Integrated Report 2023

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Our purpose is to improve **people's quality of life,** by innovating and adding value **through technological solutions** that develop and **transform our customer's businesses.**

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Letter from the Chairman

Dear shareholders,

At the latest meeting with all SONDA's employees, I emphasized once again that I am optimistic about the future of the company and the enthusiasm generated by our achievements.

2023 was affected by wars in the Middle East and Eastern Europe, high inflation, global warming and slow growth in the world economy. 2024 also begins with several questions. This year there will be a record number of elections in 60 countries, including the USA, and conflicts and wars that are not likely to be resolved in the near term, while the economic situation in Latin America also looks uncomfortable.

However, my optimism is founded on the growth of our business and our performance. Digital transformation is not stopping. Even when economies are going through difficult times in some countries in the region, reports on IT services forecast tremendous dynamism and business growth in the foreseeable future.

SONDA's financial results for 2023 and growth in all our regions confirm the soundness of our strategy, our business and our team. Ours is a leading company in customized technological services development, where we create and integrate global technologies that deliver unique and innovative solutions that accelerate our customer's digital transformation.

Accordingly, the verticalization or specialization of our professionals by industry has played a vital role. The knowledge we currently possess of transportation, retail, smart cities, mining, healthcare and banking, to name a few industries, gives us a unique appeal. When combined with constant innovation, this means that we can develop highly competitive technological solutions that genuinely transform our customers' and people's quality of life.

We launched a new business line during 2023 called Digital Communications, which arose from the knowledge generated by recent projects, such as Infovía Digital in Brazil and Bosque Iluminado in Chile. We have an opportunity to become a significant player by providing integral solutions for next generation communications

"SONDA's financial results for 2023 and growth across all our regions confirm the soundness of our strategy, our business and our team."

José Orlandini Robert
Chairman

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systems that contribute to national development, organizational productivity and individual well-being.

Evidence can be found in our financial results for 2023. The company's consolidated operating revenue was Ch$ 1,300,158 million, equivalent to US$ 1,482 million. EBITDA was Ch$ 124,978 million, equivalent to US$ 143 million, and net income was Ch$ 38,151 million, equivalent to US$ 44 million. Operating revenue increased by 21.7% over the previous year in reporting currency, while EBITDA increased by 3.7%, and net income by 7.5%. Closed business totaled US$ 1,905 million, which represents growth of 12.3% compared to the previous year. The new business opportunities pipeline totaled US$ 4,836 million, which has confirmed our optimism for the coming years.

I must mention the positive collaboration with several startups over the past two years. Accordingly, we now have a robust ecosystem of more than 60 startups from all over the world, whose projects complement our solutions and verticals by industry, which gives us a complete and efficient service offer for our clients.

Another focus has been the development of our human resources. We currently employ over 14,000 people, who are trained and knowledgeable in many productive sectors. Our culture and talent strategy is fundamental to our business and will continue to be so during 2024, when we will be promoting diversity and retaining talented people. By the end of 2023, women comprise
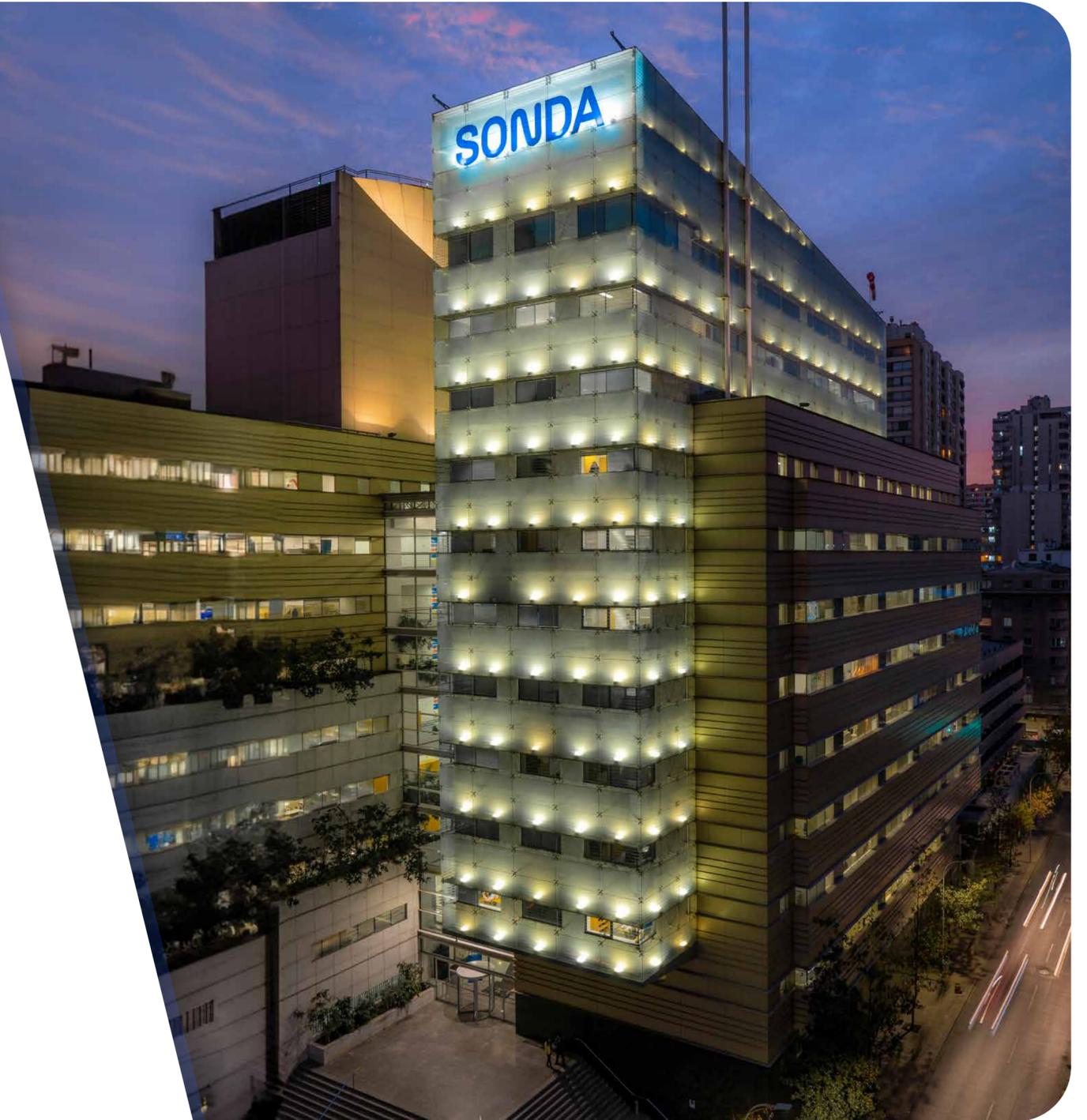
30% of our organization and although this percentage is similar to developed countries, we want to increase it further. Therefore, we have negotiated agreements with universities and academic institutions to recruit talented people, and to increase the number of women in STEM careers in the IT industry.

I would like to thank our employees, clients and shareholders, who have once again placed their trust in us and contributed to making SONDA a leader in digital transformation services worldwide. We will use technology to continue facilitating the sustainable development of organizations that place their trust in us year after year. We are committed to remaining a significant player in the development of innovative technological solutions that improve people's quality of life.

Yours sincerely,

José Orlandini Robert
Chairman

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We are SONDA

Our Purpose

"**Improve people's quality of life,** by innovating and adding value through technological solutions that develop and transform our customer's businesses."
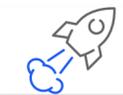
Our Values

Service vocation

Company of people

Agility

Positive attitude

Moderation

Our Code of Ethics includes respect for the United Nations Guiding Principles on Business and Human Rights.

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We are digital transformation leaders across the region and we impact the lives of more than 500 million people. We are a significant player in many emerging industries that have achieved transformation by implementing major modernization projects and innovative solutions

We employ over 14,800 people in 13 countries and we have implemented solutions all over the continent. We understand the challenges facing our region, and we have developed a broad portfolio of business solutions tailored to the principal industries.

SONDA began in Chile, expanded across Latin America, then the USA and more recently Canada. In line with our strategic plan for 2022 to 2024.

Canada
USA
Mexico
Guatemala
Costa Rica
Panama
Colombia
Ecuador
Brazil
Peru
Uruguay
Chile
Argentina

13
countries where we operate

+5,000
corporate clients have trusted us

+14,800
employees throughout the region and 11,300 of them are IT professionals

+650,000
users use our services

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Why SONDA?

Capacity
Comprehensive offer, independent integrator, technological expertise, experience.

Global vision
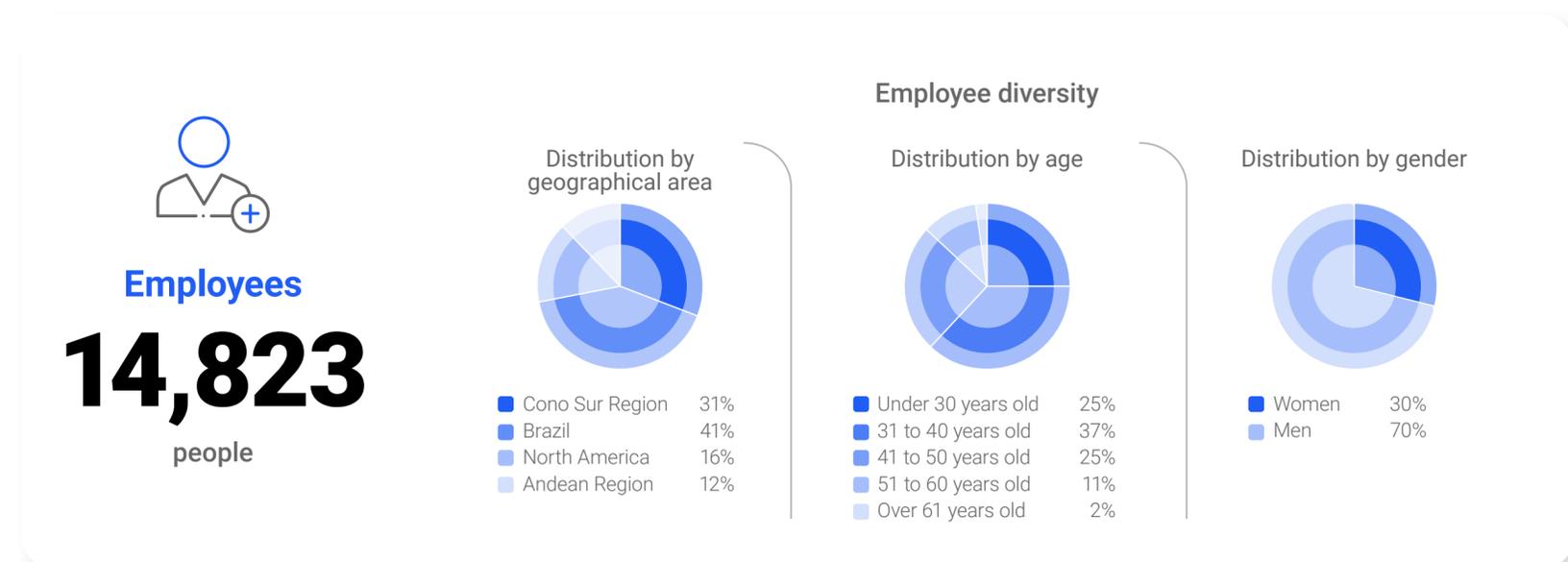Market knowledge, world-class services and extensive service network.

Commitment
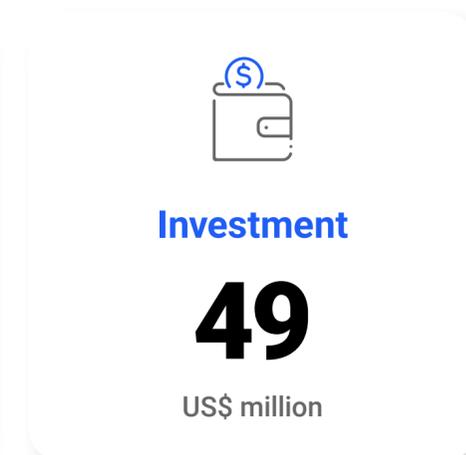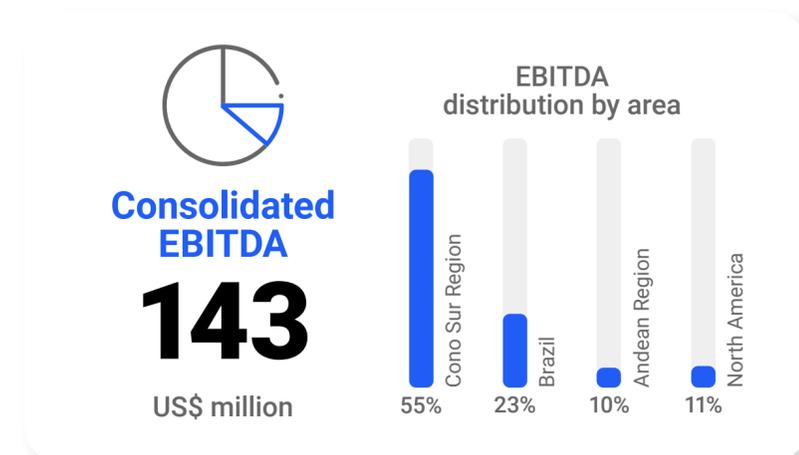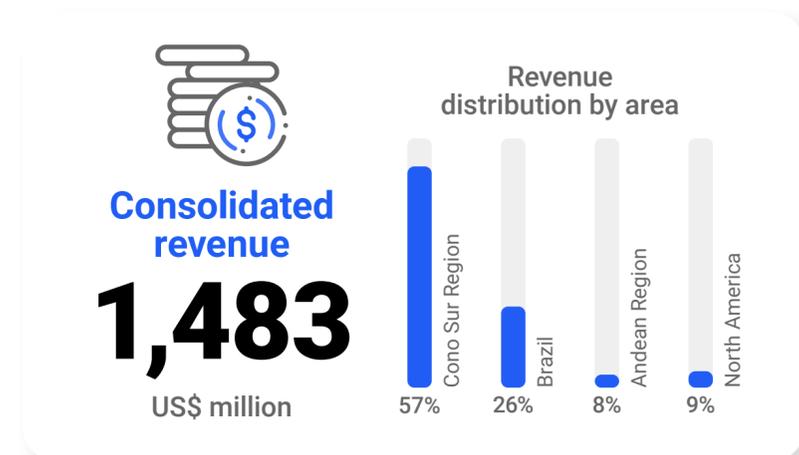Flexible, committed partner providing a rapid response.

Strength
Listed on the stock exchange, financial strength, corporate customers and long-term contracts.

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SONDA in figures for 2023

Consolidated revenue
1,483
US$ million

Revenue distribution by area
- Cono Sur Region 57%
- Brazil 26%
- Andean Region 8%
- North America 9%

Consolidated EBITDA
143
US$ million

EBITDA distribution by area
- Cono Sur Region 55%
- Brazil 23%
- Andean Region 10%
- North America 11%

Economic value generated
824
US$ million

Investment
49
US$ million

Market capitalization
381
US$ million

Employees
14,823
people

Employee diversity

Distribution by geographical area
- Cono Sur Region 31%
- Brazil 41%
- North America 16%
- Andean Region 12%

Distribution by age
- Under 30 years old 25%
- 31 to 40 years old 37%
- 41 to 50 years old 25%
- 51 to 60 years old 11%
- Over 61 years old 2%

Distribution by gender
- Women 30%
- Men 70%

SASB INDICATORS NCG 461 (8.2)
Activity Metrics

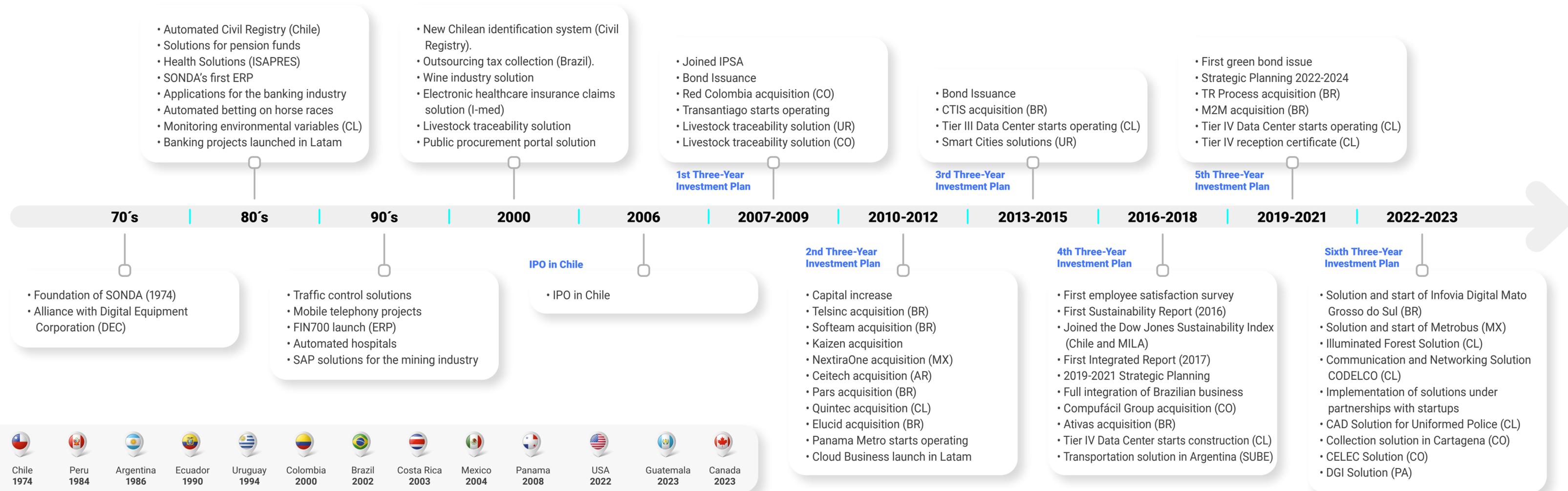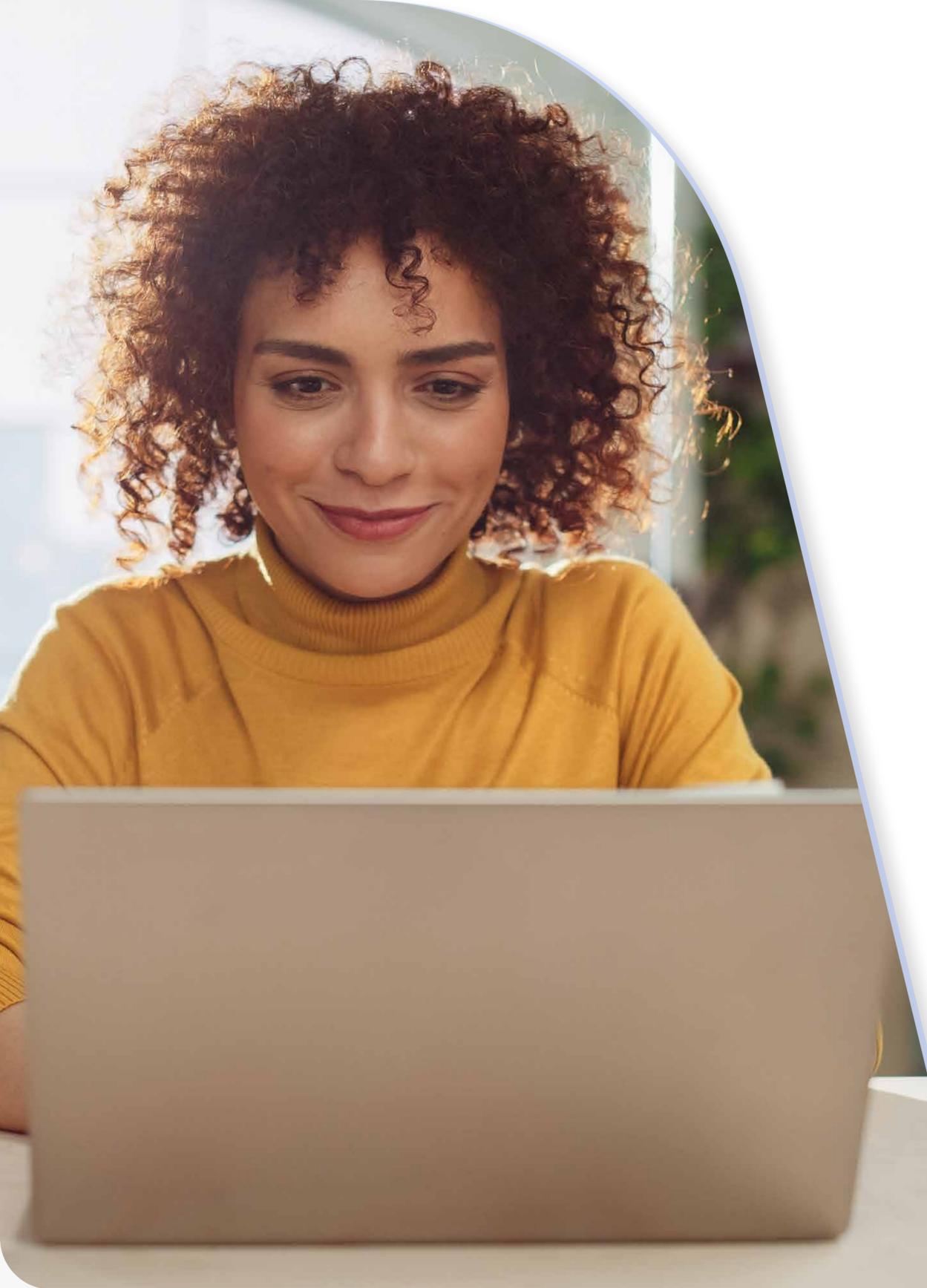| Code	Accounting parameters	Response
TC-SI- 000.A	Number of licenses or subscriptions	29,156 subscriptions to Microsoft 365, Salesforce and Success Factor
	Percentage of these subscriptions based in the cloud	All these subscriptions are based in the cloud
TC-SI- 000.B	Data processing capacity	996 racks
	Percentage subcontracted	It is outsourced in some countries, but less than 5% of the total
TC-SI- 000.C	Data storage volume	2.5 PB
	Percentage subcontracted	10% in a public cloud.

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A History of Growth

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At SONDA we have experienced many changes over the years, which have transformed the identity of our company and have quickly become reflected our nature, **as we are a technology company that constantly evolves and quickly adapts to each industry.** A better understanding why **SONDA is reaching a new stage in its development requires a reflection on the origins of our company.**

Timeline

70´s | 80´s | 90´s | 2000 | 2006 | 2007-2009 | 2010-2012 | 2013-2015 | 2016-2018 | 2019-2021 | 2022-2023

70´s (above)
- Automated Civil Registry (Chile)
- Solutions for pension funds
- Health Solutions (ISAPRES)
- SONDA's first ERP
- Applications for the banking industry
- Automated betting on horse races
- Monitoring environmental variables (CL)
- Banking projects launched in Latam

2000 (above)
- New Chilean identification system (Civil Registry).
- Outsourcing tax collection (Brazil).
- Wine industry solution
- Electronic healthcare insurance claims solution (I-med)
- Livestock traceability solution
- Public procurement portal solution

2007-2009 (above) — 1st Three-Year Investment Plan
- Joined IPSA
- Bond Issuance
- Red Colombia acquisition (CO)
- Transantiago starts operating
- Livestock traceability solution (UR)
- Livestock traceability solution (CO)

2013-2015 (above) — 3rd Three-Year Investment Plan
- Bond Issuance
- CTIS acquisition (BR)
- Tier III Data Center starts operating (CL)
- Smart Cities solutions (UR)

2019-2021 (above) — 5th Three-Year Investment Plan
- First green bond issue
- Strategic Planning 2022-2024
- TR Process acquisition (BR)
- M2M acquisition (BR)
- Tier IV Data Center starts operating (CL)
- Tier IV reception certificate (CL)

70´s (below)
- Foundation of SONDA (1974)
- Alliance with Digital Equipment Corporation (DEC)

80´s / 90´s (below)
- Traffic control solutions
- Mobile telephony projects
- FIN700 launch (ERP)
- Automated hospitals
- SAP solutions for the mining industry

2006 (below) — IPO in Chile
- IPO in Chile

2010-2012 (below) — 2nd Three-Year Investment Plan
- Capital increase
- Telsinc acquisition (BR)
- Softeam acquisition (BR)
- Kaizen acquisition
- NextiraOne acquisition (MX)
- Ceitech acquisition (AR)
- Pars acquisition (BR)
- Quintec acquisition (CL)
- Elucid acquisition (BR)
- Panama Metro starts operating
- Cloud Business launch in Latam

2016-2018 (below) — 4th Three-Year Investment Plan
- First employee satisfaction survey
- First Sustainability Report (2016)
- Joined the Dow Jones Sustainability Index (Chile and MILA)
- First Integrated Report (2017)
- 2019-2021 Strategic Planning
- Full integration of Brazilian business
- Compufácil Group acquisition (CO)
- Ativas acquisition (BR)
- Tier IV Data Center starts construction (CL)
- Transportation solution in Argentina (SUBE)

2022-2023 (below) — Sixth Three-Year Investment Plan
- Solution and start of Infovia Digital Mato Grosso do Sul (BR)
- Solution and start of Metrobus (MX)
- Illuminated Forest Solution (CL)
- Communication and Networking Solution CODELCO (CL)
- Implementation of solutions under partnerships with startups
- CAD Solution for Uniformed Police (CL)
- Collection solution in Cartagena (CO)
- CELEC Solution (CO)
- DGI Solution (PA)

Countries

| Chile 1974 | Peru 1984 | Argentina 1986 | Ecuador 1990 | Uruguay 1994 | Colombia 2000 | Brazil 2002 | Costa Rica 2003 | Mexico 2004 | Panama 2008 | USA 2022 | Guatemala 2023 | Canada 2023 |

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Achievements and Awards in 2023

IT Talent

In 2023, we were recognized by the **Women Economic Forum** for promoting female inclusion in the IT industry. **We strengthened our collaboration with PUC** through the "Academia Empresa" program and captured significant interest in the **Fresh Graduates program.** These achievements helped us to grow to **over 11,000 IT professionals** at SONDA. They testify to our commitment to talented people and diversity, and they reaffirm that people are our most valuable asset.

Automation and Digital Transformation

During 2023, we closed significant contracts in various industries. **We have contracts with CODELCO,** where we provide support and maintain communication networks and equipment for their mines. Also, with **Transcaribe for payment management and fleet control in Colombia,** with **Metrobus for initial operations in Mexico,** and with Infovía Digital for collaboration in Brazil.

Startup ecosystem growth

Our focus on adaptability, agility and innovation accelerates both our own transformation and our customer's. **Therefore, we are strengthening our startup ecosystem worldwide to jointly create innovative solutions** for our customer's multiple problems. **We currently have an ecosystem of over 60 startups in Europe, America, Israel and other countries,** with technological solutions, such as in **healthcare, retail and security.**

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Sustainability Awards

We were awarded significant recognition for our sustainability performance in 2023, particularly with regard to aspects such as environmental care, social commitments and excellent governance practices.

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

Dow Jones Sustainability Index (Chile and MILA)

We have been included in the Dow Jones Sustainability Index (DJSI) Chile and MILA for the seventh consecutive year, which ranks us among the companies with the best practices, in particular for our environmental care, social commitments and corporate governance.

Environment

REDUCE TU HUELLA Corporativo-Carbono

Carbon Footprint

We received recognition from the Panamanian Ministry of the Environment for the second consecutive year for successfully measuring and reporting our carbon footprint in Panama.

Social

santiago SMART CITY

Smart City - Santiago

SONDA was recognized in the "Private Leadership" category of the fifth Smart City Awards, which recognizes private sector companies with the vision and leadership to drive the development of Santiago as a smart city, and this was evidenced by the "Barrio Protegido" project that had been implemented in Las Condes, Santiago, Chile.

Governance

FGE Fundación Generación Empresarial

Commitment to integrity

We were recognized by Generación Empresarial Foundation for the second consecutive year for our commitment to integrity at the sixth Commitment to Integrity Awards. A record 104 organizations participated in this award.

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IBM Platinum Partner

At SONDA we have an alliance with IBM, who have placed us in the Platinum Business Partner category for the second consecutive year, which is the highest category in IBM's Partner Plus program.

Mining Innovation

SONDA received the "Technological Innovation Award" in the Excellent Supplier category in Peru. Our project uses advanced analytics and artificial intelligence to optimize mineral recovery and positions us at the forefront of mining innovation with a focus on mining 4.0.

Best Technology Website 2023

Our SONDA.com site received two international awards in two categories: Best Consulting Website and Best Technology Website 2023 in the XXI Internet Advertising Competition (IAC) by the Web Marketing Association, which reinforced the team's dedication to developing our main digital channel.

SAP at the Partner Kick Off Meeting (PKOM) 2023

Our subsidiary Quintec won the "SAP LAC South Partner Excellence Award" in the HXM Solutions from SAP category. This award recognizes SONDA as the partner with the highest sales in Human eXperience Management solutions in Latin America and the Southern Caribbean Region.

Business solutions

SONDA's Down to Earth and Pars were recognized at Autodesk's Strategic Partner Forum Latam 2023 in Mexico City. We continue striving for excellence and reaping awards in the Business Solutions vertical.

Top Distributor 2023

SONDA Ecuador received the prestigious award of "Top Distributor 2023" from Siglo 21, a leading technology wholesaler in Ecuador. This award was presented during an event that brought together Siglo 21's principal customers and celebrated the company's thirty-third anniversary in Ecuador.

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03 Strategy and Innovation

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Aspirations for 2024 and Dreams for 2030

NCG 461 (4.2)

We have contributed to technological development in the region for the past 49 years and supported our customers on their digital transformation journeys, by providing technological services that deliver innovative techniques and positively affect the development of organizations, the environment and society.

SONDA is characterized by innovation, agility and collaboration, and we are developing solutions for various industries. We provide specialized teams that work hand in hand with our customers to build the foundations for the organizations of the future. We are protagonists in the digital transformation of people, cities, companies and society, and we simplify and streamline the daily lives of those who put their trust in us.

Our Aspirations for 2024
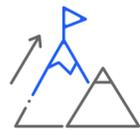
Regional leaders in digital transformation and priority verticals.

Digital, agile, innovative company, with excellent services and an attractive place to work.

Regional management strengthened by verticals, focused on our customers' businesses with a strong commercial culture.

High growth Digital Business model with customers in the USA.

Strong startup ecosystem integrated into SONDA's strategy.

Our Dreams for 2030

Recognized as a strategic partner that supports customers with their digital transformations.
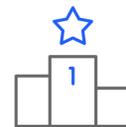
IT industry leader in innovative business solutions.

Agile, digital company providing excellent services.

An attractive, employee-centric working environment that attracts and retains technological talent.

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Leading digital transformation as a permanent challenge

During 2023, SONDA successfully navigated the challenges and seized the opportunities of the post-pandemic era, by achieving solid growth throughout the region, especially in Brazil. Our vertical organization has been driven by the vision of leading a highly competitive industry and always staying close to our clients, to support them in a highly effective manner in their digital transformation processes.

We closed 2023 with record operating revenues of over US$ 1.45 billion and significant closed businesses in several countries across the region. Our employees have played a fundamental role in this achievement. We are proud to have over 14,800 employees and over 11,300 highly committed IT engineers who are driving our growth. We have developed a startup ecosystem that keeps SONDA at the forefront of projects in various sectors, such as mining, agriculture and finance, with a focus on operational efficiencies.

We have strengthened our Smart City & Mobility vertical and started operating in Mexico and Colombia, which positions us as regional mobility leaders. We have started operating the Infovía Digital project, which aims to improve connectivity in Mato Grosso do Sul state, Brazil. This reflects our ability to expand and adapt to new markets and reflects our commitment to regional growth and diversification.

During 2023, generative artificial intelligence burst onto the world stage. We have invested in this technology to make a tangible impact on our customers' operational efficiencies.

2023 also suffered from a significant increase in cyber-attacks worldwide. These incidents have become very significant risks for several industries. Therefore, SONDA is constantly evolving, and we have significantly increased our cyber-security services that help our customers to minimize this risk.

Digital transformation will not stop in 2024. It will continue to impact all sectors and drive organizations to adopt new technologies at an accelerated pace. SONDA has all the abilities to deliver innovative and disruptive technological solutions that enhance competitiveness and efficiency.

We will continue to lead IT industry growth. All estimates suggest that this growth will remain at very attractive rates over the next years. At SONDA we will seize opportunities. We will expand our presence and strengthen our commitment to excellence and innovation. We have proven once again that technology not only generates positive impacts in countries, companies and institutions, but also in people's life. With a customer-centric and business approach, in technological integration and human talent, we will continue working to be a contribution in all the regions where we operate.

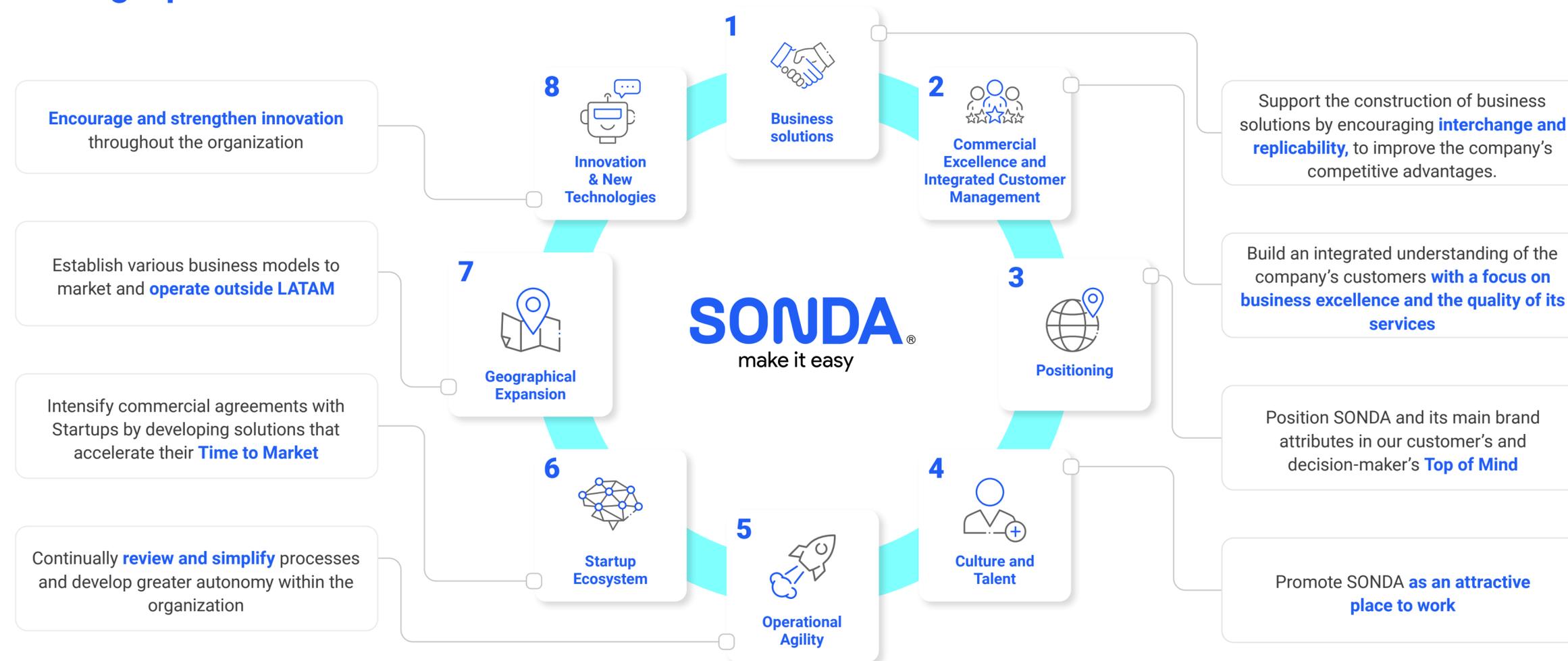**Luis Alberto de la Cruz**
Corporate Chief Executive Officer SONDA

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Strategic Vision 2022 - 2024

NCG 461 (4.2)

Our Strategic Plan will make the changes required for us to address and successfully overcome the challenges presented by digital transformation. We will focus on becoming a strategic partner for our customers, by supporting and improving their business transformation. This involves eight strategic pillars.

Strategic pillars

8 Innovation & New Technologies

Encourage and strengthen innovation throughout the organization

7 Geographical Expansion

Establish various business models to market and **operate outside LATAM**

Intensify commercial agreements with Startups by developing solutions that accelerate their **Time to Market**

6 Startup Ecosystem

Continually **review and simplify** processes and develop greater autonomy within the organization

5 Operational Agility

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1 Business solutions

2 Commercial Excellence and Integrated Customer Management

3 Positioning

4 Culture and Talent

Support the construction of business solutions by encouraging **interchange and replicability,** to improve the company's competitive advantages.

Build an integrated understanding of the company's customers **with a focus on business excellence and the quality of its services**

Position SONDA and its main brand attributes in our customer's and decision-maker's **Top of Mind**

Promote SONDA **as an attractive place to work**

Today more than ever, innovation has become the driving force that provides our customers and society with technological solutions with social and environmental benefits that improve people's well-being. We understand this technology, as it forms the very essence of our business and plays a central role in achieving many of the United Nations Sustainable Development Goals. *(Further information can be found in the chapter on Solutions that contribute to the UN SDGs, on page 37).*

Management systems and certificates safeguard the sustainability of our business, which govern aspects as important as the quality of customer services and SONDA's operating standards in healthcare, safety, the environment, business continuity, ethical practices, compliance, data protection, data privacy and security and other aspects. *(Further information can be found in the chapter on Customer satisfaction, quality and service continuity, on page 31).*

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Verticalization

At SONDA, we have adopted verticalization as a path towards specialization and solutions that focus on our customers' businesses. We have eight verticals that understand the challenges and characteristics of each industry. They channel our resources and abilities into producing services that can anticipate our customers' requirements and be easily replicated in every country. We have three universal business units whose objective is to provide our customers with an integral, end-to- end service, which satisfies both the business and our customer's technological requirements. Finally, we have corporate structures - Startup Ecosystem and Innovation and Large Projects Corporate Management - which complement our services and help us to co-create innovative solutions, accelerate our own and our customer's transformations and to win large-scale integration contracts.

Verticalization is how we reach our customers

Digital Business
- Digital Software Factory
- Data and Advanced Analytics
- Digital Architecture
- Digital Channels & Tech Consulting
- Vertical Solutions

Digital Services
- Platform Services
- Cloud & Data Center
- Cyber-Security
- Workplace Services

Digital Communications
- High Uptime IT & OT Networks
- Collaborative Hybrid Work
- Network Transformation Services
- Integrated Outsourced Communications

Verticals:
- Smart Cities & Mobility
- Retail and Commerce
- Banking and Insurance
- Healthcare
- Public Sector
- Mining, Education, Agribusiness and Manufacturing
- Business solutions
- Utilities

Startup Ecosystem and Innovation

Large Projects Corporate Strategy

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SONDA strengthens its regional leadership in transport and smart city solutions

This year, smart cities catalyzed sustainable development and quality of life for their residents. Connected infrastructure and advanced technologies generated many innovative solutions for traffic management, energy efficiency, public safety and the general quality of life of millions of people.

The concept of smart cities is no longer a futuristic vision but a palpable reality. The way we live, work and travel are evolving. This move towards smarter urban environments has not only captured the imagination but has generated a myriad of unprecedented opportunities to provide solutions that streamline processes in a sustainable and efficient manner. 2023 has been a remarkable chapter in the history of our vertical, with sustained growth that in recent years has been above double-digits and been replicated throughout the region.

Over the past twelve months, we have overcome obstacles, capitalized on opportunities and strengthened our commitment to excellence in every aspect of our business.

We have experienced robust commercial growth that has surpassed previous years. Our ability to identify markets and adapt to demand has been vital, and we have raised our profile by completing major projects. For example, smart ticketing, intelligent fleet management, video analytics, public safety and road supervision. We have successfully implemented these solutions in Mexico, Colombia and Costa Rica, and strengthened our market share by attracting new customers and consolidating our services in Chile, Panama, Brazil, Argentina and Uruguay.

We are driven to evolve, learn from our experiences and adapt to a constantly changing environment. We laid the foundations for a promising future during 2023 and we will overcome the challenges that lie ahead with determination and vision, as the heart of our success lies in committed teams that exceed the highest expectations.

We see a future full of opportunities in smart cities, where technological innovation and a growing awareness of sustainability will drive the development of transformative projects, which will create a climate conducive to business growth and significantly improve our cities and the quality of life of their residents.

Jaime Bueso
Smart Cities & Mobility VP

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Organization by Clusters

The cluster organization created in 2022 continued in 2023, under the search for business autonomy, efficiency and agility. We are proud to announce that Guatemalan and Canadian subsidiaries have been opened in the North American region to strengthen our presence there.
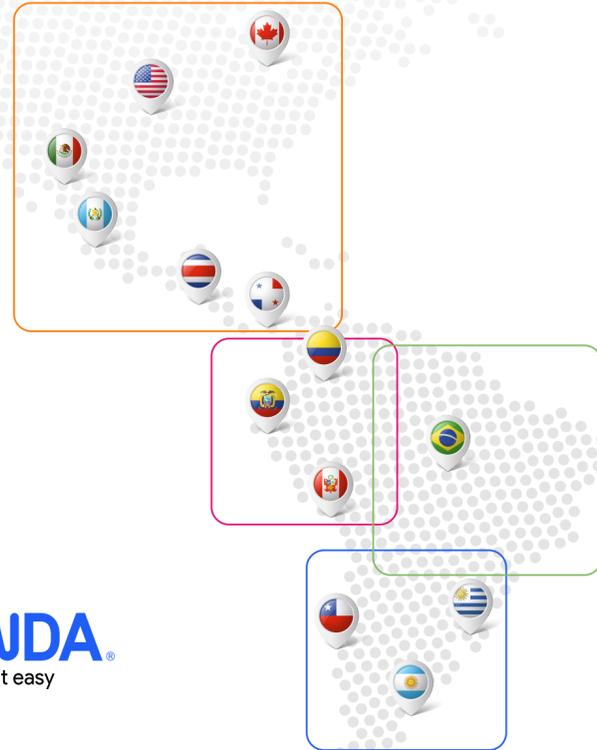
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🅽 **North America**
USA, Canada, Mexico, Costa Rica, Guatemala and Panama

🅽 **Brazil**

🅽 **Andean Region**
Colombia, Peru and Ecuador

🅽 **Cono Sur Region**
Chile, Argentina and Uruguay

Time horizons

NCG 461 (4.1)

The company has developed a medium-term strategic perspective since its IPO in 2006. Every three years, it prepares a Strategic Plan that results in a three-year investment plan. *(See page 17).*

The latest Strategic Plan for 2022-2024 was presented to the market on Investor Day 2022.

Short-term: Under 1 year
Medium-term: 1 to 3 years
Long-term: Over 3 years

Investment plans

NCG 461 (4.3)

The Strategic Plan for 2022-2024 includes estimated investments of USD 340 million for these three years, which depend on closing large medium-term integration contracts. Total investment in 2022 and 2023 was USD 120.2 million, which has been financed with the company's own resources and bank borrowings.

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During 2023, SONDA Brazil will focus on creating integrated solutions with the objective of driving digital transformation in our customers' businesses, and promoting traditional projects, such as Data Centers, Platforms and Applications. This will elevate our commitment to help our customers overcome their business challenges.

We will accelerate the Digital Communications business. This division was created at the end of 2023 to deliver the Infovia Digital project. This is a Public-Private Partnership (PPP) between SONDA Brazil and the government of Mato Grosso do Sul, which will directly benefit more than 2.7 million people, improve digital inclusion for residents and develop the region economically. The project provides the foundations for tackling significant state challenges in healthcare, education and public safety. It will help the state to receive private sector investments.

Our vision is to replicate this solution in other Brazilian states and in other countries, given its impact. This will help us to achieve a prominent position in the telecommunications business throughout the region over the next few years.

