



Integrated Report 2022



SONDA[®]
make it easy

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,

We live in a world characterized by accelerating changes, driven by new technologies and business models that increasingly improve the quality of life of our planet's inhabitants. We belong to the IT industry, which forms an essential part of an extraordinary era where our services and technologies perform a fundamental role.

2022 produced many challenges for SONDA, which reaffirmed the ability of our teams to understand our customer's diverse and often complex requirements and provide agile and efficient support in the 11 where we operate. We reached the record figure of USD1,696 million in closed business, within the framework of our 2022-2024 Strategic Plan.

SONDA is a significant accelerator of change. We are committed to expanding the scope of our solutions, to creating a positive impact on organizations that are undertaking their digital transformation journey, with our unique values of understanding the challenges of a wide variety of industries and developing scalable solutions that create opportunities for efficient and sustainable growth.

Our journey this year involved the consolidation of our startup ecosystem, which has helped us to collaborate with more than fifty initiatives; our reorganization by vertical industry, which has improved our understanding of our customers, their businesses and requirements; our geographical expansion into the USA, which has opened an attractive market; and our talent management strategy, which together with our diversity, inclusion and gender equity policies helps us to attract the best professionals.

I am very proud to see that a company that began in Chile in 1974 now has such an extensive regional impact. However, SONDA's expansion is not only geographical, but also involves amplifying our integrative capacity in our 11 countries.

The positive financial and commercial results of this year support SONDA's ratification once again in the Dow Jones Sustainability Chile and MILA sustainability indexes, which makes us increasingly proud and motivates us.

We have prepared this integrated report under the requirements of the Financial Market Commission (CMF),

which extends and standardizes environmental, social and governance information, practices and goals.

In conclusion, I would like to thank every employee as you have all played a fundamental role in achieving our strategic objectives. I would also like to thank our customers, partners and suppliers, who have placed their trust in our company every year; our shareholders, who have played a key role in SONDA's growth; and most of all our customers, who have shared with us their fantastic adventure of digitally transforming their businesses, which has improved people's quality of life.

Yours affectionately,



Andrés Navarro Haeussler

Chairman of the Board



02 SONDA at a Glance

We are regional leaders in digital transformation

We make our customer's lives simpler, by supporting them on their Digital Transformation journey. Our concept of simplicity is "Make it Easy", which has inspired not only our visual identity, but also how we communicate with all our stakeholders.

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Purpose, Vision and Values

NCG 461 (2.1)

Purpose

Our purpose motivates thousands of employees, who work to:

“Improve people’s quality of life, by innovating and adding value through technological solutions that develop and transform our customer’s businesses.”

Since our inception we have believed in our responsibility to help develop our local communities. We know that everyone working in the IT industry has experienced difficult times. Therefore, our market experience and our digital transformation leadership in 11 countries means that we can now simplify and resolve the market’s challenges.



Values

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Service vocation

We are driven by a **profound dedication to serve with passion** and attend our customers as best we can, by always focusing on them.



Company of people

We want **our talented people to work in a motivating, demanding and caring environment**, so they can reach their maximum potential.



Agility

We are known for always supplying **simple, effective and disruptive solutions**, and for being continually committed to change and action.



Positive attitude

We are keen to **progress by strengthening our skills**, and treating opportunities to improve as new challenges.



