professional experience and ability to incorporate SONDA's principles are considered a fair criterion for the admission and promotion of collaborators.

Employee evaluations should consider quality, efficiency, effectiveness and attitude in fulfilling their responsibilities.

SONDA recognizes and values the role of its staff. It is of particular interest ensuring employees' dignity, health, safety as well as professional and personal development,



It is the duty of all collaborators to dedicate work hours to the interests of SONDA, avoiding any inappropriate activity that may compromise the parties involved.

Contributors, administrators and advisors who have or access information or facts of a confidential nature must keep it strictly confidential, even after ending their relationship with SONDA

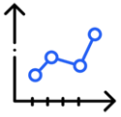
Collaborators must communicate to their supervisors any irregularities that comes to their knowledge as well as any data or fact that may cause damage to third parties or to SONDA.

Employees must adequately secure and maintain the entrusted materials and equipment, as well as maintain a proactive attitude regarding waste disposal and cost reduction.

SONDA maintains an open and honest dialogue with unions and employee

organizations, seeking harmony in labor relations, always ensuring conditions of efficiency, productivity and competitiveness.





e) Shareholders, potential investors and financial analysts

The company grants equal treatment to all its shareholders, subject to current regulations and confidentiality in conducting business and makes transparency a goal in the relationship with its investors. The company ensures the best possible management of the assets of its shareholders.

SONDA shares adequately represent the value of the company's business.

To achieve this goal, in addition to consistently generating solid financial results, SONDA seeks to build relationships with its shareholders and the market of capitals through accurate, transparent, timely and equal communications with the necessary

information to monitor the company and its businesses. These communications are prepared by authorized collaborators to perform this task.

Every effort is executed by promoting the adequate return of shareholders and investors, either through dividends or by increasing the value of shares issued by SONDA in the market, in order to maintain such shares as an attractive investment alternative, and thus offer the company more options to maintain its expansion programs in the long term.

No collaborator may make use of inside information to sell or buy shares of the company, either directly or through third parties, under penalty of application of the corresponding legal sanctions.



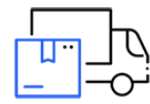
f) Gifts and invitations

Since giving or receiving gifts or invitations that are not institutional can create a real or apparent conflict of interest, collaborators can only give or receive gifts that are mainly related to merchandising items, appropriate invitations according to the business context and courtesies of symbolic value.

In this way, it is forbidden to request gifts, commissions, gratuities or any kind of benefits, advantages or any other privilege in the purchase of goods and services that may compromise the relationship with the supplier or damage the image of the company.

To comply with these principles, SONDA has a Corporate Gifts and Invitations Policy available on the

company's intranet, in which the maximum amount is declared. This ensures the transparency of the received gifts and guarantees that the invitations will be made within the context of legitimate commercial purposes and are approved in advance by the Compliance Officer.



### g) Goods and services suppliers

The relationship between SONDA's collaborators and their suppliers remains strictly independent and in accordance with the interests of the company. This implies choosing suppliers on the basis of eminently professional criteria. Selection procedures must be objective and transparent. Based on the results of the risk assessment, questionable negotiations with companies or individuals as to their probity shall be avoided.

The relationship with suppliers must be conducted on honest, transparent and fair terms, always looking for the interest of the company. In the search and selection of suppliers, clearly defined and predetermined technical factors will be considered in order to get the

best proposals that add value in terms of quality, capacity and delivery times, execution and prices. Wherever possible, tenders will be issued.

A business relationship with a given supplier will not be maintained, if it may mean some type of conflict of interest not reported to the company.

If any doubt arises, the situation must be informed to the immediate superiors.

All company purchases will be channeled through formal means.



## h) Community Relations and Social Responsibility

SONDA seeks to contribute to improving the quality of life of people in the environment where it operates. The company maintains relations of cooperation with the authorities in this respect. It does identify itself with any political thought and respects religious freedom.

The company keeps the principle of always acting with social responsibility in the communities where it operates. Employees must respect the interests of these communities and their country.

All collaborators and contractors must act in a socially responsible manner,

in accordance with high ethical standards while protecting the image and reputation of the company in joint activities with the community.



## i) Environment

The company recognizes its obligation to protect the environment in which it operates.