These strategic advances have had a positive impact on our financial results for 2023. SONDA Brazil achieved 27% growth in operating revenue, which surpassed IT domestic market growth of 15%. We also achieved a significant increase in EBITDA of 40% compared to the previous year.

These figures emphasize our potential in Brazil and ratify SONDA's desire to increase the contribution from this business.

SONDA Brazil grew impressively, as business closed totaled US$ 600 million, where 9% was from new clients, which opens up opportunities for us to explore our portfolio of services with these customers.

By 2024, we aim to have a dynamic business closed portfolio, which will improve our financial results. We will focus on the retail, banking & insurance, healthcare and multi-industry sectors. We will accelerate the use of Artificial Intelligence in our services and our processes, and drive innovation in our solutions.

We aim to improve our penetration of those market segments with greater growth potential and "Agribusiness". This sector is forecast to receive federal government investments of approximately US$ 72 billion in modernization and technological innovation programs during 2023/2024.

I am convinced that we have ample room to grow, due to Brazil's prominence in the Latin American region by its market size, business potential and GDP.

Looking ahead, our vision is to broaden our exposure and become widely recognized as a company that applies technology to transform businesses and people's lives.

Ricardo Scheffer
General Manager, Brazil

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Innovation and Excellence
that Serves Customers

Our value proposition is to lead regional digital transformation and help public and private organizations to improve their businesses and deal with their challenges.

SONDA Innova

We look to the future by using innovation to develop solutions that use the latest technological trends, to make a genuine impact on people and contribute to a sustainable society.

Our focus on innovation: Technologies that impact sustainability

Technologies

Technological innovations are changing how we relate to each other. The technological revolution is unceasing, and we have practically achieved an interconnected world.

Impact

Everything we do has an impact on our environment, and we aim to make a positive impact that contributes to improving society.

Sustainability

Development requires balance. Humanity must find a balance between growth, environmental care and social welfare.

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The Value of Innovation, case studies

SONDA wants to know what is valuable for each person. Therefore, we provide a range of benefits that meet the requirements of our employees.

Big Data
We process data that prepares statistics and supports decisions involving Monetary and Financial Policy at the Chilean Central Bank.

Border Control
We optimize border infrastructure, administrative stations and process automation, to simplify customs procedures in El Salvador, which reduces service times.

Blockchain
We fully monitor batches of animals in Brazil using the Blockchain.

Further case studies that impact sustainability can be found in the section Solutions that contribute to the SDGs, at

SONDA Startups ecosystem

SONDA encourages good ideas and opens doors to jointly create solutions that efficiently respond to the challenges of markets that change every day. This requires collaboration between large companies and startups, which can form an ecosystem based on adaptability, agility and innovation that accelerates our own and our customer's transformations.

The emergence of startups as vehicles for innovation and growth has taken center stage in a digitalized world where adaptability has become vital for business survival. It is important to include agile companies with disruptive value proposals that view technology as a sustainability enabler, if we want to maximize customer satisfaction.

+60 Over 60 Startups have already joined our ecosystem They have helped us to co-create innovative solutions that resolve the multiple challenges facing our customers across the region.

The value for startups
- Business **acceleration and growth.**
- Sales force of over **400 professionals** at SONDA.
- Support from the leading **technology partner** in digital transformation in the region.
- Ability to **finance large projects,** so they can focus on the growth, scalability and profitability of their business.

The value for SONDA
- **Add value** for our customers through co-creation.
- Rapid **scalability** and replicability.
- **Attract** knowledge, talent, culture and leadership to SONDA.

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We were developing a robust Startup Ecosystem during 2023 that can respond to our customers' requirements in every aspect of their business. We added **11 startups** where most of them intensively use Artificial Intelligence.

We help to develop our customers' businesses with specific projects, such as the following.
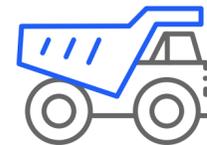
VSAAS: Ore Granulometry

We helped an important mining company in Peru with our video analytics solutions and mining AI algorithms that controlled loading and granulometric analysis of ore. Consequently, we reached the finals of the PERUMIN Hub: Innovative projects that take off. Furthermore, we were recognized as "Supplier of Excellence" by the National Society of Mining, Petroleum and Energy, because of our AI solutions.

ANTAH: Insurance Management and Marketing Solution

We supplied an integrated solution to manage and sell automobile insurance on a large-scale in Mexico, for a leading global finance company. Our contribution ensures that they can focus on their core business, which releases them from resolving technological problems and makes it easier for them to efficiently and personally serve their customers. This solution required close collaboration with a partner Antaah and its innovative EDAR solution.

CROPX: Water Sustainability

We aim to sustainably manage the water used by potato farms for PEPSICO in Peru, using the Internet of Things. We proposed an irrigation plan and monitored the crop, the nutrients and the weather

Our focus in 2024 will be on market challenges, to develop our ecosystem.

- **Self-service solutions** for Retail, Banking and Healthcare.
- **Autonomous business solutions** for Mining, Communications and Cyber-security.

- **Telemedicine**
- **Using generative artificial intelligence** to increase efficiency in the technology industry.

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Collaboration and innovation that serves our clients

The ever-changing corporate scenario has driven companies to make innovation a fundamental pillar of their strategy.

SONDA fully understands this idea. We believe that innovation requires going beyond simply implementing the latest technology or creating solutions. It requires understanding our customers' requirements in a constantly changing environment, then developing customized solutions that guide them towards digitization and adding value to their business.

Our innovation strategy is based on collaboration between our teams and our strategic partners. This synergy develops agile solutions that adapt to the requirements and rhythms of our customers. However, building a true innovation culture is a challenge. We are exploring initiatives that stimulates the participation of our employees, inspires them to propose innovative projects and adopt an innovative mindset every day.

Our commitment to innovation has led us to collaborate closely with third parties, startups and agents of the innovation ecosystem, thus generating synergies that enrich our services and accelerate time to market. This strategy has helped us to respond quickly to our customers' challenges, while strengthening our position in the market as a provider of value-added solutions.

We have now formed strategic alliances with more than sixty partners within our ecosystem. We provide a wide range of solutions in several countries and sectors ranging from finance and logistics to specific solutions for industries such as mining, agriculture, banking and healthcare. This collaboration has generated a pipeline of opportunities totaling US$ 40 million, with business closed totaling US$ 8 million.

Looking ahead, our vision involves strengthening these relationships and driving innovation in our internal processes and our business solutions. We are aware that this is a continuous process, so we are exploring opportunities for our customers. We are already addressing the growing demand for self-service solutions in various industries, and for current services to adopt the latest technologies.

For example, generative artificial intelligence is an emerging trend, although its integration poses challenges and concerns. However, we believe that the true potential of this technology lies in helping people to resolve today's major problems, such as combating digital fraud and reducing public health waiting lists.

Our innovation projects are driven by our partners and our talented employees, and this keeps us agile so that we can respond quickly to market demands. We are committed to exploring new frontiers, generating value for our customers and contributing to the development of sustainable communities.

Juan Aristizabal
SONDA Digital Services VP

Catalina Barra
Alliances Consultant

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Alliances with leading technology companies and innovation centers

We see ourselves as part of an ecosystem of technologies, innovation and experiences, formed of global partners, startups, niche companies, universities and innovation centers. This helps us to understand a constantly changing environment and to quickly adapt and design technological solutions for our customer's multiple challenges.

Global partners	Niche Companies			Innovation centers and universities
• Adobe • Apple • Aptos • Aruba • Autodesk • AWS • Cisco • Citrix • Dell • Epson • Finastra • Fortinet • Furukawa • Genexus • GoldConnect • Google • HPE – Hewlett Packard Enterprise • HP Inc. -Hewlett Packard Inc. • Huawei • IBM • Inuvika • Lenovo • Lexmark • LG • McAfee • Microsoft • NetApp • Nokia • Oracle • Red Hat • Ricoh • Samsung • SAP • SAS • Veritas • VMware	• Alhua • Alpha Graphics • Aparko • Aptos • Automation Anywhere • Axis • Bip • Bitka • Blueprism • Catena • Centry • Cloudera • Cowmed • Diebol Nixdorf • Doble • Entelgy • Fico • Flir • Formax • Genesys • Giro • Gunnebo	• Hanwha • Hikvision • Magemaker • Infometters • Iris • Jenoptik • Kofax • Kore • Leonardo • Lexcon • Litemax • Liveperson • Logra • Mix • Multivende • Nebula • Neural Labs • OSI • Precifica • Qualis • Rocca • Salesfloor • SAS	• Skyfii • Socius • Streamax • Tecnocal • TSoft • Tyco • Ui Path • Virtec • Vitronic • Waysion • Wolpac	• Innova 360 • Universidad Univille, Brazil • Universidad Tecnológica de Panama • Centrum Católica, Peru • Cibertec, Peru • ISIL, Peru • Universidad el Bosque, Colombia • Politécnico Universal, Colombia •. Servicio Nacional de Aprendizaje, Colombia

Special Events

Safe City Tech Challenge

Safe City Tech Challenge is a collaborative initiative with the School of Engineering at the Pontificia Universidad Católica de Chile (PUC), where we invite undergraduate students to create solutions using advanced technologies that improve the safety for citizens. The winning project from the first challenge was the SafeNet solution, which is software that uses artificial intelligence to identify drug trafficking networks on social networks.

Cutting-edge technology talks

We arranged initiatives to discuss emerging digital transformation issues, share best practice and promote innovation. These include SONDA Talks, Innovation Room meetings, Pitch Days, IT webinars, and a series of discussions led by technology specialists.

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We have developed a model that unifies the "Customer Life Cycle" and combines commercial excellence with integrated customer management, to provide customers with solutions that resolve their transformation or efficiency requirements and leads them to success. This is reflected by our increasing share of the Digital Business market.

As commercial excellence and integrated customer management are strategic aspects of our business plan for 2022 - 2024, we submit a monthly report to our Board of Directors with management and productivity indicators for commercial excellence and integrated customer management, and every two months we present progress with these aspects of our plan. This presentation involves inviting a customer to present their experience and an evaluation, which is attended by senior management from SONDA's verticals and business units.

Integrated Customer Management and Business Excellence

It´s time for client's and people experience. Understanding the challenges facing industries also means understanding the behavior of people and markets, which helps us to develop solutions and services that generate value, and drive new business strategies. We are committed to developing an integral understanding of our customer's during 2024, by focusing on both the commercial and quality aspects of our services.

This requires the following priorities:

Consolidating integrated customer management and commercial excellence, by uniting the teams that deliver services with commercial teams.

Expanding the integrated customer management model.

Achieving excellence among business teams.

Increasing business for Verticals and Digital Business.

Measuring business management and productivity.

Benefits for customers

Support dealing with business challenges
Sharing similar experiences within the industry or at other customers.

Flexibility
Quick and organized resolution of requirements and conflicts, with a commercial and service vision.

Environment of trust for decision-making
A close and willing team with a proactive and leadership profile.

Voice of the Customer

Support dealing with structural changes
Sharing our experiences in organizational strategy, planning, control and support.

Reliable and timely response
The organization's leaders monitor each challenge.

Stability and continuity in service delivery
By carefully understanding the customer's business and complying with our contractual commitments.

"Voice of the Customer": Comments extracted from the corporate NPS process

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There are eight facets to our integral customer management model. We have implemented this model for 50 customers that represent 80% of the company's revenue in each country, plus several regional customers. We have also applied it to our business verticals, which has involved a cultural change within our company and we have introduced indicators that monitor employee compliance with the model and its impact on SONDA's strategic objectives.

Integral Customer Management has proven to be a differentiating factor in the expectations of our customers for the fourth consecutive year, as seen in our NPS results, where the result for 50 customers in 2023 indicated that **40% were promoters, which is an 8% improvement over the previous year.**

Integrated Customer Management

Integrated customer management aims to meet all the customer requirements using a 360° approach, which involves all the organization's teams, from senior management, business departments, IT management and operation, to areas of interest, support and engagement.

Integrated management for each SONDA customer is assigned to one person, who interacts with every company department in each country. They coordinate the response to every requirement, which covers any commercial, financial or contractual requirement, and they manage the services required and customer satisfaction.

Managing individual requirements in each country can be difficult when corporate customers operate in many countries across the region, which gives SONDA's services a differentiating advantage. Accordingly, we can provide a better service, and better understand their challenges, gaps and requirements. We incorporate integral customer management with the expertise of SONDA teams in industry verticals.

During 2023, we participated in forums and events that brought together various industries, which extended our understanding of their particular requirements, generated networking opportunities and demonstrated the potential of SONDA as a technology partner.

Integral Customer Management and Engagement Model

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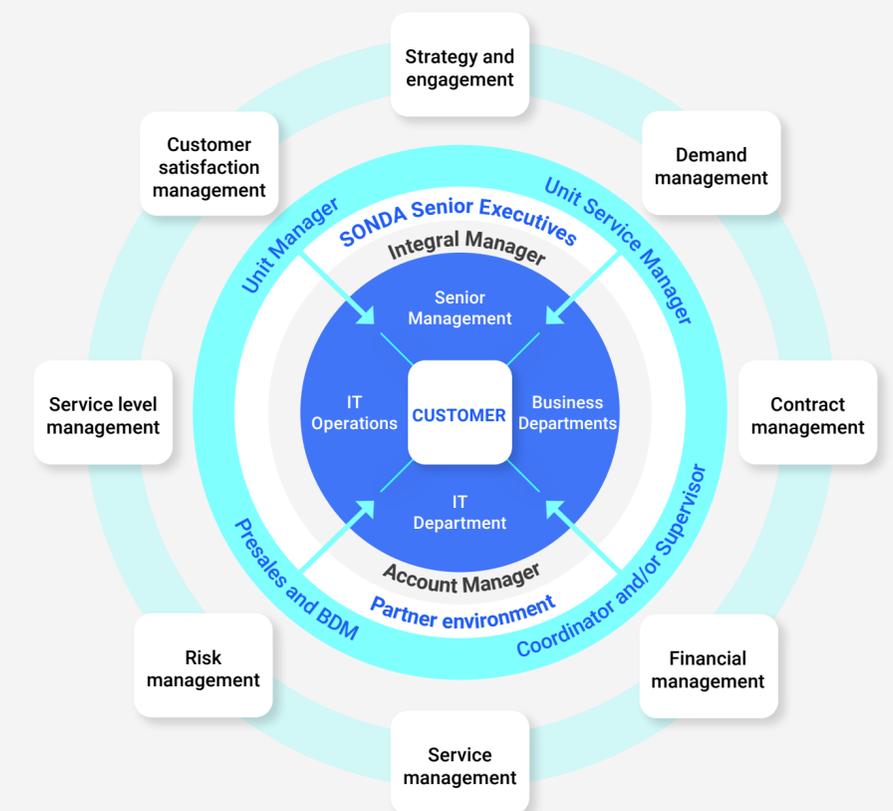
Business Excellence

The commercial excellence model emerged as a natural complement to service management, and it aims to develop consultative commercial management that supports customers during their growth and transformation. It encourages flexibility, adaptability and sustainability when managing business challenges, technological changes and regulatory, social and environmental requirements. It focuses on establishing a commercial culture and improving sales volumes and quality.

Accordingly, it is essential that all SONDA employees feel part of commercial excellence, so we are providing them with simple methods to integrate the model into their daily practices, such as the +Sales or Keep Selling Program. *(See page 59)*. We have also strengthened our commercial teams, so they can provide consultancy services to our customers. We have developed corporate tools and policies that form a framework that supports commercial management, and implemented management, productivity and risk control practices, using data intelligence to effectively achieve our objectives.

We have had a Commercial Committee since 2022, which has been essential for improving compliance with the model and for detecting and channeling concerns and suggestions for continuous improvement.

This committee is comprised of executives from every country and every business vertical. It meets fortnightly and its purpose is to propose commercial excellence practices, then to develop them and lead their implementation. This structure has created group-wide discussions where excellence brings us together and unifies us in the pursuit of one goal, by considering commercial concerns and practice proposals from teams throughout SONDA.

Customer Satisfaction

Customer satisfaction is measured using the Net Promoter Score (NPS). The first step is an annual survey of our service partners in each country. The NPS indicator reflects the customer's perception of the quality of our services, which is closely linked to integrated customer management and the commercial excellence model. We use the Global Risk Compliance (GRC) platform to analyze complaints and prepare action plans that improve the experience of "detractors", and then monitor and audit these plans.

Commercial Excellence Model

Commercial Excellence

Sales Culture
We all sell and we live for our customers.

Sell More
Increase valuable business, focusing on Digital Business and Vertical Solutions.

Sell Better
Improve sales quality through excellence.

Customer experience and service quality	
	2023
Net Promoter Score (NPS)	39
Complaints rate Number of complaints compared to total service orders (SO)	0.04%
Service quality Percentage compliance with dropout rates at help desks	93.9%

Sustainability, Quality and Service Continuity

We have implemented various systems and been awarded various certificates that safeguard important aspects of our management systems, such as customer service quality and SONDA's operating standards that cover occupational health and safety, the environment, business continuity, ethical practices, compliance, data protection, privacy and information security.

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Management systems and certificates

SONDA's Integrated Management System (IMS) brings together three regulatory standards, which are ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. Good quality practices in ISO 9001 aim to satisfy customers, and to efficiently and productively use our resources. Good environmental practices in ISO 14001 aim to manage environmental impacts and risks, while good occupational health and safety practices in ISO 45001 aim to eliminate hazards and avoid accidents.

Furthermore, some of our customers and partners require us to comply with their policies on matters related to ethics, crime prevention, and labor and environmental protection.

Certificaciones por ámbito

Quality	The environment	Occupational health and safety	Service management, systems development and operation
ISO 9001	ISO 14001	ISO 45001	ISO 20000-1 CMMI v2.0

Data security, privacy and incident response	Business continuity	Ethics and compliance	Internal control reports
ISO 27001 ISO 27017 ISO 27018 ISO 27701 FIRST MEMBERSHIP	ISO 22301 Business continuity management system.	ISO 37001 ISO 19600	AT 320 AT 205 ISAE 3402

Certificate table for 2023 (Oct 17, 2023)

Geographical group	Southern Cone			Andean			North America				Brazil
Country	Chile	Argentina	Uruguay	Colombia	Ecuador	Peru	Costa Rica	Mexico	Panama	USA	Brazil
ISO 20000-1	Certified	Certified	Certified	Certified	Certified	Certified	Being certified	Certified	Being certified	To be programed	Certified
ISO 27001	Certified	To be programed	Certified	Certified	Being certified	Certified	To be programed	Certified	To be programed	To be programed	Certified
ISO 27017 / ISO 27018	Being certified	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	Certified
ISO 22301	Certified	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed
Continuity Plan	Certified	PNC Implementation	PNC Implementation	PNC Implementation	PNC Implementation	PNC Implementation	Being certified	PNC Implementation	Being certified	To be programed	PNC Implementation
ISO 9001	Certified	Certified	Certified	Certified	Certified	Certified	Certified	Certified	Certified	To be programed	Certified
ISO 14001	Certified	To be programed	To be programed	Certified	Certified	Certified	To be programed	Certified	To be programed	To be programed	Certified
ISO 45001	Certified	To be programed	To be programed	Certified	Certified	Certified	Certified	To be programed	To be programed	To be programed	Certified
ISO 37001	Being certified	To be programed	Being certified	To be programed	Being certified	Certified	To be programed	To be programed	Being certified	To be programed	Being certified
HDI Support Center											Certified
RGPD (ISO 27701)	Being certified	To be programed	To be programed	To be programed	Being certified	To be programed	To be programed	To be programed	Being certified	To be programed	To be programed
CISCO Resale Gold	Certified	Certified	Certified	Certified	Certified	Certified	Certified	Certified	Certified	To be programed	Certified
CMMi 3/v2	Certified			To be programed						To be programed	To be programed
AT320/ AT205/ ISAE 3402	Certified									To be programed	Certified
TIER III (DCC)	Certified										Certified
FIRST MEMBERSHIP	Certified	To be programed	To be programed	Certified	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed	To be programed

Certified ▇ PNC Implementation ▇ Being certified ▇ To be programed ▇

Glossary

- ISO 20000-1: Service management system.
- ISO 27001: Data protection system.
- ISO 27017: Data protection controls for cloud services.
- ISO 27018 Code of practice to protect Personally Identifiable Information (PII) in public clouds.
- ISO 22301: Business continuity management system.
- ISO 9001: Quality management system.
- ISO 14001: Environmental management system
- ISO 45001: Occupational health and safety management system
- ISO 37001: Anti-bribery system
- ISO 19600: Compliance management system
- ISO 27701: Data privacy management system

- CISCO Resale Gold: Cisco's lifecycle services framework for delivering solutions to customers.
- Capability Maturity Model Integration (CMMI): A model that evaluates and improves processes that develop, maintain and operate software systems.
- AT 320: used to report a service organization's controls governing user entities' internal controls over their financial reporting.
- AT 205: independent report on the organization's internal control structure.
- ISAE 3402: International Standard on Assurance Engagements. Assurance reports on controls at a service organization.
- FIRST Membership: Forum of Incident Response and Security Teams (FIRST), a global forum for incident response and security teams.

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Service continuity

A key aspect of our business is to ensure the continuity of our customers' technological systems, since a failure can impact sensitive issues, such as their service delivery, financial transactions, billing or IT system security.

Our Continuity Policy, Business Continuity Plan (BCP), and Service Management System certification based on ISO 20000-1, guarantee continuity for the services we provide to our customers and minimize downtime. Compliance with the BCP is continuously monitored. Tests are performed to detect potential failures and we continually train our staff how best to respond to incidents.

Our Business Continuity Management System (BCMS) is certified as complying with ISO 22301:2019. This system is regularly checked to ensure that it complies with the requirements of the standard, which include planning a series of tests under a range of scenarios.

Service continuity

Uptime Service	Uptime complaints	Uptime components
Service Uptime Index: Percentage of uptime compared to total time	Number of customer complaints for system downtime	1- ((Td-Tm)/Ta))* 100% Td: Downtime during the period. Tm: Scheduled maintenance time during the period. Ta: Agreed service time during the period.
2023	**2023**	**2023**
99.6%	2	99.6%

SASB INDICATORS NCG 461 (8.2)

Systemic risk management for technological disruptions

Code	Accounting parameters	Response
TC-SI- 550a.1	Number of performance problems in software and information technology (IT) services supplied to customers.	1
	Number of interruptions in software service and IT services supplied to customers.	1
	Total customer downtime related to performance issues and service interruptions in software and IT services supplied to customers.	10:45am
TC-SI- 550a.2	Description of business continuity risks related to these disruptions.	Further information can be found in the "Service continuity" section. *(Page 31)*

Note: The scope of these measurements includes incidents in cloud services that were classified by SONDA as "critical", which is the highest priority for an incident, as the customer's business totally or significantly depends on that service.

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Cyber-security

Undoubtedly, cyber-security became a common topic of conversation during 2023. That year alone ransomware attacks were estimated to cause US$ 265 billion in economic damage globally, according to the 2023 Cyber-security Trends Report issued by Cybersecurity Ventures.

The combined impacts of cyber-attacks on two major Latin American technology providers during 2023 caused disruptions to over 4,000 companies, which affected millions of end users. The cyber-crime industry has developed a structure and sophistication that for almost a decade has been generating profits of US$ 1.5 trillion[1] each year, and the gap of almost 4 million cyber-security professionals[2] to combat this threat leaves an asymmetry of capabilities that forces organizations to take urgent action to protect their own and their customers' transactions and data.

The cyber-attacks that occurred during 2023 caused the disruption of international payment networks, satellite services, hotels, casinos, telecommunications and datacenter providers, critical infrastructure and healthcare systems. They have all been highly

sophisticated and use artificial intelligence. This depth and sophistication was escalated to company Boards, who could see that the risk of being attacked was increasing and questioned whether they were doing enough to defend themselves and whether the resources they are allocating were sufficient.

Corporate vision and cyber-security framework

We understand the particular cyber-security context for each organization and the latest threats to which it is exposed, which gives us a broad view of the situation, a detailed understanding of the problem and how to manage it. Accordingly, SONDA has a corporate cyber-security vision that requires robust and permanent systems that comply with the best security and cyber-security standards, which can reasonably guarantee operational continuity and protect our own and our customers' data.

1. In to the Web of Profit, research of Dr. Mike McGuire, April 2018, Surrey University.
2. ISC2 Workforce Study 2023, www.isc2.org/research

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Cyber-security **Frameworks**

Industry models

NIST Cyber-security Frameworks

FRAMEWORKS
(Recover, Identify, Protect, Detect, Respond)

CIS. Center for Internet Security®

Policy

Identify — Detect

Business — **CIS Controls** — Control

Protect — Respond

Automate

Cyber-security governance
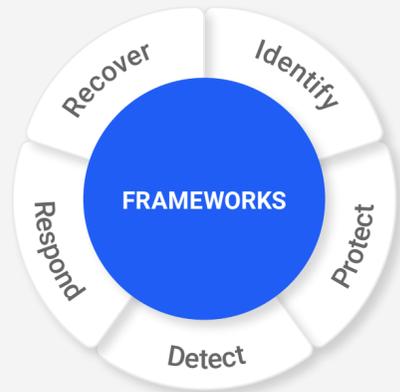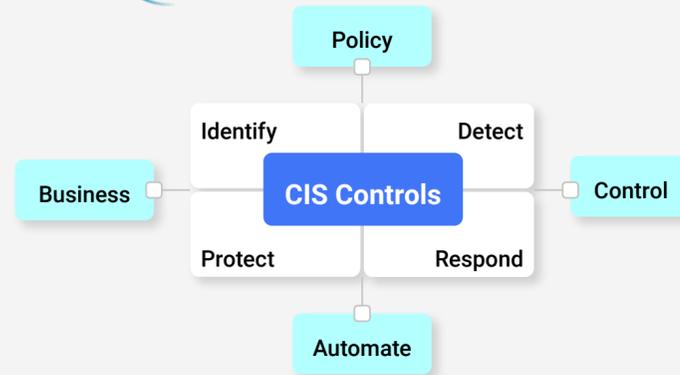
Our cyber-security model is based on industry best practices. We are members of the Center for Internet Security Inc- Critical Security Controls (CIS)[3] as a Service Partner, and we comply with the cyber-security framework published by the National Institute of Standards and Technology (NIST)[4]. Some of our services and their associated processes are certified as complying with the ISO 27001:2013[5] standard, some industry-specific standards such as PCI, NERC CIP, and regulatory models, such as personal data protection laws. Recommendations to our customers are based on these models, covering what, how and when to implement them with agility and efficiency.

We have an information security policy and information security objectives. We universally audit our management systems and perform external data security audits.

We have a Cyber-security Committee comprised of the Chief Information Security Officer (CISO), the Corporate CEO and the Corporate Internal IT Manager, which is strengthened by corporate and regional managers from the principal business units. This Committee reports to SONDA's CEO and regularly informs the Company's Executive Committee. Business unit managers are responsible for implementing the standards and initiatives arising from the regional plan with support from the technical security counterparties assigned by each business unit.

We have implemented a regional cyber-security governance model, which ensures that policies and practices are correctly implemented and minimizes the risk that the company's assets are compromised by threats.

3. https://www.cisecurity.org
4. https://www.nist.gov/
5. ISO 27001: Information Security Management System, with certified compliance in Brazil, Chile, Colombia, Mexico, Peru and Uruguay.

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Risk management framework and certificates NCG 461 (3.6.ii.b)

We adhere to the best risk management practices for data security. We have achieved certified compliance with ISO 27001, ISO 22301 and ISO 20000-1, and we are subject to annual external audits by certifying companies. Once every year, we prepare AT 205, AT 320 and COSO reports for our customers as required by the Asociación de Bancos e Instituciones Financieras de Chile A.G. (Chilean Banks and Financial Institutions Association).

We have developed data security and personal data privacy policies, which apply to our risk management, incident management, privacy consent procedures and business continuity processes.

SONDA is no stranger to cyber-attacks, so cyber-security is a constant challenge. Our cyber-security team detected malicious activity on our internal networks in late March 2023, which was promptly contained within hours. Effective action by our incident response team contained the attack, which affected less than 2% of our workstations and less than 5% of our internal infrastructure and did not affect our customers' services. Our systems rapidly detect, react and contain. Nevertheless, we are always innovating and incorporating the lessons learned by other companies that have suffered significant cyber-attacks. This ensures that our systems are robust and dynamic, by continuously integrating these learnings, which are transferred to the cyber-security services we provide to our customers.

During 2023, we improved the maturity of our cyber-security capabilities, strengthened our internal cyber-security culture, increased our protection mechanisms, standardized the cyber-security base for all SONDA's services and standardized our internal processes.

Cyber-security services for our customers

We support our customers as they develop cyber-security strategies and we provide complementary services that address the full life-cycle of cyber-threats, as we can identify, protect, detect, respond and recover. Our cyber-security solutions and services take an integrated approach and include sufficient processes, people, and technology within their scope to protect IT environments. Furthermore, these procedures verify the latest trends in attacks and proactively introduce appropriate measures to combat these threats.

Our cyber-security business grew rapidly around the region during 2023 and we began to prospect for opportunities in the USA. This required strengthening our relationships with over 30 principal manufacturers of cyber-security technologies. We developed alliances with service partners for large projects. We improved our incident response and monitoring services to detect vulnerabilities before incidents occur.
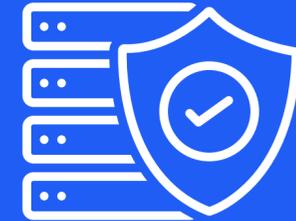
We have three Cyber-security Operations Centers (SOC) in Belo Horizonte (Brazil), Bogota (Colombia) and Santiago (Chile).

Our Cyber-security Services
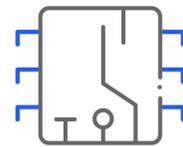
Cyber-security platform management

Installing, configuring, supporting and managing security devices and systems.

Threats and vulnerabilities detection

24×7 monitoring and correlating all your security controls and vulnerabilities.

Advanced cyber-security services

Threat Hunting, Incident Response and Forensic Analysis Services.

Aggressive security

Intrusion, penetration and phishing tests on a system or network to discover vulnerabilities that a malicious attacker can find and exploit.

Consulting services

Developing cyber-security strategies and master plans.

Discover more about SONDA's cyber-security solutions here: *https://sonda.com/soluciones/ciberseguridad*

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SONDA is at the forefront of cyber-security with artificial intelligence-based solutions

SONDA has implemented innovative AI technologies that accurately prevent and and quickly detect cyber-attacks for companies in the financial sector, with the aim of strengthening trust and safeguarding the integrity of financial data.

SONDA and Imperva join forces to take cyber-security services to the next level

SONDA signed a strategic alliance with Imperva Inc, a leading cyber-security company, to provide innovative cyber-security services that not only protect critical data and applications, but enable businesses to thrive in a secure digital environment.

SONDA and Thales will implement sovereign cyber-security solutions across the region

We signed an alliance with Thales, a global leader in data protection and cyber-security, which will harmonize and integrate the expertise of both companies when implementing sovereign cyber-security solutions across the region.

The Forum for Incident Response and Security Teams (FIRST) included our response centers in December 2023 and we are complying with their requirements. We have implemented various best practices and joined a global network to exchange cyber-security information.

During the year we strengthened our regional operating platform at SONDA's cyber-security department. We recruited talented people into the management team

and recruited certified employees, formed alliances with start-ups and developed a larger ecosystem of service partners. We reinforced our commercial model by recruiting sales specialists who use consultative techniques to identify our customer's requirements, and we signed agreements and alliances with the principal cyber-security software developers.

SASB INDICATORS NCG 461 (8.2)

Data security

Code	Accounting parameters	Response
TC-SI- 230a.1	Number of data breaches during the period.	1
	Percentage of data breaches that are personal data breaches.	0.0002%
	Number of individual customers affected by data breaches, which includes all those whose personal data was compromised in a breach.	0
TC-SI- 230a.2	Description of the approach to identify and address data security risks, including using third party cyber-security standards.	"Risk management and internal control framework". *(Page 53, 90)*

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Personal data protection

Personal data protection includes aspects of data processing and unrestricted data circulation. It is an issue at the center of worldwide discussions. The European Union's General Data Protection Regulation (GDPR) became effective in May 2018, and has become a benchmark as it regulates the availability and use of personal data, and the guarantees to prevent fraudulent data processing. This regulation defines two important figures, the Data Protection Officer (DPO) and the National Data Protection Authority, which monitors compliance with the law.

SONDA complies with national data protection regulations. For example, in Brazil we comply with General Personal Data Protection Law, which includes evaluating systems, processes, procedures and other aspects, followed by implementing amendments and checks. We achieved certified compliance with ISO 27001 (Information Security System), while compliance with ISO 27701 (Information Privacy Management System) is being certified. Law 81 on Personal Data Protection was enacted in Panama in 2021. Data protection instructions in Ecuador are described in Data Protection Law, which was enacted in 2021. Colombia also has associated regulations. We comply with these regulations in both countries.

We are developing policies, procedures, and DPO professional training in Chile, and preparing a project to expand personal data privacy controls, according to the ISO 27701 model, which is awaiting enactment of the legal framework for personal data protection.

We have implemented an information system known as "SONDA GRC" (Governance, Risk Management and Compliance), which has suitable security mechanisms and controls to safeguard customer and employee data. Mechanisms have been implemented to strengthen system access control, such as two-factor authentication to improve data protection.

Information security

	Cases where customer data is lost	Customer security complaints	Regulator security complaints
	Number of customer cases with privacy or lost data problems	Number of customer complaints for privacy or lost data issues	Number of authority/regulator complaints for customer privacy or lost data issues
	2023	2023	2023
Cases	1	0	0

Fines associated with customer data security breaches	
Number of breaches	Value of breaches (USD)
2023	2023
Cases	0	0

SASB INDICATORS

Data protection and freedom of expression

Code	Accounting parameters	Response
TC-SI- 220a.1	Description of policies and practices related to behavioral advertising and user privacy.	Further information can be found in the "Personal data protection" section (page 36, 90)
TC-SI- 220a.2	Number of users whose information is used for secondary purposes.	Nearly 5,000 contacts from our contact database. These are primarily users who share their information from our SONDA.com contact forms and social media campaigns, where they agree to be contacted by SONDA. Subsequently, they are contacts from email marketing or call center initiatives.
TC-SI- 220a.3	Total monetary losses from legal proceedings related to user privacy.	0
TC-SI- 220a.4	Number of unique requests for user information, including user content and non-content data, from government or law enforcement agencies.	0
	Number of unique users whose information was requested by government or law enforcement agencies.	3
	Percentage of government and law enforcement requests that resulted in disclosure to the requesting party.	0%
TC-SI- 220a.5	List of countries where products and services are monitored or blocked, or where content is censored due to governmental, judicial or law enforcement requests.	None

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Solutions that contribute to society and the environment

The focus is no longer simply responding to customers' requirements. It encompasses how those solutions transform, sustain and positively impact society.

We are committed to the sustainable and inclusive development of society across the region using information technology. Therefore, we are aligned with the United Nations Sustainable Development Goals (SDGs), which specify the 17 objectives that humanity must achieve and their specific goals for 2030, so that our planet and its inhabitants can survive.

We understand that information technology plays a central role in achieving many of these objectives. Therefore, we develop technological innovations and solutions that meet the challenges of climate change, that care for nature and natural resources, that evolve towards smart and sustainable cities, that provide efficient public health, transportation and public safety services.

Not only is technology evolving, it is also changing how we improve people's quality of life. Technology has eliminated borders, so we are now connected all over the world and can develop solutions from anywhere.

Solutions with social impact

Everything we do has an impact on our environment. SONDA believes that sustainability is as important as the latest technology, so we design solutions that have a direct impact on our society and improve people's well-being.

Examples of Technological Solutions with Social Impact

SDG

Bosque Iluminado (Illuminated Forest): An innovative project that bridges the digital divide in Latin America

This SONDA and Arauco project covers around 700,000 hectares of forest in southern Chile that will provide 4G internet services to over 50 rural localities in the O'Higgins and Los Ríos regions.

SDG

Connected Kitchen, technological transformation that will rescue food sustainability

A unique technological platform worldwide with global implementation and scalability potential, which manages every stage in the food chain using applied intelligence and technology that reduces waste, ensures good food quality and provides other benefits.

SDG

Education, the teaching revolution

Solutions that improve the experience for students and teachers and improve teaching methods. It addresses the requirements of free education, student life cycles, smart campus, virtual applications, and other requirements.

SDG

Smart Healthcare, remote medicine and patient monitoring

Solutions for virtual consultations, which increases the capillarity of medical centers. Mobile virtual assistant that streamlines patients' treatment with assisted integral monitoring in real time.

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Significant Case Study

Smart Cities

We strengthen the technological development of increasingly smart cities, by providing our knowledge and experience to implement solutions and services that support digital transformation within the region. These services always consider the future challenges of public-private partnerships and the communities of tomorrow.

Smart City Transport

Smart public-private transportation network

Smart Safety

Smart public-private safety network
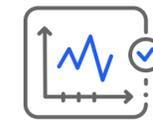
IoT Platform

Data analysis for efficient decision-making

Smart Lighting

Energy efficient lighting

Barrio Protegido (Protected Neighborhood)

SDG

This project was implemented by SONDA and the startup VSaaS. It is a smart video surveillance solution that has significantly reduced burglaries in residential and commercial premises and has increased security on the street, which has improved the quality of life of residents in Las Condes, Santiago, Chile.

Protected Neighborhood uses Software as a Service (SaaS) to apply artificial intelligence to surveillance cameras operated by the municipality. This system is a sophisticated "dashboard" that is directly connected to the Las Condes Security Center that can detect a wide variety of events and suspicious behavior in real time.

Key functions include detecting intrusions, abnormal pedestrian speed and gatherings of people, and it can read license plates. It is estimated that by 2024 all video surveillance cameras in the municipality will operate the Protected Neighborhood system.

The initiative was recently rewarded at the Smart Cities Awards 2023 for developing Santiago as a smart city. There are 2,400 surveillance cameras, including 68 for reading vehicle license plates, 170 smart screens that connect residents with the security center, and 60 smart bus shelters equipped with video surveillance systems at bus stops.

Residential robberies decreased by 60%, commercial robberies by 37%, and personal assaults by 22% during the first 10 months.

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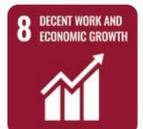
Solutions for a sustainable planet

Some of the consequences of climate change are unpredictable weather patterns, high temperatures, violent storms, especially as some Latin American countries have been heavily affected by these changes, despite being responsible for only 5% of global CO_2 emissions.

These circumstances have led technology to be a fundamental option, both to reduce the environmental impact of various industries and to accelerate decarbonization and circularity for products and cities. SONDA provides various solutions that employ Big Data, artificial intelligence, geo-referencing and IoT technology, to collaborate with the sustainability commitments of our customers, and to fulfill the Sustainable Development Goals (SDGs).

Examples of technological solutions with an environmental impact

AgTech: Artificial intelligence that transforms agriculture

We provide solutions that improve various stages of the agricultural cycle, such as water management, an IoT platform with sensors to monitor environmental variables and detect problems caused by meteorological phenomena, and solutions to manage livestock traceability.

SDG
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
11 SUSTAINABLE CITIES AND COMMUNITIES
13 CLIMATE ACTION
15 LIFE ON LAND

Towards net zero cities

We provide solutions that improve public transport fleet management, while reducing fuel consumption and greenhouse gas emissions. Smart Lighting to save energy and intelligently control lighting networks. Smart Grid and artificial intelligence solutions for greater energy efficiency and service quality in the electricity distribution network. An IoT platform with vehicle gas sensors with historical records, threshold detection and alerts.

SDG
7 AFFORDABLE AND CLEAN ENERGY
11 SUSTAINABLE CITIES AND COMMUNITIES

Waste management and the circular economy

Solutions based on cloud, M2M, Big Data and artificial intelligence, to reduce waste collection costs incurred by cities and companies, in partnership with Urbetrack.

SDG
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION

Agro Connect

We provide solutions that preserve livestock health, reduce milk waste and reduce potential fraud in the supply chain.

SDG
2 ZERO HUNGER
8 DECENT WORK AND ECONOMIC GROWTH
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
15 LIFE ON LAND

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Smart Farming: Commitment to sustainable agriculture

Significant Case Study

We strengthen the technological development of increasingly smart cities, by providing our knowledge and experience to implement solutions and services that support digital transformation within the region. These services always consider the future challenges of public-private partnerships and the communities of tomorrow.

Real time monitoring

State-of-the-art sensors monitor soil conditions, the weather and crop status.

Intelligent analysis

The CropX platform uses artificial intelligence to analyze collected data and generate personalized recommendations for irrigation, fertilization and crop management.

Irrigation optimization

The system achieves precise and efficient irrigation that meets the specific requirements of each crop at each stage.

Productivity improvement

Smart crop management that increases yields and improves potato quality.

Environmental sustainability

The project significantly reduces water consumption and the environmental footprint of potato production.

SDG

7 AFFORDABLE AND CLEAN ENERGY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

15 LIFE ON LAND

This solution is an example of how technology can contribute to efficient, sustainable and resilient agriculture. This initiative represents an important step forward towards a future where food production is in harmony with the environment and natural resources are responsibly consumed.

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Environmental management at SONDA

SONDA's business does not have any major environmental impacts, as it is a service company that mainly supplies knowledge and technological skills. Therefore, we contribute to protecting the environment and developing society by developing solutions for our customers that improve their quality of life and efficiently manage resource consumption. We also build smart cities, protect damaged ecosystems, and generate innovative solutions that prevent and manage natural disasters.

Our direct impacts are measured, monitored, managed and mitigated, if necessary. We are improving our energy efficiency, measuring our carbon footprint, efficiently using water and managing the technological waste

generated by our business. While complying with national regulations. Furthermore, we want all our subsidiaries to be certified to ISO14001, which has been achieved by 50% of the organization so far covering Brazil, Chile, Colombia, Ecuador, Mexico and Peru. Quality Managers are responsible for quality, compliance and environmental issues.

We have a Corporate Sustainability Report Portal, which is available in our SONDA GRC management system. It reports all the relevant sustainability indicators every month and provides a detailed and transparent overview of our commitment to environmental protection, as it covers material issues, eco-efficiency, data center energy efficiency and technological waste. It contains a carbon footprint measurement, which quantifies and evaluates the impact of our business on greenhouse gas emissions.

A. Climate strategy

Climate change mitigation

We have been measuring and evaluating our carbon footprint in Chile, Costa Rica, Panama and Ecuador. Mitigation involves minimizing the effects of climate change by reducing greenhouse gas (GHG) emissions. Accordingly, since 2021 we have been participating in the HuellaChile Program of the Chilean Ministry of the Environment, where we measure our footprint in accordance with NCh-ISO14064:2019, in order to reduce it. This program has awarded us two awards in consecutive years as a GHG quantifying company[1]. We aim to achieve the emissions reduction award again in 2024, and we are

1. The HuellaChile Program has an award for companies that measure their greenhouse gases (GHG) emissions, and another for companies that reduce their GHG emissions.

currently evaluating how to manage our electricity, water, recycling, and transport for people and cargo.

SONDA Costa Rica declared that its GHG emissions reporting had been verified in accordance with ISO 14064-1:2006 in 2022. This is an international standard that confirms the GHG emission calculations reported by organizations and is used to calculate their carbon footprint.

SONDA Panama participated in the "Reduce your corporate carbon footprint and the first 50 declaration" program, where it committed to achieving carbon neutrality by 2050 by adopting the "First 50 carbon-neutral organizations" declaration, which involves 31 companies. SONDA Ecuador signed the "Green digital footprint pact" where it committed to seeking the best strategies to reduce its CO_2 emissions and reducing electronic waste in the cloud.

SONDA's sustainability declaration

This sustainability declaration includes ESG variables and explicitly states with regard to the environment that:

"We are responsible for preventing and mitigating our impact on the environment and striving to efficiently use energy and natural resources and reduce the contamination emitted by our own and our customer's businesses, through greater control and improved management. We are also responsible for managing the technological waste produced by our business."