Moderation

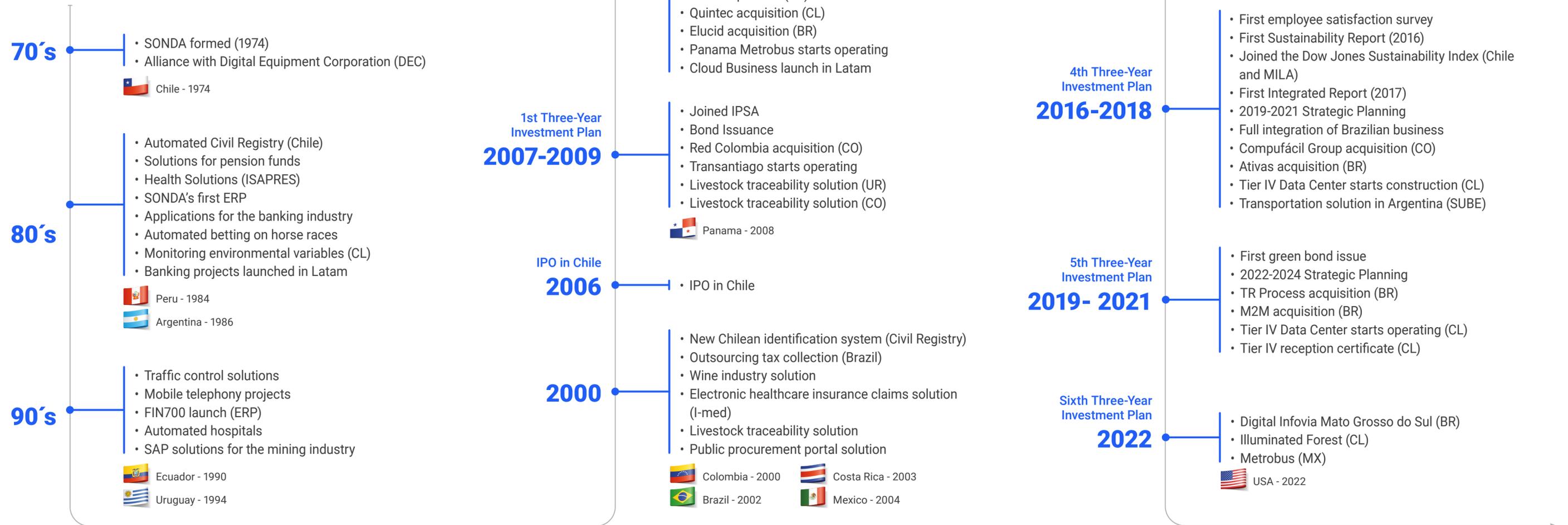
We are well-known for our **simple and moderate style** and for taking the utmost care over our own and our customer's resources.

Our Code of Ethics includes **respect for human rights**. Therefore, we abide by the guidelines in the **United Nations Guiding Principles on Business and Human Rights**.

A History of Growth

NCG 461 (2.2)

At SONDA we have experienced many changes over the years, which have transformed the identity of our company and they 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.



SONDA in Figures for 2022



We are regional leaders in digital transformation, with over **13,000 employees in 11 countries**, with solutions implemented in over **3,000 cities** that impact the lives of over **500 million people**. We are a significant player for many emerging industries that have had to transform, through major modernization projects and innovative

solutions that have gradually become part of our continual growth.

We understand the challenges facing our region, and we have developed a broad portfolio of business solutions tailored to the principal industries.



Why SONDA?

Capacity

Comprehensive offer, independent integrator, technological expertise, experience.