Even if its operations do not generate a relevant environmental impact, the company will seek to implement technologies that reduce energy use and minimize the emission of pollutants.

The company is committed to the quality of life of its

collaborators, business partners and the community where it operates.

All of the company's business will be conducted in full compliance with environmental legislation, improving its operational processes and activities, within the concept of sustainable development.



The company recognizes its obligation to protect the environment in which it operates.





## j) Government Bodies and Regulators

The company acts with the highest levels of integrity in its relation with the governmental representatives.

Government officials and regulatory bodies will always be treated professionally and independently. The company will make available the relevant information, data and records whenever required by law.



## k) Media Relations and Disclosure of Information

The company responds transparently to public inquiries, making available all the necessary information for the clarification and disclosure of its actions, especially when inquiries are made by the

press, the financial community and the authorities, always protecting, in first place, commercial interests, due care for the security of the company's property and the necessary confidentiality necessary to ensure the social interest in compliance with current regulations.

All the information revealed to the press is precise and transparent, in agreement with high ethical standards, effective legislation and specific norms. This information is developed exclusively by authorized and designated collaborators, in order to maintain confidence in the relationship with the media and a positive image of the company in public opinion.



## l) Criminal Liability

SONDA's commitment to ethical principles and transparency includes being attentive and rejecting any situation that could be related to the crimes of "Money Laundering", "Financing of Terrorism", "Bribery of National or Foreign Public Officials", "Possession of Stolen Goods", "Fraud", "Corruption" and others applicable according to the regulations of the countries where SONDA is present. In this context, the Board, collaborators and third parties linked to the company, suppliers, contractors, consultants, agents, clients, among others, are expressly forbidden to carry out any act that may constitute a crime or any conduct that result in the criminal imputation of the company. Whoever has knowledge or detects an irregular situation that puts honesty and transparency at risk,

must report these facts in a timely manner, through the available channels ([www.sonda.com](http://www.sonda.com))



#### m) Accounting Records

Transparency is essential to enable proper evaluation of society and its business by market players. Financial Statements are accurate, complete and truthful, correctly released, with the appropriate documentation to support them.

Accounting complies with IFRS standards and principles, the law, regulations and tax records to generate reports and create a consistent and uniform basis for evaluation and disclosure of company operations. There are no parallel records or funds not reflected in the formal accounting bookkeeping.



#### n) Use and conservation of assets

Collaborators ensure the preservation of the company-owned assets, that is, its facilities, equipment, machinery, furniture, vehicles, etc.

Likewise, they respect and protect the intellectual property of the company on products, processes, brands, patents, technology, business strategies and marketing, data, information, research and related rights, in all its stages of development, registration and/or use, in accordance with current legislation and ensuring the social interest.

Corporate email, hardware and software are limited to professional activities and comply with other provisions set forth in the company's policies, rules and guidelines.



#### o) Use and data protection

The company adheres to the Personal Data Protection and Processing Regulations, in compliance with good governance practices and international regulations on data protection, which allows it to operate in a secure, reliable and integrated way.

To comply with these principles, SONDA has implemented the General Data Privacy Policy that provides the necessary guidelines that protect the rights and freedoms of individuals, associated with transparency, access, rectification,

deletion, portability, opposition and limitation of personal data, preventing any illegal act or unauthorized treatment that may affect individuals.

# Prohibited Conduct



To use a work position to obtain amenities or any type of favoritism for oneself or third parties.



To carry out any type of political or religious propaganda inside SONDA as a collaborator.



To internally promote non-SONDA businesses in the capacity of employee, unless it has been previously and formally authorized by whoever corresponds



Abusive conduct that intimidates or humiliates, harassment or attitudes that undermine the dignity, physical or psychological integrity of people.



Misuse of electronic means provided by the company, such as internet access, to register, send mail or files not related to professional activities, especially those of frivolous or immoral nature.



Using our corporate social networks (LinkedIn and Instagram) for offensive, anti-inclusion comments, political issues, or to highlight issues associated with the public sector or government.

# Additionally we must:



Prevent the spread of false information or fake news, as well as other harmful or unfounded information that may compromise the image and/or business of the company.