For the second consecutive year SONDA Panama was recognized by the **Ministry of the Environment** for successfully measuring and reporting its carbon footprint.

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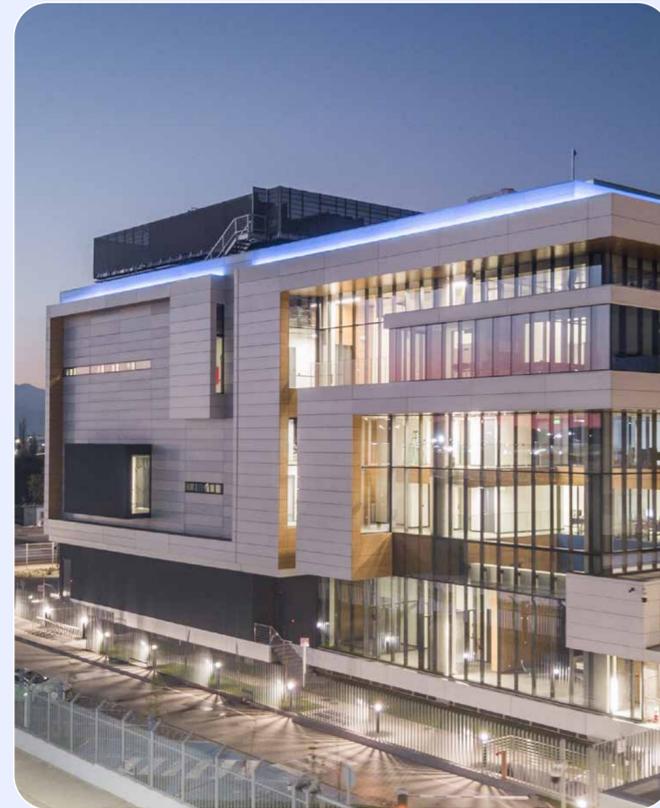
Adapting to climate change

Adapting to climate change involves anticipating the effects of climate change and adopting measures to prevent or minimize the damage, and take advantage of the opportunities that may arise. Therefore, we have determined the environmental impacts of the tasks, products and services that can be controlled and those that can be influenced from a life cycle perspective. This requires examining the legal changes, risks and requirements associated with these impacts. This information is documented using matrices that are used to manage the corresponding corrective measures or projects. The main problems involve changes in extreme climates and droughts, legal changes regarding CO_2 emissions and waste management, fuel spills while filling tanks at the emergency electricity generating units and other problems.

B. Waste management

It is estimated that more than 61 million tons of electrical and electronic waste were produced worldwide in 2023 and only 17.4% were treated or recycled[2]. These figures are greater in Latin America, where the countries that generate the most waste are Brazil (35%), Mexico (20%), Colombia (8%) and Argentina (7%). Therefore, the Information Technology industry is responsible for reusing, recycling and recovering technological waste or e-waste, and SONDA fully complies with the associated national laws. We have developed alliances with business

2. https://www.linkedin.com/pulse/qu%C3%A9-est%C3%A1-pasando-con-los-residuos-de-aparatos/?originalSubdomain=es

Datacenter efficiency

Options such as colocation, virtual clouds, data redundancy and contingency sites will be required as a result of increasing technology, more devices and new professions strengthened by the pandemic and remote working. SONDA has prepared for increasing data processing demand, as the major drivers are the cloud, IoT and the corporate segment.

This will result in Hyperscale call centers becoming strategic aspects in the future. Accordingly, we inaugurated the KUDOS Datacenter in 2020, which incorporated various sustainability considerations into its construction and operation. For example, it has Tier IV certification from the Uptime Institute, which certifies the quality of IT services from its datacenter, and Leed v4 certification, which certifies that it complies with the eco-efficiency and sustainability standards issued by the US Green Building Council. We ensured that it was built in a flood-free location and seven safety rings were built. It has 48 hours of operational autonomy and only uses certified renewable energy.

A key aspect of operating this data center is carefully consuming natural resources. Therefore, we renewed the Renewable Energy Balance certificate issued by Colbún and EY Consulting for the third consecutive year, which certifies that all the energy consumed by the Quilicura datacenter, KUDOS and our corporate offices of 35,124 MWh comes from renewable sources. This is equivalent to eliminating 10,558 tons of CO2 emissions or planting 100,555 trees in one year.

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partners with whom we integrally manage spare parts, supplies and electronic equipment at the end of its useful life.

E-waste and technological waste

There are five priority products in the Extended Producer Responsibility (REP) Law (see box) and SONDA Chile is tackling "Containers and Packaging" and "Batteries and Electrical and Electronic Equipment". The law requires

producers to declare their waste and manage its recovery through a Collective Management System (SIC or GRANSIC) and submit a Waste Management Plan, after the authority has published the decree that establishes waste reduction goals for priority products.

Various products apply to SONDA, and there are already goals for Packaging through a partnership with GRANSIC ReSimple[3]. We have also joined GRANSIC

3. https://www.resimple.cl/

TRAEE (Transform your waste electrical and electronic equipment), where we aim to comply with the obligations in the Supreme Decrees issued under the REP Law, by organizing and financing the management of waste generated by our products. TRAEE is currently comprised of 17 companies, and we are preparing the SIG statutes and the management plan. However, we have already begun to declare the waste generated by our products in two product groups using the Ministry of the Environment's portal.

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REP LAW

Law 20,920 is the Extended Producer Responsibility Law. It is a Chilean law that makes producers of priority products responsible for organizing and financing the management of waste generated by their products in Chile. It has five priority products, which are tires, packaging, lubricating oils, small batteries and electrical and electronic equipment, and large batteries.

Furthermore, all SONDA subsidiaries have technological waste plans within their quality strategy, which focus on responsible final disposal and integrated management of spare parts, supplies and electronic equipment at the end of its useful life.

Household and similar solid waste

We have developed resource efficiency and office waste recycling campaigns to reduce office waste in Argentina, Chile, Colombia, Costa Rica, Ecuador, Panama, Peru and Uruguay. Household waste is separated at source in Chile using 130 containers at our head office that receive paper, cardboard, plastic bottles, glass, aluminum cans, plastics, batteries, electronic waste and organic waste.

Waste recovery according to REP law and the TRAE program

The Ministry of the Environment uses supreme decrees to set annual waste collection and recovery goals.
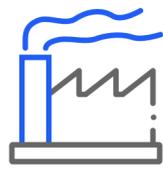
Producers of imported priority products should declare them and meet these goals.

Compliance with collection and recovery goals is achieved by collective or individual management systems

These in turn manage contracts with waste recovery companies. Who collection and transport waste to recovery and recycling plants.

SASB INDICATORS NCG 461 (8.2)

Environmental footprint of our hardware infrastructure in Chile

Code	Accounting parameters	Response 2023
TC-SI-130a.1	Total energy consumed in Gigajoules (Gj)	121,864
	Percentage of electricity from the national grid	100%
	Percentage of electricity from renewable energies	100%
TC-SI-130a.2	Total water drawn from any source (thousands of m³)	83.6
	Total water consumed by the business Percentage of water drawn from: (i) Places with initially high water stress (ii) Places with extremely high water stress.	0%
TC-SI-130a.3	Analysis of integrating environmental considerations into strategic planning for data centers.	Efficient water consumption and NCRE electricity criteria have been used to prepare strategic plans. NCRE electricity is supplied by a multi-year contract with Colbún in Chile.

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04 Excellence Governance

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Approach, policies and systems

We are convinced that good corporate governance helps us to achieve our strategic objectives, comply with regulations and build cohesive teams governed by the same guidelines and a unifying culture. It strengthens a unique approach to our business, which is fundamental for a company that operates in many countries. This not only guarantees shareholder returns, but also creates solid long-term ties with our customers that are based on our corporate values, which improves our performance and promotes sustainability.

SONDA has corporate policies, regulations and guidelines that ensure we comply with national regulations in each country. Several compliance policies and procedures were updated during 2023, such as the anti-corruption policy and the corporate whistleblower procedure, and the conflict of interest procedure was published. In Chile, we are reviewing the Economic and Environmental Crimes Law 21,595. All these guidelines and procedures are published on the Intranet and are available to all employees. We have published the Privacy Policy and the Integrated Management System on the corporate website, where all other current policies converge.

During 2023, we strengthened compliance, risk management and internal auditing within the organization. We improved policies and procedures and published them. We reinforced training and e-learning courses on the Code of Ethics and the Crime Prevention Model.

An evaluation of our corporate governance practices and their associated risk management and compliance systems in 2023 ranked us as a company with the best sustainability practices under environmental, social and governance criteria, so we were invited to join the Dow Jones Sustainability Index Chile and Latin American Interconnected Markets (MILA) for the seventh consecutive year.

We also renewed the ESG Seal that certifies our company in the S&P IPSA ESG Tilted Index on the Santiago Stock Exchange. This recognition was awarded as a result of our good performance in relation to various indicators combining environmental, social and governance criteria, similar to last year.

SONDA Peru achieved certified compliance with ISO 37001 for its Anti-Bribery System in 2023. This standard provides guidance on establishing, implementing, maintaining, reviewing and improving an anti-bribery system.

We participated in Generación Empresarial Foundation's Integrity Barometer[1] for the third consecutive year, which measures our corporate commitment to integrity by surveying employees' attitudes to values and ethics in the workplace.

1. https://fge.org/productos/barometro-de-valores-e-integridad-organizacional/

SONDA Compliance
Policies and Procedures

- Code of Ethics
- Interaction with public officials corporate policy
- Anti-corruption corporate policy for SONDA and subsidiaries
- Gifts and invitations corporate policy
- Donations, social contributions and sponsorships corporate policy
- Third party due diligence procedure
- Whistleblower corporate procedure for SONDA and subsidiaries
- PEP customer identification and analysis procedure
- Conflicts of interest policy

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Board and Management

The last Annual General Shareholders' Meeting was held in April 2023, which re-appointed the Board of Directors in accordance with the Company's bylaws. Three directors left their positions, which were filled by José Orlandini, who became Chairman, Jacqueline Saquel and Rafael Osorio, while the other members were re-appointed for the statutory period of three years.

These re-appointments required all candidates to submit a declaration that they were not disqualified to hold office and submit a sworn independence declaration, in accordance with Law 18,046 on Chilean Corporations. The new directors attended an induction program on compliance and risk management issues, as required by the Induction Manual, which contains the information that each new director needs to know about the company. The new directors were required to submit their declarations of interests and connections with Politically Exposed People (PEP).

The directors approve the company's legal, economic and financial policies, and they review risk assessment, business compliance, long-term strategy development and regulatory compliance. They are also responsible for approving the budget and investment plan, appointing the CEO, reviewing and approving transactions with related entities, for preparing the strategic plan and monitoring progress towards its objectives. Therefore, the Board must monitor management control systems, risk management, sustainability issues and ethical compliance. Three directors sufficiently understand risk management[2] to perform these duties.

SONDA Board has regular monthly meetings and extraordinary meetings when required. Law 18,046 and the Company's Bylaws define how directors are appointed and their authority.

2. Directors with experience in risk management: Enrique Bone, Carlos Hurtado and Jacqueline Saquel.

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Board Members

1 José Orlandini R.
Chairman
Civil Electrical Engineer, Universidad de Chile

2 Rosario Navarro B.
Vice-Chairman
Degree in Aesthetics from the Pontificia Universidad Católica de Chile

3 Andrés Navarro B.
Director
Civil Industrial Engineer, Pontificia Universidad Católica de Chile

4 Rafael Osorio P.
Director
Civil Industrial Engineer, Universidad de Chile

5 Jacqueline Saquel M.
Independent Director
Business Administration, Universidad de Santiago de Chile

6 Ingo Plöger
Independent Director
Engineer, Economist and Entrepreneur, Technical University of Darmstadt and Munich

7 Enrique Bone S.
Independent Director
Civil Industrial Engineer degree from the Pontificia Universidad Católica de Chile and a Master of Philosophy from Universidad de Los Andes

8 Carlos Hurtado R.
Independent Director
BCivil Industrial Engineer, Pontificia Universidad Católica de Chile and an MBA from the University of Oxford, England

9 Alberto Eguiguren C.
Independent Director
Attorney from the Pontificia Universidad Católica of Chile and a Master of Law (LLM) from Duke University, North Carolina, USA (President of the Republic Scholarship)

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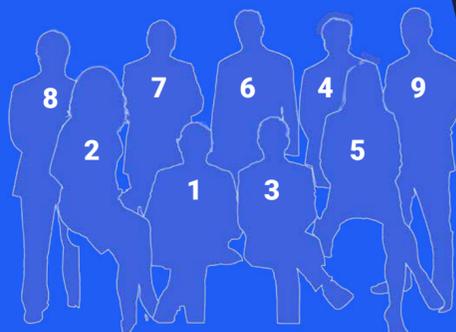
Management

In addition to the committees, the Board of Directors delegates the management and administration of the company in the general manager, who leads the units business and support.

Regional Corporate Governance

Luis Alberto de la Cruz
Corporate Chief Executive Officer

Gonzalo Soto
Corporate Chief Financial Officer

Roberto Jana
People, Branding and Communications VP

Digital Communications

Sergio Morales
Digital Communications VP

Digital Business

Oscar Clark
Digital Business VP

Digital Services

Juan Aristizábal
Digital Services VP

Carlos Bustos
Cyber-security VP

Heidy Bauer
Cloud & Data Center VP

Gustavo Trevisan
Platform Services VP

Ignacio Urbina
Workplace Services VP

Verticals

Jaime Bueso
Smart Cities & Mobility VP

Alberto Aguilera
Multi-Industry Vertical VP

Francisco Escala
Sectoral Industries VP

Pía Nuñez
Business Solutions VP

Javier Larenas
Retail & Commerce Vertical VP

Marcela Morales
Healthcare Vertical VP

Patricio Fuentes
Banking and Insurance Vertical VP

Rivaldo Ferreira
Smart Utilities Vertical VP

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Local Management

Marcelo Castiglione
General Manager, Chile
Leader
Southern Cone Region

Daniel Ponce
General Manager Argentina

Southern Cone Region

Ricardo Vilas
General Manager Uruguay

Southern Cone Region

Ricardo Rodríguez
General Manager Colombia
Leader
Andean Region

Hugo González
General Manager Peru

Andean Region

Silvia Ramos
General Manager Ecuador

Andean Region

Ricardo Scheffer
General Manager Brazil

Maurizio Rinaldi
General Manager, USA

North America Region

Juan Carlos Gutíerrez
General Manager Mexico

North America Region

Eduardo Sandoval
General Manager Costa Rica

North America Region

Victor Betancourt
General Manager Panama

North America Region

Jean-Philippe Le Nagard
International Business Development VP

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SONDA Organization Chart 2023

NCG 461 (3.1)

Board of Directors

Directors' Committee

Internal Control, Risk and Governance

Executive Committee — **CEO**

Verticals
- Smart Cities & Mobility
- Retail and Commerce
- Banking and Insurance
- Healthcare
- Public Sector
- Multi-industry
- Business solutions
- Utilities

Business Lines

Digital Business
- Digital Software Factory
- Data and Advanced Analytics
- Digital Architecture
- Digital Channels & Tech Consulting
- Solutions for Verticals

Digital Services
- Platform Services
- Cloud & Data Center
- Cyber-security
- Workplace Services

Geographies

Southern Cone Region
- Chile
- Argentina
- Uruguay

Andean Region
- Colombia
- Peru
- Ecuador

Brazil

North America Region
- Mexico
- Costa Rica
- Panama
- USA
- Guatemala
- Canada

International Business

Support Departments
- Administration and Finance
  - Investor Relations
- Human Resources Management
- Customer experience
- Legal Department
- Marketing and communication

* Sustainable development tasks are performed in the People, Customer Experience, Internal Control, Risks, Governance, Internal Audit and Investor Relations departments.

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Board Committees

The Board fulfills its role by relying on a committee that regularly meets to review and evaluate diverse issues.

Directors' Committee: The purpose and functions of the Directors' Committee is governed by regulations. It is authorized to examine the reports of the external auditors, the company's financial statements, review information on related party transactions, conflicts of interest, remuneration systems and compensation plans for senior executives.

The Directors' Committee met on nine occasions throughout 2023, which every member attended, so complying with Article 50 bis of Company Law 18,046.

An Annual General Shareholders' Meeting was held on April 12, 2022, which re-appointed the Company's Board of Directors, and Alberto Eguiguren, Carlos Hurtado and Enrique Bone were re-appointed as Independent Directors, who are all members of this Committee. Subsequently, the next Board meeting held on April 14, 2023 approved that the Committee be composed of the same members by a unanimous vote, thus its members remained the same. The Committee next met on April 16, 2023 and Enrique Bone Soto was re-appointed as its Chairman.

The first Board meeting after the Shareholders' Meeting that appointed the directors should appoint the members of the Director's Committee. Meanwhile, the financial statements as of March 31, 2023 and the related transactions for the period had to be reviewed and

approved. Accordingly, Mr. Bone, Mr. Eguiguren and Mr. Hurtado also met on April 25, 2023, thus confirming that the Company always has a functioning Committee.

The Committee set its schedule of meetings, examined the results of the audit as of December 31, 2022, the individual and consolidated financial statements for 2022 and for the first three quarters of 2023. The Committee conferred with Management and with the external auditors and unanimously approved these statements for submission to the Board of Directors. It examined and reported to the Board the related party transactions referred to in Chapter XVI of Law 18,046 and reviewed the Audit Plan and Audit Letter to Management submitted by the auditors, which covered the team, service scope, approach, schedule and conclusions. It also reviewed variable remuneration for 2022, in accordance with the Corporate Remuneration Policy, the group's lawsuit portfolio and the associated provisions, and the progress report on compliance with the Internal Audit Plan for 2023.

The Committee made well founded recommendations to the Board regarding the choice of external auditors and risk rating agencies for 2023.

The Committee has not made any recommendations, comments or proposals with regard to business progress for inclusion in the 2023 Integrated Report. The Committee did not use its expenditure budget approved at the Annual General Shareholder's Meeting on April 12, 2023, and has

not required professional consulting services to carry out its duties.

During the year ended December 31, 2023, there were no comments nor proposals by shareholders regarding the company's performance.

Management meets in the following Committees on a regular basis:

Ethics Committee: During 2022 and 2023, it was comprised by two directors, where one must be independent, the Chairman of the Board, the Corporate Chief Executive Officer, the Chief Human Resources Officer and the Internal Control, Risks and Governance Officer. Its purpose is to ensure that the organization's ethical policies and regulations are correctly fulfilled. It reports to the Board and meets when necessary if there are significant issues to address. During 2023 it mainly addressed issues related to the corporate complaints channel. The Ethics Committee is not remunerated and did not use external advisors during 2023.

Corporate Executive Committee: It is comprised by corporate executives, including the Corporate CEO, Corporate CFO, corporate divisional managers, and the strategy improvement and change management leader, to name a few. Its role is to advise Management on achieving the Strategic Plan, communicate with service lines, verticals, countries and manage challenges, such as innovation, business solutions and customer satisfaction.

It meets every week, and its role is to monitor the strategic plan and manage internal business processes efficiently,

with a focus on productivity. It monitors the company's commercial positioning, customer satisfaction and evaluates new business strategies.

Regional Executive Committee: It is comprised by the Corporate CEO, Corporate CFO, country manager, leader of each cluster, service line managers, vertical managers, corporate managers, and the Strategy Improvement and Change Management leader. It meets every month and is informative in nature. Its main functions are to report the financial and commercial results of the company, report the principal closed business and business prospects, receive feedback from the Board to corporate executives, receive feedback from regional units, initiate corrective measures and drive regional improvements and corporate policies.

SONDA Brazil Advisory Council: It meets every month and proposes, reviews and monitors SONDA Brazil's tactical plan to achieve its objectives, corporate goals and the projects that add value to our customers' businesses. It builds long-term relationships and fosters trust and leadership in regional digital transformation. Its main functions are to report any news and contingencies in Brazil, and its financial and commercial results. It is responsible for progress with the strategic plan for Brazil and presentations of flagship projects. It is comprised by three directors, one of whom is independent, the Corporate CEO, the Corporate CFO, the General Manager Brazil and the Strategy Improvement and Change Management Leader.

Brazil Integrity Committee: During 2023, the Integrity Committee was separated into the Ethics Committee and the Investigations Committee. The former is comprised of

the Corporate Compliance Officer, the General Manager Brazil, the Compliance Officer Brazil and the HR Director Brazil. Its responsibilities include strengthening the Integrity Program by sponsoring opportunities and removing obstacles. The Investigations Committee receives the

complaints received through the whistleblower channel and investigates them. It is comprised of the Corporate Compliance Officer, the Senior Vice President of People, Culture and Branding, the People Director in Brazil, the Labor Legal Officer and the Compliance Officer.

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Risk management

The Board is responsible for risk identification and management, according to SONDA's corporate risk management model, and it has delegated monitoring the corporate risk identification and assessment process to the Internal Control, Risks and Governance Department. This includes monitoring sustainability risks and reviewing compliance with the action plans to mitigate or eliminate all risks.

This requires a Risk Management Policy, which was developed under the framework of ISO 31000:2009, and a formal Risk Control and Management process based on internal control and information technology best practices, such as the Committee of Sponsoring Organizations of the Treadway Commission (COSO). This policy and procedure describe the concepts and tools to identify, categorize and evaluate the strategic risks at SONDA and its subsidiaries. The results are reported to the Board of Directors.

There are other opportunities such as the Ethics Committee, the risk matrix annual review and the materiality assessment within the reporting process. All of them help to monitor, identify and evaluate potential risks/issues with respect to human rights and other ESG issues. The Ethics Committee monitors compliance with these issues, especially those it receives through the Whistleblower channel.

The Internal Audit Department audits each cluster, to standardize practices throughout the region. This department reviews risk matrix update plans and verifies the effectiveness of internal risk management policies, procedures and codes, and compliance with them.

Information on the principal risks and the sustainability risks can be found in the supplementary information. *(Page 120).*

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Ethics and Compliance

SONDA has a compliance system, an Ethics Management System and a Crime, Corruption and Bribery Prevention Model, to ensure that our business performance complies with the same values and codes in every country. Accordingly, all SONDA's employees must behave in accordance with these guidelines, and this is assured by their attendance at awareness talks and ongoing training from the moment they join SONDA. The objective is to ensure that our business affairs are correct, not only from a technical and professional perspective, but also from a value perspective that demonstrates our unique culture of transparency, respect and thoroughness.

Board of Directors

Internal Control, Risk and Governance Department

Compliance System

Ethical Management System
- Ethics Committee
- Code of Ethics
- Complaints Channel
- Training

Prevention of crime, corruption and bribery
- Prevention of crime, corruption and bribery manual
- Relationships with Politically Exposed Persons
- Conflict of interests verification system
- Training

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Compliance System

SONDA's Compliance System uses mechanisms to manage the Code of Ethics and the Crime Prevention Model (CPM). SONDA's consolidated financial statements and the internal controls of each Chilean and foreign subsidiary are audited every year, in compliance with International Financial Reporting Standards (IFRS), and the laws and regulations that apply in each country.

The Board is continually informed about all compliance matters and a maturity analysis of our internal control model required evaluating our compliance processes and practices, specifically those that relate to our organizational structure, our comprehensive compliance program, compliance risk identification, and our policies and procedures. During the working climate survey we addressed various aspects of compliance, such as our values and our Whistleblower channel, to find out what people understand about them.

We expanded the coverage of compliance officers for regional clusters during 2023. Brazil, Colombia and Peru already have a local compliance officer, which has helped us to focus on the important issues for each subsidiary and improve our due diligence. The parent company in Chile is currently responsible for monitoring compliance issues in the other subsidiaries, however, we are moving towards local clusters. We have strengthened our compliance tool and updated our policies and procedures to make them corporate.

We are improving the due diligence process for customers and suppliers, and we are implementing significant measures to ensure greater security and efficiency in the organization.

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Ethical Management System

We have an Ethical Management System that helps us to achieve organizational goals through compliance with high standards of conduct. Webinars on compliance, integrity and values were organized for the entire organization during 2023. E-learning training was organized covering the Crime Prevention Model and the Code of Ethics. It was focused on new recruits during onboarding and on employees holding positions that build relationships with third parties or may be more exposed to the risks of conflict of interest or corruption.

Ethics Committee: It is comprised of two directors where one must be independent, the Chief Executive Officer, the Chief Human Resources Officer and the Internal Control, Risk and Governance Manager. Its purpose is to ensure the guidelines, definitions and sanctions in the Code of Ethics are applied.

Code of Ethics: This document was updated, along with all other policies, in order to include the latest practices and add issues, such as including customers in ethical practices. It includes guidelines on fundamental principles, conflicts of interest, competitors and fair competition, stakeholder engagement, prohibited behavior, and addresses relationships and responsibilities with respect to the local community and the environment. This document applies to the entire organization, which covers every director and employee of SONDA and its subsidiaries, and it extends to customers and suppliers of goods and services. We have a corporate conflicts of interest verification platform that keeps the declarations of interests by directors, managers and executives of all subsidiaries updated on-line and helps to detect any conflicts of interest, which are submitted to the Board every month.

Corporate Whistleblower channel: This platform is open on the web for anyone who is aware of or suspects that there may be behavior that violates the Code of Ethics in any country. It is managed by a specialized company to guarantee the anonymity of the complainant and cases registered can be monitored on this channel. During 2023, 150 complaints were received, of which 139 were analyzed and resolved, while 11 are still being investigated.

Training system: We have an ethics and compliance training system that begins during induction and continues throughout the career path using regular bulletins and updates of the Code of Ethics and the Crime Prevention Model and compliance system. Classroom and e-learning courses continued throughout 2023.

Prevention of crime, corruption and bribery

The Crime Prevention Model complies with Chilean Law 20,393. It addresses crimes such as bribery, receiving stolen goods, money laundering, financing terrorism and other crimes. The model is continually updated to include any new laws, and it applies to directors, executives and employees of SONDA and its subsidiaries. Additionally, the relationship of the company and its subsidiaries with its customers, suppliers, service providers, contractors and subcontractors is monitored, and relationships with politically exposed persons are reviewed in Chile. The Code of Ethics includes a section on conflicts of interest, which defines them, how to identify them, the mechanisms to detect them and the associated obligations.

Training is provided, to ensure that all employees comply with the model's guidelines, together with training on the Code of Ethics, which is explained during induction and reinforced during professional development.

The Internal Audit department reviews risk matrix update plans, verifies the effectiveness of internal risk management policies, procedures and codes, and compliance with them. During 2023, it fully completed its review plan. Also, although this process is not yet aligned with the latest economic crimes law, two presentations on this subject were given to the Board of Directors by external law firms, to inform them of the requirements of this law.

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INTEGRATED REPORT **2023 SONDA**

05 Talent at SONDA

Value Proposal for **People**

The objective of our Value Proposal is to promote an attractive and motivating working environment, which is focused on the employee and attracts the best technologically talented people. We offer a differentiating experience for those who apply to our company and

begin their corporate career here. We are building a corporate culture and identity and offer career opportunities that balance personal and professional life, which are reinforced by remuneration and benefits specially designed for our employees.

SONDA's VPP

SONDA's Value Proposal for People has four dimensions, which reflect the advantages of joining our team.

Unique

Purpose

Differentiated

Career   **Wellness**

Competitive

Compensation and benefits
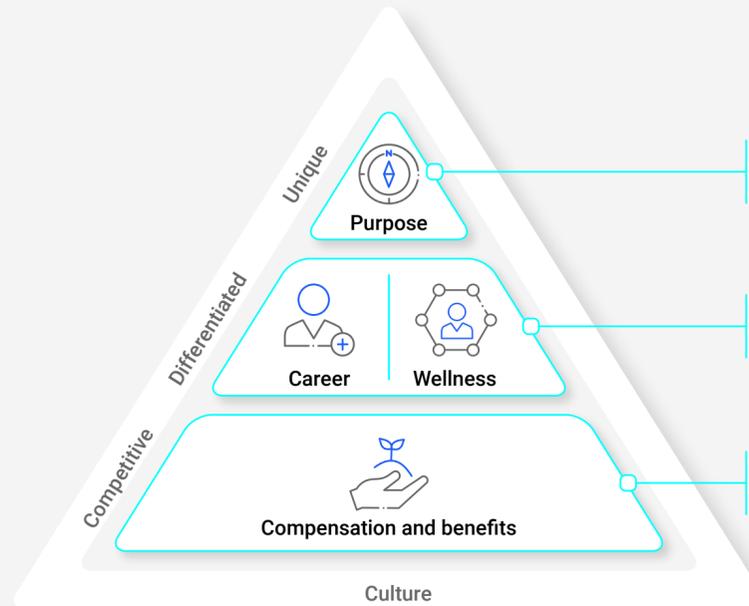
Culture

This relates to our **corporate identity and culture.** It also connects our employees with SONDA's purpose and values.

This relates to the **career experience** at SONDA, and the balance between personal and professional life.

This relates to market-competitive **compensation and benefits,** and recognition for each employee's contribution.

The VPP guides the HR Department's initiatives and communications, and it **positions SONDA as an attractive place to work**

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SONDA is comprised of 14,823 employees working in **13 countries in Latin America, the USA and Canada.** Women represent **30%** of the workforce.

Mexico
1,272 employees

Colombia
1,851 employees

Brazil
6,123 employees

Chile
3,831 employees

Other countries in the region
1,746 employees

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SONDA Culture

Organizational Strategy
- SONDA Regional Meetings
- Podcast
- Toolkit - Strategic Plan

Diversity and Inclusion
- "Eliminate the Label" campaign
- Diversity and inclusion policy
- Strengthening SONDA Women - new policies
- Presentations to employees' children - IT career
- Alliances with institutions that encourage women to join the IT sector

Purpose and values
- Recognize me
- SONDA Web Café
- Live the culture campaign

Commercial culture
- +Sales Program
- Award events
- Keep Selling
- Office campaigns

Wellness / Flexibility
- SONDA Wellness program
- Beneflex
- New flexible practices policy

Changing the Hybrid Work Policy to reinforce flexible practices was an important event in 2023. We wanted to encourage flexibility to support team commitment and productivity, by introducing more opportunities for interaction. The objective was to bring the organization closer together, strengthen the sense of belonging and balance the benefits of remote and on-site working, by encouraging opportunities to improve collaboration, innovation and passion, as these attributes require greater interaction between people.

Benefits of coming together that we want to strengthen in our culture:

- **Interaction**
- **Understanding**
- **Combination of perspectives**
- **Collaboration**
- **Innovation**
- **Sense of belonging**
- **Interchange of ideas**

Culture, Engagement and Communication

Our corporate identity and values are fundamental to building our unique culture in a multicultural organization, comprised of people from many countries. During the year we repositioned our corporate image through internal and external initiatives that generated greater engagement and strengthened our employer brand. All of which produced the SONDA seal, #SoySONDA.

At SONDA we believe in multiculturalism and talent diversity, as they help us to develop competitive solutions, submit a range of fresh visions, and become a significant contributor to our customers' transformation and innovation.

We have been promoting a commercial attitude in all the company's departments since 2022, to encourage everyone to collaborate in our growth. Therefore, we initiated the +Sales Program, which includes various collaboration, learning and recognition initiatives that share best business practices and significant projects around the region, and encourage a commercial attitude among all our employees.

Commercial Culture Program:
- Let's celebrate! Ring a bell when business is closed / +Sales
- Reward Program / +Sales
- Keep Selling / online meeting to share best practices.
- Sales Academy / learning opportunities that develop Consultative Selling skills for the entire Sales Cluster and Solutions Architect.

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We continued the measures already embedded in our culture, such as:

- SONDA Regional Meetings, where executives communicate corporate culture and strategy.
- Reward me, appreciation for those who reflect SONDA's culture.
- Web Café, an opportunity to reinforce corporate culture.

We strengthened the following in 2023, with the aim of aligning people with the organization's culture and strategy. Employee Experience, Employer Brand, and Diversity and Inclusion.

Employee experience

Recruiting close to 6,000 people on average every year is a tremendous challenge, as we are still growing. This produces two challenges. The first is to refine the employee journey and the second is to automate and improve our recruiting process. Accordingly, we digitized and standardized the candidate experience in 2023, from recruitment through to offboarding. This will improve the journey for future employees and make the onboarding process more efficient. This experience involves a single regional process, it also involves digitally signing and sending documents, developing an online pre-onboarding module and digitalizing induction materials with learning capsules in the SONDA Academy that were prepared using artificial intelligence. We developed a survey for employees leaving voluntarily, to improve every employee contact stage.

We are improving how we approach our employees in our internal communications. We want to understand their perception of our internal channels, so we conducted a satisfaction survey and identified opportunities for improvement in one of our channels, which had a low audience.

Our employees spend an average of five hours a day connected to Microsoft Teams, so we moved our internal communications to this platform and ceased using the SONDA Conecta mobile application. We launched SONDA Link as a news channel, and an application called SONDAGram, where each employee can publish what they wish. This App achieves the "Make it Easy" concept in our communications, as it makes it easy to read SONDA's internal news every day.

An indication that this move was a success was that in 2022 we had 4,088 unique users in SONDA Conecta, whereas five weeks after launching SONDA Link we had 6,775 unique users or 87% of the employees using Microsoft Teams.

SONDA Link
All in one place!
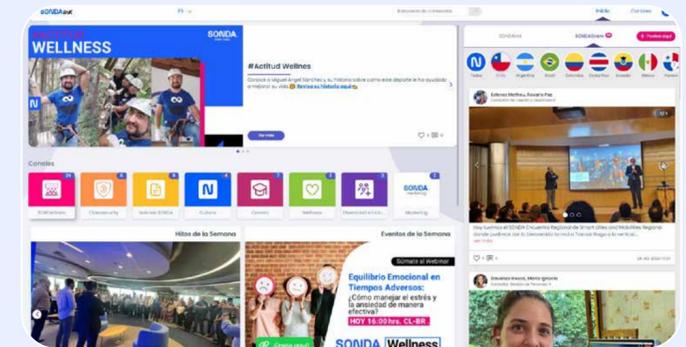
Channels segmented by topics of interest.

SONDAGRAM. An App where employees are the protagonists!

Immediate news on what is happening at SONDA.

Employee Experience Touchpoints

- Engagement with Universities and Institutes
- Job fairs
- Social media
- SONDA referrals

Attraction

Recruitment

- Candidate Journey: messages that support the entire recruitment process

- New Digital Experience 2023 process

Contracts and onboarding

Development

- SONDA Academy
- Career path
- Mentoring
- Continuous feedback
- SONDA leaders

- Merit program
- VPP
- SONDA Wellness
- Flexibility
- Recognition
- Corporate events
- Employee satisfaction survey

Retention

Offboarding

- New process

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Employer brand

Strengthening the employer brand attracts the best talented people and keeps our promise to employees of being an attractive and motivating company. We focused on our digital strategy by launching SONDA Lovers, building alliances and creating the SONDA Corporate Academy Program. These initiatives strengthened our internal and external corporate positioning.

We shared our values during 2023 to build the **#SoySONDA** seal. We launched the SONDA Lovers Program, which encourages employees to publish corporate events on LinkedIn. During the year we had 44 ambassadors in the region.

SONDA Lovers and our robust digital strategy yielded excellent results in generating traffic to our careers page on sonda.com, where we achieved 269% growth. The same happened with our SONDA Talent profile on Instagram, which grew by 45% in 2023 and we achieved our goal of attracting over 5,000 followers.

A principal initiative in 2023 was launching the SONDA Academy - Company program, which unites the practical vision and real experiences of technological projects in various industries with the academic perspective of professors and students. This required signing a collaborative agreement with the School of Engineering at the Universidad Católica de Chile to arrange workshops where company executives could share their experience with students.

This initiative included the SONDA Scholarship program, which recognizes technological talent and awards prizes to two outstanding students every year, and Women in IT mentoring programs for female students to experience the industry firsthand. The first event was launching the Safety City Tech Challenge, which invited civil engineering students from PUC to present innovative solutions to improve citizen safety in Chile using advanced technologies. We received 30 proposals and three were refined in a series of workshops with SONDA specialists. As an added incentive, the best idea won a trip to Silicon Valley in the USA.

We raised awareness of the company among students by signing an agreement with the DUOC-UC Professional Institute[1] in Chile, to hold lectures, exhibitions and job fairs. We created a mentoring program with the Belén Educa Foundation in 2023, which helped five students from technical schools to complete their higher education.

Diversity and inclusion

Disruptive ideas arise when we enrich our vision with differing experiences. We must open ourselves to what we believe is different, and see it not just as something good, but as something essential that drives innovation and transforms the world. This is how we understand diversity at SONDA, we celebrate it and recognize it as the driving force of our culture, which makes us leaders in digital transformation.

We have a Recruitment Policy that emphasizes women. We also have a Diversity and Inclusion Policy, and we drive them using initiatives and alliances.

1. https://www.duoc.cl/

Safety City Tech Challenge

Safenet is the winning idea from the Safety City Tech Challenge. This software assists the police with micro-trafficking investigations. Its objective is to combat the rapid expansion in drug trafficking on social networks, as 85% of the Chilean population uses social networks and 79% believe that drug trafficking is a threat to their safety.

The project developed a tool that visualizes drug trafficking networks on social networks by filtering data using Artificial Intelligence (AI) and pattern recognition algorithms. The platform can analyze data and detect the profile of a user involved in these crimes by examining their publications, comments, interactions and relationships.

During 2023, we launched an #EliminaLaEtiqueta (Eliminate the Label) - what matters is talent campaign. This campaign raises internal and external awareness about the importance of skills, regardless of how they are presented, and builds an environment free of prejudice. This campaign was published in three languages and mass mailings. We organized Diversity lectures and added a Diversity and

Inclusion section to our web page, to facilitate access and increase the visibility of our initiatives.

The SONDA Women's program strengthened alliances that encourage women to join the IT industry. This initiative has created a movement that inspires young people in general to choose IT positions, as only 23% of people working in

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Diversity and Inclusion Objectives

Discover our initiatives

Building and maintaining a diverse and inclusive culture, free from prejudice

Mobilize and involve employees in D&I initiatives

Position ourselves as a transforming agent through strategic alliances

Educate

Involve

Influence

Initiatives
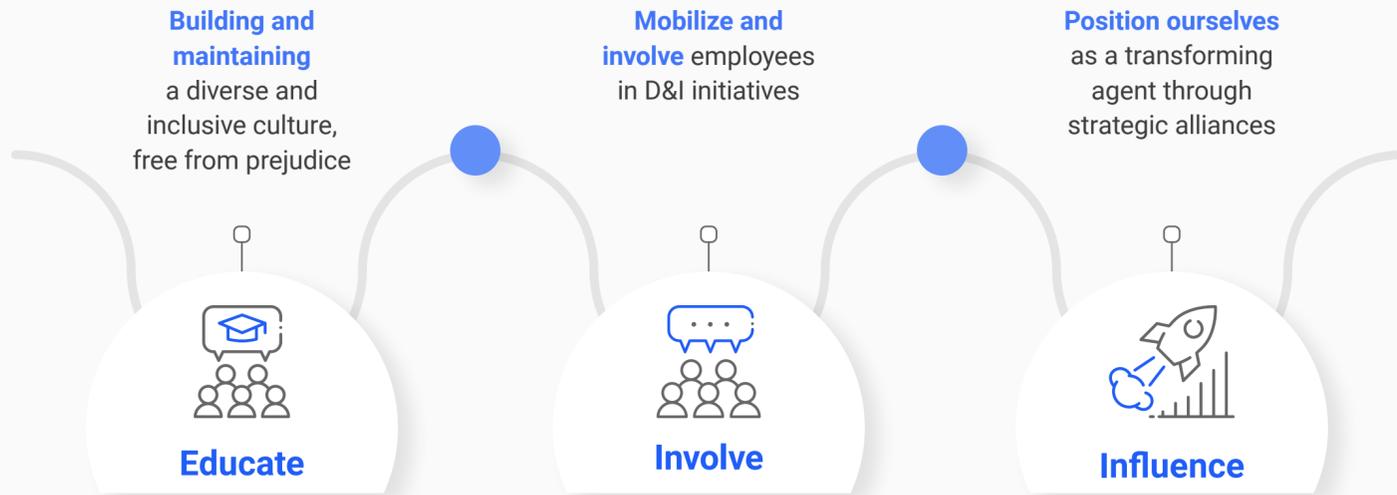
Educate	Involve	Influence
1. D&I Webinars	1. Female mentoring	1. Mentoring with the Generation Foundation
2. We commemorated Women's Month	2. D&I web page	2. Visiting schools with "Ingeniosas"
3. Targeted workshops and training	3. "Eliminate the Label" campaign	3. Employer Brand research with DUOC-UC

this industry across the region are women and only 18% in Chile, according to the LATAM Women in Technology Report 2023[2]. Only 30% of people working at SONDA across the region are women, which rises to 34% for Key Talents in departmental and divisional leadership positions.

The SONDA Women's program includes the Women's Mentoring Program, which arranges conversations with experienced leaders, to expand knowledge and exchange perceptions about female leadership at SONDA. It has

grown by 60% since we started in 2021 and mentoring hours have increased seven-fold, from 60 to 400. We created a portfolio of courses in 2023 on the SONDA Academy-Coursera platform called Soft Skills, to develop key competencies for both mentors and mentees.

2. https://it-talenthh.com/2023/03/08/solo-el-23-de-mujeres-ocupan-un-cargo-ti-en-latinoamerica-2/

Diversity and Inclusion

Strategic alliances and initiatives

DuocUC

Impulsa+ program
August 2023 onwards

Mentoring program for female students on IT courses at DUOC-UC

VPP survey
October 2023

Exploratory research to identify the employer brand attributes that are attractive to women in the IT industry.

Lives on Instagram
October 2023

Generation

SONDA volunteer program with the Generation Foundation
2023

Brazil, Chile, Colombia and Mexico.

More Women in STEM Event
March 2023 – Chile

Bootcamp Recruitment Fairs
April 2023

FUNDACIÓN país digital

Participation by Catalina Araya
2023

More Women in STEM event and female mentoring closure

ONU MUJERES

UN Women
2022

ingeniosas

Lecture at school
August 2023

SONDA employees inspired over 50 students from a very socially vulnerable school in Chile

SONDA make it easy

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INTEGRATED REPORT 2023 SONDA

Diversity and Inclusion

SONDA
make it easy

Embracing differences and creating a diverse and inclusive culture is essential to driving innovation, as well as recognizing that each person in our organization brings unique values and qualities. This motivates us to encourage diverse teams, which is assured by our Diversity and Inclusion initiatives.

Some of our 2023 initiatives were as follows.

#EliminaLaEtiqueta (Eliminate the Label) 2023 Campaign

Second campaign to create an inclusive environment, with dignified and respectful treatment for everyone.

Diversity Page sonda.com

We created a diversity section on our corporate website.

Alliances that increase the proportion of women in the IT industry

- We expanded the alliance with the Generation Foundation, which began in Chile and Brazil and expanded to Mexico and Colombia in 2023. We now have 90 volunteers supporting 90 women in vulnerable situations.
- We arranged the Impulsa+ Program with DUOC-UC for the second consecutive year, with seven mentors and an equal number of mentees.
- We gave lectures in schools with "Ingeniosas" for 15 to 17 year olds that encourage STEM careers among these young women.

SONDA Women's program

SONDA Women's program initiatives increase female representation within the IT sector, and they prepare and inspire women to keep growing with us. The women's mentoring program and soft skills learning programs.

Diversity Webinars

We arranged several webinars on diversity and inclusion issues.

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INTEGRATED REPORT **2023 SONDA**

Awards

We received two awards from the Women Economic Forum (WEF) in 2023 for promoting women in the industry.

Rosario Navarro,
Director, for Exceptional Excellence

Roberto Jana,
People Manager, for Business Leaders for Equity

We began an alliance with the Generation Foundation[3] in Brazil and Chile in 2022, and as this was a success, we extended it to Colombia and Mexico in 2023. This volunteering program helps women in economically vulnerable situations to find work. The second program arranged for 90 SONDA employees to mentor an equal number of women from the local community in four countries for two months. During Women's Month, SONDA and Generation Foundation organized a +Women in STEM[4] meeting, which was attended by leaders and agents of change in the sector, who addressed the opportunities that could reduce the gender gap in the industry and stimulate inclusion policies for women.