Global vision

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

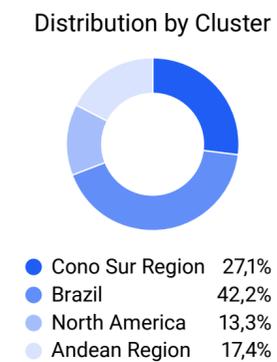
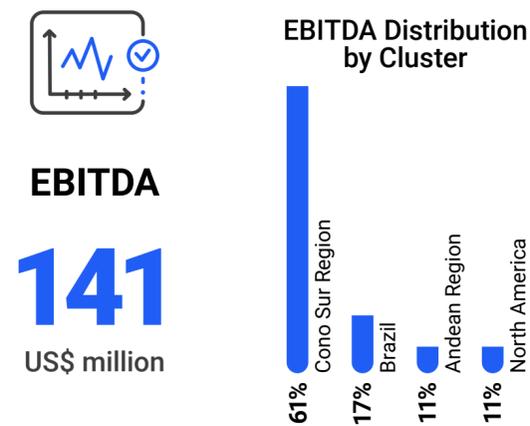
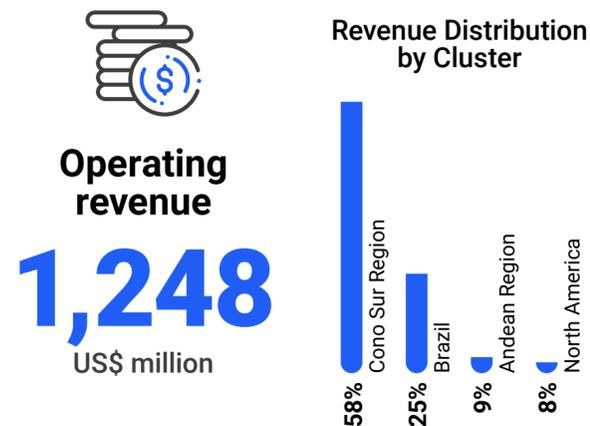
Commitment

Flexible, committed partner and rapid response.

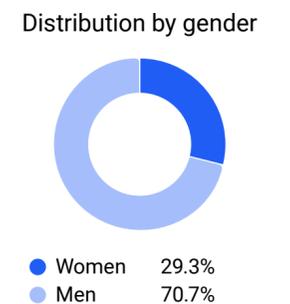
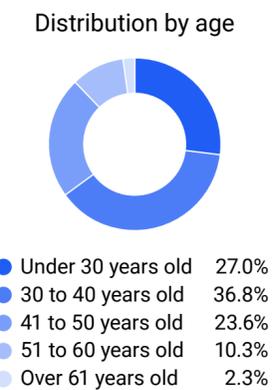
Robustness

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

SONDA in Figures for 2022



Employee diversity



SASB INDICATORS NCG 461 (8.2)