Always maintaining a sincere dialogue and informing employees about the strategies and projects of the company as long as they do not require confidentiality



Leading, assisting and to guiding employees towards the best execution of activities and to support them in their rightful claims.



Enforce SONDA's rules and regulations.



Recognize the efforts, dedication and work ability of employees, monitoring and evaluating their results.



To promote harmonious functional relationships, through transparent and reliable practices, ensuring compliance. To encourage self-esteem and respect for SONDA, the development of initiatives and creativity, as well as boosting the interest and motivation of collaborators.



## V. Conflicts of interest

In the exercise of functions, collaborators and advisors must act in agreement to the social interest and will abstain to oppose their own interests to those of the company.

A conflict of interest is considered from the moment a decision or action is influenced or is conflictual with the interests of SONDA.

In accordance with the foregoing, the present section comes to establish the definition, treatment and resolution of conflicts of interest that may arise in the decisions of the company.



## a) Definitions



**Social Interest:** It is the best interest of SONDA in its own benefit, shareholders and collaborators, to always be in compliance with the applicable legislation, its statutes and other internal regulations, especially its values and corporate principles and expected conduct reported in chapter III of this Code.



**Conflict of interest:** A conflict of interest or conflict corresponds to a situation in which a person's private interests —such as external professional relationships, personal financial assets or others— interfere or may be understood to interfere with the performance of its functions, possibly to the detriment of social interest. It is the responsibility of each collaborator or SONDA's advisor to use their own judgment and notify any conflict of interest to the Compliance Officer.

Conflicts can fall into two categories:



**Real conflicts**

*A conflict of interest may arise when particular interest interferes with the current social interest.*



**Potential conflicts**

*Situations in which, given the particular circumstances of the case, a conflict of interest can be understood or interpreted.*

*The perception of an eventual conflict of interest raises as much ethical concern as a real conflict of interest for what this chapter applies to both categories of conflict.*

✓ *When faced with an ethical challenge, keep in mind whether it is ethical and consistent with SONDA's guidelines, whether it is legal, or whether it reflects your image and that of the company.*

## b) Scope of Application

Below are the necessary guidelines to recognize and declare any circumstance that may involve a real or apparent conflict of interest.

With regard to legal compliance in this matter, SONDA has a procedure to identify the possible existence of conflict of interest situations. This procedure works on the basis of information given by Board members and Managers regarding their economic and personal interests, and the application of a computer tool developed by the company for that specific goal. Annually and/or whenever necessary, the members of the Board of Directors and Managers must update their declaration of interest, being the Internal Control Management, Risk Management and Corporate Governance in charge of collecting said declaration from each of them.

## c) Obligations

Always avoid situations of personal benefit or third parties in decisions related to the company to the detriment of social interest, both from a formal and substantive point of view, that is, to seek both an adequate solution of the conflict and to have sufficient explanations for it, in the latter case also for situations that can be interpreted as such.

In this way, social interest must be observed at all times, not only to resolve real conflicts but also to prevent them from emerging by detecting those of an eventual nature in advance.

Notwithstanding the foregoing, the company does not understand that the mere concurrence of conflict situations are in themselves questionable from an ethical point of view, or necessarily imply a wrong action. It is the appropriate conflict resolution that, ultimately, fulfills the present regulation based on the procedures and guides established.

The conclusion of an operation in which a member of the Board of Directors or Manager may have an interest and that reports his or her own benefit or third parties is not considered by the company as contrary to the Code as long as in said operation the corporate interest has been fully observed and the procedures intended for this purpose have been applied.

If a conflict involves or may involve a violation of social interest, it is an issue that the Board should address as a whole, however, it is duty of each person responsible, to identify those situations of conflict and report them according to the procedure established for such purposes.

"SONDA's procedures aim to identify any possible conflict of interest situation"

## VI. Diversity and Non-Discrimination Policy

### a) Purpose and Scope

The fundamental corporate values and principles are established in this Code, specifically and in its chapter III. Values and Corporate Principles and Expected Conduct letters b) and f), are the following:



#### Corporate Values

In SONDA, the existence of a set of principles and values has been vital, to which collaborators are encouraged to adhere, here are the main ones:



A People Company: Our goal is to build a team based on more complete and human relationships beyond mere work commitments.