We launched the latest Impulsa+ program with the DUOC-UC professional institute that encourages female talent in

the technological world. This initiative catalyzed female talent in IT and STEM industries. It opened up opportunities and both organizations reaffirmed their commitment to building a diverse and inclusive IT industry. Fourteen mentors and mentees participated in this program. We also strengthened our alliance with "Ingeniosas". Science and technology for all[5], where two SONDA employees shared their experiences for the first time with over 50 students from the Alexander Fleming School in Santiago and encouraged them to pursue their passion in STEM careers.

We are collecting women's perspectives of their prospects in the IT industry, together with DUOC Chile, which will be launched in 2024. The objective is to present information that could increase the proportion of women in the IT industry.

Employee satisfaction and engagement survey

SONDA uses two tools to measure perceptions of the working environment, to develop measures that fulfill employee expectations and strengthen SONDA as a good company to work for. We use an annual working environment survey and an Employee Net Promoter Score (eNPS), which measures loyalty and engagement.

Responses were received from 77.3% of employees, with 71% favorable. Overall employee satisfaction was 74% and commitment was 76% favorable. The best evaluated categories were "leadership" and "promoting a diverse and inclusive workplace" where both had satisfaction of 78%. The eNPS found that 29% were promoters.

3. https://chile.generation.org/
4. STEM is the acronym for Science, Technology, Engineering and Mathematics.

5. https://ingeniosas.org/chile/

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INTEGRATED REPORT 2023 **SONDA**

SONDA Academy

We have developed a dynamic training platform for all employees called the SONDA Academy. It brings together knowledge in one place and in various languages to improve the skills of our employees. It covers induction and sales, and technical skills were added recently. We have developed alliances with Udemy[6] and Coursera[7], who provide content covering data science, cyber-security and artificial intelligence for upskilling. This content helps employees to technically upgrade to match demand and the products we sell to our clients.

6. Udemy.com
7. Coursera.org

This is complemented by e-learning training courses on specific topics, such as the Power Skills Program that was created in 2023 and strengthens the soft skills of professionals who wish to continuously learn and improve their impact on SONDA. It can be studied in Spanish, English and Portuguese, and since its launch in October 2023, 23% of employees have already participated in this initiative.

Talent and knowledge

NCG 461 (5.8.iv)

Our objective is to prepare people to meet the organization's current and future challenges. We are committed to sharing knowledge, promoting collaboration and continuous learning. Learning happens all the time and in many different ways at SONDA. It happens on the job, by participating in diverse and complex projects, by participating in formal activities and by using tools that drive personal development.

We analyzed technical skills during 2023 and re-evaluated them, then we arranged centralized technical training to provide greater synergy and efficiency to generating content. We strengthened and standardized our personal development and knowledge programs.

Training courses completed during 2023

NCG (5.8.)

		Women	Men
5.8.1. Total training expenditure (USD)	596,498		
5.8.i. The organization's educational and professional development initiatives as a percentage of annual revenue.	0.4%		
5.8.ii Number of people trained	6,967		
5.8.ii. People trained as a percentage of the workforce	53%		
5.8.iii. Average number of training hours at the entity's expense by gender and job category.		Women	Men
Management		2.6	3.9
Senior Executives		-	-
Managers		2.7	2.4
IT Professionals		7.2	7.1
Sales & Marketing		4.8	8.0

- This is total training hours/employees in each job category.
- **Corporate scope** excluding the following subsidiaries in Chile, Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo, and Novis Mexico.
- **Includes.** UDEMY (corp), Coursera, Power Skills, CRECE WPS, SONDA Leaders and graduates, and local training initiatives.

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Career path

We have developed the Career Path, so we can offer technical and professional growth opportunities to all employees. It contains a curriculum divided into seven clusters, vertical movements (internal mobility) and horizontal movements (experts/specialists).

We focused on the Software Development cluster in 2023, which includes developers, software architects, systems analysts and testers. Its importance required us to take an integrated view of professional growth and we have developed a plan that provides transparent information on the chances of internal mobility and encourages growth through training and remuneration. This has been leveraged by the Technical Mentoring program. It provides opportunities for formal learning and knowledge exchange with experts, to learn technical knowledge, share concerns about common issues, strengthen networking and guide professional development. It is also divided into ¨Individual¨, which involved 45 mentors who were trained by Udemy, and ¨Learning & Connect¨, which involved four synchronous lectures in Spanish and Portuguese that were attended by 180 employees in 2023. These are also available at SONDA Academy.

We have an Executive Talent Development Program, which comprehensively evaluates the performance of our leaders and their potential to identify talented people, to secure the succession plan for critical positions. During 2023, 83 critical executive positions were identified.

The Talent Management Program maps leaders to identify potential successors and develop action plans to prepare them to lead in the future. We supported their development with the Executive Mentoring Program and 180° competency assessments. These are powerful tools that improve decisions on internal movements and assigning critical prospects. Accordingly, 98.5% of talented people have remained with the company since 2022.

The Fresh Graduates Program is a regional initiative that attracts talented graduates from universities and training centers who want to transform the digital future. The purpose is to offer them accelerated learning that kick-starts their professional career. It ensures that graduates develop many skills, prepares them for leadership positions in the future and ensures that they culturally fit into the organization. We had 22 Fresh Graduates join us regionwide during 2023 as improvement managers, sales executives and positions that incorporate BI into decision making. Since the program began in 2019, 79 people have joined SONDA, 52 of them are still employed, and 19% of those have been promoted to positions with greater responsibility.

Performance evaluation

Performance evaluation ensures that the organization's objectives are clearly represented in departmental objectives and that these in turn appear in each person's objectives, to ensure that the organization achieves logical and sustained growth. This process evaluates individual and group performance and evaluates the skills that are key to outstanding performance for any employee at SONDA. We use a multidimensional evaluation system, which differentiates high performance and supports underperformance. Performance evaluation takes place every year, although it involves continuous feedback throughout the year. During 2023, 86.18% of employees were evaluated, while 90.71% set their objectives for 2023.

We use the SONDA Plus digital system to encourage a high-performance culture, based on a comprehensive performance evaluation that considers both achieving objectives and developing skills. This approach is complemented by a continuous feedback module that provides employees with specific feedback on their performance, which encourages them to fulfill their responsibilities and objectives.

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Wellness and compensation

SONDA is reviewing its Value Proposal for People, in order to achieve a balance between personal and professional life, provide competitive benefits and recognize the contribution of each employee. We want to offer them a differentiated and competitive package that attracts the best professionals and retains them.

Wellness

We have developed the SONDA Wellness Program, which ensures a flexible, collaborative and innovative working environment that encourages a balanced and healthy life. The basic benefits are described in the Employee Assistance Program, which contains psychological, financial and legal support for everyone, although these

benefits are adapted to the circumstances of each country. We arrange lectures on physical and mental health, and we encourage a wellness attitude that is inspired by the example of our own employees. Our lectures have a 95% satisfaction rate.

Two flexibility initiatives were launched in 2023. The first was Beneflex in Chile. This benefits campaign was stratified by age and particular interests. We have identified special benefits for people under 35, such as redeeming time off, using Friday Flex, and pet insurance, as more than half of the company appreciates this support. Beneflex was launched for the Workplace Services (WPS) team in Colombia, which is a strategic unit that represents a large proportion of the company's regional business. The aim is to extend flexibility to other countries, in accordance with their profiles.

Friday Flex

The Friday Flex program improves our flexible practices and is based on SONDA Gamification. It allows employees to leave early at 2:00 pm on one Friday each month.

BENEFLEX
Benefits that fulfill your interests

SONDA wants to discover what each person appreciates. Therefore, we offer a benefits portfolio that meets our employees' preferences.

PetSONDA
This program provides protection, medical care and digital coverage for dogs and cats.
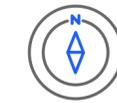
EAP (Employee Assistance Program)
It provides professional legal, financial, accounting and psychological advice for employees and their families.

Your Time
This program provides flexible schedules, half day off for birthdays and Friday Flex.

SONDA Fitness
We provide a range of sporting activities, such as soccer, yoga, trekking, tennis, skiing, paddle and gym partnerships.

Maternity/Paternity Benefits
These are a bonus and gift for the birth of a child, transitional return from maternity leave, additional paternity leave and extended maternity leave 1+1.

Preferential Agreements
We have negotiated several benefits, such as preferential prices for dental clinics, opticians, life insurance, cancer treatment, banking, transport, delivery, automotive, insurance and "Keep in", which are preferential prices for MacOnline products.

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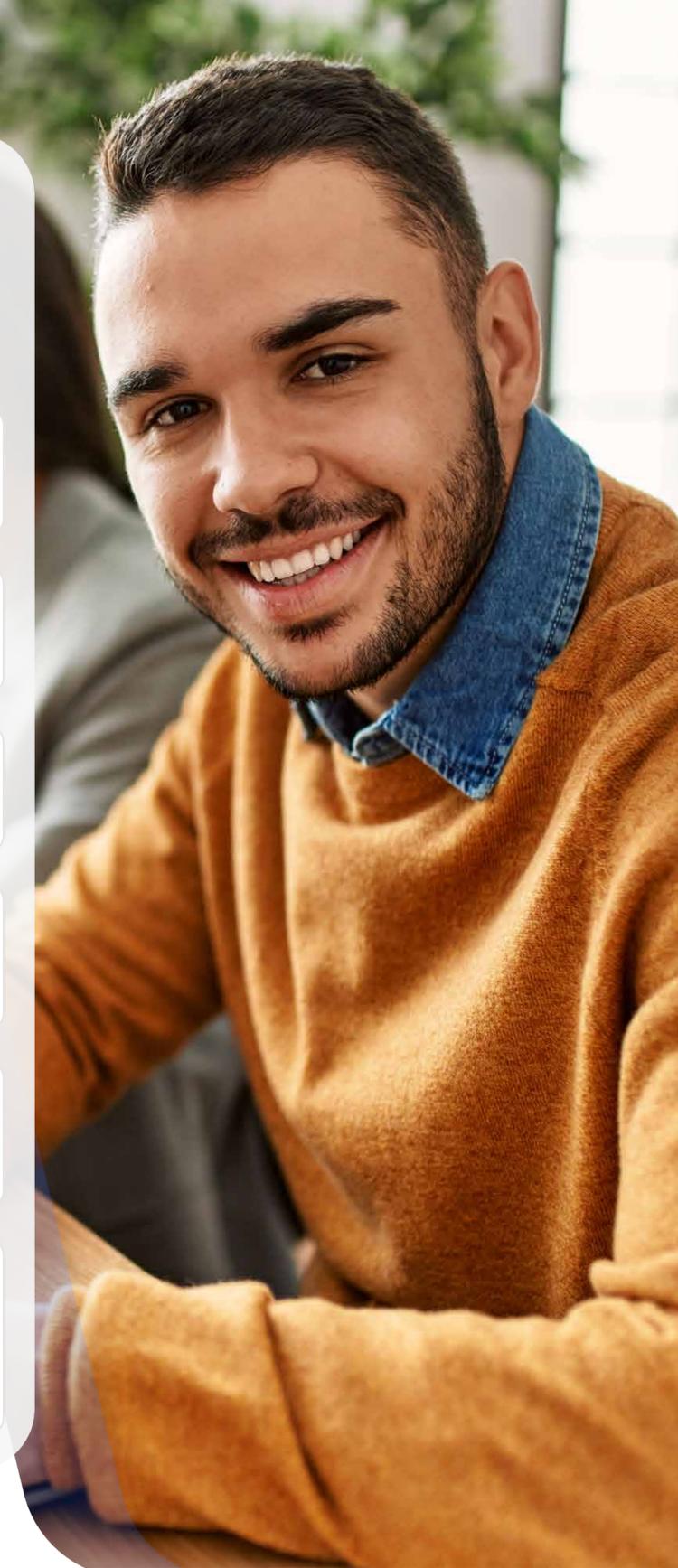
Compensation and benefits

NCG 461 (5.4.1, 5.7)

SONDA has a Compensation Procedure with a unique corporate table of positions and each person is matched to that table according to their roles and responsibilities. We use market remuneration studies in each country to create salary bands by position that ensure we can monitor our external competitiveness and internal equity.

Two years ago, we implemented merit-based salary increases, which has cultivated a culture of trust and mobility. This is reflected in our retention rate among employees receiving merit-based salary increases, which reached 91% in 2023. This initiative recognizes high performance employees by rewarding outstanding performance with promotion to greater responsibilities and connecting it with the Career Path and performance evaluations. We launched the pilot in Chile, Brazil, Mexico

and Colombia in 2021 and extended it in 2022 to all subsidiaries, so that in 2023 we saw the initial results.

We also provide the following.

- A competitive remuneration package comprised of a fixed component and a variable component for positions that are eligible for variable pay.
- A benefits package that varies between countries and depends on local circumstances. However, most countries provide health insurance, life insurance and allowances such as vacation bonuses and legal bonuses.
- A Maternity / Paternity Support Policy that provides a gradual return to work after maternity leave, and extended maternity leave 1 + 1, so when women request additional unpaid leave, SONDA offers them the same period of paid leave. We provide two days of paternity leave, in addition to the legal requirements in each country.

SASB INDICATORS **NCG 461 (8.2)**

Recruiting and managing a global, diverse and skilled workforce (2023)

Code	Accounting parameters	Response
TC-SI-330a.1	Percentage of employees who are: (1) Foreign residents (2) Located abroad	4% 0%
TC-SI-330a.2	Employee participation expressed as a percentage	76%
TC-SI-330a.3	Percentage representation of gender and racial/ethnic groups in: (1) The Board (2) Technical staff (3) All other employees	10% 37% 52%

- SONDA Consolidated Scope

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INTEGRATED REPORT 2023 SONDA

Consolidated Financial Results for **2023**

Operating revenue
1,300,158
(Millions of Chilean pesos)

1,068,112 — 2022
1,300,158 — 2023

Net operating income
80,751
(Millions of Chilean pesos)

75,943 — 2022
80,751 — 2023

EBITDA
124,978
(Millions of Chilean pesos)

120,574 — 2022
124,978 — 2023

Net income
38,151
(Millions of Chilean pesos)

35,502 — 2022
38,151 — 2023

Operating revenue by industry

Industry	%
Transport	5.4%
Financial services	13.9%
Retail	8.3%
Public Sector	8.3%
Healthcare	1.2%
Utilities	2.7%
Manufacturing	5.7%
Telecom	2.0%
Natural resources	4.0%
Construction	0.3%
Others	48.2%

Consolidated operating revenue totaled Ch$1,300,158 million (US$1,482.3 million) for 2023, an increase of 21.7% compared to 2022. Net operating income was Ch$80,751 million (US$92.1 million), an increase of 6.3% compared to 2022, and EBITDA was Ch$124,978 million (US$142.5 million), an increase of 3.7% yoy.

The EBITDA margin for the year was 9.6%, a fall of 170bp yoy. Profitability in Brazil improved as the EBITDA margin rose to 8.5%, an increase of 80bp yoy.

Net income attributable to the parent company was Ch$38,151 million (US$43.5 million), an increase of Ch$2,649 million (US$3.0 million) with respect to 2022.

Closed business totaled US$1,905.1 million, which represents growth of 12.3% compared to 2022. The most significant growth was in the Southern Cone Region (22.2%) and Brazil (1.2%). The opportunities pipeline totaled US$4,835.7 million.

The current liquidity ratio was 1.5, the financial leverage ratio was 0.6, and the financial expenses ratio was 4.0, which all reflect a healthy financial position.

Cono Sur Region
Chile, Argentina and Uruguay

Andean Region
Colombia, Peru and Ecuador

North American Region
USA, Mexico, Costa Rica Guatemala and Panama

Brazil

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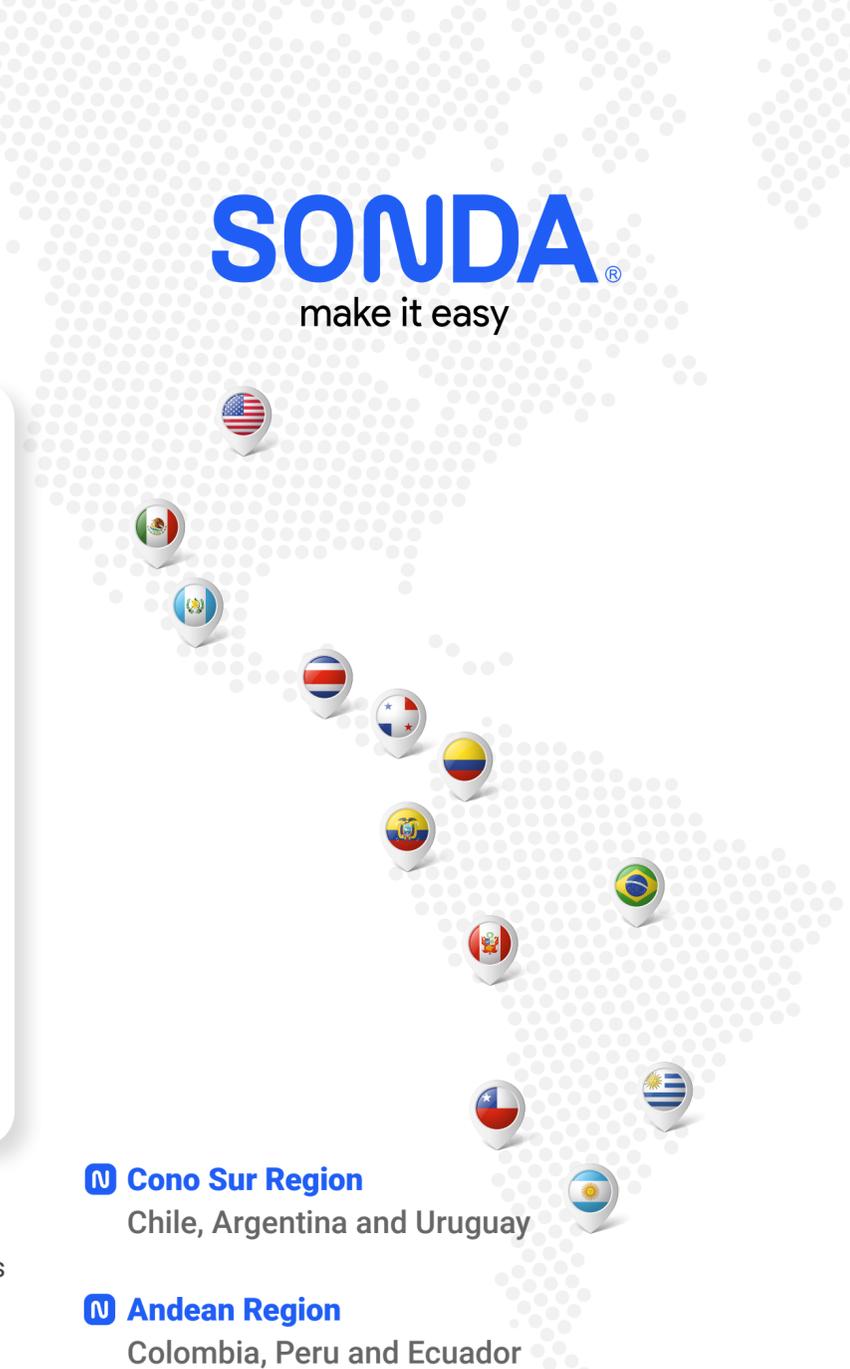
Southern Cone Region financial results

Operating revenue
751,248
(Millions of Chilean pesos)

	2022	2023
	622,742	751,248

EBITDA
68,993
(Millions of Chilean pesos)

	2022	2023
	73,832	68,993

Operating revenue by industry

Industry	%
Transport	5.6%
Financial services	7.3%
Retail	4.1%
Public Sector	6.1%
Salud	0.6%
Utilities	0.9%
Manufacturing	3.1%
Telecom	1.1%
Natural resources	2.0%
Construcción	0.4%
Others	68.8%
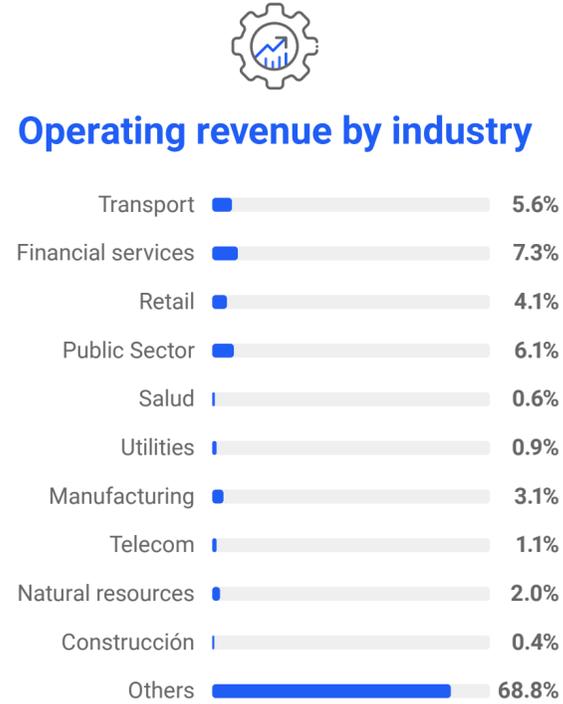
Operating revenue was Ch$751,248 million (US$856.5 million), an increase of 20.6% compared to 2022. This was comprised of increases from Digital Business (83.2%) and Product Distribution (1.2%).

Net operating income was Ch$42,960 million (US$49.0 million / -11.4%) and EBITDA was Ch$68,993 million (US$78.7 million / -6.6%) compared to 2022.

The operating margin was 5.7%, 210bp lower than in 2022, and the EBITDA margin was 9.2%, 270bp lower.

Andean Region financial results

Operating revenue
105,233
(Millions of Chilean pesos)

	2022	2023
	95,424	105,233

EBITDA
13,003
(Millions of Chilean pesos)

	2022	2023
	12,903	13,003

Operating revenue by industry

Industry	%
Transport	4.2%
Financial services	9.7%
Retail	6.4%
Public Sector	5.2%
Healthcare	0.6%
Utilities	0.6%
Manufacturing	9.1%
Telecom	3.7%
Natural resources	4.0%
Construction	0.1%
Others	56.4%
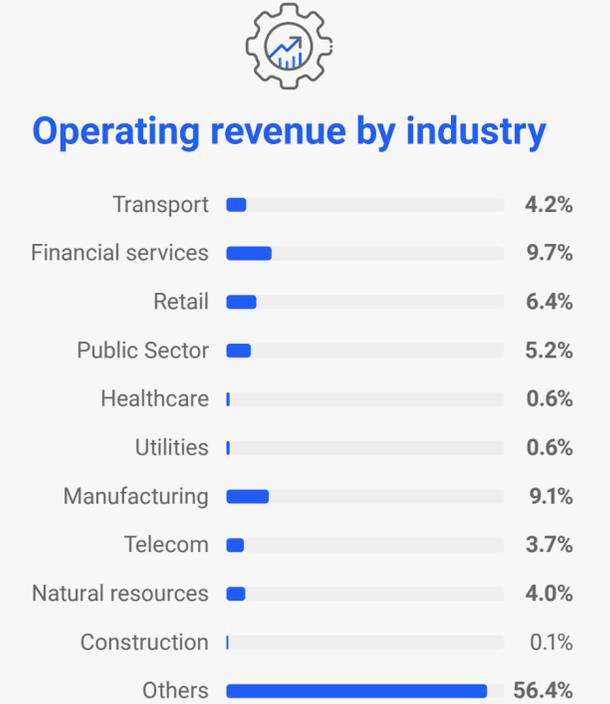
Operating revenue was Ch$105,233 million (US$120.0 million), an increase of 10.3% compared to 2022. This was comprised of increases from Digital Business (12.0%) and Digital Services (9.8%).

Net operating income was Ch$8,313 million (US$9.5 million / -4.6%) and EBITDA was Ch$13,003 million (US$14.8 million / +0.8%) compared to 2022.

The operating margin was 7.9%, 120bp lower than in 2022, and the EBITDA margin was 12.4%, 110bp lower.

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North American Region financial results

Operating revenue

114,247

(Millions of Chilean pesos)

88,796	114,247
2022	2023

EBITDA

14,198

(Millions of Chilean pesos)

13,283	14,198
2022	2023

Operating revenue by industry

Industry	%
Transport	17.2%
Financial services	13.3%
Retail	5.9%
Public Sector	1.2%
Healthcare	0.5%
Utilities	2.2%
Manufacturing	13.4%
Telecom	5.8%
Natural resources	0.0%
Construction	0.0%
Others	40.6%
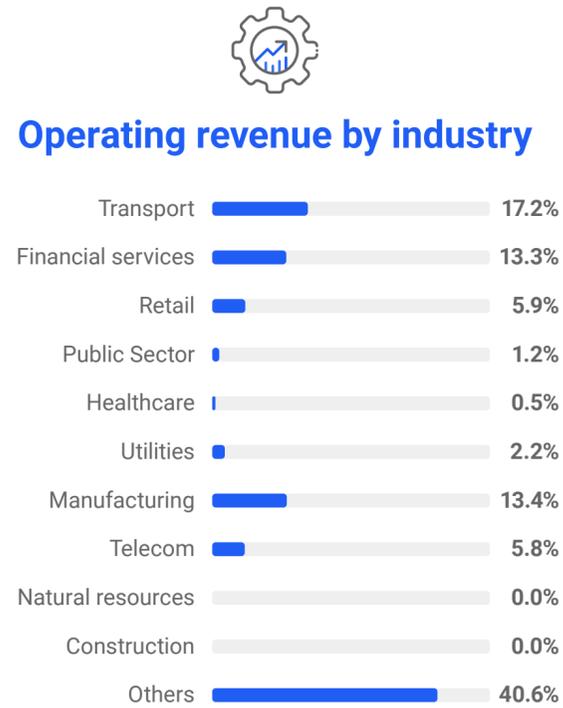
Operating revenue was Ch$114,247 million (US$130.3 million), an increase of 28.7% compared to 2022. This was comprised of increases from Digital Business (24.4%) and Digital Services (32.6%).

Net operating income was Ch$10,214 million (US$11.6 million / 7.7%) and EBITDA was Ch$14,198 million (US$16.2 million / 6.9%) compared to 2022.

The operating margin was 8.9%, 180bp lower than in 2022, and the EBITDA margin was 12.4%, 260bp lower.

Financial Performance in Brazil

Operating revenue

338,303

(Millions of Chilean pesos)

267,179	338,303
2022	2023

EBITDA

28,784

(Millions of Chilean pesos)

20,556	28,784
2022	2023

Operating revenue by industry

Industry	%
Transport	1.2%
Financial services	30.5%
Retail	19.4%
Public Sector	16.6%
Healthcare	2.9%
Utilities	7.6%
Manufacturing	8.2%
Telecom	2.2%
Natural resources	9.9%
Construction	0.3%
Others	1.3%
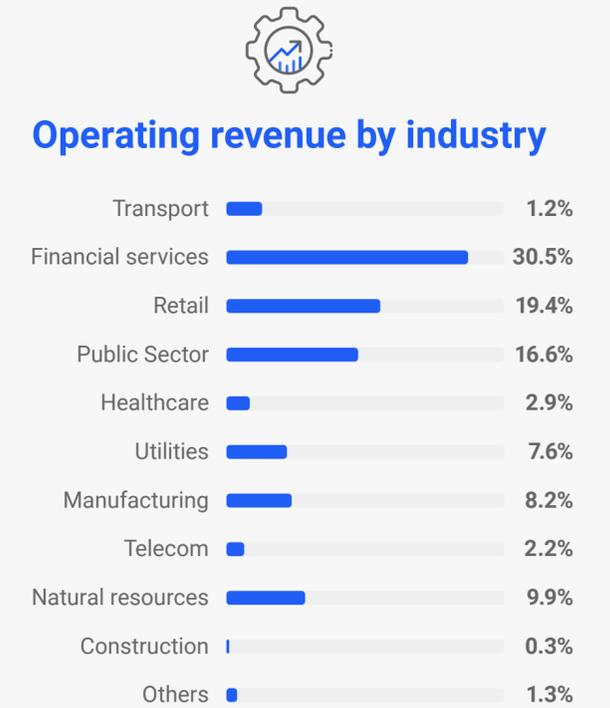
Operating revenue was Ch$338,303 million (US$385.7 million), an increase of 26.6% compared to 2022. This was comprised of increases from Digital Business (46.5%) and Digital Services (2.2%).

Net operating income was Ch$19,263 million (US$22.0 million / +108.2%) and EBITDA was Ch$28,784 million (US$32.8 million / +40.0%) compared to 2022.

The operating margin was 5.7%, 220bp higher than in 2022, and the EBITDA margin was 8.5%, 80bp higher.

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INTEGRATED REPORT 2023 SONDA

Consolidated statements of financial position as of December 31, 2023 and 2022

(Thousands of Chilean pesos - ThCh$)

ASSETS	12.31.2023 ThCh$	12.312022 ThCh$
CURRENT ASSETS		
Cash and cash equivalents	134,135,348	147,797,309
Other financial assets, current	38,563,739	6,980,234
Other non-financial assets, current	33,064,152	21,598,944
Trade and other receivables, current	472,209,548	307,154,771
Related party receivables, current	2,435,105	8,204,241
Inventories, current	88,282,398	74,130,184
Current tax assets	31,225,038	27,410,869
Total current assets other than assets or disposal groups classified as held-for-sale or held-for-distribution to owners	799,915,328	593,276,552
Non-current assets or disposal groups classified as held-for-sale or held-for-distribution to owners	-	-
TOTAL CURRENT ASSETS	**799,915,328**	**593,276,552**
NON-CURRENT ASSETS		
Other financial assets, non-current	6,634,510	33,998,711
Other non-financial assets, non-current	12,023,928	4,774,916
Receivables, non-current	126,988,942	71,599,886
Related party receivables, non-current	1,116,766	3,119,405
Equity method investments	97,674	19,844,707
Intangible assets other than goodwill.	52,147,837	15,331,988
Goodwill	227,147,298	200,717,254
Property, plant and equipment	136,451,779	125,720,175
Investment properties	8,673,077	8,061,795
Right-of-use leased assets	31,964,093	22,029,664
Deferred tax assets	39,287,745	26,563,839
TOTAL NON-CURRENT ASSETS	**642,533,649**	**531,762,340**
TOTAL ASSETS	**1,442,448,977**	**1,125,038,892**

LIABILITIES AND EQUITY	12.31.2023 ThCh$	12.312022 ThCh$
CURRENT LIABILITIES		
Other financial liabilities, current	114,504,325	86,298,191
Lease liabilities, current	24,398,260	17,493,774
Trade and other payables	293,392,291	135,060,823
Related party payables, current	7,841,624	7,121,318
Other short-term provisions	9,197,203	6,371,883
Current tax liabilities	18,312,681	13,263,415
Employee benefit provisions, current	40,815,859	37,166,605
Other non-financial liabilities, current	25,449,271	26,064,154
Total current liabilities other than liabilities in disposal groups held for sale	533,911,514	328,840,163
TOTAL CURRENT LIABILITIES	**533,911,514**	**328,840,163**
NON-CURRENT LIABILITIES		
Other financial liabilities, non-current	211,209,942	201,045,019
Leasing liabilities, non-current	31,638,466	21,265,497
Payables, non-current	17,617,402	5,476,306
Related party payables, non-current	-	-
Other long-term provisions	13,318,307	12,100,571
Deferred tax liabilities	36,271,260	24,636,044
Employee benefit provisions, non-current	4,900,247	4,361,725
Other non-financial liabilities, non-current	1,390,066	931,296
TOTAL NON-CURRENT LIABILITIES	**316,345,690**	**269,816,458**
TOTAL LIABILITIES	**850,257,204**	**598,656,621**
EQUITY		
Share capital	373,119,044	373,119,044
Retained earnings	298,461,125	279,385,689
Other reserves	(96,647,926)	(132,600,739)
Equity attributable to owners of the parent company	574,932,243	519,903,994
Non-controlling interests	17,259,530	6,478,277
Total equity	**592,191,773**	**526,382,271**
TOTAL LIABILITIES AND EQUITY	**1,442,448,977**	**1,125,038,892**

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Consolidated statements of comprehensive income by function for the years ended December 31, 2023 and 2022

(Thousands of Chilean pesos - ThCh$)

	12.31.2023 ThCh$	12.312022 ThCh$
STATEMENT OF NET INCOME		
Operating revenue	1,300,157,592	1,068,112,142
Cost of sales	(1,097,567,297)	(889,903,658)
GROSS PROFIT	**202,590,295**	**178,208,484**
Other income	9,958,124	1,724,141
Administrative expenses	(121,839,605)	(102,265,695)
Other expenses, by function	(13,662,934)	(10,512,647)
Net operating income	**77,045,880**	**67,154,283**
Financial income	16,662,139	15,497,983
Financial costs	(31,310,620)	(24,008,800)
Share of net income of equity method associates and joint ventures	(22,497)	(1,350,776)
Exchange gains (losses)	(4,332,714)	(1,778,685)
Indexation gains (losses)	(3,398,254)	(805,002)
NET INCOME BEFORE TAX	**54,643,934**	**54,709,003**
Income tax expense	(15,925,081)	(17,942,688)
NET INCOME FROM CONTINUING OPERATIONS	38,718,853	36,766,315
NET INCOME FOR THE YEAR	**38,718,853**	**36,766,315**
NET INCOME ATTRIBUTABLE TO:		
Owners of the parent company	38,150,872	35,501,640
Non-controlling interests	567,981	1,264,675
NET INCOME FOR THE YEAR	**38,718,853**	**36,766,315**
EARNINGS PER SHARE		
Basic earnings per share		
Basic earnings per share from continuing operations (Ch$)	43.80	40.76
Diluted earnings per share		
Diluted earnings (loss) per share from continuing operations (Ch$)	43.80	40.76

STATEMENT OF COMPREHENSIVE INCOME	12.31.2023 ThCh$	12.312022 ThCh$
NET INCOME FOR THE YEAR	38,718,853	36,766,315
Components of other comprehensive income that will not be reclassified to income for the year, before taxes		
Other comprehensive income from revaluation of defined-benefit pension plans, before taxes	28,198	106,927
Other comprehensive income from investments in equity instruments, before taxes	-	-
Total other comprehensive income that will not be reclassified to income for the year, before taxes	**28,198**	**106,927**
Components of other comprehensive income that will be reclassified to income for the period, before taxes		
Foreign currency translation		
Gain (loss) on foreign currency translations, before taxes	32,091,139	10,508,462
Cash flow hedges		
Gain (loss) on cash flow hedges, before income tax	(3,064,631)	(3,333,807)
Total other comprehensive income reclassified to income for the year, before taxes	**29,026,508**	**7,174,655**
Other components of other comprehensive income, before taxes	29,054,706	7,281,582
Income tax relating to components of other comprehensive income that will not be reclassified to income for the year	-	-
Income tax related to revaluation of defined benefit pension plans in other comprehensive income	-	-
Income tax related to investments in equity instruments in other comprehensive income	-	-
Income tax related to components of other comprehensive income that will be reclassified to income for the year	(1,012,430)	(1,171,817)
Income tax related to foreign currency translations in other comprehensive income	-	-
Income tax relating to cash flow hedges in other comprehensive income	(1,012,430)	(1,171,817)
Total other comprehensive income	**30,067,136**	**8,453,399**
TOTAL COMPREHENSIVE INCOME	**68,785,989**	**45,219,714**
Comprehensive income attributable to:		
Owners of the parent company	68,218,008	43,955,039
Non-controlling interests	567,981	1,264,675
TOTAL COMPREHENSIVE INCOME	**68,785,989**	**45,219,714**

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Consolidated statements of direct cash flow for the years ended December 31, 2023 and 2022

Thousands of Chilean pesos - ThCh$)

	12.31.2023 ThCh$	12.312022 ThCh$
Cash flow statements		
Cash flow from (used by) operating activities		
Proceeds from the sale of goods and services	1,382,401,248	1,199,666,668
Other proceeds from operating activities	8,923,875	6,095,724
Total proceeds from operating activities	**1,391,325,123**	**1,205,762,392**
Payments to suppliers for goods and services	(912,980,545)	(780,688,035)
Payments to and on behalf of employees	(320,073,275)	(267,703,321)
Other payments for operating activities	(85,132,374)	(77,695,950)
Total payments for operating activities	**(1,318,186,194)**	**(1,126,087,306)**
Net cash flows used in operations	**73,138,929**	**79,675,086**
Income taxes received (paid)	(20,759,429)	(23,469,805)
Other proceeds (payments)	102,322	2,437,649
Net cash flows from (used by) operating activities	**52,481,822**	**58,642,930**
Cash flow from (used by) investing activities		
Proceeds from the loss of control of subsidiaries or other businesses	-	3,917,264
Payments to acquire non-controlling interests	(250,129)	(28,046,184)
Proceeds from the sale of equity or debt instruments of other entities	1,872,632	762,981
Other payments to acquire equity or debt instruments of other entities	(1,613,270)	(533,656)
Proceeds from the repayment of advances and loans granted to third parties	-	10,002,961
Proceeds from sales of property, plant and equipment	2,240	14,438
Dividends received	402,977	198,444
Purchases of property, plant and equipment	(40,349,440)	(28,200,116)
Loans to related parties	(99,012)	(31,354,998)
Loan repayments from related companies	-	30,103,429
Purchases of intangible assets	(2,287,166)	(4,762,144)
Interest received	8,144,948	7,562,789
Other proceeds (payments)	9,022,743	437,381
Net cash flow from (used by) investing activities	**(25,153,477)**	**(39,897,411)**

	12.31.2023 ThCh$	12.312022 ThCh$
Cash flow from (used by) financing activities		
Proceeds from share issuances	2,038,286	370,400
Proceeds from long-term loans	93,340,548	6,246,908
Proceeds from short-term loans	99,454,270	90,288,117
Loan repayments	(168,788,827)	(98,499,309)
Payments for lease liabilities	(22,754,164)	(17,729,539)
Dividend payments	(22,207,673)	(7,742,744)
Interest payments	(18,331,188)	(14,704,375)
Other proceeds (payments)	(6,630,095)	(4,226,363)
Net cash flows used in financing activities	**(43,878,843)**	**(45,996,905)**
Net increase (decrease) in cash and cash equivalents before exchange rate effects	**(16,550,498)**	**(27,251,386)**
Effect of exchange rates on cash and cash equivalents		
Effect of exchange rates on cash and cash equivalents	2,888,537	(1,522,760)
Net increase (decrease) in cash and cash equivalents	**(13,661,961)**	**(28,774,146)**
Cash and cash equivalents at the beginning of the year	147,797,309	176,571,455
Cash and cash equivalents at the end of the year	**134,135,348**	**147,797,309**

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Consolidated statements of changes in equity for the years ended December 31, 2023 and 2022

(Thousands of Chilean pesos - ThCh$)

| | Other reserves | | | | | | | | | | |
| | | Other comprehensive income | | | | | | | | | |
	Share capital ThCh$	Foreign currency translation reserves ThCh$	Cash flow hedge reserves ThCh$	Actuarial gains or losses on defined benefit plans reserves ThCh$	Cumulative other comprehensive income ThCh$	Miscellaneous reserves ThCh$	Total other reserves ThCh$	Retained earnings (losses) ThCh$	Equity attributable to owners of the parent company ThCh$	Non-controlling interests ThCh$	Total Equity ThCh$
Previously reported equity	373,119,044	(129,839,049)	1,078,139	377,441	(128,383,469)	(4,217,270)	(132,600,739)	279,385,689	519,903,994	6,478,277	526,382,271
Equity as of 01.01.2023	373,119,044	(129,839,049)	1,078,139	377,441	(128,383,469)	(4,217,270)	(132,600,739)	279,385,689	519,903,994	6,478,277	526,382,271
Changes in equity:											
Comprehensive income											
Net income for the year	-	-	-	-	-	-	-	38,150,872	38,150,872	567,981	38,718,853
Other comprehensive income	-	32,091,139	(2,052,201)	28,198	30,067,136	-	30,067,136	-	30,067,136	-	30,067,136
Comprehensive Income	-	32,091,139	(2,052,201)	28,198	30,067,136	-	30,067,136	38,150,872	68,218,008	567,981	68,785,989
Capital increase	-	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	(19,075,436)	(19,075,436)	-	(19,075,436)
Increase (decrease) for changes in interests in subsidiaries that do not result in loss of control	-	-	-	-	-	-	-	-	-	-	-
Equity increase (decrease) for other changes	-	-	-	-	-	5,885,677	5,885,677	-	5,885,677	10,213,272	16,098,949
Increase (decrease) in equity	-	32,091,139	(2,052,201)	28,198	30,067,136	5,885,677	35,952,813	19,075,436	55,028,249	10,781,253	65,809,502
Equity as of 12.31.2023	373,119,044	(97,747,910)	(974,062)	405,639	(98,316,333)	1,668,407	(96,647,926)	298,461,125	574,932,243	17,259,530	592,191,773

| | Other reserves | | | | | | | | | | |
| | | Other comprehensive income | | | | | | | | | |
	Share capital ThCh$	Foreign currency translation reserves ThCh$	Cash flow hedge reserves ThCh$	Actuarial gains or losses on defined benefit plans reserves ThCh$	Cumulative other comprehensive income ThCh$	Miscellaneous reserves ThCh$	Total other reserves ThCh$	Retained earnings (losses) ThCh$	Equity attributable to owners of the parent company ThCh$	Non-controlling interests ThCh$	Total Equity ThCh$
Equity as of 01.01.2022	373,119,044	(140,347,511)	3,240,129	270,514	(136,836,868)	657,432	(136,179,436)	261,634,869	498,574,477	3,190,930	501,765,407
Equity as of 01.01.2022	373,119,044	(140,347,511)	3,240,129	270,514	(136,836,868)	657,432	(136,179,436)	261,634,869	498,574,477	3,190,930	501,765,407
Changes in equity:											
Comprehensive income											
Net income for the year	-	-	-	-	-	-	-	35,501,640	35,501,640	1,264,675	36,766,315
Other comprehensive income	-	10,508,462	(2,161,990)	106,927	8,453,399	-	8,453,399	-	8,453,399	-	8,453,399
Comprehensive Income	-	10,508,462	(2,161,990)	106,927	8,453,399	-	8,453,399	35,501,640	43,955,039	1,264,675	45,219,714
Capital increase	-	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	(17,750,820)	(17,750,820)	-	(17,750,820)
Increase (decrease) for changes in interests in subsidiaries that do not result in loss of control	-	-	-	-	-	-	-	-	-	-	-
Equity increase (decrease) for other changes	-	-	-	-	-	(4,874,702)	(4,874,702)	-	(4,874,702)	2,022,672	(2,852,030)
Increase (decrease) in equity	-	10,508,462	(2,161,990)	106,927	8,453,399	(4,874,702)	3,578,697	17,750,820	21,329,517	3,287,347	24,616,864
Equity as of 31.12.2022	373,119,044	(129,839,049)	1,078,139	377,441	(128,383,469)	(4,217,270)	(132,600,739)	279,385,689	519,903,994	6,478,277	526,382,271

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Additional Business Information

Information on the company and its subsidiaries

Incorporation

SONDA S.A. was incorporated as a limited liability company with the legal name "Sociedad Nacional de Procesamiento de Datos Limitada", by public deed on October 30, 1974 granted by the public notary of Santiago, Mr. Herman Chadwick Valdes. An excerpt of such deed was registered on page 11,312 number 6,199 of the Trade Register of the Real Estate Registry of Santiago in 1974 and published in the Official Gazette on December 28, 1974.

The company became a corporation, maintaining its legal name but establishing the brand name SONDA S.A. by public deed dated September 16, 1991, granted by the Santiago Notary Mr. Humberto Quezada Moreno, and its excerpt was registered on page 28,201 number 14,276 of the Trade Register of the Real Estate Registry of Santiago in 1991 and published in the Official Gazette on September 24, 1991. Later, the legal name became SONDA S.A. by public deed dated May 27, 2004, granted at the Santiago Notary of Mr. Rene Benavente Cash, and its excerpt was registered on page 15,640 number 11,777 of the Trade Register of the Real Estate Registry of Santiago in 2004 and published in the Official Gazette number 37,873 dated May 31, 2004.