Activity metrics

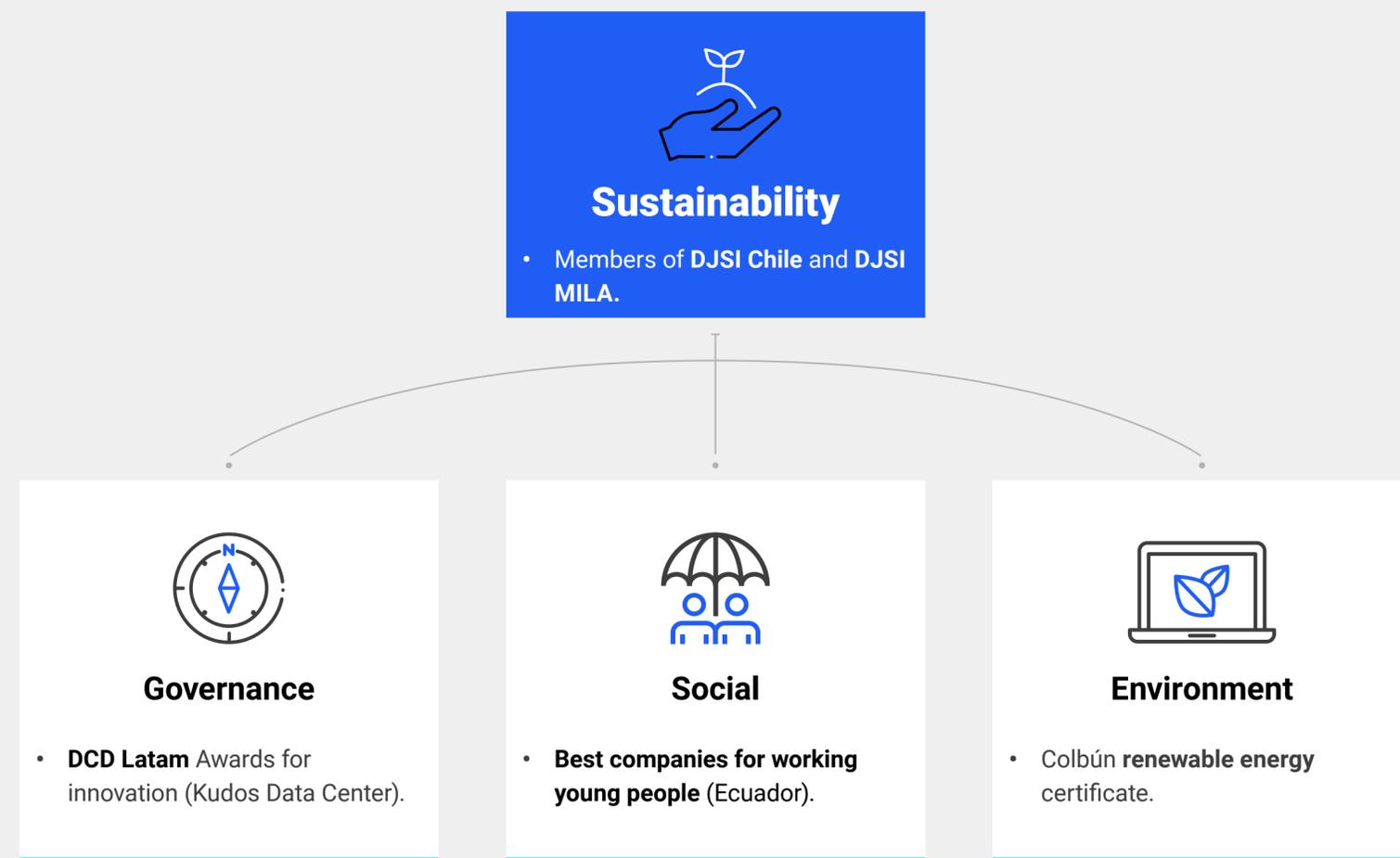
Code	Accounting parameters	Response
TC-SI- 000.A	(1) Number of licenses or subscriptions	15,600 Office365 corporate subscriptions and over 2,000 virtual machines.
	(2) Percentage cloud based	All these subscriptions are cloud based
TC-SI- 000.B	(1) Data processing capacity	621 racks.
	(2) Percentage subcontracted	It is outsourced in some countries, but less than 5% of the total.
TC-SI- 000.C	(1) Data storage volume	2 PB
	(2) Percentage subcontracted	10% in a public cloud.

* SASB (Sustainability Accounting Standards Board) indicators are material sustainability metrics for our sector.

** The information used to measure these responses is based on the environments SONDA requires for its business, plus the platforms that it requires to provide BPO services.

Sustainability Awards

We were awarded significant recognition for our sustainability performance in 2022, particularly regarding aspects such as environmental care, social commitments and excellent governance practices.



Member of Dow Jones Sustainability Indices

Powered by the S&P Global CSA

WE WERE SELECTED FOR THE SIXTH CONSECUTIVE YEAR TO BE MEMBERS OF THE DOW JONES SUSTAINABILITY INDEX CHILE AND MILA

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



WE WON THE LATIN AMERICAN DCD LATAM AWARDS 2022

Our Kudos Data Center was awarded in the Design Innovation category at the DCD Connect Cancun event. This award followed an evaluation of over 80 projects from 12 countries in the region by a group of industry experts.



FOR THE SECOND CONSECUTIVE YEAR WE WERE RECOGNIZED AS ONE OF THE BEST COMPANIES FOR YOUNG PROFESSIONALS IN ECUADOR

Over 3,500 young professionals from 40 companies participated in the third Employers for Youth EFY and identified SONDA as one of the best companies to work for.