#### Fundamental Principles

SONDA does not tolerate prejudice or discriminatory actions based on religion, disability, ethnicity, place of birth, political choice, gender, sexual orientation or any other condition that prevents fostering an environment of respect and equality.

No acts related to sexual or occupational harassment between colleagues will be accepted, even without hierarchical links.

Thus, SONDA understands that the most human and complete relationships involve respect for diversity and prohibition of all types of discrimination and this is how it is established as part of its fundamental principles.

In consideration of the above, SONDA has a diversity & inclusion policy where the guidelines and commitments of the company are formalized with human rights and with the valuation of human and cultural diversity.

## VII. Monitoring and compliance with the Code

It is the duty of all recipients of the Code to support and encourage the required values and behaviors. Without prejudice to the foregoing, the following responsible bodies are established :



### a) Corporate Ethics Committee

The Corporate Ethics Committee aims to ensure compliance and Code updates, as well as a mean to resolve queries and conflicts related to this subject. Unethical conduct must be reported through the complaints handling procedure established.

The Corporate Ethics Committee is made up of a Director, an independent Director, General Manager, People Manager and

Compliance Manager.

Their functions are:

- To publish and to promote the wide dissemination of the Code, not only among collaborators, but also to other recipients, suppliers, clients and others.
- To clarify concerns on its application.
- To receive, to register and to evaluate information concerning the violation of the Code that arrives to their knowledge.
- To apply the correspondent disciplinary measures.
- To propose Code updates to the Board.



### b) Addressing queries about this Code

If a Collaborator has questions on how to act in a specific situation regarding the provisions of this Code, their direct manager or the Manager in their area must clarify such questions or escalate the issue to higher instances.



It is the duty of all recipients of the Code to support and encourage values and required conduct.

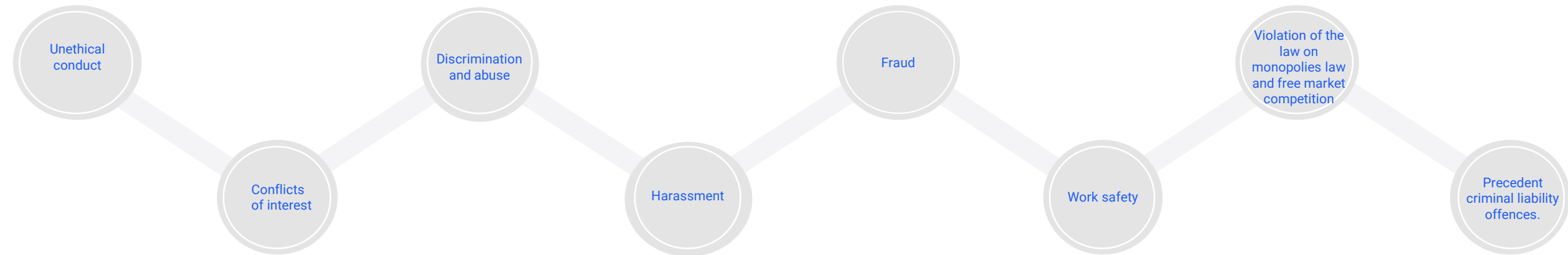


## VIII. Complaint Handling Procedure

The company has a Complaint Platform available on its website [www.sonda.com](http://www.sonda.com). Any person who has knowledge or suspicion of conduct that constitutes a violation of this Code shall have access to it in order to report it.

For these purposes, irregular or unlawful conduct to report infringements of the Code or the legal system are contemplated.