Since its incorporation, the bylaws of the company have been subject to several modifications. The current bylaws are established in:

(i) a public deed dated July 4, 2006, granted at the Santiago Notary of Mr. Rene Benavente Cash, and its excerpt was registered on page 27,555 number 19,250 of the Trade Register of the Real Estate Registry of Santiago in 2006 and published in the Official Gazette on July 17, 2006; (ii) a public deed dated August 31, 2012 granted at the Santiago Notary of Mr. Andres Rubio Flores, which reports on the capital increase agreed at the Extraordinary Shareholders Meeting held on August 30, 2012, and its excerpt was registered on page 61,522 number 42,921 of the Trade Register of the Real Estate Registry of Santiago in 2012 and published in the Official Gazette on September 4, 2012.

Company name
SONDA S.A.

Legal Address
Santiago district, Metropolitan Region

Chilean Identification Number
83628100-4

Legal Entity
Publicly Traded Corporation

Registration in Securities Registry
950

External Auditors
Deloitte Auditores y Consultores Ltda.

Main Office Address
Teatinos 500, Santiago, Chile.

P.O. Box
275 v - Correo 21, Santiago

Telephone
(56 2) 2657-5000

Fax
(56 2) 2657-5410

Website
www.sonda.com

E-mail
corporativo@sonda.com

Corporate Purpose

1. Develop electronic computing, information and data processing systems and general information technology, automation and communications, for internal use or for third parties;
2. Create, construct, develop, apply, import, export, trade, maintain, update, operate, install and represent hardware, software and related services;
3. Purchase, sell, import, export, represent, distribute and generally trade electronic computing and data processing equipment, spare parts, components, accessories and other related items;
4. Directly use the same goods by offering services, renting these goods, or in any other manner;
5. Provide occupational training, mainly in the automation or information technology fields, through courses, seminars, conferences, publications, events or other forms of systematic transfer of knowledge and technology;
6. Provide business management consulting services, market research, feasibility studies and operational analysis;
7. Develop any other business directly or indirectly related to information technology and computer science.

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General Standard **461**

2. Organizational profile

2.3. Ownership

Principal Shareholders

Our shareholders are an important pillar of SONDA's institutional solvency, and they have enabled us to remain strong and achieve sustainable development, despite the surrounding economic and political uncertainties, and become a regional leader in Digital Transformation services.

Since 1974, the Navarro Haeussler family led by our founder, Mr. Andrés Navarro, have maintained ties with the company and are committed to its growth and internationalization. The policy of reinvesting a substantial percentage of earnings over the years has been essential to generate the capital needed to grow, to finance annual increases in the customer base, to develop new products and services and launch new projects.

The initial public offering in 2006 opened up the company's stock to significant new shareholders, including institutional investors, investment funds, pension funds and minority investors.

2.3.1. Controlling shareholders

As of December 31, 2023, SONDA is controlled by Andrés Navarro Haeussler (Chilean ID 5,078,702-8) and Pablo Navarro Haeussler (Chilean ID 6,441,662-6) as controllers of 56.0622% of the shares in SONDA S.A. This is detailed as follows:

i. As managers of Inversiones Atlántico Limitada (Chilean ID 78,091,430-0) and Inversiones Pacifico II Limitada (Chilean ID 88,492,000-0). These companies, in conjunction with Inversiones Santa Isabel Limitada (Chilean ID 79,822,680-0), which is controlled by Mr. Andrés Navarro Haeussler, own 96.4463% of the shares in Indico S.A., and this company owns 37.7740% of the shares in SONDA S.A.
ii. Inversiones Yuste S.A. owns 3.5894% of the shares in SONDA S.A. and is controlled and managed by Mr. Andrés Navarro Haeussler.
iii. 128,035,470 shares were acquired by companies controlled by Mr. Andrés Navarro Haeussler and Mr. Pablo Navarro Haeussler, where 87,776,648 shares are in bank custody and represent 14.6989% of the shares in SONDA S.A.
iv. There is a shareholders agreement between Inversiones Yuste S.A. and Indico S.A., and these two companies control 41.3633% of the shares in SONDA S.A. It does not limit the free disposal of shares.

2.3.2. Significant changes in ownership or control

The most significant changes in the ownership structure during the year ended December 31, 2023 were the following:

i. AFP CUPRUM S.A. PENSION FUND C increased its interest from 0.3% to 1.6%.
ii. AFP CUPRUM S.A. FUND A increased its interest from 0.4% to 1.5%.
iii. AFP CUPRUM S.A. FUND B increased its interest from 0.2% to 1.1%.
iv. BANCHILE ADM GENERAL DE FONDOS S. A. decreased its interest from 4.2% to 1.7%.

v. BTG PACTUAL SMALL CAP CHILE INVESTMENT FUND decreased its interest from 3.3% to 1.6%.
vi. EUROAMERICA C DE B S.A. decreased its interest from 0.5% to 0.0%.

2.3.3. Description of majority shareholders

As of December 31, 2023, no shareholder other than the controlling shareholder holds more than 10% of SONDA's capital. There are no individuals or legal entities other than the controlling shareholder who alone or through a shareholders agreement may appoint a company director or manager.

Controlling Shareholders	56.1%
Stockbroker	18.2%
Investment Funds	9.9%
Pension Fund Administrators (AFP)	9.7%
Foreign	4.0%
Others	2.2%
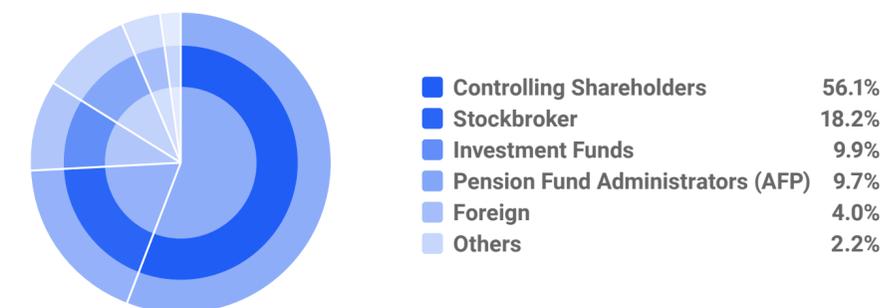
2.3.4. Shares, their features and rights

i. **Description of Series of Shares:**
   SONDA has only one share class and its shares all have one vote.
   (1 share = 1 vote)

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ii. Dividend Policy

The dividend policy at SONDA is to distribute at least 50% of net distributable income each year. Compliance with this policy is subject to net distributable income being reflected in the financial position of the company, satisfactory financial forecasts for the company, and the fulfillment of certain conditions, as appropriate. If this dividend policy substantially changes, the Company will disclose it as a Material Event.

The Annual General Shareholders' Meeting held on April 12, 2023 was informed that "the Board proposed that the company distributes a dividend of at least 50% of net distributable income for 2023. The Board also proposes distributing an interim dividend during the second half of the year of 50% of net distributable income for the first half of the year". This interim dividend was paid in September 2023, as previously agreed.

iii. Statistical information

a. Dividends:

	2021	2022	2023
Number of shares(*)	871,057,175	871,057,175	871,057,175
Earnings per share (Ch$)	40.03	40.76	43.80
Dividends paid (Ch$)	30.27(1)	7.07(2)	22.72(3)

(Figures expressed in the currency translated as of the payment date).

(*) Subscribed and paid shares

(1) Payment of an interim dividend for 2021 of Ch$10.27 per share on September 6, 2021, and a second interim dividend of Ch$20.00 per share on December 24, 2021.

(2) Payment of an interim dividend for 2022 of Ch$7.07 per share on September 9, 2022.

(3) Payment of an interim dividend for 2023 of Ch$13.31 per share on April 21, 2023, and a second interim dividend of Ch$9.41 per share on September 7, 2023.

b. Stock exchange transactions

Santiago Exchange			
2023	Average Price Ch$	Number	Value ThCh$
Total 1st Quarter	392.13	45,788,981	17,955,219
Total 2nd Quarter	404.42	45,119,347	18,247,222
Total 3rd Quarter	416.30	41,890,614	17,439,130
Total 4th Quarter	377.61	19,896,826	7,513,173

Electronic Stock Exchange			
2023	Average Price Ch$	Number	Value ThCh$
Total 1st Quarter	125.68	1,491,429	187,443
Total 2nd Quarter	401.91	1,455,669	585,047
Total 3rd Quarter	428.91	431,334	185,004
Total 4th Quarter	381.12	24,756	9,435

SONDA's stock market presence in the Santiago Stock Exchange was 85.56%, and in the Electronic Stock Exchange it was 85.56%, according to information provided by each institution as of December 31, 2023.

c. Number of shareholders

Chilean ID number	Principal shareholders	Percentage	Number of shares
76,413,035-9	INDICO SA (*)	37.8%	329,032,953
97,036,000-K	BANCO SANTANDER CHILE	10.6%	92,012,744
79,532,990-0	BICE INVERSIONES CORREDORES DE BOLSA S.A.	5.3%	45,858,605
84,177,300-4	BTG PACTUAL CHILE S.A. C DE B	4.0%	34,847,719
96,688,520-3	INVERSIONES YUSTE S.A. (*)	3.6%	31,265,345
79,822,680-0	INVERSIONES SANTA ISABEL LTDA. (*)	2.3%	19,879,120
97,036,000-K	BANCO SANTANDER ON BEHALF OF FOREIGNERS	2.0%	17,537,005
76,547,723-9	KOYAM S.A.	1.7%	14,965,730
96,767,630-6	BANCHILE ADM GENERAL DE FONDOS S.A.	1.7%	14,439,689
96,966,250-7	BTG PACTUAL SMALL CAP CHILE INVESTMENT FUND (NEW ACCOUNT)	1.6%	14,265,167
76,240,079-0	AFP CUPRUM S.A. PENSION FUND C	1.6%	13,534,394
76,240,079-0	AFP CUPRUM S.A. FUND A	1.5%	12,735,656

* Controlling shareholder

The Company had a total of 275 shareholders as of December 31, 2023, according to the Shareholders Register.

2.3.5. Other Securities

Corporate bonds

Series C Bonds

On December 18, 2009 we issued both the Series A and C bonds. The Series A totaled UF 1,500,000 and was placed with a 5 year term at an interest rate of UF+3.5% per annum, and the Series C totaled UF 1,500,000, with a 21 year term at a fixed interest rate of UF+4.5% per annum. They were issued from lines 622 and 621 respectively, with a combined maximum nominal amount of UF 3,000,000.

The Company shall regularly report to bondholder's representatives on the agreed dates the following indicators and safeguards:

- **Borrowing ratio:** Total liabilities less cash divided by consolidated equity should be less than 1.3 times.
- **Financial expenses ratio:** EBITDA divided by net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** Minimum equity is UF 8,000,000.
- **Assets free of encumbrances:** Assets free of any pledge, mortgage or other charge should be at least 1.25 times unsecured liabilities.
- **Control over important subsidiaries:** Maintain control over the subsidiary SONDA Procwork Inf. Ltda.
- **Prohibit the sale of assets:** No more than 15% of consolidated assets.

Series H bond

On July 11, 2019, we issued a Series H Bond from Line 832 that totaled UF 3,000,000 with a 10 year bullet repayment. It forms part of the financing structure for the company's 2019-2021 Strategic Plan. This bond earns annual interest of UF +1.5%.

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The Company shall regularly report to bondholder's representatives on the agreed dates the following indicators and safeguards:

- **Borrowing ratio:** Total liabilities less cash divided by consolidated equity should be less than 1.3 times.
- **Financial expenses ratio:** EBITDA divided by net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** Minimum equity is UF 8,000,000.
- **Assets free of encumbrances:** Assets free of any pledge, mortgage or other charge should be at least 1.25 times unsecured liabilities.
- **Control over important subsidiaries:** Keep the important subsidiaries under control.
- **Prohibit the sale of assets:** No more than 15% of consolidated assets.

Series J bond

In October 2019, we issued a Series J bond from Line 622 that totaled UF 1,500,000, with a 5 year bullet repayment, in order to repay the Series E bond issued in November 2014. These funds were used to repay the capital and interest on the Series E bond on October 17, 2019 totaling ThCh$37,267,214. This bond earns annual interest of UF +0.4%.

The Company shall regularly report to bondholder's representatives on the agreed dates the following indicators and safeguards:

- **Borrowing ratio:** Total liabilities less cash divided by consolidated equity should be less than 1.3 times.
- **Financial expenses ratio:** EBITDA divided by net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** Minimum equity is UF 8,000,000.
- Assets free of encumbrances: Assets free of any pledge, mortgage or other charge should be at least 1.25 times unsecured liabilities.
- **Control over important subsidiaries:** Keep the important subsidiaries under control.
- **Prohibit the sale of assets:** No more than 15% of consolidated assets.

Bond contracts impose limits on our financial indicators and require compliance with obligations, which is usual for this type of financing, and as of December 31, 2023 the company fully complies.

Transactions by directors, senior executives and related parties

There were no SONDA share transactions by any senior executives or directors during 2023.

The directors and senior executives hold the following interests in the company as of 12/31/2023

a. José Orlandini Robert (Chairman) 0.0579%
b. María del Rosario Navarro Betteley (Vice Chairman) 0.6430%
c. Andrés Navarro Betteley (Director) 0.6430%
d. Rafael Osorio Peña (Director) 0.0412%
e. Ingo Plöger (Director) 0.0000%
f. Enrique Bone Soto (Director) 0.0000%
g. Carlos Hurtado Rourke (Director) 0.0000%
h. Alberto Eguiguren Correa (Director) 0.0000%
i. Jacqueline Saquel Mediano (Director) 0.0000%
j. Luis Alberto de la Cruz Laborda (Corporate CEO) 0.0004%
k. Gonzalo Soto Serdio (Corporate CFO) 0.0000%
l. Marcelo Castiglione Veloso (General Manager SONDA Chile) 0.0041%

Net distributable income ThCh$	2021	2022	2023
Net income attributable to owners of the parent company	34,864,310	35,501,640	38,150,872
Prior year retained earnings	253,132,212	261,634,869	279,385,689
Dividends for the year (*)	(26,361,653)	(17,750,820)	(19,075,436)
Unrealized adjustments on first application of IFRS (**)	(3,176,754)	(3,176,754)	(3,176,754)
Other adjustments to retained earnings	-	-	-
Net distributable income	**258,458,115**	**276,208,935**	**295,284,371**

(*) Interim dividends from the current year's net distributable income, plus the minimum accrued dividend according to the dividend distribution policy.
(**) Unrealized adjustments relating to the first application of IFRS, that are booked to the accumulated earnings account, but cannot be distributed as dividends as they are unrealized gains.

Clients

Our revenue volatility and high dependence on a small group of clients has been mitigated by achieving broad regional and sectoral diversification across our customer base.

In fact, the company's 50 largest clients represent approximately 40% of total revenue, which results in low concentration and vulnerability, minimizing the risk that could arise from a potential crisis affecting a single customer, country, industry, sector or specific business area. No SONDA contract represents more than 4% of total revenue for the company.

Customer Portfolio Concentration

Top 10 — 19.2%
Top 20 — 27.4%
Top 50 — 41.2%
Top 100 — 47.1%
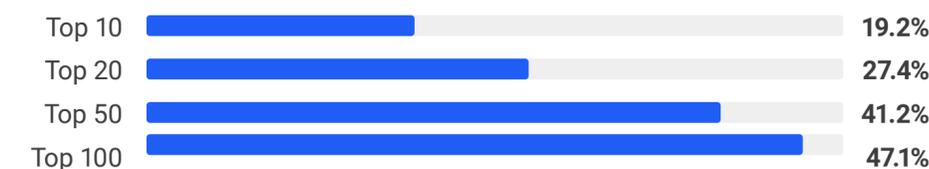
Insurance

SONDA insures all its companies in Chile and abroad against risks to its assets, hardware, infrastructure, buildings and contents. It has placed a special emphasis on the areas that might have a significant impact on the financial results of the company. Its policy is to maintain a balance between reducing premiums and increasing coverage.

The major policies are:

- **Physical property all risks policy:** Covers all the risks to SONDA's assets and those of its subsidiaries such as buildings, warehouses and contents, both owned or customer's data centers, high-cost equipment and customer's contracts for specific projects.

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- **Electronic equipment policy:** Covers the company's own and third party equipment and electronic installations, including fire and theft risks.
- **Corporate civil liability policy:** Covers the risk of any potential damage caused by SONDA employees and contractors in the course of their work to third parties or their assets, either on SONDA or third party premises, or whilst travelling.
- **Floating international transport policy:** Covers the damage suffered by equipment and materials imported by land, sea or air.
- **Other miscellaneous policies:** Other policies such as vehicle insurance, cabotage transport insurance, travel assistance insurance, personal accident insurance and others.

Brands

SONDA and its subsidiaries use various corporate and product specific brands to conduct its business. The most important brand is SONDA, which is registered or almost registered in all the countries where the company conducts its business. The regional consolidation strategy envisages having a single and well recognized brand in all these markets. Other important brands are QUINTEC, FIN 700 and Klap.

Regulatory framework

SONDA is constantly developing and implementing measures to fully comply with the regulatory framework applicable to its business, which encompasses primarily Law 17,366 on "Intellectual Property", Law 19,223 on "Computer Crime", Law 19,039 on "Industrial Property", and Law 19,628 on "Personal Data Protection". The Company has responded by implementing the necessary safeguards to prevent breaches of these regulations, which has required the development of a General Information Security Policy. This is transmitted to employees during induction courses and is published on the intranet, so is now understood by all company employees.

Financing policy

Our company has a strong financial position, due to a history of balanced growth, consistently generating cash flow, and a balanced financing policy, which has enabled us to always maintain healthy borrowing and coverage indicators. SONDA has access to traditional sources of financing from financial institutions, but also issued bonds in 2009, 2014 and 2019 to provide a component of the financing required for our investment plans.

Our company's financing policy aims to maintain an appropriate liquidity position, with sufficient financial resources to overcome economic volatility and take advantage of investment opportunities as they arise.

As of December 31, 2023 financial debt was US$371.3 million, whereas cash equivalents and other financial assets were US$152.9 million, which left a net financial debt of US$218.4 million.

Investment policy

Our Executive Committee and Management is constantly analyzing new investment opportunities relating to developments in the IT business that enable us to grow and strengthen our presence in the region, through implementing systems integration and outsourcing projects, developing added value businesses, or acquiring companies.

Investment projects are presented by the business units in their annual operating plans. Investments not originally included in plans are analyzed by the respective business unit and the Corporate Chief Finance Officer, the Corporate Chief Executive Officer and the Executive Committee, and finally approval is sought from the corresponding Boards.

Acquisition analysis evaluates factors such as their financial situation, their clients portfolio and contracts, possibilities for cross-selling, their volume of recurring revenue, customer's perception of them, their range of products and services, the capability of the executive team, their geographical coverage, possible synergies and their management style.

Investment in research and development (R&D) is mainly related to developing new software products and services, continual improvement of current products, and constantly updating professionals with the latest technologies.

New investments are financed primarily through internal funds generated by the business, and external resources from issuing bonds, bank borrowing or capital increases. Major investments have focused on the acquisition of IT companies and the implementation of large technological integration projects.

Financial investments aim to maintain sufficient surplus funds to meet all short-term cash requirements. In general, financial derivatives such as forwards, futures, swaps, options, etc., are not used. However, if expedient, we may take positions in financial instruments in order to achieve appropriate coverage with regard to exchange rate or interest rate risks that arise during the normal course of business. Nevertheless, we have always preferred natural or operational hedges.

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3. Corporate Governance

3.1. Governance framework

3.1.ii Business Sustainability Approach

The Board reviews environmental, social and human rights issues, including climate change. These issues have been addressed in the 2022-2024 strategic plan and in the company's risk matrices. We have a Sustainability Declaration and a Code of Ethics that address the main ESG issues. We have adopted various practices that respect and monitor these issues. Accordingly, as a company with the best sustainability practices in Corporate Governance, we were invited to join the Dow Jones Sustainability Index Chile and Latin American Interconnected Markets (MILA) for the seventh consecutive year. We also received the ESG Seal from the S&P IPSA ESG Tilted Index of the Santiago Exchange for the same reason.

The Board is responsible for the company's strategic direction including ESG issues, approving policies, monitoring value creation and efficient resource use, and monitoring performance, risks and management control systems. It also ensures that SONDA always acts in the best interest of all shareholders and takes into account the requirements of its stakeholders. It delegates the management and administration of sustainability issues to the Chief Executive Officer. We have also aligned ourselves with the United Nations Sustainable Development Goals (SDGs), as we believe that information technologies play a central role in achieving many of these goals.

3.1. i, iii, iv Corporate Governance Practices

The Board ensures that it functions correctly in the following manner.

- It receives regular reports about internal control, financial, legal and risk management, human resources, and commercial and project management, in order to evaluate and direct these matters.
- It takes account of environmental, social and human rights issues and addresses these issues in the 2022-2024 Strategic Plan. The nature of our business means that environmental issues are generally arise from operating Data Centers and social and human rights issues are detected by the HR department.
- It includes ASG issues when taking decisions, approving corporate policies, and when monitoring the organization's value creation and resource consumption.
- It ensures that the corporate Ethics Management System and Crime Prevention Model operate correctly and that they identify and manage conflicts of interest, prevent corruption, money laundering and financing terrorism.
- It considers the best interests of all shareholders and the requirements of stakeholders through the Corporate CEO, who communicates the interests of stakeholders to the Board.

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3.1.v Innovation promotion

Our strategy is to provide the innovation required by society and markets by integrating skills from within the IT industry ecosystem, in order to create, inspire and innovate. This process includes startups, niche companies, innovation centers, universities and our technology partners, and it creates value for our clients.

We provide technological solutions that help to resolve the challenges faced by societies adapting to climate change, efficiently consuming natural resources and building efficient and intelligent public services, using technology such as artificial intelligence, internet of things, edge computing, big data, data analytics, cloud computing and robotic process automation.

Accordingly, we created a regional business unit called Digital Business in 2021, whose purpose is to transform the value chain of our commercial clients and provide the market with innovation.

3.1.vi, vii Barrier detection and reduction

The plurality of ideas and diversity of nationalities give SONDA the drive that IT companies require to achieve their business objectives. This is supported by a corporate culture, where principles and ethical training are a fundamental requirement everywhere in the region, and enable us to comply with the same technical, professional and ethical standards. We have an Ethics Management System, working environment measurements, performance evaluations and development and training programs that encourage the plurality of ideas, strengthen the organizational culture, and reduce the organizational, social and cultural barriers that may constrain the abilities of our employees. We promote gender diversity by encouraging the number of women studying science, technology, engineering and mathematics (STEM) to increase, while providing a working environment that promotes the abilities of our female employees through the SONDA Women Program. The Diversity and Inclusion Policy guides all these measures and we have developed various programs that internally and externally promote diversity and inclusion. *(See page 61).* We arrange awareness-raising lectures, webinars and training on these issues.

All interviews with applicants require them to identify their diversity of skills, knowledge and conditions. The target selection for senior executives includes questions that identify professional skills, and additional requirements aimed at ascertaining the candidate's managerial skills. The company's performance evaluations serve the same purpose.

3.2. Board of Directors

3.2.ii Board Remuneration

| Directors | 12.31.2023 | | 12.31.2022 | |
	ThCh$ Fees [1]	ThCh$ Others [2]	ThCh$ Fees [1]	ThCh$ Others [2]
Bone Soto, Enrique	51,855	-	47,680	-
Eguiguren Correa, Alberto	51,855	-	47,680	-
Hurtado Rourke, Carlos Alberto	51,855	-	47,680	-
Navarro Betteley, Andrés	38,891	-	35,760	-
Navarro Betteley, María del Rosario	38,891	-	35,760	-
Navarro Haeussler, Andrés [3]	19,147	39,174	71,521	-
Orlandini Robert, José [3]	58,635	259,756	-	-
Osorio Peña, Rafael [4]	29,318	126,692	-	-
Pavón Robinson, Mario [5]	9,574	-	35,760	-
Plöger Ingo	43,990	-	35,511	46,531
Saquel Mediano, Jacqueline [4]	29,318	-	-	-
Véjar Olea, Raúl [5]	9,574	-	35,760	-
Total	**432,903**	**425,622**	**393,112**	**46,531**

(1) Includes attendance at Board Meetings and Director's Committee Meetings
(2) Payments for contracted services by SONDA or its subsidiaries.
(3) On April 10, 2023, an Extraordinary Board Meeting received the resignation of Mr. Andres Navarro Haeussler. He was replaced by Mr. Jose Orlandini Robert.
(4) Appointed Director at the Shareholders Meeting held on April 12, 2023.
(5) Director until the Shareholders Meeting held on April 12, 2023.

3.2.iii Expert hiring policy

The Board has a suitable policy for hiring experts. This policy does not include a veto, because Board resolutions have a defined quorum, the directors have sufficient experience and training in financial-accounting matters and the company is already receiving accounting, financial, legal and tax advice.

The expert hiring policy gives any director the authority to request the Board to hire an expert, subject to sufficient quorum, absence of conflicts of interest, and sufficient quotations, etc., but it does not give a director the authority to directly hire an expert.

This policy only gives the Board the authority to communicate the results of expert services to Management, but not to publish expert services requested and not contracted, nor the associated reasons. This is because this expert advice is for the Board, regardless of what the Board may decide to do with that advice. Hiring an expert who is a related party may be approved by recording it in the minutes in accordance with the law, and it should be disclosed in the corresponding note to the financial statements and reported at the next Shareholders' Meeting. Shareholders have access to this information as they have a right to review the corporate books prior to a Shareholders' Meeting, in accordance with the Corporations Law and its Regulations.

The Board did not hire any experts during 2023.

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3.2.iv The Directors' experience

José Orlandini R.
Chairman
Civil Electrical Engineer, Universidad de Chile

His previous position was Corporate CEO of SONDA. He led the company from March 2020, when he initiated geographical expansion in the USA and shifted the organizational focus onto clients. Previously, he was Vice President of the IT Services Division, where he was responsible for the business units of the IT Services Division in 10 countries. User Support, C&DC, IT Consulting and Integration and Outsourcing. Under his leadership this division became the largest Latin American IT services provider. Shortly after finishing his degree, he joined SONDA as a Project Engineer, where he led automatic control projects in mining plants, and then took on greater commercial and technical responsibilities in project management, including the largest projects carried out in the company's history. He has been Chairman of the Board of Directors since 2023, and he is a director of the Chilean Institute of Engineers, and president of the Chilean Chapter of the Chile-Ecuador Business Council of SOFOFA and a director and advisor to the Santiago Chamber of Commerce.

Rosario Navarro B.
Vice-Chairman
Degree in Aesthetics from the Pontificia Universidad Católica de Chile

She is the senior partner at IDEMAX Business Consulting, Chairman of SOFOFA and of the NGOs Tribu and Mokita Foundations. She was a director of Technologies for Education and of the Educarchile portal at Fundación Chile, and director of Web Development and then director of Marketing and Communications at UNAB. He joined the SONDA Board in 2013.

Andrés Navarro B.
Director
Civil Industrial Engineer, Pontificia Universidad Católica de Chile

He is currently a director of Viña Santa Rita, Banco Internacional and Sudmaris Chile S.A. He was CEO of Sudmaris Chile S.A. and Las Tacas Corp. He joined the SONDA Board in 2017.

Rafael Osorio P.
Director
Civil Industrial Engineer, Universidad de Chile

He is currently a Business Director and Executive at Klap. He worked for 41 years at SONDA, joining in 1981 as a Research Engineer. He was appointed Finance and Planning Manager in 1985, then in 1989 he became CFO of SONDA Argentina and in 1996 he was appointed Corporate CFO until June 2022, where he was responsible for Corporate Finance, Strategic Planning, Planning and Management Control, Treasury, Accounting, Taxes, Corporate Governance, Internal Audit, Risk Management, Internal IT, M&A and Investor Relations. He was also director of the subsidiaries in Chile and abroad, and a member of the Steering Committee and Corporate Business Unit Committee. He was Director of the Universidad Católica Sports Club and President of the Club's Sports Commission. He joined the SONDA Board in April 2023.

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Jacqueline Saquel M.
Independent Director
Business Administration, Universidad de Santiago de Chile

She is a corporate director and executive with more than 25 years of business experience in Latin America in the forestry and energy industry. She has had a multidisciplinary professional career in the private and public sectors on boards of directors and senior executive positions. She has been a senior executive of Empresas CMPC and director of its subsidiaries Papeles Cordillera S.A, Envases Impresos Roble Alto S.A, Chilena de Moldeados S.A, Forsac S.A, CMPC Cartulinas S.A, Servicios Compartidos S.A and Bioenergías Forestales S.A. Between 2018 and 2022, she was Finance and Strategic Planning Manager at ENAP, Director of GNL Quintero S.A and of Empresa Nacional de Minería (ENAMI), where she represented the President of the Republic. She is currently a Director of ICAFAL S.A., Don Bosco Foundation and the Santiago Regional Corporation. She joined the SONDA Board in 2023.

Ingo Plöger
Independent Director
Engineer, Economist and Entrepreneur, Technical University of Darmstadt and Munich

He is currently Chairman of IPDES and a director of Robert Bosch LAC, Melhoramentos, VW Bus and Truck LAC, ABAG, AHK, CNI and the Brazilian-German Chamber of Commerce. He has served as CEO of companies and institutions and as a member of Ministry of Industry and Commerce in Brazil. He is a member of FEI Educational Foundations, ITACI Childhood Cancer Treatment and SBA German Charitable Society. He was International Chairman of the American Business Council (CEAL) from 2014 to 2016. He joined the SONDA Board in 2023.

Enrique Bone S.
Independent Director
Civil Industrial Engineer degree from the Pontificia Universidad Católica de Chile and a Master of Philosophy from Universidad de Los Andes

He is a founder and Chairman of CIS Consultores. He is currently Chairman of the Board of Empresas Hites, member of the Board of Directors of Universidad Los Andes, member of the Board of Directors of ESE Business School, Chairman of the real estate group Nialem and Director of Paz Corp S.A. He was a Director of Supermercados ALVI, El Teniente Health Foundation, Express S.A. and IDESSA, a subsidiary of Endesa. He was a Board advisor to the Civil Registry and Identification Service when the Identification System was modernized. He joined the SONDA Board in 2017.

Carlos Hurtado R.
Independent Director
Civil Industrial Engineer, Pontificia Universidad Católica de Chile and an MBA from the University of Oxford, England

He is currently a Senior Advisor to Bain & Company, Director of Inversiones Petrohué S.A., Hipotecaria La Construcción S.A. and EmuChile S.A., and Investment Committee member at the San Agustín Foundation. He was a Director of Compass AGF, Comercial ZAP SpA and Salmones Blumar S.A., Vice-President-Global Investment Banking at Deutsche Bank Chile, founder and director of Idesasupply.com, associate at McKinsey Chile and Corporate Finance Manager of Larraín Vial S.A. Corredora de Bolsa. He joined the SONDA Board in 2020.

Alberto Eguiguren C.
Independent Director
Attorney from the Pontificia Universidad Católica of Chile and a Master of Law (LLM) from Duke University, North Carolina, USA (President of the Republic Scholarship)

He was partner of Carey y Compañía Limitada and is now a partner of Russi & Eguiguren Limitada. He was Chairman of the Board of Laboratorio Chile S.A., Laboratorios Armstrong Syncro S.A.C.I.F. in Argentina and Newpharm S.A. in Peru, Walmart Chile SA, CFR Pharmaceuitcals S.A., Clinica Las Condes S.A. Currently he is a Director of Aguas Nuevas S.A., Aguas Décima S.A., Procaps S.A., Medismart S.A., etc.

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3.2.v Induction procedure for new Board members

The Board has an Induction Manual (the "Manual") that describes the induction procedure, the information required by each new member of the Board to gain an adequate understanding of the Company's business, and meetings with senior executives. The Manual also describes where to find the company's information, such as financial statements, management reports, annual reports, sustainability reports and other documents and information, including important risks and their reasons for being classified as such by the Board.

3.2.vi,vii Board Meetings with departments that specialize in risk management, internal audit and social responsibility

Our Sustainability Declaration explicitly states that "our corporate governance principles and practices guide SONDA's development and ensure that sustainable value is created for the company. The Board is responsible for appropriately identifying and managing our risks and sustainability risks, and for establishing controls and responsibilities to mitigate or eliminate them."

Environmental and social issues are reported to the CEO, the senior executives and even the Board of Directors when necessary. The Board regularly meets with specific departments to explore risk management, internal audit and social responsibility issues, to evaluate and manage the contingency.

- **With the external auditors who audit the financial statements:** A quarterly Board meeting analyzes various matters, such as the audit program, its results, service coverage, audit teams, important issues, and internal control recommendations. All of these matters are presented to the Directors' Committee and the Board for review and approval. The Chief Executive Officer and Chief Financial Officer participate in these meetings.
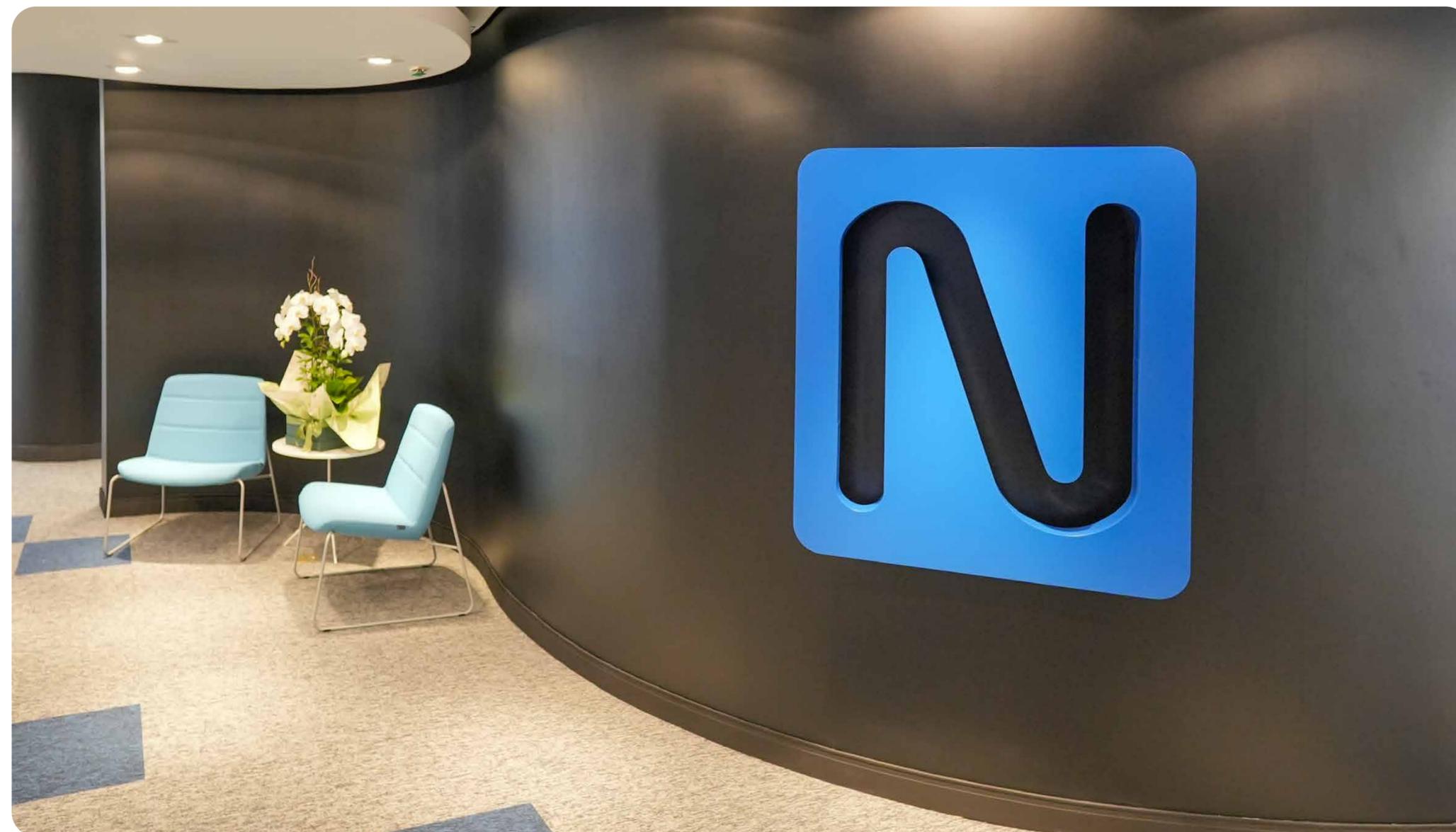
- **With the risk management department:** Meetings are held annually, since risks do not significantly evolve during quarterly periods as the company's business is not seasonal. The matters addressed at this meeting include the risk matrix and the indicators used to monitor risks and ensure that they do not occur. The method used to calculate and monitor them is also reported. Presentations are made to the CEO and the Board.

- **With the internal audit department:** Meetings are held every six months. They receive reports on compliance with the Internal Audit Plan towards the end of the first half of the year, and towards the end of the second half receive reports on annual compliance with the Plan and approve the Plan for the following year. The Chief Executive Officer and Chief Financial Officer participate in these meetings.

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- **With the social responsibility department:** We do not have a social responsibility department. Social responsibility is shared by all the company's units and every employee. The associated specific tasks are performed by the Internal Control, Risk and Corporate Governance Department, together with the Investor Relations team.

3.2.viii Directors' field visits to company facilities

Visits to company facilities are not necessary, due to the company's business and its most important facilities are its corporate building and its main Datacenter in Santiago, Chile. The Datacenter has security restrictions that prevent access to every area. There is an open invitation to all directors to visit this facility.

3.2 ix Performance evaluation of the Board

Our Board is comprised of professionals with sufficient vision, training and experience to correctly perform their duties, who have been assessed by the shareholders who proposed these candidates. We have never performed performance evaluations, nor do we have a formal procedure for collective or individual performance evaluation, or in-service training. However, we have an Induction Manual that describes the information required by each new member of the Board to gain an adequate understanding of the Company's business.

3.2.x Dedication to the role of director

The Board has not set a minimum time that directors should dedicate to their role, or when the call to a meeting should be issued, or the information required prior to meetings because its functions are described in the company's bylaws, as follows.

- Regular Board meetings are held every month.
- Directors actively participate in regular monthly meetings and in extraordinary meetings determined in the Bylaws. Independent directors regularly attend the regular and extraordinary meetings of the Directors' Committee.

- The directors attend Board and Committee meetings, they receive and study the information provided to them, they communicate with the Chief Executive Officer and the Chief Financial Officer, they request analyses and complementary information, they prepare reports and surveys that are discussed at subsequent meetings, when appropriate, and they fulfill their duties with dedication and diligence.

3.2. xi Board procedures during crises

The Board operates in accordance with the Law and the Bylaws, and it can determine how many extraordinary meetings it requires to manage a crisis. Eight of the nine directors live in Chile, so communication is fluid between them all. Virtual meetings allow everyone to attend wherever they are located, using mobile devices. Therefore, the company does not need special procedures to manage crises.

3.2.xii The Board Information System

The Company has an information platform containing the Board meeting minutes from January 2013 to date. Each director has a user-name and password to gain access, and the records are arranged in chronological order. The meeting notice, minutes and other information are normally sent to the directors five days prior to that meeting. The final version of the minutes is recorded in the information system after it has been signed by all directors.

Directors also have access to the company's Ethics Committee, who provide them with details of complaints submitted using the Whistleblower channel. Resolved complaints are reported to the Board, with more detail provided for serious or important cases.

Whistleblower channel: *https://sonda.ines.cl/sonda/formulario*

3.2.xiii - a, b, c, d, e) Composition of the Board
(As of December 31, 2023)

			2023 Directors	
			Men	**Women**
Gender			7	2
Nationality		Chileans	6	2
		Foreigners	1	0
Age		Under 30 years old	0	0
		31 to 40 years old	0	0
		41 to 50 years old	1	1
		51 to 60 years old	2	1
		61 to 70 years old	2	0
		Over 71 years old	2	0
Length of service		Under 3 years	2	1
		3 to 6 years	3	1
		6 to 9 years	2	0
		9 to 12 years	0	0
		Over 12 years	0	0
Independence		Independent	4	1
		Not independent	3	1
People with disabilities			0	0

Board diversity (label for left margin of table)

We do not have alternate directors.

3.2.xiii – f) Salary gap by gender

Directors' fees are the same for all directors whose responsibilities exclude committees, so there is no salary gap.

3.4. Senior Executives

3.4.i, iv Senior executives and their share interests

Chilean ID number	Name	Profession	Senior Executive Position	Date Appointed	Interest in the company
7,850,904-K	Luis Alberto de la Cruz Laborda	Civil Electronic Engineer	Corporate Chief Executive Officer	04/10/2023	0.0004%
10,033,471-2	Gonzalo Soto Serdio	Civil Industrial Engineer	Chief Financial Officer	07/01/2022	0.000%
10,854,322-1	Marcelo Castiglione Veloso	Civil Industrial Engineer	General Manager SONDA Chile	01/01/2023	0.004%

3.4.ii, iii Senior executives' remuneration

ThCh$	2023	2022 (**)
Fixed remuneration	4,915,492	4,722,114
Variable remuneration (*)	1,641,197	1,595,375
	6,556,689	6,317,489

(*)   Variable annual bonus, based on fulfillment of targets and a performance evaluation.
(**) Amounts adjusted for internal structural changes in 2023.
These figures are for all the Corporate CEO's regional senior executives.

There are no other compensation schemes or special benefits for executives.

During 2023, SONDA paid severance indemnities to senior executives of ThCh$1,723,494 (ThCh$1,252,527 in 2022).

3.5. Adherence to national and international codes

Although we do not currently adhere to corporate governance codes, we do adhere to international ESG guidelines and codes, which form part of the company's corporate governance. Our Code of Ethics follows the guidelines of the United Nations Guiding Principles on Business and Human Rights

and we have aligned our contribution to society with the United Nations Sustainable Development Goals (SDGs), which constitute humanity's roadmap to 2030.

Our risk management policies and system are based on internal control and information technology best practices, such as the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and our Crime Prevention Model and compliance system is based on the associated regulations and best national and international practice.

We have implemented various certified management systems, which safeguard the quality of our services to our clients and SONDA's operating standards in areas such as health and safety, the environment, quality, business continuity, ethical business practices, data protection and information security.

SONDA S.A and SONDA Brazil signed the Global Compact initiative called Call to Action during the 20th Anniversary of the United Nations Convention against Corruption (UNCAC) in 2023.

3.6. Risk management

3.6. ii Risks and opportunities that could materially affect our business performance and financial position

a. Risks and opportunities inherent to the company's business, including environmental, social, and human rights risks

The risk identification process includes operational, financial, labor, human rights, social and environmental issues, which include physical and transition risks related to climate change. Although the latter were evaluated as not being significant for our company.

Climate change risks

- Changes in carbon dioxide emission taxes, as we operate in eleven countries. Governments may pass new regulations that increase taxes and limit CO2 emissions. However, our business emissions are low, and it has a low environmental impact.
- Extreme weather and droughts. Extreme weather can cause flooding, which would hinder our employee's ability to get to work or to our clients premises. Furthermore, flooding can cause power supply problems that could affect our data centers. Accordingly, we have backup generators, which would reduce the potential impact on the operational continuity of our facilities. We also have contingency plans, backups, procedures and processes, so we are well prepared for these scenarios.

Climate change opportunities

Climate change offers opportunities for SONDA as an IT solutions company, as we "promote" implementing technology and digitalization for our clients. SONDA has been developing a wide range of technological solutions to mitigate environmental impacts and contribute to smarter sustainable cities.