COLBUN RENEWABLE ENERGY CERTIFICATE

We renewed the renewable energy certificate from Colbún. This is an annual certification issued by the Chilean energy company Colbún, which is verified by an external consultant, who accredited for the second consecutive year that SONDA Chile only uses energy from renewable sources.



SONDA'S COMMITMENT TO INTEGRITY WAS RECOGNIZED FOR THE SECOND CONSECUTIVE YEAR.

SONDA was rewarded in the sixth Integrity Commitment Recognition by the Business Generation Foundation (FGE) from 104 organizations in the region. They were evaluated with a Barometer of Values and Organizational Integrity and for their policies that promote good corporate practices and business integrity.



SONDA BRAZIL WON A MICROSOFT PARTNER OF THE YEAR 2022 FOR LATIN AMERICA AWARD

Microsoft gave this award to SONDA Brazil for the Azure Awards, Internet of Things category and Social Impact Awards, Sustainability Changemaker category.



SONDA'S KUDOS DATA CENTER CLOSED A SUCCESSFUL YEAR BY ACHIEVING A TIER IV GOLD CERTIFICATE

The Kudos Data Center obtained the highest distinction granted by the Uptime Institute, by achieving 93.7 points out of a maximum of 100. The certificate assures that our data center achieves the highest standards of security, performance and technological innovation, which supports the operational continuity of our customers in the region.



SONDA IS ONE OF 50 COMPANIES COMMITTED TO CARBON NEUTRALITY IN PANAMA

The Panamanian Ministry of the Environment rewarded our company for our commitment to the "Top 50" Declaration of the National Emissions Registry, which encompasses public and private organizations focused on reducing and mitigating their carbon footprint before 2050.

03 Strategy

We aim to make life more enjoyable

We are integrators and have formed strategic partnerships with the world's principal technological benchmarks, so we can be efficient and deliver excellent solutions. Our strategy is focused on our customers, by responding proactively and attentively to their business challenges and by innovating and incorporating new technologies.



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Strategic vision 2022- 2024

We have been contributing to the technological development of the region for 48 years. We have provided our customers with high value-added solutions and supported them in their digital transformation journey as a strategic partner and agent of change, which has helped them to face their challenges with confidence and innovation.

It is imperative that we evolve in line with changes in the industry. Therefore, the challenges posed by the market and our customers in 2021 drove us to develop a Strategic Plan for 2022-2024, which is our roadmap to support customers with their growth, digitization and efficiency challenges.

Dreams for 2030 and aspirations for 2024

NCG 461 (4.2)

Our principal focus is to support our customers on their digital transformation journey, by providing technological services that deliver innovative techniques and positively affect the development of organizations, the environment and society.