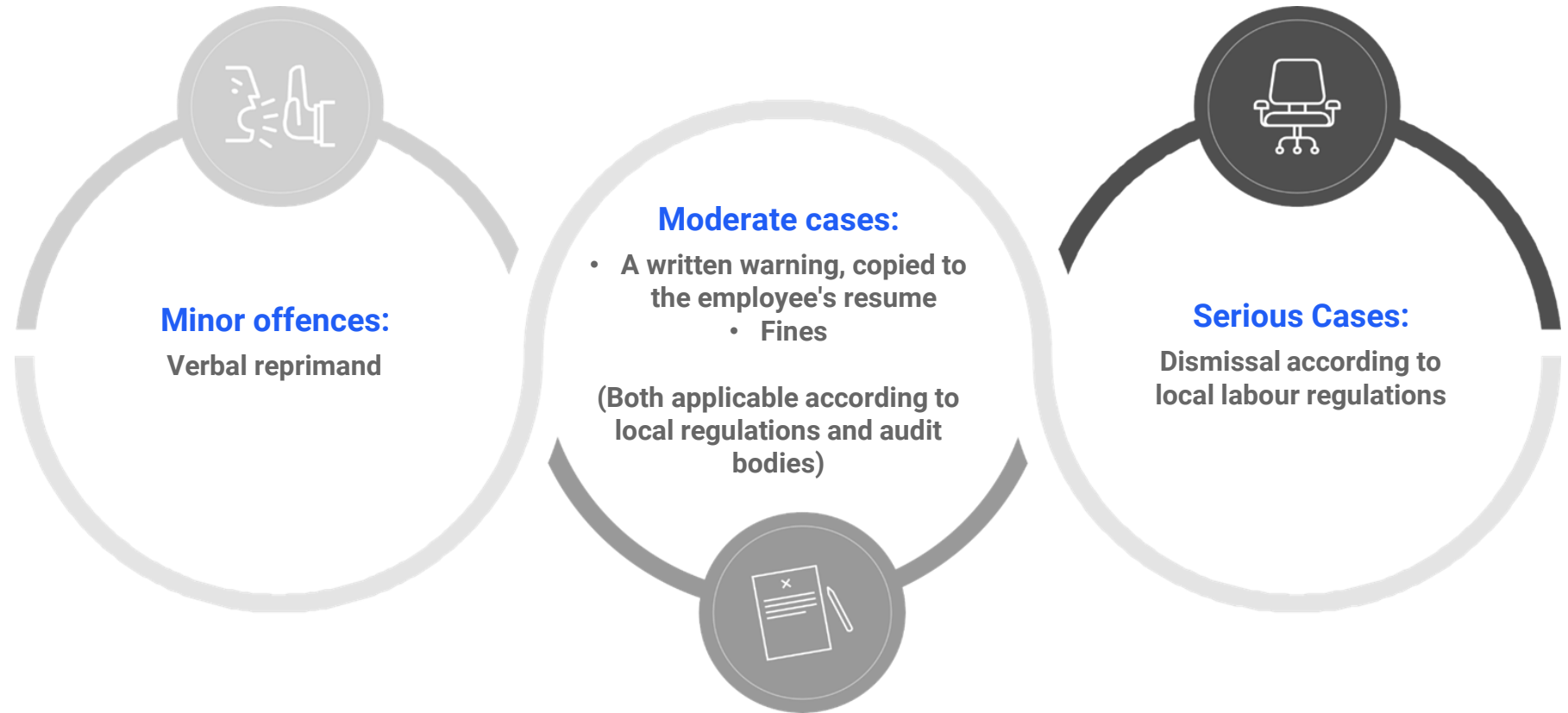
SONDA's reporting system guarantees and safeguards the absolute confidentiality of the information delivered as well as the identity of the whistleblower. It also ensures that anyone who makes a complaint in good faith won't be retaliated.



Collaborators and third parties are reminded that these acts can be reported at [www.sonda.com](http://www.sonda.com). At SONDA, we protect our corporate image and society.

## IX. Disciplinary Measures

The Corporative Committee of Ethics will decide on the applicable disciplinary measures according to the severity of the violation of the Code, using as reference:





**#SONDA**  
**#MakeltEasy**  
**#IAMSONDA**

VERSION	DESCRIPTION OF MODIFICATION	CREATED		APPROVED	
		RESPONSIBLE	DATE	RESPONSIBLE	DATE
3.0	The incorporation of "Use and data protection" and update of; gifts and invitations, criminal liability and conflict of interest definitions	Karen Liftman Valeria Salazar	mar-23	Mónica Varela José Orlandini	mar-23
2.1	Update of the Code	Karen Liftman Valeria Salazar	aug-21	Mónica Varela	aug-21
2.0	Update of the Code	Karen Liftman Valeria Salazar	jul-20	Mónica Varela	aug-20
1.0	First Version	Gustavo Larraín	aug-13	Rafael Osorio	aug-13