Governments are supporting global agreements to limit CO2 emissions, secure water supplies, promote recycling initiatives and reduce humanity's impact on the Earth. Most of them increase control over production processes and automation. These initiatives are positive for the IT industry as they increase the demand for technology in the public and private sectors. It is possible that changes in regulations, or how climate change evolves, could affect SONDA's growth rates, increase new business sales, improve margins and increase the value of our services.

b. Information security risks

We adhere to the best risk management practices for data security. We have achieved certified compliance with ISO 27001, ISO 22301 and ISO 20000-1, and

we are subject to annual external audits by certifying companies. We prepare for our clients the AT 205, AT 320 and COSO annual reports required by the Asociación de Bancos e Instituciones Financieras de Chile A.G. (Chilean Banks and Financial Institutions Association).

We have developed information security and personal data privacy policies, which apply to risk management methods, incident management, privacy consent procedures and business continuity processes.

Personal data protection includes aspects of data processing and unrestricted data circulation. It is an issue at the center of worldwide discussions. The European Union's General Data Protection Regulation (GDPR) became effective in May 2018, and has become a benchmark as it regulates the availability and use of personal data, and the guarantees to prevent fraudulent data processing. This regulation defines two important figures, the Data Protection Officer (DPO) and the National Data Protection Authority, which monitor compliance with the law.

We followed the guidelines in these regulations, and we comply with General Personal Data Protection Law in Brazil, which includes evaluating systems, processes, procedures and other aspects. We are making adjustments and implementing checks, to achieve certified compliance with ISO 27001 with ISO 27701 regarding the Confidential Information Management System, which covers privacy management. Law 81 on Personal Data Protection was enacted in Panama in 2021 and compliance is currently being implemented. Data protection guidelines in Ecuador are described in Data Protection Law, which is currently being developed.

We are developing policies, procedures, and DPO professional training in Chile, and preparing a project to expand personal data privacy controls, according to the ISO 27701 model.

We have implemented an information system known as "SONDA GRC" (Governance, Risk Management and Compliance), which has suitable security

mechanisms and controls to safeguard customer and employee data. Mechanisms have been implemented to strengthen system access control, such as two-factor authentication to improve data protection.

c. Free competition risks

Potential risks regarding human rights, ESG issues, free competition and CPM issues are identified and evaluated at opportunities, such as the Ethics Committee, during the annual risk matrix review and the materiality assessment during annual reporting. The Ethics Committee monitors compliance with these issues, especially those it receives through the Whistleblower channel.

d. Consumer health and safety risks

Given the nature of our business, consumer health and safety risks do not feature in our strategic risk matrix, as they are not considered immaterial.

e. Other risks and opportunities created by the company's business

The nature of our business means that it does not cause any significant negative environmental impacts. However, information technology presents tremendous opportunities for positive impacts on society and the environment. Our principal focus is to support our clients during their digital transformation by providing technological services that deliver innovative techniques and positively affect the development of organizations, the environment and society.

We have aligned our contribution to society with the United Nations Sustainable Development Goals (SDGs). We understand that IT plays a central role in achieving many of these objectives, which drives our technological innovations and solutions that improve people's quality of life. For example,

they contribute to efficient and sustainable public services and transportation systems; to enhancing the provision of comprehensive and efficient healthcare services; to improving access to good quality education; to improving the efficiency of natural resource consumption; and to promptly responding to the effects of climate change.

3.6.xi Board procedure to review salary structures, compensation and severance policies for senior executives

The Directors' Committee is comprised of independent directors as required by Article 50 bis of Law 18,046. It meets every year to examine the remuneration systems and compensation plans for the company's managers, senior executives and employees.

3.6.xii Board procedure for submitting salary structures, compensation and severance policies for shareholder approval

We do not have a procedure to submit the salary structures, compensation and severance policies of the CEO and other senior executives for shareholder approval.

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3.7. Engagement with stakeholders and the general public

3.7.i Stakeholder engagement department

Our relationship with the market and its shareholders is based on laws and regulations, which establish the associated disclosure deadlines, criteria and standards. An investor and stakeholder relations department was created to respond to questions and provide information on the company's main risks, as well as its financial, legal and business situation.

Since 2022, the Corporate Marketing and External Communications Department manages engagement and communication with the media, clients and business partners. While the Corporate Internal Engagement and Communication Department is responsible for communications with employees.

These teams communicate using email, telephone, office and online meetings, and directly through the company's website.

3.7.ii Continuous improvement procedure

Although we do not have a procedure to detect and implement improvements to the market disclosures publication process, we do have a "Crises and Communications Protocol", which is updated every year to include the latest spokespeople and leaders within the organization. Its objective is to provide corporate guidelines for executives when dealing with the media.

We use the Expert Hiring Policy to hire experts that provide analysis and advice on how to disclose information to the market, such as Material Events, financial performance and announcements by SONDA's Board. Information is published in Material Events and there are quarterly meetings with investors that are attended by the external communications expert, SONDA's investor team and SONDA's Marketing and Communications team.

3.7.iii Procedure for informing shareholders prior to a Shareholders' Meeting

The Board has a procedure for nominating directors, which requires that a file with the professional profile of the candidates is published on the company's website at least two days prior to the Shareholders' Meeting and sent to the Chief Executive Officer. These profiles include their experience, education and specialization. If these profiles cannot be communicated to shareholders with the required advanced notice, they will be made available to shareholders at the beginning of the meeting. This procedure was approved by the Board and does not include informing shareholders in advance of the diversity of skills, conditions and experience of the candidates for director.

3.7.iv Shareholder participation in meetings using remote mechanisms

In March 2020, SONDA's Board approved a mechanism for shareholders to participate and vote at meetings using remote mechanisms at the same time as the other shareholders who are physically present or represented, which was implemented at the Annual General Meeting held on April 1, 2020, where everyone participated remotely. Subsequently, the Annual General Shareholders' Meeting held in 2021 used a contracted system to create an account with a password for shareholders to remotely register, participate and vote using the web site, with appropriate security measures, such as Captcha validation, biometrics and shareholder's identity documentation validation. Everyone participated remotely in this meeting. Everyone participated in person at the meetings held in 2022 and 2023.

Any of these procedures may be used for future meetings as deemed appropriate by the Board, in accordance with the prevailing circumstances.

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We have collected information on people from records held by the company for 2023 reporting purposes. We report data in accordance with the requirements of NCG 461. However, we have made progress with these categories and scope, compared to the previous year.

5.1. Workforce

5.1.1. People by gender

Number of people	Job categories by gender																	
	Senior executives		Managers		Department Heads		Operators		Sales force		Administrative staff		Support staff		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Total	6	34	152	355	344	665	-	-	293	369	361	206	77	106	1831	4473	1393	4158

Scope: Corporate

5.1.2. Distribution by nationality

Employees by nationality	Job categories by nationality																	
	Senior executives		Managers		Department Heads		Operators		Sales force		Administrative staff		Support staff		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Argentinean	1	3	4	17	11	19	-	-	4	11	8	4	-	1	22	88	25	161
Bolivian	-	-	-	-	-	-	-	-	-	-	-	-	1	-	2	7	-	-
Brazilian	-	3	47	118	127	240	-	-	27	44	186	66	67	57	943	2161	491	1531
Chilean	4	20	48	132	56	174	-	-	186	234	106	94	3	26	479	1433	78	411
Colombian	-	1	20	24	86	98	-	-	22	20	23	15	2	8	152	301	311	786
Costa Rican	-	1	-	2	3	6	-	-	3	3	3	2	-	1	8	21	5	15
Cuban	-	-	-	1	-	-	-	-	-	-	-	-	-	-	3	5	2	5
Ecuadorean	1	-	1	3	2	3	-	-	6	4	1	-	-	5	9	21	25	115
Egyptian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
North American	-	-	-	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-
Guatemalan	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	1	9
Italian	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	2	-	-
Mexican	-	-	11	24	26	58	-	-	12	9	13	13	1	7	88	184	203	586
Panamanian	-	1	3	6	11	18	-	-	9	6	3	2	1	1	24	24	169	112
Paraguayan	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	3
Peruvian	-	1	5	8	9	19	-	-	7	16	3	1	1	-	17	61	21	218
Portuguese	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	2	-	1
Uruguayan	-	1	5	14	6	18	-	-	1	9	7	1	1	-	27	57	36	137
Venezuelan	-	1	7	3	5	9	-	-	15	12	8	7	-	-	54	100	26	65
Polish	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
French	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Algerian	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Spanish	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1
Salvadoran	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Ukrainian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
Israeli	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Total	6	34	152	355	344	665	-	-	293	369	361	206	77	106	1831	4473	1393	4158

Scope: Corporate

5.1.3. People by age range

	Job categories by age range																	
	Managers		Department Heads		Operators		Sales force		Administrative staff		Support staff		Other professionals		Other technicians		Otros técnicos	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Mujer	Hombre
Under 30 years old	-	-	1	-	28	53	-	-	68	67	99	60	21	30	292	699	626	1675
30 to 40 years old		1	28	66	143	276	-	-	91	122	142	88	30	34	785	1809	509	1585
41 to 50 years old	3	9	78	159	124	220	-	-	90	96	72	37	16	26	535	1278	195	647
51 to 60 years old	3	19	43	112	42	100	-	-	39	73	42	21	5	12	192	523	57	224
61 to 70 years old	4	2	17	6	16		-	-	5	11	4	-	4	4	27	155	6	26
Over 70 years old	-	1	-	1	1	-	-	-	-	-	2	-	1	-	-	9	-	1
Total	**6**	**34**	**152**	**355**	**344**	**665**	**-**	**-**	**293**	**369**	**361**	**206**	**77**	**106**	**1831**	**4473**	**1393**	**4158**

Scope: Corporate

5.1.4. People by length of service

	Job categories by length of service																	
	Senior executives		Managers		Department Heads		Operators		Sales force		Administrative staff		Support staff		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Under 3 years	2	13	36	88	108	251	-	-	184	214	208	125	67	61	1083	2798	914	2854
3 to 6 years	-	3	20	61	71	130	-	-	41	69	47	34	1	18	307	660	235	703
6 to 9 years	1	4	21	29	29	69	-	-	26	27	33	13	3	7	114	257	101	249
9 to 12 years	1	2	9	32	41	64	-	-	15	27	27	11		2	91	228	94	173
Over 12 years	2	12	66	145	95	151	-	-	27	32	46	23	6	18	236	530	49	179
Total	**6**	**34**	**152**	**355**	**344**	**665**	**-**	**-**	**293**	**369**	**361**	**206**	**77**	**106**	**1831**	**4473**	**1393**	**4158**

Alcance: Corporativo

5.1.5. People with disabilities

	Total	
	Women	Men
Number of people	29	40

Scope: Corporate

5.2. Employment contract

	Senior executives		Managers		Department Heads		Operators		Sales force		Administrative staff		Support staff		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Number of employees with an indefinite contract*	6	34	152	355	344	665	-	-	293	369	361	206	77	106	1831	4473	1393	4158

* People recruited through temporary service companies 165.
There are no project contracts at SONDA. Job categories will be reported as required by the standard.
Scope: Corporate

5.3. Workplace flexibility

	Job categories																	
	Senior executives		Managers		Department Heads		Operators		Sales force		Administrative staff		Support staff		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Full-time (number of people)	6	31	143	333	292	593	0	0	217	305	223	154	33	91	1122	2551	955	3425
Full-time (%)	16%	84%	30%	70%	33%	67%	0%	0%	42%	58%	59%	41%	27%	73%	31%	69%	22%	78%
Flexible agreements (number of people)	0	0	0	0	0	0	0	0	0	0	85	19	0	0	17	149	0	0
Flexible agreements (%)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	82%	18%	0%	0%	10%	90%	0%	0%
Remote working (number of people)	0	3	9	22	52	72	0	0	25	26	53	32	44	15	692	1773	437	733
Remote working (%)	0%	100%	29%	71%	42%	58%	0%	0%	49%	51%	62%	38%	75%	25%	28%	72%	37%	63%
Part-time (number of people)	0	0	0	0	0	0	0	0	51	38	0	1	0	0	0	0	1	0
Part-time (%)	0%	0%	0%	0%	0%	0%	0%	0%	57%	43%	0%	100%	0%	0%	0%	0%	100%	0%

Scope: Corporate

5.4. Salary equity by gender

5.4.1. Política de equidad

SONDA's Compensation Procedure sets standards and a single corporate table for standard positions that are assigned to each person according to their roles and responsibilities. We use studies that evaluate and compare salaries in each country among high-tech companies. We use these studies to create salary bands by roles, such as back office, front office, support and sales, which monitor our external competitiveness and internal equity, regardless of the person's gender. We have a Recruitment Policy that expressly states that at least one woman must be included in the shortlist for each vacancy. Although we do not have a salary gap target, we aim to reduce it every year and monitor it in a monthly salary gap report submitted to the CMF.

We used this information, together with performance and internal mobility evaluations, to implement a merit-based salary adjustment process in 2021, which rewarded sustained outstanding performance with promotions that have involved taking on greater responsibilities.

We have a competitive package for all employees with an indefinite contract, composed of a fixed component and a variable component for positions eligible for variable pay, plus benefits.

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line training. We have an anonymous Whistleblower channel where all inquiries, complaints and requests are analyzed, investigated and promptly resolved.

Workplace and sexual harassment	Quantity
Total people trained in ethical issues	63%
Number of sexual harassment complaints	4
Submitted using the Whistleblower channel	4
Submitted to the Labor Directorate	0
Number of workplace harassment complaints	40
Submitted using the Whistleblower channel	36
Submitted to the Labor Directorate	4

Scope: Corporate

5.6. Occupational safety

Occupational health and safety issues are mentioned in the Integrated Management System (IMS) Policy, which states that SONDA is responsible for providing safe and healthy working conditions for its employees to prevent injuries and deterioration in occupational health. Therefore, we provide technologies and appropriate physical areas that protect the health and integrity of employees by eliminating hazards and reducing the risks associated with each process. We have a health and safety protection program that ensures the integrated development of each employee and mechanisms that promptly communicate relevant information.

We have occupational health and safety standards and evaluation criteria that clarify the occupational health, safety and environmental standards in the IMS and ensure compliance by external companies and subcontractors. We use a special regulation for contractors and subcontractors that includes verification and surveillance standards to ensure compliance with occupational risk prevention, health and safety standards.

Occupational safety goals and indicators are included in the corporate IMS dashboard.

5.4.2. Salary gap

	Job categories			
	Managers and Senior Executives	IT Professionals	Sales & Marketing	Management
Average (Women's gross salaries as a percentage of men's gross salaries, as defined by the CMF)	25.4%	12.8%	28.0%	16.8%

Scope: Corporate. We are standardizing both the measurement and the categories, as requested by the standard.

5.5. Workplace and sexual harassment

We have a Code of Ethics and Conduct that explicitly includes a chapter on workplace and sexual harassment. This Code is given to each new employee, who must understand and accept it. The Code is reinforced through ongoing on-

Occupational Health and Safety Indicators 2023

Indicator	Formula	Subcontractors	Employees	Total
Accident rate	(Number of occupational accidents / Number of employees) *100	1.92	0.55	0.60
Fatality rate	(Number of occupational fatalities / Number of employees) *100,000	0.00	0.00	0.00
Occupational illness rate	(Number of occupational illnesses / Number of employees) *100	0.00	0.10	0.09
Average days lost to accidents	Days lost to occupational accidents / Number of occupational accidents	2.00	26.03	23.09

Scope: Corporate

5.7. Postnatal leave

Percentage of people by gender who have taken postnatal leave.

	People by gender									
	Brazil		Chile		Colombia		Peru		OPLA and USA	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Postnatal leave (% of all the people eligible for this benefit)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Scope: Corporate. We do not have this information segmented by job category and we do not have the average number of days taken. We are working on it.

5.8. Training and benefits

The benefits package may vary between countries and depend on local circumstances. However, most countries provide health insurance, life insurance and allowances such as vacation bonuses and legal bonuses to employees with indefinite contracts. We began to prepare a proposal for flexible benefits aligned to the individual requirements of each SONDA employee in 2022 *(A detailed list of these benefits is available)*.

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5.9. Subcontracting policy

The Purchasing Procedure and Policies, together with the Special Subcontractors' Regulations describe the supplier evaluation, registration and accreditation process, which involves the following stakeholders, as this analysis must verify compliance with current legislation and adopt best practice for sustainability, risk management and other relevant considerations.

Departments involved in supplier evaluation, registration and accreditation

Procurement	Compliance	Risk Prevention	Credit	Taxation
Supplier registration, procurement process control, procurement management reports, renewal, blocking	Risk assessment of conflict of interest, public exposure, money laundering, etc.	Risk assessment of accidents and subcontracted labor	Evaluation of financial situation and operating limit	Assessment of withholding tax for foreign suppliers or whether there is a double taxation agreement

Suppliers must comply with an Operational Control Program or a Work Permit and formalize their commercial relationship with SONDA using a Purchase Order or Contract, which depends on their relationship in the Supplier Classification and Operational Control Policy in the Company's Purchasing Policy.

The guidelines require all external companies to be accredited according to the IMS standards and comply with Subcontracting Law and every regulation

pertaining to occupational health, safety and the environment in each country. This process begins with an initial meeting attended by SONDA's counterpart, the contractor's representative and SONDA's Risk Prevention Department, where the required service is described and the subcontracting requirements are defined, in order to initiate and continue providing the service.

Subcontractor's categorization

Ongoing
- Owner - Worker
- Remote service
- On-site service with more than two workers

Sporadic
- Occasional services

The risks associated with the tasks performed by each subcontractor are assessed.
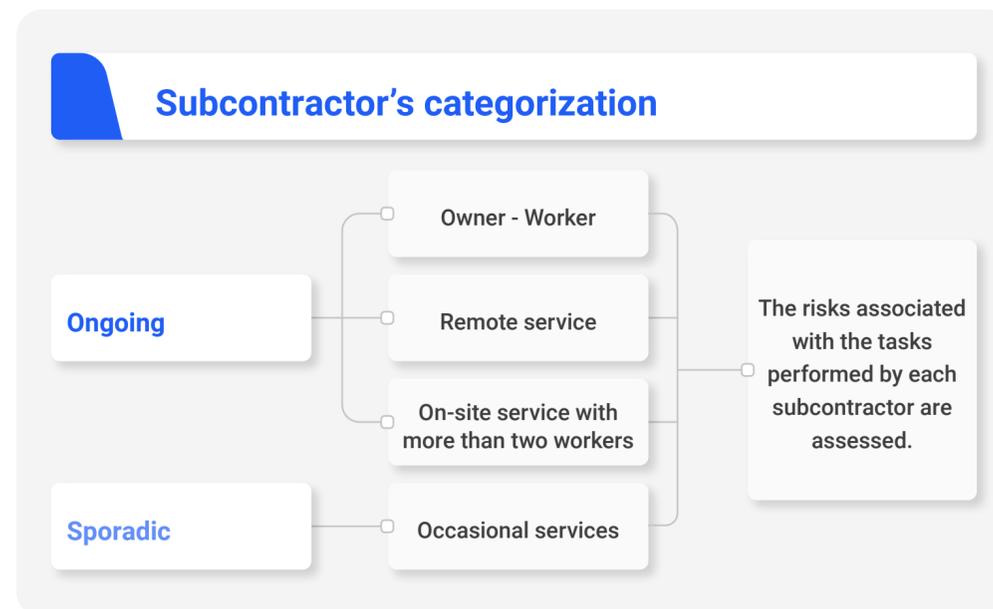
This diagram indicates that subcontractors are categorized by their type, their service delivery and the risks involved. This will determine the number and frequency of operational controls that apply to the subcontractor.

Any supplier categorized as providing "On-going on-site services with more than two workers" must demonstrate compliance with an Operational Control Program every month. This program should be prepared by the subcontractor according to SONDA's Occupational Health, Safety and Environmental Standards. The Operational Control Program must be authorized by SONDA's
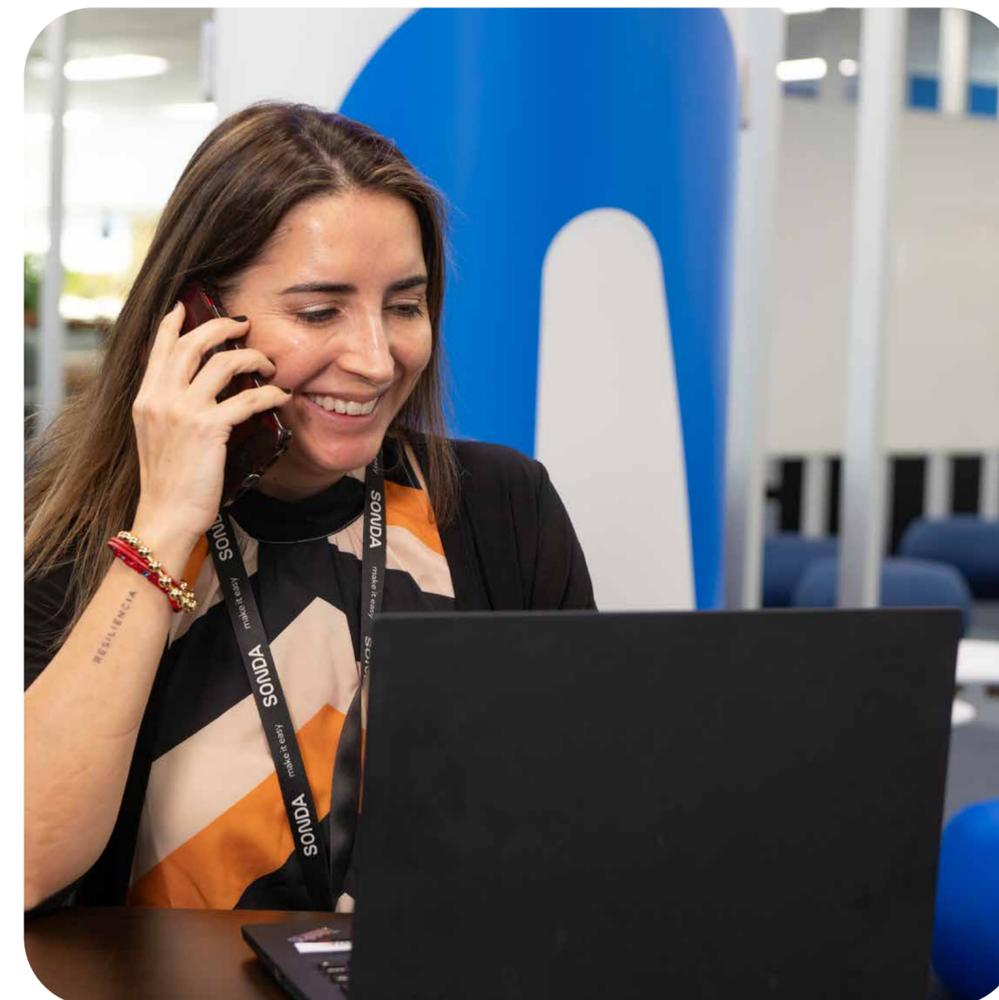
Risk Prevention Department, who will monitor compliance with these standards.

Any supplier categorized as a "sporadic subcontractor" must submit a work permit authorized by the SONDA Project Manager and the Risk Prevention Department. This permit will enable their workers to enter the facility and it will only identify the risks for the activities and the times described in the work permit.

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6. Business Model

6.1. Industrial sector

The Sustainable Industry Classification System (SICS) indicates that SONDA's industrial sector is: "Software & IT Services".

SONDA's products and services are mainly IT solutions and services that satisfy its customer's business and technological requirements, together with any technological infrastructure requirements. They are described in great depth in point 6.2 of GS 461.

The company faces strong, varied, fragmented competition, which includes local and global companies that also satisfy those requirements.

SONDA has issued public securities, so it is regulated by the Financial Market Commission (CMF) in Chile.

Its main stakeholders and its memberships of guilds, associations or organizations are described in detail in point 6.3 of GS 461.

6.2. Businesses

SONDA's principal businesses:

a. Digital Business

A SONDA services line focused on business, which accelerates its customer's transformation journey, with a consultative and strategic vision. It develops innovative solutions using disruptive technologies, and a complete portfolio of services that transforms the customer's value chain and continuously and sustainably improves their user experience.

Digital Business services are designed to provide End to End coverage throughout the life cycle of applications, from transformational initiatives, to implementing productive environments. These are strategic services for our clients, such as:

- **Digital Strategy:** Comprehensive consulting services that support digitalization, including the diagnosis, development and implementation of strategic projects, with scalable solutions to deal with future challenges.

- **APP Modernization:** Services that modernize customer applications and develop new ones, which can be migrated to public or private clouds, and prepare business processes to meet customer's current and future challenges.

- **Big Data & Analytics:** Services that give clients a detailed overview of their entire business using SONDA's Big Data & Analytics solutions, which can combine with our artificial intelligence solutions to improve decision-making for our clients.

- **Digital Automation:** Services that optimize our customer's processes by creating efficiencies with SONDA's Digital Automation solutions, such as RPA, Hyperautomation, RaaS and many other solutions.

- **Digital Quality:** Solutions that ensure high quality throughout the lifecycle of applications, from functional testing services to robust automated and performance testing in production environments.

- **Digital Development:** Turnkey development services using agile, traditional methods, with flexible solutions in Software Factory format. These services are designed to provide agility, flexibility and regional capabilities that accelerate our customer's businesses by incorporating the latest technologies in the market.

- **Digital Management:** Continuous, agile and flexible support for the operation and evolution of our clients' business applications by incorporating innovative methods to produce efficient response times.

There are solutions by industry vertical jointly managed with each vertical whose objective is to satisfy business requirements with a high value-added component, and usually with an integration component.

Financial services are provided for payments in physical and electronic commerce in Chile with clients ranging from large retail chains and e-commerce to small businesses and micro SMEs.

Digital Business services position SONDA as a strategic partner for its clients, supports the digital transformation of their businesses and offers them SONDA's entire portfolio of solutions.

b. Digital Services

A SONDA services line that creates value through the best use of hardware, software and communications tools and applications and supports business continuity for our clients. They cover a wide range of services, such as: Cloud & datacenter, cyber-security, workplace services and platform services.

- **Cloud & Datacenter:** These services have been designed to help clients to manage technological solutions that support their business and maximize performance through services that are built on security, uptime and performance. These services include hosting, monitoring, managing, operating and maintaining core services, servers, connectivity, data and software in the public cloud and traditional on-site equipment, while ensuring operational continuity and information security. The objective of our Cloud & Datacenter services is to provide the best virtual public services and on-site physical and virtual infrastructure services using a flexible and scalable model and pay-

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not to over-invest. This development supports our clients, so that they can concentrate on their business and leave the solution in the hands of a trusted technology partner. Our services cover traditional Managed Detection and Response Services, such as: Cyber-security Asset Management; Threat and Vulnerability Detection; Advanced Cyber-security Services; and Consulting and Testing Services.

SONDA has a regional business and expert personnel in SONDA's operations centers who provide cyber-security services, to draw us closer to clients. There are centers of excellence in some countries that pursue efficiency and improve our services.

There are regional alliances with world-class cyber-security suppliers, and we have incorporated innovative technologies into our portfolio.

- **Workplace Services:** The objective is to maintain operational continuity for our clients' business by providing specialized and swift technical assistance to our clients' users.

This line is comprised of the following units:

- **Help Desk:** This Service Desk is a single point of contact for a customer's users and meets all their IT requirements. It resolves inquiries, incidents and IT service requests online, or escalates them to other resolution groups, using various communication channels, such as: telephone, email, web ticket with a 7X24 schedule if the customer requires it.

- **Field Service:** This service provides specialized on-site technical assistance to resolve incidents that affect user's technological infrastructure, such as notebooks, PCs, printers and operating systems. It also repairs and maintains servers and communication equipment, to ensure operational continuity for users and central platforms.

per-use pricing, which ensures that solutions can be implemented quickly, efficiently and conveniently.

SONDA has 4 Datacenters, 1 Tier IV Datacenter in Santiago, 2 Tier III Datacenters, where one is in Santiago and the other in Minas Gerais, Brazil, and finally 1 Datacenter in the company's corporate offices. These Datacenters are among the most reliable and modern in Latin America, and each one has a NOC (Network Operation Center), which ensures the quality, security and uptime of these services.

Enterprise cloud services are on-site or in public clouds and are increasingly focused on hybrid services. They are evolving every day to meet clients' business requirements and ensure that they provide the service or solution

that best suits the customer's requirements. They take advantage of the benefits of public, private and hybrid clouds using a Multi-cloud Operation and Governance model.

- **Cyber-security:** These services protect the integrity of IT infrastructure and its data. Service towers have been developed based on maturity models, including National Institute of Standards and Technology (NIST) and Center for Internet Security Critical Security Controls (CIS) supported by ISO 27001. Also, industry-specific models such as PCI, NERC CIP, and regulatory models, such as personal data protection laws.

These maturity models suggest recommendations on control selection and how to implement them for our clients with agility and efficiency so as

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- Platform Services: We provide infrastructure solutions to solve multi-industry business requirements through alliances with leading technology providers, which secure the highest quality standards and service experience, and create value for our customer's businesses through innovation.

This line is comprised of the following units:

- **Products:** Its main objective is to sell valuable infrastructure and associated services, brand relationship management, solution architecture and portfolio management.

- **Managed Services:** Its main objective is to deliver integral IT solutions using an outsourced services model that can provide just infrastructure through to all the technological platforms for the customer's business, with associated support, maintenance and administration services at a known, fixed monthly cost.

These solutions ensure service levels meet the company's requirements, achieve user satisfaction, reduce IT costs, liberate working capital by switching CAPEX for OPEX or XaaS, secure the supply of state-of-the-art technologies and avoid losses due to obsolescence or incidents.

c. Product Distribution

Product Distribution is a SONDA services unit that provides IT infrastructure components and is subdivided as follows:

Sale of computer infrastructure, hardware and software. Its products cover servers, workstations, tablets, PC's, printers, storage and backup equipment, communications equipment and basic software, such as databases, operating systems, and others. The sale of these technological components can include additional services such as equipment deployment, maintenance and warranty management.

SONDA has agreements with major manufacturers in the industry and we have a team of specialized professionals to provide the most appropriate solutions to meet our clients' requirements. These agreements ensure that we always provide technology of the highest quality standards. Our independence from these suppliers enables us to impartially advise our clients when recommending the correct platform in each case. We represent and sell Apple products in Chile, through the subsidiary Quintec Distribución.

Main services and products supplied by the company:

- Develop information and data processing systems and general information technology, automation and communications, for internal use or for third parties.
- Create, construct, develop, apply, import, export, trade, maintain, update, operate, install and represent hardware, software and related services.
- Purchase, sell, import, export, represent, distribute and generally trade computing and data processing equipment, its spare parts, components, accessories and other related items.
- Directly use the same goods by offering services, renting these goods, or in any other manner.
- Provide training, mainly in the automation or information technology fields, through courses, seminars, conferences, publications, events or other forms of systematic transfer of knowledge and technology.
- Provide business management consulting services, market research, feasibility studies and operational analysis.
- Develop any other business directly or indirectly related to information technology and computer science.

Sales and distribution channels

The channels for the IT solutions and services business are face-to-face and virtual. The former are a sales force of approximately 400 people across the region. The sales channels specifically for Quintec Distribución are physical and virtual. The former are through physical stores across the nation.

Principal licenses, franchises, royalties and concessions

Licenses: SONDA has developed strategic partnerships with technology partners that license or authorize sales of services for equipment, software, subscriptions, extended warranties and manufacturer support, as resale, as-a-Service or as managed services under annual renewals, with the highest certification, such as Regional - GOLD, Titanium, Platinum, etc. Significant licenses are Apple, Aruba, Autodesk, AWS, Cisco, Dell, Epson, Fortinet, Google, HP Inc, HPE, Huawei, IBM, Lenovo, Lexmark, Microsoft, NetApp, Oracle, Red Hat, SAP, Veritas, VMware.

Concessions: The Infovia Digital Project is a 30-year concession to deploy 7,000 km of fiber optic cable for the State of Mato Grosso do Sul, which will increase the connection speed for the State's public agencies to 30 mbps when the service begins. SONDA also has the right to operate other B2B businesses over this network during the same period.

We had no clients that represented more than 10% in 2023. With regard to suppliers, Ingram Micro Chile S.A.

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6.3. Stakeholders

Their main topics of interest and our response:

Clients

Interests and concerns

- Technology to ensure their business continuity.
- Agile and swift response to their requirements.
- Satisfactory service experience and effective solutions.
- How IT can improve the efficiency of organizations.
- Opportunities and threats posed by digital transformation in business.
- Automation and simplification solutions and new business model creation.
- Specific understanding of their industry.

Our response

- Integrated customer management and commercial excellence model
- Specialist teams by industry, sector and customer.
- End-to-end solutions, with an extensive understanding of the customer's requirements.
- Certified compliance with service quality and continuity standards.
- World-class cyber-security model.
- Our transformation model provides better solutions.

Partners and suppliers

Interests and concerns

- Capturing new clients.
- Achieving the account plan.
- Positioning new business solutions.
- Accessing and implementing solutions.
- Expanding their presence in strategic markets.

Our response

- Employees involved in the services provided by our technology suppliers and partners are regularly certified.
- SONDA Startup Ecosystem.
- Plans are prepared together with our technology suppliers and partners.
- Scheduled presentations to clients of the latest solutions provided by our technology suppliers and partners.
- Products and solutions proposed by our technology suppliers and partners are regularly reviewed.

Employees

Interests and concerns

- SONDA's purpose
- Employee Value Proposition
- Interpersonal relationships and inclusion
- Balance between work and personal life
- Personal and professional growth
- Recognition

Our response

- People Value Proposition, which puts SONDA's purpose at the center.
- Talent development to generate agile and trained professionals and teams.
- SONDA Academy, a corporate platform to self-manage learning and career paths.
- Benefits and wellness program.
- "SONDA Women" program, to empower women in leadership.
- Inclusive opportunities for people with disabilities.
- Diversity and Inclusion Policy

Shareholders and investors

Interests and concerns

- The company's performance, management and financial position. Particularly in countries in a difficult macroeconomic, social or political situation.
- Extending and deploying our strategy.
- Growth and investment plans, especially with regard to acquisitions.
- Volume of business closed and revenue generation.

Our response

- Maintain a fluid and transparent relationship with the financial market, to provide the latest accurate information on the financial, business and strategic aspects of SONDA.

Society

Interests and concerns

- Contribution of information technology to the development of countries and the quality of life of their inhabitants.
- Data security and information privacy.
- Cyber-security.

Our response

- SONDA is aligned with the 2030 Agenda. It has been established as the roadmap for our contribution to safeguarding sustainability in each country and for their inhabitants.
- SONDA GRC (Governance, Risk Management and Compliance) and data protection systems.
- Portfolio of solutions to safeguard cyber-security for our clients.

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We participate in various organizations, to contribute to discussions and reflections on IT, innovation, and business development.

Sustainable development

- **Business Association for Integrated Electronic Waste Management** (ASIGIRE, Costa Rica)
- **Green Digital Footprint Pact** (Ekos Group).
- **TRAEE Collective Management System** (Transform your waste electrical and electronic equipment - Chile)

Innovation and transformation

- **Open Beauchef, Center for Innovation and Entrepreneurship at the Physical and Mathematical Sciences Faculty of the Universidad de Chile.**
- Academy Program - SONDA with the School of Engineering at the Universidad Católica de Chile
- **Informatics and Information Company of Belo Horizonte Municipality (Prodabel):** SONDA innovation hub for Smart Cities in collaboration with Prodabel (Brazil).
- **Inovabra Habitat:** Banco Bradesco co-innovation project with the SONDA innovation hub.
- **Technological Innovation Park of Joinville and Region (Inovaparq),** to develop disruptive technology, consultancy and software quality projects (Brazil).
- **Technological Research Club** (Costa Rica).

Trade and industry organizations

- **Chilean Association of Information Technology Companies** (ACTI)
- **The Chilean Manufacturing Development Society (SOFOFA, Chile).** The SONDA Director, Ms. Maria del Rosario Navarro Betteley, is Elective Councillor for 2021 to 2025.
- **Santiago Chamber of Commerce**
- **Chilean Engineering Institute**
- **Brazilian Association of Information Technology and Communication Companies (Brasscom).** It promotes public policies in the ICT sector together with public authorities, to encourage market growth.
- **Colombian Chamber of Informatics and Telecommunications** (CCIT)
- **Bogota Chamber of Commerce**
- **Colombo Chilean Chamber of Commerce**
- **Colombian Software and IT Industry Federation**
- **Uruguayan Chamber of Information Technology** (CUTI)
- **Information and Communication Technologies for Verticals** (ICT4V, Uruguay)
- **Argentinian Chamber of the Software Industry - CESSI**
- **Business Foundation for Quality and Excellence** (FUNDECE, Argentina)
- **Costa Rican Chamber of Industries**
- **Chamber of Information and Communication Technologies** (CAMTIC, Costa Rica)
- **Panamanian Chamber of Industries**
- **Panamanian Chamber of Information Technologies** (CAPATEC)

6.4. Properties and facilities

The Company's principal fixed assets are computer equipment, software, and other fixed assets, such as those associated with projects, and real estate such as the corporate building and data centers. These are maintained by SONDA and its subsidiaries.

SONDA's equipment and software is primarily dedicated to IT services and the implementation and operation of specific projects for clients, enabling them to use information technology to benefit their management or business. These include the development and marketing of computer programs, either for users in general, or for a specific purpose. They can be used for a particular business or customer, or as a new technological solution for an industry.

The Company's principal fixed assets are computer equipment, software and real estate, such as the corporate building. They are carefully maintained by SONDA and its subsidiaries, and they are in good working condition or well conserved, as appropriate. Ownership of real estate in Chile is concentrated in the subsidiary SONDA Inmobiliaria S.A. The principal properties used by its business in Latin America are the following:

- **SONDA S.A.:** Data center at Av. Víctor Uribe 2211, Quilicura.
- **SONDA Inmobiliaria S.A.:** The corporate building, offices and warehouses at Teatinos 540 and 574;

Santo Domingo 1,334, Conquistador del Monte 4844 and 4848, Camino de La Colina 1423 and 1431 and land at Santiago Av. Víctor Uribe 2211, Quilicura.
- **SONDA Argentina S.A.:** at Alsina 772, Buenos Aires Argentina.
- **Microgeo S.A.:** at Camino El Cerro 5154, Huechuraba, Santiago.
- **Inmobiliaria Servibanca S.A.:** at Catedral 1888, Santiago.
- **SONDA de Colombia S.A.:** at Avenida Carrera 45 (autopista norte) 118 - 68, Bogotá, Colombia.
- **SONDA Servicios S.A.S.:** Lots 44M, 44N, 44º Stage 4 of the Zona Franca de Tocancipa
- **Compufácil S.A.S.:** at Medellin Highway km 1.5 via Siberia Parque Agroindustrial de Occidente - Cota. Colombia
- **SONDA Procwork Informática. Ltda.:** at Rua Dom Aguirre 576, Sao Paulo.
- **ATIVAS Datacenter LTDA.:** at Rua Agenério Araújo, 20 – Camargos, Belo Horizonte – Minas Gerais.

SONDA's equipment and software are primarily dedicated to IT services, and this technology is used to benefit the business.

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6.5. Subsidiaries, associates and investments in other companies

6.5.1. and 6.5.2. Subsidiaries, associates and investments in other companies

Chilean ID number	Subsidiary	Country	Functional currency	Percentage held in the subsidiary							
				12.31.2023				12.31.2022			
				Percentage Ownership Direct	Percentage Ownership Indirect	Total Controlling interest	Share of Non-Controlling Interests	Percentage Ownership Direct	Percentage Ownership Indirect	Total Controlling interest	Share of Non-Controlling Interests
Foreign	CONSORCIO SONDA COLOMBIA	Colombia	COP : Colombian peso	20.000%	80.000%	100.000%	0.000%	20.000%	80.000%	100.000%	0.000%
Foreign	CONSORCIO SONDA ECUADOR	Ecuador	USD : US dollars	70.000%	30.000%	100.000%	0.000%	70.000%	30.000%	100.000%	0.000%
Foreign	CTIS TECNOLOGÍA LTDA.	Brazil	BRL : Brazilian real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
76,240,462-1	INMOBILIARIA SERVIBANCA S.A.	Chile	CLP : Chilean pesos	0.000%	86.750%	86.750%	13.250%	0.000%	86.750%	86.750%	13.250%
77,122,745-7	INVERSIONES INTERNACIONALES S.A.	Chile	CLP : Chilean pesos	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%
88,579,800-4	MICROGEO S.A.	Chile	USD : US dollars	0.000%	80.000%	80.000%	20.000%	0.000%	80.000%	80.000%	20.000%
76,828,790-2	MULTICAJA S.A. AND SUBSIDIARIES	Chile	CLP : Chilean pesos	69.502%	0.000%	69.502%	30.500%	-	-	-	-
96,967,100-K	NOVIS S.A. AND SUBSIDIARIES	Chile	CLP : Chilean pesos	0.000%	60.000%	60.000%	40.000%	0.000%	60.000%	60.000%	40.000%
Foreign	NOVIS CORP US INC. AND SUBSIDIARIES	USA	USD : US dollars	0.000%	60.000%	60.000%	40.000%	0.000%	60.000%	60.000%	40.000%
Foreign	PARS PRODUTOS DE PROCESSAMENTO DE DADOS LTDA.	Brazil	BRL : Brazilian real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
76,376,955-0	QUINTEC FILIALES OPERATIVAS S.A. AND SUBSIDIARIES	Chile	CLP : Chilean pesos	0.000%	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
96,571,690-4	SERVIBANCA S.A. & SUBSIDIARY	Chile	CLP : Chilean pesos	0.080%	99.920%	100.000%	0.000%	0.080%	99.920%	100.000%	0.000%
78,072,130-8	SERVICIOS EDUCACIONALES SONDA S.A.	Chile	CLP : Chilean pesos	0.674%	99.326%	100.000%	0.000%	0.674%	99.326%	100.000%	0.000%
76,903,990-2	SOC. PROD. Y SERV. REDES MOVILES S.A. AND SUBSIDIARIES	Chile	CLP : Chilean pesos	0.000%	67.000%	67.000%	33.000%	0.000%	67.000%	67.000%	33.000%
96,725,400-2	SOLUCIONES EXPERTAS S.A. & SUBSIDIARIES	Chile	CLP : Chilean pesos	0.000%	50.000%	50.000%	50.000%	0.000%	50.000%	50.000%	50.000%
Foreign	SONDA ARGENTINA S.A.	Argentina	ARS : Argentine pesos	10.740%	89.260%	100.000%	0.000%	5.256%	94.744%	100.000%	0.000%
Foreign	SONDA CIDADES INTELIGENTES E MOBILIDADE LTDA. (Formerly Telsinc Serv.)	Brazil	BRL : Brazilian real	0.562%	99.438%	100.000%	0.000%	0.562%	99.438%	100.000%	0.000%
Foreign	SONDA DE COLOMBIA S.A.S. AND SUBSIDIARIES	Colombia	COP : Colombian peso	4.981%	95.019%	100.000%	0.000%	4.981%	95.019%	100.000%	0.000%
Foreign	SONDA DEL ECUADOR ECUASONDA S.A.	Ecuador	USD : US dollars	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA DEL PERU S.A.	Peru	PEN : Peruvian sol	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA DO BRASIL LTDA. AND SUBSIDIARIES	Brazil	BRL : Brazilian real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
76,039,505-6	SONDA FILIALES CHILE LTDA.	Chile	CLP : Chilean pesos	99.995%	0.005%	100.000%	0.000%	99.995%	0.005%	100.000%	0.000%
Foreign	SONDA GUATEMALA S.A.	Guatemala	USD : US dollars	0.500%	99.500%	100.000%	0.000%	0.000%	0.000%	0.000%	0.000%
Foreign	SONDA INC	Canada	CAD : Canadian dollar	0.000%	100.000%	100.000%	0.000%	0.000%	0.000%	0.000%	0.000%
96,987,400-8	SONDA INMOBILIARIA S.A.	Chile	CLP : Chilean pesos	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA MEXICO S.A. DE C.V. AND SUBSIDIARIES	Mexico	MXN : Mexican peso	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA PANAMA S.A.	Panama	USD : US dollars	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA PROCWORK INF. LTDA. AND SUBSIDIARIES	Brazil	BRL : Brazilian real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
99,496,560-4	SONDA SERVICIOS PROFESIONALES S.A.	Chile	CLP : Chilean pesos	0.077%	99.923%	100.000%	0.000%	0.077%	99.923%	100.000%	0.000%
76,035,824-K	SONDA SPA	Chile	CLP : Chilean pesos	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%
Foreign	SONDA TECNOLOGIAS DE COSTA RICA S.A.	Costa Rica	USD : US dollars	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA URUGUAY S.A.	Uruguay	USD : US dollars	49.898%	50.102%	100.000%	0.000%	49.898%	50.102%	100.000%	0.000%
Foreign	SONDA USA INC.	USA	USD : US dollars	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
96,823,020-4	TECNOGLOBAL S.A.	Chile	USD : US dollars	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	TELSINC COMERCIO DE EQUIPAMENTO DE INF. LTDA	Brazil	BRL : Brazilian real	0.950%	99.050%	100.000%	0.000%	0.950%	99.050%	100.000%	0.000%

Information regarding subsidiaries

Sonda Filiales Chile Ltda.	Sonda SpA	Inversiones Internacionales S.A.	Multicaja S.A. y Filiales	Consorcio Sonda Colombia	Sonda Inc
Direct relationship	Direct relationship	Direct relationship	Direct relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**	**Subscribed and paid capital**	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 14,400,199	ThCh$ 101	ThCh$ 597,925,764	ThCh$ 26,056,944	Not applicable	ThCh$ 66,398
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
-	100	781,891,072	230,742	-	100
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
To invest in movable and immovable tangible or intangible property, including the acquisition of shares, rights in partnerships, bonds, commercial paper and, in general any class of securities and investment instruments, and manage these investments and their returns. The Company may form other companies or incorporate itself into them, to meet its objectives.	Its purpose is to invest in movable and immovable tangible or intangible property, including the acquisition of shares, rights in partnerships, bonds, commercial paper and, in general any class of securities and investment instruments, and manage these investments and their returns.	The Company's exclusive purpose is to acquire all kinds of assets in US dollars or other foreign currency, including movable, immovable, tangible or intangible, securities, shares or rights, in order to receive the associated income, including the civil or other benefits from the disposal of its assets. The Company may not invest in Chilean pesos.	Implement and manage transactional networks.	The purpose of the branch is the following within the Republic of Colombia. One) Develop, on its own behalf or on behalf of others, electronic computing, information systems, data processing and information technology, automation and communications businesses. Two) Create, manufacture, develop, apply, import, export, sell, maintain, update, operate, install and represent hardware, software and related services.	Holding
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman: Not applicable Directors: Not applicable	Chairman: Not applicable Directors: Not applicable	Chairman: José Orlandini Robert Directors: Gonzalo Soto Serdio Marcelo Castiglione	Chairman: Javier Etcheberry Celhay Directors: Juan Vivanco Marinkovic, José Orlandini Robert, Andrés Navarro Haeussler, Marcelo Castiglione Veloso, José Concha Ureta and Raúl Sapunar Kovacic	Chairman: Jose Luciano Orlandini Robert Directors: Rafael Osorio Peña, Ricardo Rodríguez Vásquez, Juan Esteban Ossul, Raul Sapunar Kovacic and Marcelo Castiglione Veloso	Chairman: Jean Philippe Pascal Le Nagard Directors: Not applicable
Chief Executive Officer José Orlandini Robert	**Chief Executive Officer** José Orlandini Robert	**Chief Executive Officer** José Orlandini Robert	**Chief Executive Officer** Javier Etcheberry Celhay	**Chief Executive Officer** Ricardo Rodriguez Vasquez	**Chief Executive Officer** Jean Philippe Pascal Le Nagard
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
16.66%	0.001599%	43.773%	1.158%	0.049646%	0.000%
Total controller's interest	**Total controller's interest**	**Total controller's interest**	**Total controller's interest**	**Total controller's interest**	**Total controller's interest**
100%	100%	100%	69.5%	100%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
No business relationship	No business relationship	No business relationship	Sonda provides: IT consulting services. Software licensing services. Datacenter services. Management consulting services.	No business relationship	No business relationship
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts between the parties	No contracts between the parties	No contracts between the parties	IT consulting services contract. Software licensing contract. Datacenter services contract. Management consulting services contract.	No contracts between the parties	No contracts between the parties

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Sonda Guatemala S.A.	Sonda México S.A. de C.V. and subsidiaries	Quintec Filiales Operativas S.A. and subsidiaries
Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 66	ThCh$ 24,450,200	ThCh$ 34,207,231
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
200	1,168,436	15,700,000
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
IT Consulting and IT Facility Management	To manufacture, process, assemble, import, and trade computing equipment, provide data processing services and develop, implement, support and guarantee equipment and programs or computer systems.	The Company's purpose shall be: 1) To develop, on its own or on behalf of third parties, computer electronics, information systems and data processing, and any general business connected with information technology and communications. 2) To create, produce, develop, apply, import, export, sell, maintain, update, operate, install and represent hardware, software and related services. 3) To buy, sell, import, export, represent, distribute and generally market equipment for computer electronics and data processing, their spare parts, parts, tools, accessories and other related items. 4) To directly use such goods, either to provide services, leasing, or in any other form. 5) To provide occupational training, mainly in the areas of automation and informatics, through courses, seminars, conferences, publications, events, or any other systematic forms of knowledge and technology transfer. 6) To provide organizational and business administration consultancy services, including market, feasibility and operational research. 7) To generally develop any other business in the computing and information technology areas, or that directly or indirectly relates to them. 8) To invest in all kinds of movable or immovable, tangible or intangible property, rights in partnerships, bonds, commercial paper and, in general any class of securities and investment instruments, and manage these investments and their returns. The Company may form other companies or incorporate itself into them, to meet its objectives.
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman: Victor Betancourt	**Chairman:** Jose Orlandini Robert	**Chairman:** José Orlandini Robert
Directors: Not applicable	**Directors:** Raúl Sapunar Kovacic Gonzalo Soto Serdio	**Directors:** Gonzalo Soto Serdio Marcelo Castiglione Veloso
Chief Executive Officer Victor Betancourt	**Chief Executive Officer** Juan Carlos Gutierrez Botero	**Chief Executive Officer** Marcelo Castiglione Veloso
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
0.018%	7.727%	6.833%
Total controller's interest	**Total controller's interest**	**Total controller's interest**
100%	100%	99.82%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
No business relationship	Sonda S.A. provides administrative, IT platform operation and computing systems implementation services. Sonda S.A. provides software integration and customization services. Sonda S.A. provides Help Desk services Sonda Mexico S.A. provides technological infrastructure monitoring services.	No business relationship
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts between the parties	Administrative and infrastructure operation services. Selfcheckout development and integration. On-site support and service desk. Technological infrastructure monitoring service contract.	No contracts between the parties

Servicios Educacionales Sonda S.A.	Sonda Inmobiliaria S.A.	Sonda Servicios Profesionales S.A.	Novis S.A. and subsidiaries
Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 395,635	ThCh$ 321,487	ThCh$ 12,681	ThCh$ 1,369,201
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
1,890,127	1,025,000	3,901	14,200
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
The company has the sole purpose of providing training services.	To acquire, sell and manage all kinds of property, especially real estate, build on them, for itself or on behalf of third parties, directly operate them or through third parties in any form, manage such investments for itself or on behalf of third parties, obtain income from them, invest in all kinds of tangible and intangible movable property, such as shares, pledges of shares, bonds and debentures, units or rights in all kinds of companies, whether commercial or civil, communities and associations, and all kinds of securities, in Chile and abroad.	The Company's corporate purpose is: 1) To provide the following services to Chilean or foreign natural persons or legal entities: a) Software design, development, implementation, deployment and maintenance services. b) Consultancy on financial, commercial, risk analysis, and administrative issues. c) Services and consultancy to manage customer, supplier, debtor and other similar portfolios. d) Services and consultancy to manage accounting, legal and other similar issues, particularly business and contract issues. Services and consultancy to manage taxation, employment and social security issues. e) Occupational and work training. 2) To invest in all kinds of tangible and intangible property, such as shares, rights in partnerships, bonds, commercial paper and generally in all kinds of securities and investment instruments, manage them and receive their returns.	To develop and market solutions where information technology can be applied, including all directly or indirectly related services, such as marketing computer systems, developing and maintaining software, network management, user support, installing and maintaining hardware, operating computers, providing computing resources, training, and consultancy in general.
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**	**Chairman:**
José Orlandini Robert	José Orlandini Robert	José Orlandini Robert	José Orlandini Robert
Directors:	**Directors:**	**Directors:**	**Directors:**
Rafael Osorio Peña Raúl Sapunar Kovacic	Gonzalo Soto Serdio Marcelo Castiglione Veloso	Gonzalo Soto Serdio Marcelo Castiglione Veloso	Gonzalo Soto Serdio Patricio Artiagoitia Alti
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**
Raúl Sapunar Kovacic	Marcelo Castiglione Veloso	Marcelo Castiglione Veloso	Patricio Artiagoitia Alti
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
-0.060%	1.672%	1.052%	0.100%
Total controller's interest	**Total controller's interest**	**Total controller's interest**	**Total controller's interest**
100%	100%	100%	60%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
No business relationship	Subsidiary company that provides real estate services provider to Sonda S.A. Sonda provides integrated administrative services.	Subsidiary company that provides system development and adaptation services, and implementation services for professional support and advice. Sonda S.A. provides administrative and accounting consulting and professional services.	Sonda S.A. provides IT services. Sonda S.A. provides administrative and accounting consulting and professional services.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts between the parties	Real estate leasing contract. Integrated administrative services contract.	Consulting and professional services contract. Administrative and accounting services contract.	Technology services contract. Administrative and accounting services contract.

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Sociedad Proveedora de Productos y Servicios para Redes de Datos Móviles S.A. (Wireless-IQ S.A.) and subsidiary	Sonda de Colombia S.A.S. and subsidiaries
Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**
ThCh$ 197,726	ThCh$ 29,960,464
Number of subscribed and paid shares	**Number of subscribed and paid shares**
1,000	52,430,198
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**
The Company's corporate purpose is: 1) To develop for itself or on behalf of third parties telecommunications, information systems and data processing and generally information, automation and fixed or mobile telecommunications technology. 2) To create, produce, develop, apply, import, export, market, maintain, update, operate, install and represent telecommunications hardware, software and services. 3) To purchase, sell, import, export, represent and generally market equipment for computing, data processing, mobile and fixed telecommunications, spare parts, parts, tools, accessories and other related items. 4) To directly operate such goods, either through providing services, leasing, or any other manner. 5) To provide commercial and technical advisory services in telecommunications. 6) To generally develop any other business in telecommunications, informatics and computing, or that is directly or indirectly related to them. 7) To implement the commercial and legal steps necessary for the purposes expressed, including representing Chilean and foreign natural or legal persons. 8) To provide products and services for fixed and mobile telecommunications operators and end users, specifically focused on promoting the use of fixed and mobile data networks. 9) To invest in all kinds of tangible and intangible, movable and immovable goods, including acquiring shares, rights in partnerships, bonds, commercial paper and generally all kinds of securities and investment instruments, and manage them and receive their returns.	To schedule, analyze, develop, acquire, sell, lend, operate and market all kinds of data processing systems through computers. To conduct research into planning and implementing systematization programs. To manage computer services and maintenance programs. To provide and sell consultancy services and technical assistance in these areas. To manage processing systems. To represent, distribute, supply or operate any goods or services related to its purpose that are produced, patented or registered by national or foreign companies. To undertake any transaction related to the purchase, sale, manufacture, assembly, import, export and distribution of computer and communications equipment and systems, office equipment, parts and supplies for this equipment and all accessories to enable this equipment to function correctly.
Board of Directors	**Board of Directors**
Chairman:	**Chairman:**
José Orlandini Robert	Jose Luciano Orlandini Robert
Directors:	**Directors:**
Marcelo Castiglione Veloso Víctor Coronado Román	Rafael Osorio Peña Ricardo Rodríguez Vásquez Juan Esteban Ossul Raul Sapunar Kovacic Marcelo Castiglione Veloso
Chief Executive Officer	**Chief Executive Officer**
Victor Coronado Roman	Ricardo Rodriguez Vasquez
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**
0.088%	3.913%
Total controller's interest	**Total controller's interest**
67%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**
Sonda S.A. provides administrative and accounting consulting and professional services. Subsidiary company that provides SMS services.	Sonda S.A. provides IT application design, management and development services. Sonda S.A. provides Help Desk services. Sonda S.A. provides software implementation services. Sonda S.A. provides technical consulting for projects. Sonda S.A. provides maintenance and integration services. Sonda de Colombia provides Remote Help Desk services. Sonda de Colombia provides implementation services for IT applications. Sonda de Colombia provides professional QA services.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**
Administrative and accounting consulting and professional services contract. SMS services contract.	Project management contract. On-site support service and service desk contract. Implementation service contract. Technical consulting contract. Maintenance services contract. Application design and development services contract. Professional QA services contract. Remote Help Desk services contract. IT application implementation services contract.

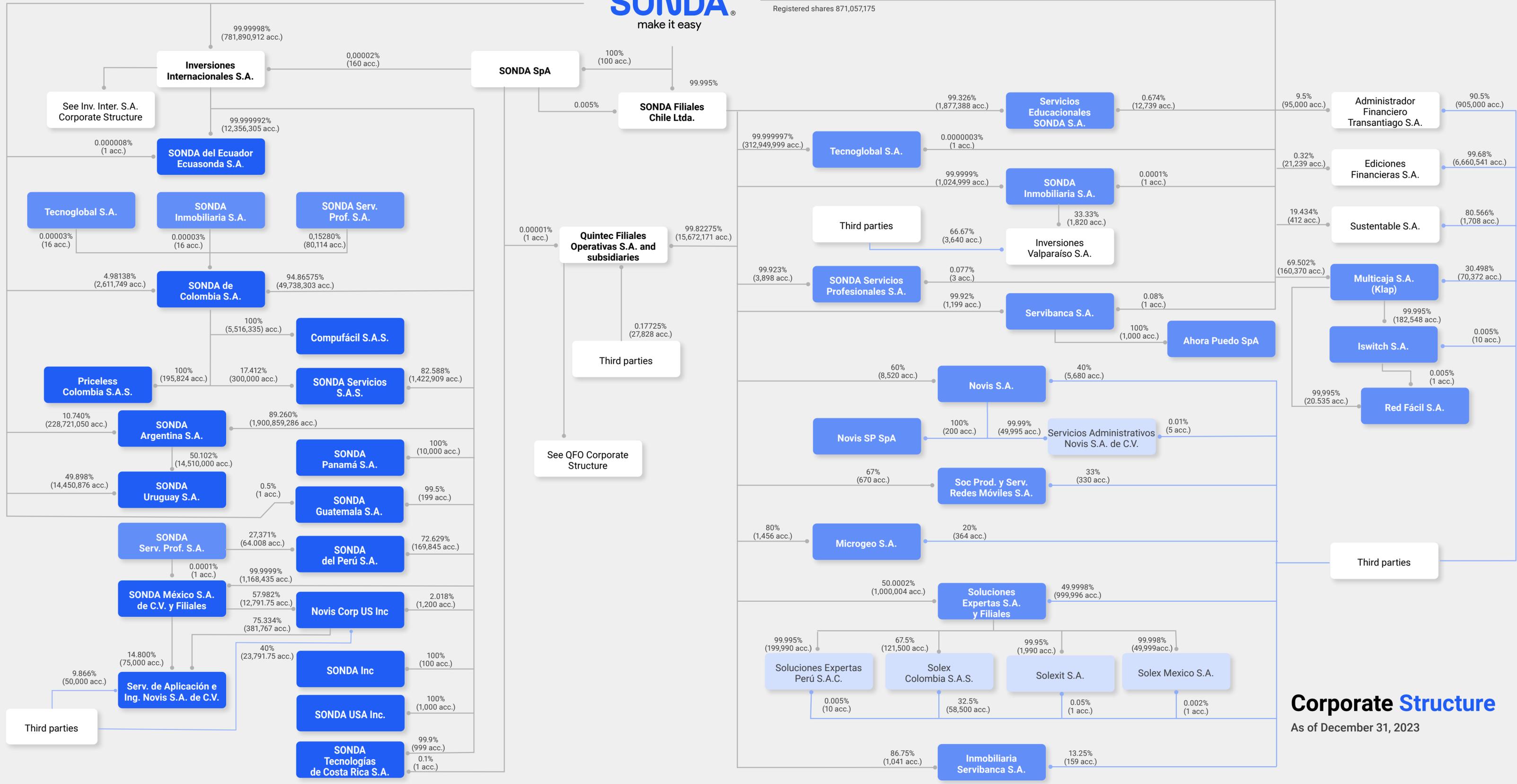| Sonda Tecnologías de Información de Costa Rica S.A.	CTIS Tecnología Ltda.
Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**
ThCh$ 1,151,027	ThCh$ 125,281,706
Number of subscribed and paid shares	**Number of subscribed and paid shares**
1,000	545,797,401
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**
Retail selling of computers, accessories, microcomponents and computer packages.	Information Technology services 1. Provide development services and develop computer programs (software), install, upgrade and maintain software, consultancy, systems analysis and development, modeling, data management and analysis, database support and administration, solution design and architecture, analyze and produce information and statistics to support decisions (data warehouse / data market) in computer science and data processing, consultancy, training, supply and pay for specialized technicians in computer science, data processing, engineering, installation, management and communication of data and maintenance of voice networks, including technological adaptation (customization) of computer programs (software) and hardware engineering, installation, management and maintenance services. 2. Outsourcing: To provide outsourced solutions to manage and operate printing and reproduction using multifunction printers (outsourcing printing). To provide outsourced operations management, call center and customer relations solutions (Contact Center). To provide management for outsourced solutions and operations centers for tele-services and remote technical support (Help Desk), and outsourced management solutions and hardware operation (computers, routers, modems and related equipment). 3. To provide computer programs (software) and databases. To distribute, sell, resell, license and sub-license its own computer programs (software) and data bases, or those purchased from the manufacturers or owners of intellectual property, and support and consultancy services. 4. Commercial representation: To represent computing and informatics products in their own or third party's premises. 5. Leasing assets: To lease machinery, equipment and movable and immovable property. 6. Industrial off-set and laser printing. To provide the graphics industry with continuous services and manufacturing of paper, plastic, newspapers, printing and publishing, tax forms, books, magazines, tax documents, and other general documentation. 7. Computer equipment (hardware): To distribute, sell and resell its own computer equipment (hardware) or that acquired from manufacturers, such as servers, applications, tape libraries, storage, workstations, and their corresponding components.
Board of Directors	**Board of Directors**
Chairman:	**Chairman:**
José Luciano Orlandini Robert	Ricardo Scheffer de Figueiredo
Directors:	**Directors:**
Gonzalo Ignacio Soto Serdio Eduardo Sandoval Obando	Jorge David Ramirez Scott
Chief Executive Officer	**Chief Executive Officer**
Eduardo Sandoval Obando	Ricardo Scheffer de Figueiredo
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**
1.187%	2.349%
Total controller's interest	**Total controller's interest**
100%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**
Sonda S.A. equipment sales. Sonda S.A. provides software implementation and development. Sonda S.A. provides project asset manager hosting and support services. Sonda S.A. provides professional and project supervision services.	No business relationship
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**
Validator sales contract. Project implementation contract. project asset manager hosting and support service contract. Professional services contract and Project PMO supervision.	No contracts between the parties

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Sonda Do Brasil S.A. and subsidiaries	Sonda Procwork Inf. Ltda. and subsidiaries	Telsinc Comercio de Equipamiento de Inf. Ltda.	SONDA Cidades Inteligentes e Mobilidade Ltda.
Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 64,025,043	ThCh$ 175,163,812	ThCh$ 15,020,517	ThCh$ 37,966,492
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
216,982,356	947,523,694	61,964,030	187,472,964
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
To sell hardware and software; provide consulting services, training, program and system development; IT assets agency; information technology in telecommunications and other related economic activities, including import and export of goods and services; rental of computers, software, peripherals, and others; computer equipment and peripherals maintenance, software support; development, implementation and maintenance of computer networks; development, implementation and maintenance of structured cabling systems; professional outsourcing and development, implementation and maintenance of Call Centers.	(i) To analyze and develop systems. (ii) To program. (iii) To process data and similar information. (iv) To develop computer programs, including video games. (v) To license or grant the right to use computer programs. (vi) To provide advice and consultancy services in information technology. (vii) To provide technical support in information technology, including installing, configuring and maintaining computer programs and databases. (viii) To plan, prepare, maintain and update web pages. (ix) To provide business management. (x) To provide training in information technology. (xi) To provide information technology services in general, including consulting, analyzing and developing software to measure "customized software" and data processing. (xii) To provide administrative services. (xiii) To license third party software. (xiv) To provide technical assistance in information technology, hardware and maintenance software. (xv) To develop, implement and maintain structured cabling systems. (xvi) To provide computers and computer equipment on a retail basis. (xvii) to provide reprographic printing services using multifunction printers (outsourcing printing).	To explore the business of trade, imports, exports, representation, leasing, development, implementation, and understanding software, microcomputer integrated systems, minicomputers, mainframes and logical processors, supply, maintenance, repair and install equipment, project consulting and implementing computer systems, including the sale, purchase, all properties and any type of computer, telephony and data communication equipment, known as hardware, resale software, and training in informatics and telecommunications.	To provide equipment maintenance, repair and installation services. To provide consulting services for projects and develop tele-information systems. To trade, represent, lease, implement and develop software, microcomputer integrated systems, minicomputers, mainframes and logical processors, including the sale, purchase, all properties and any type of computer, telephony and data communication equipment, known as hardware, resale software, and training in informatics and telecommunications.
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**	**Chairman:**
Ricardo Scheffer de Figueiredo	Not applicable	Not applicable	Not applicable
Directors:	**Directors:**	**Directors:**	**Directors:**
Jorge David Ramirez Scott	Not applicable	Not applicable	Not applicable
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**
Ricardo Scheffer de Figueiredo	Ricardo Scheffer de Figueiredo	Ricardo Scheffer de Figueiredo	Ricardo Scheffer de Figueiredo
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
4.396%	9.720%	1.758%	1.910%
Total controller's interest	**Total controller's interest**	**Total controller's interest**	**Total controller's interest**
100%	100%	100%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
Sonda S.A. provides Help Desk services. Subsidiary provides system support and maintenance.	Subsidiary provides consulting and system implementation services.	Sonda provides equipment.	Subsidiary provides monthly Saas Software Asset Management services (Support + DataCenter).
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
On-site support service and service desk contract. Digital Business support and maintenance contract.	Solution implementation contract Aranda		Saas asset management, support & datacenter contract.

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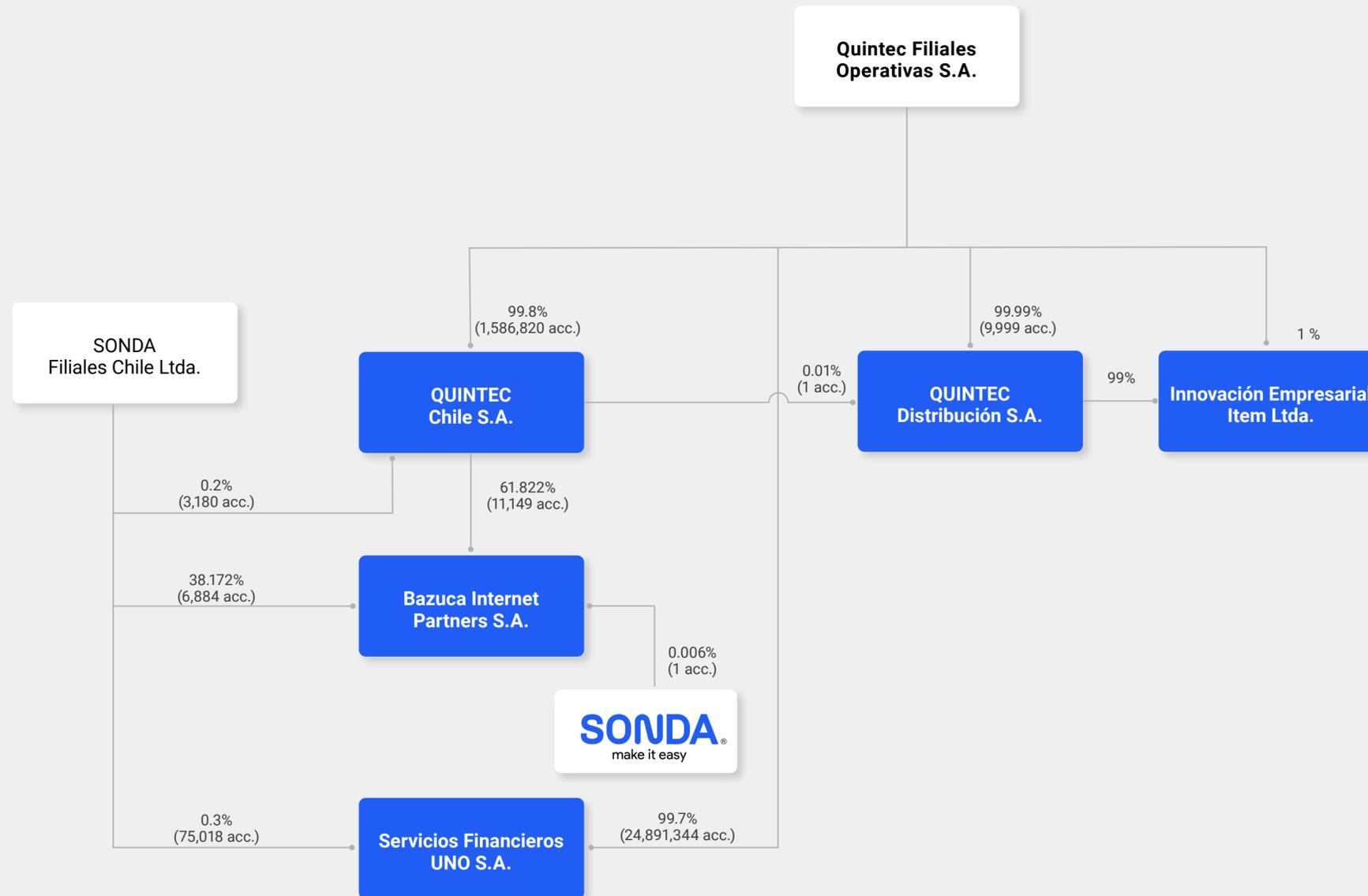| PARS Productos de Procesamiento de Datos Ltda.	Sonda del Perú S.A.	Consorcio Sonda Ecuador	Sonda USA INC.
Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 47,319,606	ThCh$ 473,855	ThCh$ 8,771	ThCh$ 2,148,944
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
192,338,333	233,853	-	1,000
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
Sell, commercially represent, import and export software, non-customized multiple copies, licensing and termination of rights to use computer programs, computer technical support services, computer training and consulting and computer consulting, engineering services and technical activities related to engineering and architecture.	The Company's purpose is as follows: 1. To buy, sell, import, use, distribute, lease in any manner allowed by law, including financial leasing, electrical and electronic equipment, their components, parts and pieces, used to process information and to automate processes and communications. 2. To provide installation, repair, maintenance, operation and management services for electrical and electronic equipment, their components, parts and pieces, used to process information and to automate processes and communications. 3. To buy, sell, information, export, distribute, process, lease in any manner allowed by law, including financial leasing, computer applications and own software packages, or those with their respective licenses or of third parties, and their component programs and procedures used to process information and to automate processes and communications. 4. To provide installation, maintenance, operation and management services for computer applications and software packages, their components, parts and pieces, used to process information and to automate processes and communications. 5. To provide training and consulting services in the selection, use, operation, management and optimization of equipment, computer programs and packages, automation and communications. 6. To provide value-added services in integrated solutions, business consulting, information technology, software customization, application development, support, and technical training in systems integration, networks, connectivity and communications. 7. To provide outsourced services covering information-processing operations, with the required team, equipment and expertise in the various process components, such as consulting, analysis, programming, operation, installation, maintenance and administration.	The corporate purpose of Consorcio Sonda is exclusively to comply with all of its obligations under its LICS-EPMAPS-003-2015 contract to provide "The EPMAPS Private Virtual Cloud Infrastructure Service, which includes SAP Netweaver, backup administration and delivery, and communication links."	IT Services
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**	**Chairman:**
Not applicable	Jose Orlandini Robert	Not applicable	José Orlandini Robert
Directors:	**Directors:**	**Directors:**	**Directors:**
Not applicable	Gonzalo Soto Serdio Ricardo Rodriguez Vasquez	Not applicable	Gonzalo Soto Serdio
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**
Celso Roberto Blandy Azanha	Hugo Gonzalez Castañeda	Silvia Ramos Bustán	Maurizio Rinaldi
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
3.992%	3.416%	0.003343%	0.012%
Total controller's interest	**Total controller's interest**	**Total controller's interest**	**Total controller's interest**
100%	100%	100%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
No business relationship	Subsidiary provides cloud computing platform specialist services.	Sonda S.A. provides IT services.	Sonda S.A. provides marketing, management and administration services.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts between the parties	Cloud computer platform specialist service contract.	Monitoring services, operating system administration, SAP Basis administration, security and back-up.	Marketing, management and administration services contract.

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Sonda del Ecuador Ecuasonda S.A.	Sonda Argentina S.A.	Tecnoglobal S.A.
Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 433,519	ThCh$ 10,646,779	ThCh$ 19,795,791
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
12,356,306	2,129,580,336	312,950,000
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
a) To procure and sell computer services to natural or legal persons, or public or private, commercial or industrial companies. These services will include programming and automatic data processing, especially for accounting purposes. b) To buy, sell, import or export computer equipment or materials and related items. c) To design and install computer networks. d) To provide technical assistance to programming, systems engineering and informatics mechanization areas. e) To provide advice, training and develop computer packages, and everything related to computing. f) To provide occupational training, mainly in automation and informatics, through courses, seminars, conferences, publications, events, or any other forms of systematic knowledge and technology transfer. g) To directly operate computer equipment and electronic data processing, and to create, manufacture, develop and implement hardware and software. h) To represent national and foreign companies with similar purposes. In general, the company shall have all the necessary authority to do anything, and sign contracts, permitted by law, whether they are civil, mercantile or commercial, with public or private entities, in Chile or abroad, as required to fulfill its purpose, without prejudice to the conditions laid down in Ecuadorian law. The company can participate as a partner or shareholder in the formation of all kind of companies, contribute capital to them or acquire and own shares, bonds or shares of other companies. The company can generally perform any task, contract and transaction permitted by Ecuadorian law.	To promote, sell, rent, lease, repair, purchase, exchange, export, import, represent, recover, maintain, design, manufacture, program and train equipment and data processing systems (computers) including, but not limited to, central processing units, peripherals, auxiliary equipment, consumable components, spare parts, interfaces, connectors and other items that current or future technology requires for any use. To provide automatic data processing services, and any service that can be provided to individuals, companies, agencies or institutions through the use of automatic data processors, or not.	a) To acquire, represent, distribute, import, export, and generally market and operate in any form any kind of electronic, office, mobile telephony, communication and computer modeling equipment, their spare parts, pieces and other complementary, related or annexed items. b) To design, develop, produce, maintain, operate or market products or software applications and generally operate them in any way. c) To provide occupational training in automation and informatics, through courses, seminars, conferences or other forms of systematic knowledge and technology transfer. d) To store, process and market information. e) To provide any kind of consulting professionals, consultancies and services, which relate directly or indirectly to the company's business.
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman: Jose Orlandini Robert **Directors:** Ricardo Rodríguez Vásquez Gonzalo Soto Serdio Marcelo Castiglione Veloso	**Chairman:** Daniel Ponce **Directors:** Jose Orlandini Gerardo Cruz Marcela Varela (suplente)	**Chairman:** Raúl Sapunar Kovacic **Directors:** Gonzalo Soto Serdio Luis De la Cruz Laborda Francisco Escala Korenblit Jose Orlandini Robert
Chief Executive Officer Silvia Ramos Bustán	**Chief Executive Officer** Daniel Ponce	**Chief Executive Officer** Rodrigo Hermosilla Bobadilla
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
1.054%	0.705%	3.450%
Total controller's interest	**Total controller's interest**	**Total controller's interest**
100%	100%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
Sonda S.A. provides migration and operating system administration services for EPMAPS.	Sonda S.A. provides Help Desk services. Sonda S.A. provides equipment procurement services. Subsidiary provides SAP consulting services.	Subsidiary company that markets computer equipment and supplies Sonda S.A. Sonda S.A. provides administrative and accounting consulting and professional services.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
Operating system administration service contract for EPMAPS	Walmart Help Desk contract Equipment procurement management contract. SAP consulting contract.	Administrative and accounting services contract.

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Sonda Uruguay S.A.	Microgeo S.A.	Soluciones Expertas S.A. and subsidiaries
Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 610,278	ThCh$ 2,583,579	ThCh$ 8,910
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
28,960,876	1,820	2,000,000
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
1) Develop electronic computing, information and data processing systems and general information technology, automation and communications, for itself or for third parties. 2) Purchase, sell, import, export, represent, distribute and generally trade electronic computing and data processing equipment, its spare parts, components, accessories and other related items. 3) Directly use the same goods by offering services, renting these goods, or in any other manner. 4) Provide occupational training, mainly in the automation or information technology fields, through courses, seminars, conferences, publications, events or other forms of systematic knowledge and technology transfer. 5) Generally develop any other informatics and computational or related business, sign any contracts and conventions that are directly related to the Company's purpose.	To buy, sell, import and distribute equipment, software and supplies.	a) Design and implement expert systems and solutions; b) Purchase, sell, import, export, represent and market in Chile or abroad any kind of computer programs or computer, electronic or telecommunications equipment; c) Provide any kind of consulting and information technology services and with respect to the computer programs marketed by the company; and d) Provide any kind of training services, such as courses, seminars and staff training workshops.
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**
José Luciano Orlandini Robert	Jose Orlandini Robert	Mario Pavón Robinson
Directors:	**Directors:**	**Directors:**
Gerardo Cruz Cironi Gonzalo Soto Serdio Marcela Varela Loggia	Raul Sapunar Kovacic Stefano Sigala Romele Gonzalo Soto Serdio Robert Richter Stein	Jorge Díaz Fernández Francisco Garcia Donoso Jorge Hoyl Moreno
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**
Ricardo Vilas	Alberto Merino Pohl	Jorge Hoyl Moreno
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
1.112%	0.911%	0.103%
Total controller's interest	**Total controller's interest**	**Total controller's interest**
100%	80%	50%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
Subsidiary provides equipment formatting services. Subsidiary provides equipment support services. Subsidiary provides dashboard development services for projects. Subsidiary provides support and development services for integration projects. Sonda S.A. provides professional software development services.	Subsidiary provides integrated and IT services	Subsidiary sells software solutions.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
Equipment formatting services contract. Equipment support services contract. Dashboard development services for projects contract. Port arrival and departure integrated controls development contract. Digital Business Chile software development contract.	Software licensing, subletting and integrated services contract.	Software solutions contract.

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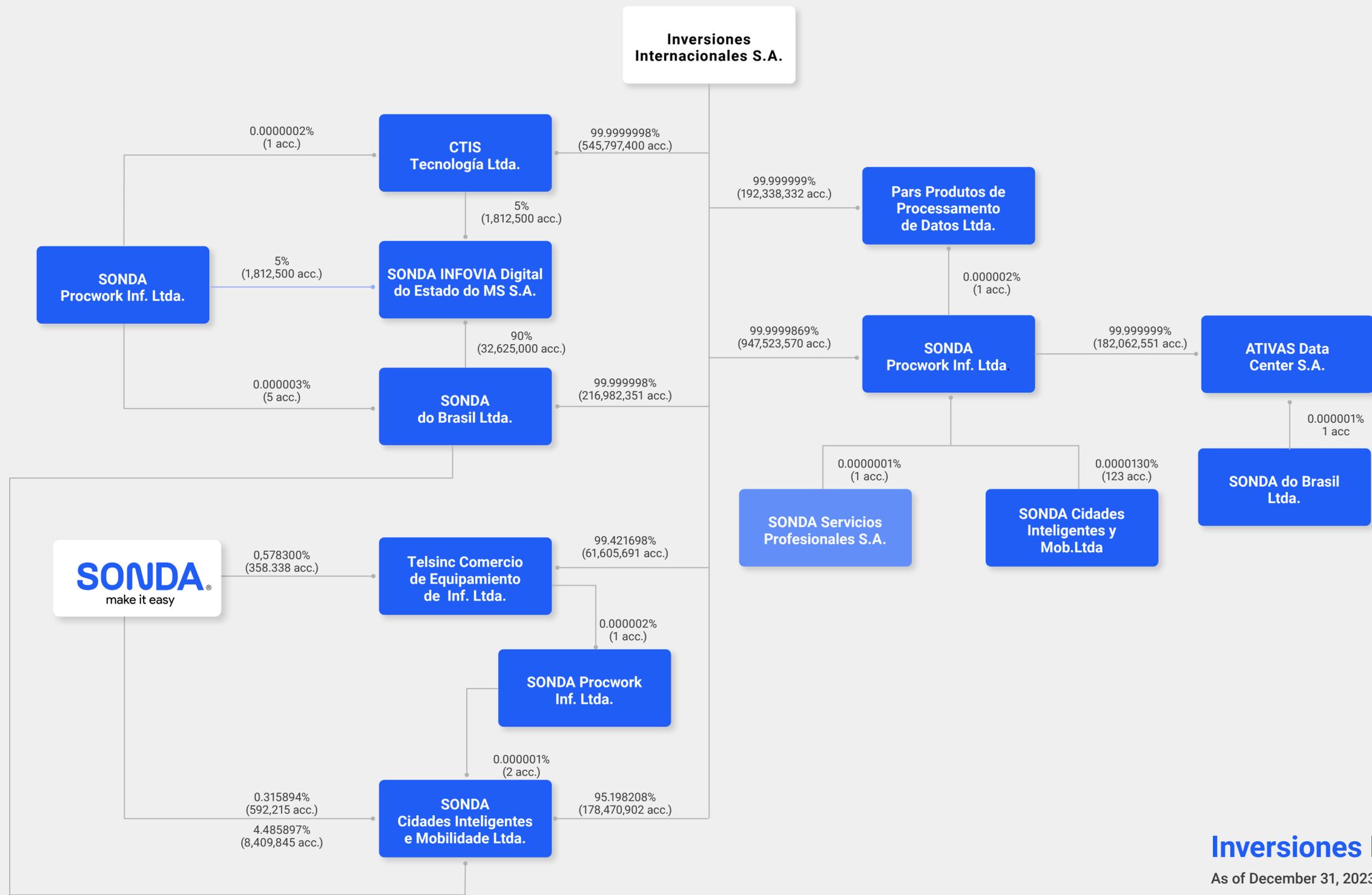| Servibanca S.A. and subsidiary	Inmobiliaria Servibanca S.A.	Sonda Panamá S. A.	Novis Corp US INC and subsidiaries
Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	**Subscribed and paid capital**	**Subscribed and paid capital**	**Subscribed and paid capital**
ThCh$ 714,574	ThCh$ 411,341	ThCh$ 8,771	ThCh$ 5,217,037
Number of subscribed and paid shares	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**	**Number of subscribed and paid shares**
1,200	1,200	10,000	59,479
Corporate purpose according to the bylaws	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**	**Corporate purpose according to the bylaws**
To provide technical and computational professional services.	Its purpose is to invest in movable and immovable tangible or intangible property, including the acquisition of shares, rights in partnerships, bonds, commercial paper and, in general any class of securities and investment instruments, and manage these investments and their returns.	To develop, on its own or on behalf of third parties, computer electronics, information systems and data processing, and any general business connected with information technology, automation and communications. To create, produce, develop, apply, import, export, sell, maintain, update, operate, install and represent hardware, software and related services. To buy, sell, import, export, represent, distribute and generally market equipment for computer electronics and data processing, their spare parts, parts, tools, accessories and other related items. To directly use such goods, either to provide services, leasing, or in any other form. To provide occupational training, mainly in the areas of automation and informatics, through courses, seminars, conferences, publications, events, or any other systematic forms of knowledge and technology transfer. To provide organizational and business administration consultancy services, including market, feasibility and operational research. To generally develop any other business in the computing and information technology areas, or that directly or indirectly relates to them.	IT Services
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**	**Chairman:**
José Orlandini Robert	José Orlandini Robert	Victor Betancourt	José Orlandini Robert
Directors:	**Directors:**	**Directors:**	**Directors:**
Gonzalo Soto Serdio Marcelo Castiglione Veloso	Gonzalo Soto Serdio Marcelo Castiglione Veloso	Jaime Bueso Heidi Caballero Juan Ossul José Orlandini Marcelo Castiglione	Patricio Artiagoitia Alti Gonzalo Soto Serdio
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**
Patricio Fuentes Aros	Marcelo Castiglione Veloso	Victor Betancourt	Iñigo Artiagoitia Silva
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
0.264%	0.147%	0.016%	0.348%
Total controller's interest	**Total controller's interest**	**Total controller's interest**	**Total controller's interest**
100%	86.75%	100%	60%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
Subsidiary company that procures IT services from Sonda S.A.	No business relationship	No business relationship	No business relationship
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
Computational services contract	No contracts between the parties	No contracts between the parties	No contracts between the parties

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SONDA
make it easy

Registered shares 871,057,175

Corporate Structure

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Quintec Filiales
Operativas S.A.

SONDA
Filiales Chile Ltda.

99.8%
(1,586,820 acc.)

99.99%
(9,999 acc.)

1 %

0.01%
(1 acc.)

QUINTEC
Chile S.A.

QUINTEC
Distribución S.A.

99%

Innovación Empresarial
Item Ltda.

0.2%
(3,180 acc.)

61.822%
(11,149 acc.)

38.172%
(6,884 acc.)

Bazuca Internet
Partners S.A.

0.006%
(1 acc.)

SONDA
make it easy

0.3%
(75,018 acc.)

Servicios Financieros
UNO S.A.

99.7%
(24,891,344 acc.)

Quintec Filiales Operativas S.A.

As of December 31, 2023

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Inversiones Internacionales S.A.

As of December 31, 2023

Inversiones Internacionales S.A.

CTIS Tecnología Ltda.
- 0.0000002% (1 acc.)
- 99.9999998% (545,797,400 acc.)

SONDA Procwork Inf. Ltda.
- 5% (1,812,500 acc.)

SONDA INFOVIA Digital do Estado do MS S.A.
- 5% (1,812,500 acc.)
- 90% (32,625,000 acc.)

SONDA do Brasil Ltda.
- 0.000003% (5 acc.)
- 99.999998% (216,982,351 acc.)

Pars Produtos de Processamento de Datos Ltda.
- 99.999999% (192,338,332 acc.)
- 0.000002% (1 acc.)

SONDA Procwork Inf. Ltda
- 99.9999869% (947,523,570 acc.)
- 99.999999% (182,062,551 acc.)

ATIVAS Data Center S.A.
- 0.000001% 1 acc

SONDA do Brasil Ltda.

SONDA Servicios Profesionales S.A.
- 0.0000001% (1 acc.)

SONDA Cidades Inteligentes y Mob.Ltda
- 0.0000130% (123 acc.)

SONDA make it easy

Telsinc Comercio de Equipamiento de Inf. Ltda.
- 0,578300% (358.338 acc.)
- 99.421698% (61,605,691 acc.)

SONDA Procwork Inf. Ltda.
- 0.000002% (1 acc.)

SONDA Cidades Inteligentes e Mobilidade Ltda.
- 0.000001% (2 acc.)
- 0.315894% (592,215 acc.)
- 4.485897% (8,409,845 acc.)
- 95.198208% (178,470,902 acc.)

7. Supplier **management**

SONDA has a systemic and standard purchasing model, which describes the criteria and general guidelines to purchase and supply of goods or services in a timely manner and under competitive market conditions, which obtain the most appropriate price/quality ratio, through policies and procedures that identify, quantify and manage the associated risks, within a framework of collaboration and timely payment policies, which build solid, responsible, long-term and mutually beneficial business relationships with suppliers & contractors.

The procurement procedure, its associated documents and the risk identification method rely on an organizational commitment from all SONDA units, to ensure that employees, partners, suppliers and contractors perform and encourage ethical behavior, according to our Code of Ethics & Conduct and our Crime Prevention Model that prevents money laundering, financing terrorism, bribing public officials and other crimes, or failure to comply with regulatory standards.

We have an Integrated Management System certified under international standards regarding quality (ISO 9001), occupational health & safety (ISO 45001) and the environment (ISO 14001), whose requirements and policies apply to subcontractors, who must minimize any potential occupational accidents, illnesses or environmental impacts caused by our suppliers, which are evaluated and accredited in accordance with legislation to ensure that they comply with sustainability practices, safety and labor standards that secure the protection of their own employees, as well as our employees and clients.

7.1 Supplier payments

	Under 30 days		31 to 60 days		Over 60 days	
	Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
i. Number of invoices paid to suppliers during the year.	18,008		4,351		2,443	
ii. Value of invoices paid to suppliers during the year (millions of Chilean pesos)	82,109		34,562		6,586	
iii. Value of interest charged for late invoice payment during the year (millions of Chilean pesos).	0		0		0	
iv. Number of suppliers paid during the year.	1,332		193		36	
v. Number of agreements registered on the Register of Exceptional Payment Deadline Agreements at the Ministry of the Economy.	0		0		0	

Scope: SONDA Chile subsidiaries except: Microgeo, Tecnoglobal, Quintec and ITEM

7.2 Supplier evaluation

Suppliers are classified into Products, Sporadic Services, Permanent Services from Subcontractors and Remote Services, depending on whether the supplier provides goods or services, and on the characteristics of their services, such as location, frequency and duration.

Suppliers are subject to an annual evaluation and accreditation that depends on their classification. This involves the Compliance, Risk Prevention, Credit and Tax departments as interested parties, to verify compliance with legislation, and with best practices in sustainability, accident risk management, labor subcontracting, environmental impact and other relevant considerations. This ensures we only use accredited suppliers who not only comply with the required technical specifications, but also adhere to and encourage ethical behavior, as described in our Code of Ethics and Crime Prevention Policy, our guidelines for Politically Exposed Persons (PEP), Laws 20,393 and 16,744, and other regulations.

During 2023, 301 domestic suppliers and 58 foreign suppliers were evaluated. As a result, 267 were approved, which was 23% more than the previous year, and they represented 29% of suppliers on the Supplier Register at the end of the year.

Guidelines have been published in a supplier invoicing procedure to manage suppliers & subcontractors, which covers invoices, receipts, accounting and prompt invoice payment, in accordance with the terms and conditions.

"Critical" suppliers provide a product or service that has a substantial impact on the performance of SONDA's product or service and could negatively affect fulfilling the customer's requirements or complying with regulations. These suppliers have a high strategic value and require closer attention, control and management.

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SONDA has a payment policy of 30 days from the date of receipt of the invoice, except for goods or services that require payment on pre-established dates due to specific regulations or their critical nature to the business. An early payment policy of less than 30 days applies to critical suppliers whose business may be affected, or who may affect the fulfillment of SONDA's commitments.

Suppliers and subcontractors have a special regulation for coordinating risk prevention measures that guarantee adequate health and safety conditions for employees, and mechanisms for verifying compliance. Subcontractors must prove compliance with the law governing their labor and social security obligations to their employees, and must comply with SONDA's procedures, standards and controls regarding the prevention of accidents and occupational diseases, health and safety, fire protection, material assets and the environment.

8. Indicators

8.1. Legal and regulatory compliance

8.1.1 Relating to our clients

We have developed a procedure to detect and prevent non-compliance with the rights of consumers in Chilean Law 19,496 on Consumer Rights Protection. This includes a conflict resolution procedure and the following preventive controls associated with compliance, developed by the Customer Service Department:

1. We are informing, training and updating our Customer Service teams with regard to Consumer Law[1], its scope and how to deal with each point of the Law.

Only for the subsidiary Quintec Distribución in Chile, as it is SONDA's only B2C business.

2. Our web terms and conditions, MacOnline's sales policies and legal terms effectively communicate with clients, so they can review and agree to our terms.
3. Our web terms and conditions, MacOnline's sales policies and legal terms are published in our stores.
4. We have open channels, social networks, a Call Center and emails for clients, so they can contact us when required and we can swiftly respond.

8.1.2. Relating to our employees

We are governed by labor and legal regulations in each country, and we comply with them. We have procedures to prevent and detect breaches in employee's rights in every country, such as the corporate Whistleblower procedure. The effectiveness of these controls is reflected in the absence of labor lawsuits.

8.1.3. Relating to the environment

We have not yet implemented a corporate compliance program that addresses environmental matters, as they have not been classified as material to the business. However, we are seeking certified compliance with ISO 14001 in every country. This requires an environmental management plan that includes environmental objectives and goals, policies and procedures to achieve those goals, specific responsibilities, training courses, documentation and a monitoring system. This system has already been implemented and certified in Brazil, Chile, Colombia, Ecuador, Mexico and Peru and is being extended to our remaining countries.

8.1.4. Relating to antitrust issues

The Legal Department employs attorneys trained in antitrust regulations. This department is responsible for reviewing each business contract negotiated by the company.

Our Code of Ethics and Conduct contains specific guidelines for conduct in relation to competitors and free competition. Some of them encourage and respect free competition. Therefore, oral or written agreements with competitors, clients or suppliers that restrict free trade are prohibited. The company's competitive position is based on ethical business management. Relationships with competitors and their employees must be conducted with respect and comply with the law. Do not make statements that may affect the image of competitors or contribute to spreading rumors about them. Competitors must be treated with the same respect that the company expects to be treated. Strategic, confidential or any other information that could be detrimental to the business of the company or third parties must never be disclosed.

8.1.5. Relating to crime prevention

The Compliance System in the Crime Prevention Model that complies with Chilean Law 20,393 addresses issues such as bribery, receiving stolen goods, money laundering and financing terrorism. The model is continually updated to include any new laws, and it applies to directors, executives and employees of SONDA and its subsidiaries. Additionally, the relationship of the company and its subsidiaries with its clients, suppliers, service providers, contractors and subcontractors are monitored, and relationships with politically exposed persons are reviewed in Chile.

The Code of Ethics includes a section on conflicts of interest, which defines them, how to identify them, the mechanisms to detect them and the associated obligations. The Model was recently updated in 2022 to include illegal migration, arms control and cyber-crime. Ongoing training is provided, to ensure that all employees comply with the model's guidelines, together with training on the Code of Ethics, which is explained during induction and reinforced during professional development.

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8.1.1; 8.1.2; 8.1.3; 8.1.4; 8.1.5 Legal and regulatory compliance 2023

Legal and regulatory compliance

	Consumers	Employees	Antitrust	Crime prevention (Law 20,393)
	2023	2023	2023	2023
Number of sanctions	0	88	0	0
Value of sanctions (millions of Chilean pesos)	0	2,242	0	0

Scope: Chile (SONDA LN), Brazil and Colombia.

	Environment 2023
Number of sanctions	0
Value of sanctions (Chilean pesos)	0
Number of approved compliance programs	0
Compliance programs satisfactorily executed	0
Remediation plans for environmental damage	0
Remediation plans for environmental damage satisfactorily executed	0

Scope: Chile (SONDA LN), Brazil and Colombia.

SASB INDICATORS

Intellectual property protection and competitive behavior

Code	Accounting parameters	Response
TC-SI-520a.1	Total monetary losses from legal proceedings related to unfair competition rules.	0

Scope: Chile (SONDA LN, Quintec Distribución), Panama, Costa Rica, Argentina, Uruguay, Brazil, Mexico, Peru and Colombia.

9. Material events

Material event dated January 6, 2023.

On this date, the Company granted a mandate to Santander Corporate and Investment Bank to act as its financial advisor while structuring a competitive process to evaluate strategic options to develop and operate the SONDA Datacenter colocation business. These alternatives may include a potential strategic partnership, joint business management or joint venture, or a direct or indirect partial sale of the assets of its Datacenter business in Chile, Colombia and Brazil. The legal nature of these business options cannot yet be determined, nor their terms, conditions and values, nor the financial effects on the Company.

Material event dated March 17, 2023.

A regular Board meeting held on March 16, 2023 agreed to propose a final dividend of Ch$17,750,821,220 from earnings for the year ended December, 31 2022, to be approved at the Annual General Shareholders' Meeting scheduled for April 12, 2023.

An interim dividend was paid to shareholders on September 9, 2022 of Ch$7.07321 per share from earnings for the period to June 30, 2022.

Therefore, the Board proposed that the Annual General Shareholders' Meeting approve a dividend of Ch$11,589,650,899, resulting in Ch$13.30527 per share, payable to shareholders in the Shareholder's Register at midnight on the fifth business day prior to the payment date, according to Article 81 of Law 18,046 on Corporations and Article 10 of its Regulations.

Material event dated April 10, 2023.

An extraordinary Board meeting of SONDA S.A. held on this date with all the directors in attendance received the resignation of its Chairman Mr. Andrés

Navarro Haeussler. Accordingly, Mr. José Orlandini left his position of Chief Executive Officer and replaced the resigned director, in accordance with the Company's corporate policy, which was unanimously approved by the Board, who then appointed him Chairman of the Board of SONDA S.A.

The Board expressed its appreciation for the tremendous contributions to SONDA's development by Mr. Navarro and Mr. Orlandini. It also unanimously appointed Mr. Luis Alberto de la Cruz Laborda to the position of Chief Executive Officer, who has served as an executive with a long career at SONDA and extensive knowledge of the IT industry.

Material event dated September 29, 2023.

Material event dated January 6, 2023 reported that SONDA has initiated an evaluation of the strategic options to develop and operate its Datacenter colocation business. Non-binding expressions of interest have been received from potential investors and collaboration with them has reached the due diligence stage. The legal nature of these business options cannot yet be determined, nor their terms, conditions and values, nor the financial effects on the Company.

Material event dated September 29, 2023.

SONDA S.A. has commissioned Bryan Garnier Securities, LLC, an international investment banking firm covering the mid-market technology and healthcare industries in the US and Canadian markets, to identify investment opportunities among digital transformation and consulting companies in those markets, to expand its business in North America. The legal nature of these investment options cannot yet be determined, nor their values and the financial effects on the Company.

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Material event dated September 29, 2023.

SONDA S.A. (hereinafter SONDA or the Company), controller of SONDA Filiales Chile Limitada, Inversiones Internacionales S.A. and SONDA México S.A. de C.V. is evaluating the continuity of investments that have limited synergies with the Company's businesses. Therefore, it is evaluating strategic options with respect to its 60% ownership interests in each of NOVIS S.A., Servicios de Aplicación e Ingeniería NOVIS S.A. de C.V. and NOVIS CORP US INC., which were incorporated in Chile, Mexico and the State of Delaware (USA) respectively. These options include a strategic partnership with third parties, joint management of these businesses or joint ventures, and a direct or indirect sale of part or all these interests.

Therefore, the financial advisor Ponterra Business Advisors LLC has been commissioned to structure this process.

The legal nature of these business options cannot yet be determined, nor their terms, conditions and values, nor the financial effects on the Company. Although the Company believes that any of these options would have positive effects on the Company's financial situation.

Material event dated September 29, 2023.

SONDA S.A. (hereinafter SONDA or the Company), controller of SONDA Filiales Chile Limitada, is evaluating the continuity of investments that have limited synergies with the Company's businesses. Therefore, it is evaluating strategic options with respect to its 80% ownership interest in Microgeo S.A., which was incorporated in Chile. These options include a strategic partnership with third parties, joint management of these businesses or joint ventures, and a direct or indirect sale of part or all these interests.

The legal nature of these business options cannot yet be determined, nor their terms, conditions and values, nor the financial effects on the Company. Although the Company believes that any of these options would have positive effects on the Company's financial situation.

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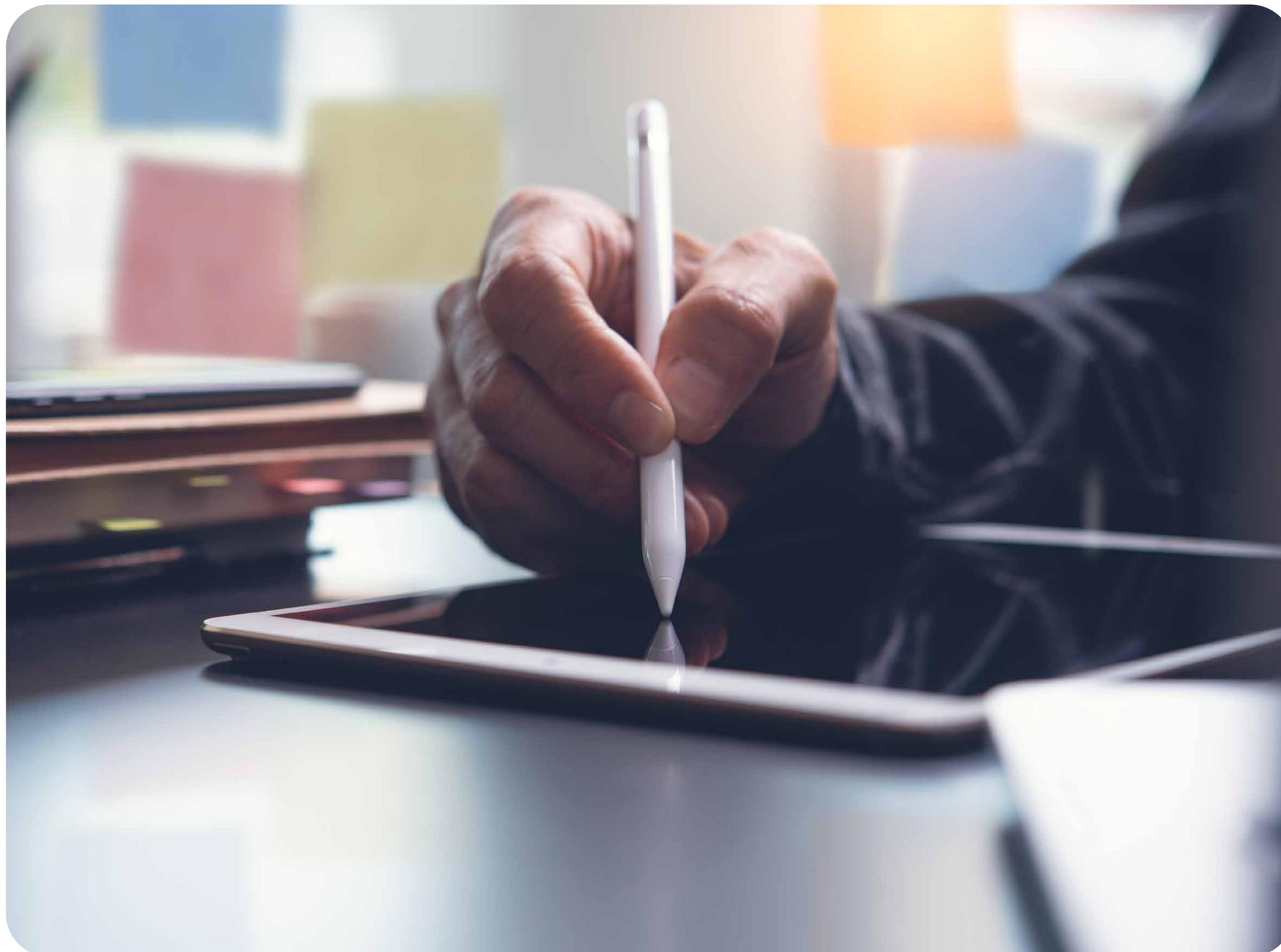
Statement of **Responsibility**

The signatories are Directors and the CEO of SONDA S.A. and they declare that they are responsible for the accuracy of all the information contained in this 2023 Annual, Social Responsibility and Sustainable Development Report ("2023 Integrated Report"), in accordance with General Rule 30 issued by the Superintendent of Securities and Insurance, now known as the Financial Market Commission.

José Orlandini Robert
Chairman
Chilean ID number: 7,599,934-8

María del Rosario Navarro Betteley
Vice-Chairman
Chilean ID number: 12,720,922-7

Andrés Navarro Betteley
Director
Chilean ID number: 13,830,732-8

Rafael Osorio Peña
Director
Chilean ID number: 7,923,570-9

Jacqueline Saquel Mediano
Independent Director
Chilean ID number: 8,820,053-5

Ingo Plöger
Independent Director
ID number: 2,885,436-6

Enrique Bone Soto
Independent Director
Chilean ID number: 6,056,216-4

Carlos Hurtado Rourke
Independent Director
Chilean ID number: 10,724,999-0

Alberto Eguiguren Correa
Independent Director
Chilean ID number: 9,979,068-7
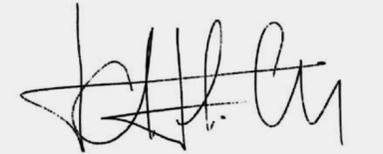
Luis Alberto de la Cruz Laborda
Corporate Chief Executive Officer
Chilean ID number: 7,850,904-K

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Risk **Analysis**

The principal risks faced by SONDA and its subsidiaries are as follows:

Market Risk

This is associated with financial fluctuations in market prices, such as exchange rates, interest rates or prices.

SONDA S.A. can negotiate the acquisition of derivative financial instruments for hedging purposes after evaluation by Management, to mitigate its exposure to foreign exchange, inflation or interest rate risks. As of the reporting date, 66% of the Company's financial debt was issued at fixed interest rates, to reduce volatility in its financing cash flow. A natural exchange rate hedge exists by negotiating borrowing in the same currency as the business contracts in each country, and hedging against price variations by negotiating contracts where the price is indexed to inflation in each country and is regularly updated.

Credit Risk

This is the likelihood of third parties failing to meet their contractual payment obligations to SONDA S.A. or its subsidiaries. The Company has credit policies that assess customer creditworthiness, and it regularly reviews its sales receivables, to manage, control and mitigate the risk of uncollectible receivables, in accordance with the criteria in IFRS 9.

SONDA S.A. has over 12,000 clients in 13 countries, composed of leading companies across the region that belong to a diversified range of industries and markets, where no individual customer represents more than 5% of consolidated revenue. Finally, the Company and its subsidiaries have collection policies and departments that regularly manage receivables, to reduce the risk of arrears or uncollectibility.

Liquidity or Financing Risk

This is the failure of SONDA S.A. or its subsidiaries to meet their payment obligations to third parties, due to insufficient cash or liquid assets.

Management carefully manages cash flow, through rigorous financial planning and monitoring. The maturities of obligations and financing requirements are anticipated, and an adequate maturity profile is maintained using fixed interest rate financial obligations, which mitigates these risks.

Furthermore, the Company holds sufficient cash to correctly manage its business and it has negotiated bank credit lines and bond lines in the capital market, which could generate liquidity if required.

Country Risk

This is the risk of financial losses due to political, economic or social factors in a specific country.

SONDA S.A. and its subsidiaries operate in several countries in the Americas. Therefore, every year they assess whether their assets are impaired, in

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accordance with the accounting policy in Note 3 to the Consolidated Financial Statements. They monitor macroeconomic policies and variables that could affect the Company's business.

Litigation Risk

The businesses of SONDA S.A. and its subsidiaries are exposed to litigation and claims. These can arise from employees, subcontractors, third parties, suppliers, tax authorities, competition authorities or clients, which are subject to the law in each country. Uncertainty about the outcome of litigation and claims involves the risk that a judicial ruling could adversely affect the Company's business or reputation.

SONDA S.A. and its subsidiaries regularly measure and qualify these risks based on the best information available at that time. This requires estimating potential outcomes and their probability of occurrence, then creating appropriate provisions on a case-by-case basis. The Company mitigates this risk by complying with the regulations and legislation in each country and best corporate practice. It also complies with SONDA's Code of Ethics and Conduct and the Corporate Compliance model, which are crime prevention and mitigation tools that embody corporate governance best practice.

Business Risk

This is the risk of financial or non-pecuniary losses due to failures or deficiencies in processes, internal procedures, human resources, technological systems or external events that affect the Company's ability to effectively and efficiently operate its business.

SONDA S.A. systematically mitigates this risk by certifying its compliance with international standards and implementing the corresponding management systems for its business. These include ISO 22301 Business Continuity Management System; ISO 27001 Information Security Management System; ISO

20000 IT Service Management System; ISO 9001 Quality Management System; ISO 14001 Environmental Management System; ISO 45001 Occupational Health and Safety Management System.

A lack of skills can be a business risk in the highly specialized IT industry. SONDA mitigates this risk by developing programs to attract and retain talented young professionals, providing professional development and training programs, building an inclusive and flexible culture, and adopting best market practice. The main resource at SONDA is its people, comprised of an experienced Board, solid corporate governance and management, and highly qualified personnel throughout the organization.

Interruptions or malfunctioning IT services may cause financial loss and harm the reputation of the Company. SONDA mitigates this risk by building resilient IT infrastructure that is certified as complying with the highest international standards, with redundant services and backup systems.

The Company is exposed to the inherent business risk of cyber-security incidents occurring while conducting its normal business, so it has introduced various measures to mitigate this risk, which include individual identity and access control, strong passwords, MFA, and remote and office network protection. Assets are identified and the status of their vulnerabilities, security and updates is established, then security agents, navigation protection and EDR are monitored, to keep the environment adequately covered and up to date. Its IT environment is monitored 24/7 to identify any abnormal behavior associated with cyber-attacks and ensure that it can rapidly respond to incidents. Policies and procedures have been prepared that respond to universal data security requirements and define acceptable device use. Employees are trained in the risks, use and care of the Company's own and its clients' data.

A diversified range of suppliers is used to mitigate any supplier dependence risk, where the most important are the principal brands of IT products and devices

worldwide and SONDA has developed long-standing commercial alliances with them. Suppliers are regularly assessed, and they are required to comply with the Company's Code of Ethics and Conduct.

SONDA mitigates the technological obsolescence risk associated with its business assets by keeping abreast of the latest trends and technological advances, and having strict inventory monitoring policies that reduce the risk of deterioration.

SONDA's property, plant and equipment is comprised of buildings that fully comply with regulations and in some cases exceed them, to increase their resilience. All the companies in Chile and abroad are insured for risks to hardware, infrastructure, buildings and contents in the event of fire or natural events, with a special emphasis on the risks that could have a significant impact on the Company's financial performance.
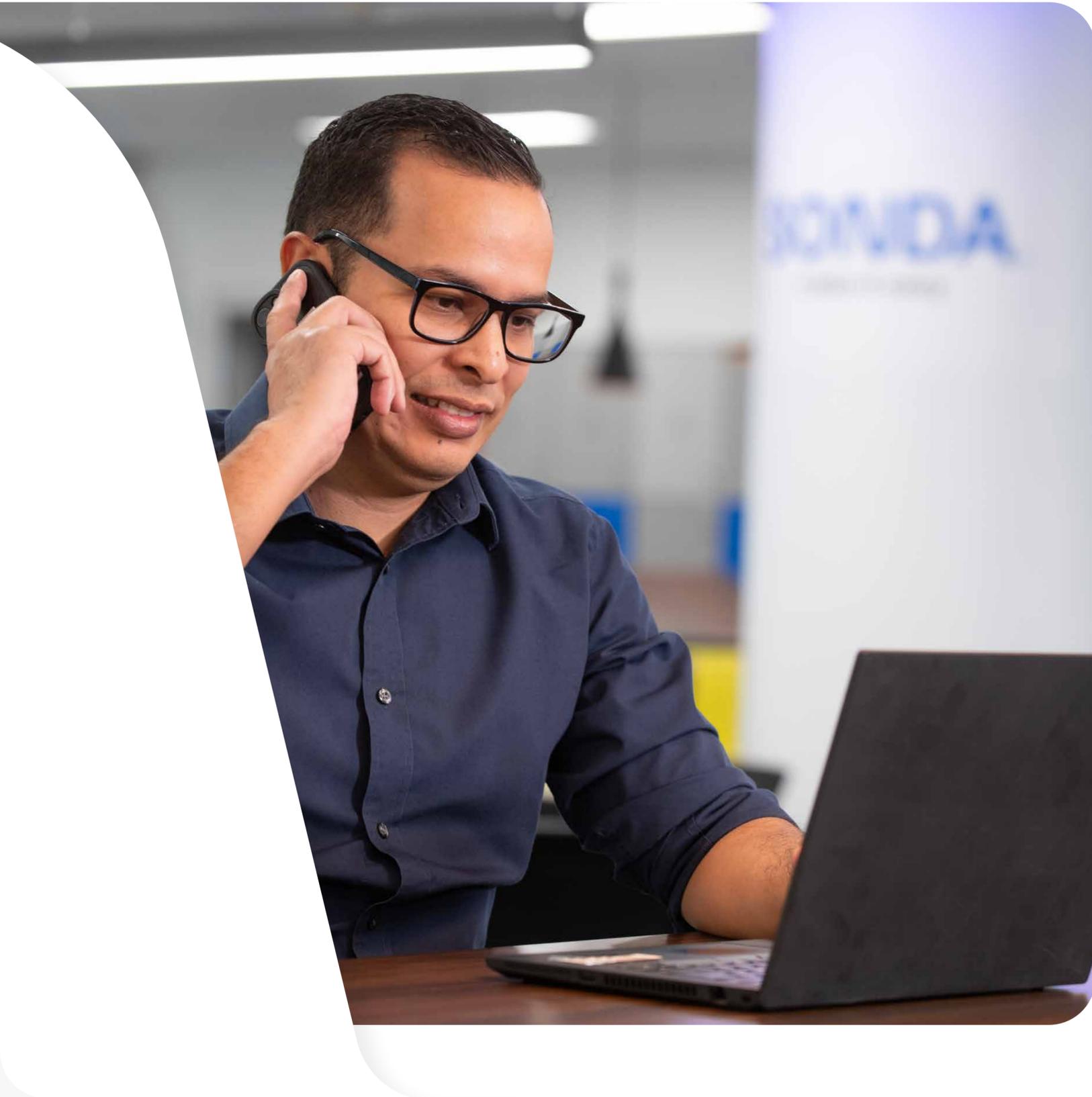
The Company has implemented various measures to ensure operational continuity, ensure compliance with the SLAs in contracts with clients, monitor overdue receivables and portfolios, and analyze future capital and liquidity requirements.

The Company is subject to the risks described above that are inherent to its normal business. The principal risks are explained in Note 39 to the Consolidated Financial Statements.

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Details of this **Report**

Details of this Report

This integrated report has been prepared in accordance with the instructions in General Standard 461 issued by the Chilean Financial Market Commission (CMF). The GRI standards and SASB sustainability accounting standards for the Software and IT Services sector (version 2023-12) and the Dow Jones Sustainability Index (DJSI) standards have been used as a reference. It focuses on the most important issues to SONDA and its stakeholders, which have been selected in accordance with the guidance in these standards.

The information in this integrated report addresses the management of our entire company during 2023 and covers SONDA's businesses in 13 countries. It includes data from previous years to provide additional context and discloses the main events that had occurred by the publication date of this report.

A cross-departmental team prepared this report, which was led by the Corporate Finance Department with advice from external experts. The team gathered and validated information and ensured it complied with GRI principles, the CMF's 461 standard and the SASB standards.

Relevant Issues

SONDA undertook a Dual Materiality analysis during the last quarter of 2022, to prepare its corporate

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strategy. The environmental, social and governance (ESG) issues of greatest relevance to the Company were identified, analyzed and ranked in a workshop with senior management. This materiality analysis was used to prepare this integrated report as it had been recently completed and was updated for the emphases and changes that arose during 2023. It was complimented by significant financial, commercial and business development issues.

The Dual Materiality analysis was based on the following.

- **The financial market's ESG requirements for the information technology sector:** DJSI (Information Technology Services sector) and GS 461 issued by the CMF in Chile. The latter integrates SASB requirements for the Software and Information Technology Services sector, in addition to the TCFD[1] guidelines regarding climate change.

- **Changes in society's requirements and specific challenges for information technology companies:** The Global Risk Report 2022 issued by the World Economic Forum, a roadmap drawn up by the Chilean government on climate change and benchmark practices with leading global companies in this sector.

- **Strategic and priority issues for SONDA:** Issues that arose from the 2022-2024 Strategic Plan and the risk matrix.

A list of issues emerged from this exercise, which were prioritized with respect to: their impact on SONDA's ability to create financial value, and their impact on environmental sustainability. It involved a workshop with the participation of the company's senior executives.

This analysis was updated in 2023 to include the following:

- Any changes or changes in emphasis in SONDA's strategy.
- The principal risks facing companies worldwide in the short and medium term[2] and their potential impact on SONDA.
- Research and analysis conducted by SONDA and external organizations.
- New national and international ESG disclosure requirements that affect SONDA, such as IFRS S1/S2, ESRS, SEC-US, TNFD.
- Benchmarking with leading sustainability companies in the global IT industry.

Subsequently, meetings were held with SONDA managers and executives to address some of these material issues, and to agree a management approach, the central aspects that require disclosure, and significant initiatives and indicators.

1. https://www.fsb-tcfd.org

2. Allianz Risk Barometer 2023; WEF-Global Risk Report 2023.

The most important ESG issues

Environmental

- **Technological solutions for an environmentally sustainable planet.**
- **Environmental management within SONDA:**
  - Climate and energy strategy
  - Waste management and the circular economy

Social

- **Technological solutions for an environmentally sustainable planet.**
- **Environmental management within SONDA:**
  - Culture and engagement
  - Diversity and inclusion
  - Talent management and development
  - Wellbeing

Governance

- **Innovation and excellence that serves our clients**
- **Cyber-security and data protection**
- **Governance**
- **Risk management**
- **Ethics and compliance**
- **Responsible procurement**

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Sustainability indicators

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Indicator	Calculation method	2021	2022	2023
SONDA AT A GLANCE				
Operating revenue				
Total revenue	US$ million	1,062	1,248	1,482
Percentage revenue from emerging markets	Percentage of revenue from emerging markets in relation to total revenue. According to S&P Global: Brazil, Chile, Colombia, Mexico and Peru.	91.0%	90.0%	91.0%
% revenue by business line				
Digital Business	% of total revenue	34.1%	34.6%	44.9%
Digital Services	% of total revenue	33.9%	36.6%	31.2%
Product Distribution	% of total revenue	31.9%	28.8%	23.9%
% of revenue per cluster				
Cono Sur	% of total revenue	59.9%	57.7%	57.4%
Brazil	% of total revenue	23.1%	25.0%	25.8%
Andean Region	% of total revenue	9.2%	8.9%	8.0%
North American Region	% of total revenue	7.8%	8.3%	8.7%
EBITDA	US$ million	132	141	143
Capitalization	US$ million Market capitalization at the end of the year.	258	330	381
Investment	US$ million Investment disbursed in the year	52	67	49
Suppliers				
Supplier payments	US$ million Total payments to suppliers	725	912	1,067
HUMAN CAPITAL IN IT				
Human capital development in IT				
Number of IT professionals	Number of our own IT professionals	10,354	10,520	11,302
% of IT professionals	% of our own workforce	77%	76%	76%
TRANSFORMATION				
Amount invested in R&D	US$ million Investment disbursed in the year	2	6	3
Percentage invested in R&D compared to sales	% invested in R&D compared to sales	0.2%	0.4%	0.2%

Indicator	Calculation method	2021	2022	2023
GOVERNANCE AND ETHICS				
Board composition and diversity				
Number of directors with executive positions within the company	Number as of December 31 each year. Excluding independent directors	0	0	0
Number of independent directors	Number as of December 31 each year	4	4	5
Number of female directors	Number as of December 31 each year	1	1	2
Under 30 years old	Number of directors as of Dec 31	0	0	0
31 to 50 years old	Number of directors as of Dec 31	2	2	2
Over 51 years old	Number of directors as of Dec 31	7	7	7
Average length of service of directors	Average years on the SONDA Board	6	6	3
Average attendance of directors	Average attendance of directors at SONDA Board meetings	96%	98%	98%
Directors with experience in the IT industry	Number as of December 31 each year Only include non-executive directors (Directors without an executive position in the company)	8	8	8
Directors with experience in risk management	Number as of December 31 each year Only include non-executive directors (Directors without an executive position in the company)	4	4	3
Code of Ethics scope				
Percentage of employees covered	% of employees covered as of December 31 each year	100%	100%	100%
Code of Ethics				
Complaints received	Number of complaints received during the year	73	65	150
% of complaints resolved	Number of complaints resolved during the period / Number of complaints received during the period	100%	100%	100%
Discrimination cases	Number of discrimination cases	0	0	1
Corruption				
Corruption cases	Number of confirmed corruption cases	0	0	0
Cases where the employee was dismissed	Number of confirmed cases where employees have been dismissed for corruption, or disciplinary action has been taken	0	0	0
Cases where a business partner's contract was terminated	Number of confirmed cases where a business partner's contract was terminated or not renewed for corruption-related breaches.	0	0	0
Legal cases against the organization	Number of public legal cases related to corruption filed against the organization	0	0	0

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Indicator	Calculation method	2021	2022	2023
Unfair competition	Number of legal proceedings pending or terminated for unfair competition, monopolistic or antitrust practices, where the organization was involved	0	0	0
Compliance				
Value of fines	Monetary value of significant fines for non-compliance with social or financial laws and regulations US$ million	0	0	0
Number of non-monetary sanctions	Number of non-monetary sanctions for non-compliance with social or financial regulations	0	0	0
Number of cases	Number of cases submitted to social or financial dispute resolution mechanisms	0	0	0
Contributions to political parties	US$ million Value of all contributions to political parties	0	0	0
Economic value generated and distributed among economic agents				
Direct operational cost	US$ million Cost of sales for platforms and applications	520	610	658
Economic Value Generated	US$ million Sales revenue - Direct operational cost	542	638	824
Value retained by the company	US$ million Includes annual depreciation and amortization plus non-distributed profits.	53	65	49
Economic Value Distributed	US$ million (Economic Value Generated - Value retained by the company) = Value Distributed to economic agents (Employee remunerations and benefits + Suppliers + State taxes + Dividends to shareholders + Payments to Financiers)	489	574	776
Employees	US$ million Operating and administrative costs	281	332	382
Contractors	US$ million (service companies)	73	86	93
State	US$ million Taxes paid to the State	35	21	18
Shareholders	US$ million Dividends	21	21	22
Capital financiers	US$ million Capital repayment and interest	19	28	36
Other operating expenses	US$ million	62	85	225

CLIENTS				
Customer satisfaction				
% clients measured by satisfaction	% of clients whose satisfaction was evaluated	88%	88%	90%
Complaints	Complaint rate (Number of complaints/Number of Service Orders)	0.03	0.03	0.03
Service quality	% of cases dropped out at help desks	92.5%	94.8%	93.9%
	% SLA compliance OS service	95.8%	94.9%	94.6%
Clients data security				
Value of fines	Value of customer data security breaches (USD)	0	0	0
Number of fines	Number of customer data security breaches	0	0	1

Indicator	Calculation method	2021	2022	2023
Cases where clients data is lost	Number of clients cases with privacy or lost data problems	0	0	0
Complaints	Number of clients complaints for privacy or lost data issues	0	0	0
	Number of authority/regulator complaints for clients privacy or lost data issues	0	0	0
Service continuity				
Service uptime	Percentage uptime / Total time	99.6%	99.7%	99.5%
Uptime complaints	Number of customer complaints for system downtime	6	0	2
Uptime components	1- ((Td-Tm)/Ta) * 100% Td: Downtime during the period. Tm: Scheduled maintenance time during the period. Ta: Agreed service time during the period	99.7%	99.8%	99.6%

EMPLOYEES				
Total employees				
Number of employees	Number as of December 31 each year	13,522	13,855	14,823
Indefinite and temporary employees				
Indefinite employees	Number as of December 31 each year	13,522	13,855	14,823
Temporary employees	Number as of December 31 each year	109	158	165
Number of contractor's workers	Number as of December 31 each year	109	158	165
Employees by age				
Employees under 30 years old	Number as of December 31 each year	3,598	3,734	3,742
Employees between 31 and 50 years old	Number as of December 31 each year	8,350	8,377	9,171
Employees over 51 years old	Number as of December 31 each year	1,574	1,744	1,910
Employees by gender				
Men	Number as of December 31 each year	9,611	9,798	10,366
Women	Number as of December 31 each year	3,911	4,057	4,457
	% of women in relation to total	29%	29%	30%
Women in executive positions				
Number of female employees in executive positions	Number of female executives (senior management, maximum two levels from the CEO)	36	35	41
Number of women in executive positions	Number of female executives (senior management, maximum two levels from the CEO)	1	2	3
Female employees by age				
Women under 30 years old	Number as of December 31 each year	1,163	1,172	1,135
Women between 31 and 50 years old	Number as of December 31 each year	2,385	2,521	2,841
Women over 51 years old	Number as of December 31 each year	363	364	481

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Indicator	Calculation method	2021	2022	2023
Employees by age range				
Employees under 30 years old	Number of employees	3,598	3,734	3,742
Employees between 31 and 50 years old	Number of employees	8,350	8,377	9,171
Employees over 51 years old	Number of employees	1,574	1,744	1,910
Employees by country				
Chile	Number of employees	2,876	3,079	3,831
Brazil	Number of employees	6,306	5,849	6,123
Mexico	Number of employees	1,299	1,385	1,272
OPLA	Number of employees	3,041	3,542	3,597
Employees by Length of Service with the company				
Under 3 years	Number of employees	6,923	7,641	8,452
3 to 6 years	Number of employees	3,437	3,076	3,174
6 to 9 years	Number of employees	847	784	776
9 to 12 years	Number of employees	986	1,012	999
Over 12 years	Number of employees	1,329	1,342	1,422
Gender Salary Gap				
Executives and managers	Percentage salary shortfall for women compared to men in the same category	28%	24%	25%
Professionals, technicians and administrative staff	Percentage salary shortfall for women compared to men in the same category	14%	12%	13%
Leadership and soft skills training				
Training hours	Average training and development hours, per employee	2.8	3.1	5.3
Total amount invested	US$ invested in training	141,214	743,711	729,353
Training index	US$ invested in training divided by number of employees	10	54	49
Unionization				
Unions	Number of unions as of December 31	40	46	36
Unionization	Percentage of unionized employees as of December 31 compared to total employees	20%	23%	11%
Strikes	Number of strikes that lasted more than a week	0	0	0
Employees covered by collective bargaining agreements	Percentage of employees covered by collective bargaining agreements	72%	70%	62%
Accident Rates				
Number of fatalities (Own and contractors)	Number of fatalities during the year, including own and contractor's employees	0	0	0
Frequency Index (Own and contractors)	Number of lost-time accidents during the year, per million hours worked including own and contractor's employees	1.5	2.7	2.8

Indicator	Calculation method	2021	2022	2023
Rotation and satisfaction				
Total employee rotation	Percentage of leavers to total employees	39%	41%	30%
Employee satisfaction survey	% of employees surveyed	81%	79%	78%
	% favorable in employee satisfaction	72%	74%	71%
	% satisfied employees	75%	77%	74%
	% committed employees	76%	76%	76%
Leavers	Number of employees who left SONDA	5,305	5,624	4,515

Environmental Management

Indicator	Calculation method	2021	2022	2023
Environmental Management				
Certified Compliance with ISO 14,001	Number of employees working under ISO 14001 certification	4,989	5,965	4,864
Eco-efficiency				
Water	Water consumed (m³)	34,689	41,208	48,018
Energy	Electricity consumed (MWh)	38,006	38,422	33,851
NCRE consumed	Renewable energy consumed (MWh)	34,077	35,103	31,955
	% electricity from NCRE / Total electricity consumed	90%	91%	94%
Eco-efficiency of Data Center				
Data Center consumption	% of electricity consumed in DC / total electricity consumed by SONDA	91%	91%	91%
PUE	Ratio of total energy consumption at the facility, to energy consumption by the IT equipment within that facility.	1.8	1.7	1.9
IT waste				
IT waste generated	Kilos	64,873	60,823	136,437
Data Center waste generated	Kilos	2,690	4,786	26,176
IT waste recycled	% of IT waste recycled	97%	74%	44%
IT waste disposed of in a safe location	% of IT waste disposed of in a safe location	79%	70%	42%

SUPPLY CHAIN

Indicator	Calculation method	2021	2022	2023
Supply chain				
Supplier training	% of suppliers trained	33%	33%	33%
Contractor training	% of contractors trained	55%	33%	50%

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Code	Response or location
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GRI Content Index

Declaration of use	SONDA has submitted the information in the GRI content for the year from January 1 to December 31, 2023 using the GRI Standards as a reference.
GRI 1 used	GRI 1: Fundamentos 2021

GRI Standard	Contents	Location
GENERAL DISCLOSURES		
	1. The organization and its reporting practices	
	2-1 Organizational details	8, 78 The head office is in Santiago, Chile.
	2-2 Entities included in sustainability reporting	This document is an integrated report. Therefore, both the financial and the sustainability information have the same scope.
	2-3 Reporting period, frequency and contact point	123, 133 The Integrated Report is published annually.
GRI 2: General Disclosures 2021	2-4 Restatements of information	The effect of any restated information with respect to the previous report and the reasons for that restatement, together with changes in scope, which are specified as footnotes to the respective indicators.
	2-5 External assurance	78 The financial statements in this integrated report have been audited.
	2. The business and its employees	
	2-6 Activities, value chain and other business relationships	8, 18, 23, 26, 79, 81, 115
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GRI 303: **Water and effluents** **2018**	303-5 Water consumption	43
GRI 306: **Waste 2020**	306 - 3: Waste generated 306-4 Waste diverted from disposal 306-5 Waste directed to disposal	43
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GRI 3: **Material Topics** **2021**	3-3 Management of material topics	57

GRI Standard	Contents	Location
GRI 401: **Employment 2016**	401-1 Employee recruitment and staff turnover	127
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	67, 68, 94
	401-3 Parental leave	68, 94
	Labor relations: trade unions, strikes, workplace climate index	127
GRI 403: **Occupational health and safety 2018**	403-9 Work-related injuries	94, 127
GRI 404: **Training and education 2016**	404-1 Average training hours per year per employee	65, 94, 127
	404-2 Programs to improve employee's skills and outplacement assistance programs	65, 66, 127
	403-3 Percentage of employees receiving regular performance and career development evaluations	66, 94
	Investment in training (total and by employee)	65, 94, 127
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GRI 3: **Material Topics** **2021**	3-3 Management of material topics	61
GRI 405: **Diversity and equal opportunity 2016**	405-1 Employee diversity (gender, age, age range, length of service)	92, 93, 126, 127
	405-2 Ratio of basic salary and remuneration for women versus men	94, 127
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GRI 3: Material Topics 2021	3-3 Management of material topics	46
GRI 405: Diversity and equal opportunity 2016	405-1 Number of directors	47, 85, 86, 125
	405-1 Directors by age range and length of service	88, 125
	Directors with experience in the IT industry	85,86, 125
	Directors with experience in risk management	85, 86, 125
	Average attendance by directors	125
GRI 201: Financial performance 2016	201-1 Economic value generated and distributed	126
ETHICS AND COMPLIANCE		
GRI 3: Material Topics 2021	3-3 Management of material topics	54, 55
GRI 205: Anti-corruption 2016	205-2 Communication and training in anti-corruption policies and procedures	54, 55,
	205-3 Number of confirmed corruption cases	125

GRI Standard	Contents	Location
GRI 206: Anti-competitive behavior 2016	206-1 Cases of anti-competitive behavior	126
GRI 406: Non-discrimination 2016	406-1 Discrimination incidents	125
GRI 419: Socioeconomic compliance 2016	419-1 Monetary value of significant fines for breaches	125, 126
	419-1 Number of significant fines for breaches	125, 126
GRI 415: Political contributions 2016	415-1 Monetary value of political contributions	126
	Percentage of employees covered by the Code of Ethics	125
	Number of grievances received through the grievance channel	125
	Percentage of grievances resolved compared to the total received	125
RESPONSIBLE PROCUREMENT		
GRI 3: Material Topics 2021	3-3 Management of material topics	115, 127
	Total supplier payments	115, 127

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