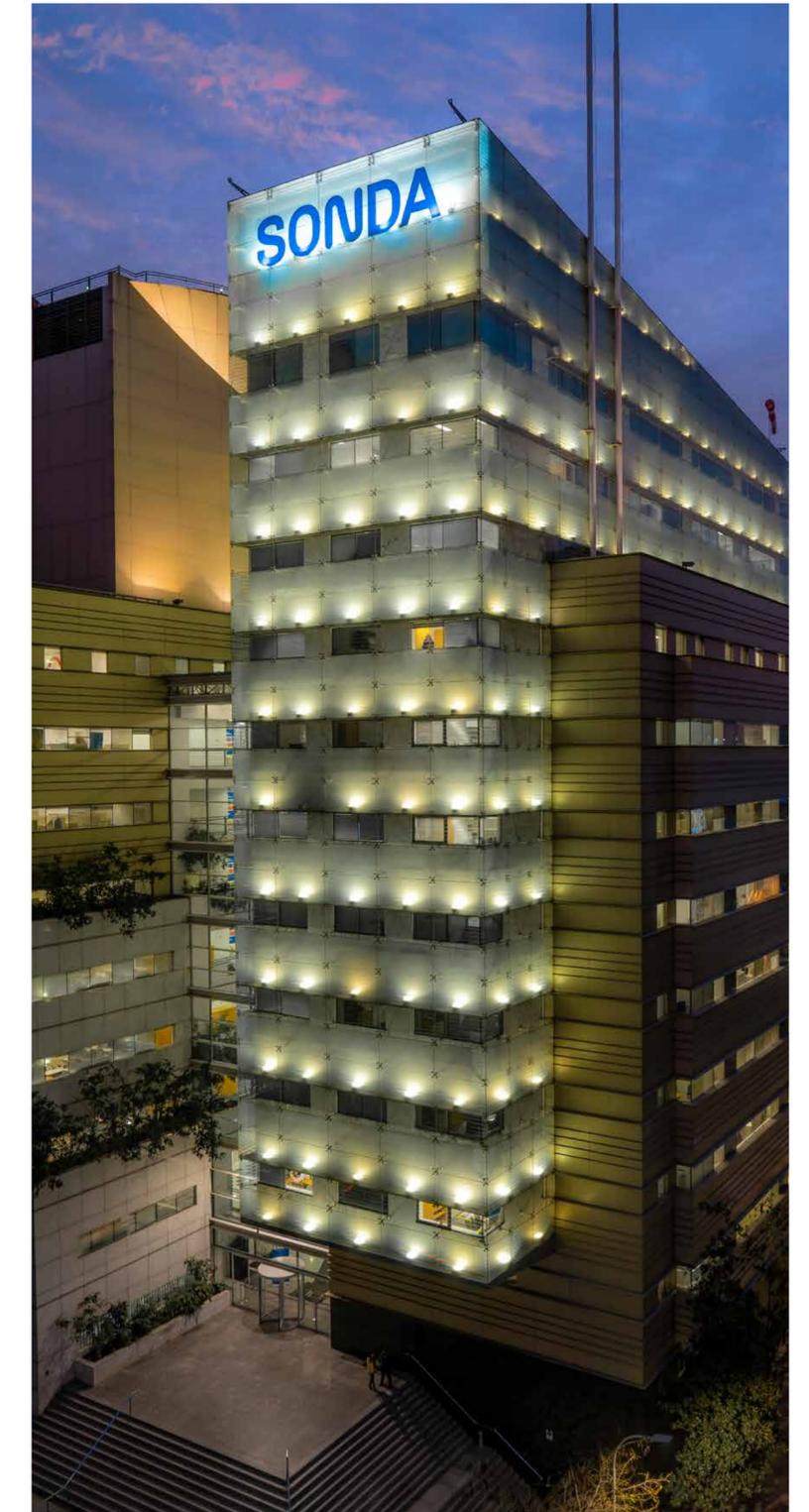
We are a leading company in digital transformation services with an extensive track record in the region,

where we have delivered innovative solutions to the world's leading companies, and our pace of growth is accelerating.

What makes us SONDA?

The pandemic gave us the opportunity to confirm our commitment to digital transformation. We focused on improving our services and technological solutions, and on understanding the requirements of our customers across our 11 countries.

SONDA is characterized by innovation, agility and collaboration, and we are developing solutions for various industries, using 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.



A new stage

SONDA began a new stage in 2022 and marked this event with a new corporate image.



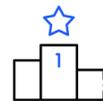
This company began in Chile, then expanded into Latin America and later reached the USA.

We are ready to explore new markets and respond to new challenges in the region.

Our dreams for 2030



Recognized as a **strategic partner** supporting our customers with their digital transformations.



IT industry **leader** in innovative business solutions.



Agile, digital company with excellent services.

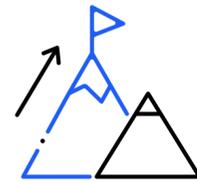


An attractive, employee-centric working environment that attracts and retains technological talent.

SONDA, a sustainable company.



Our aspirations for 2024



Regional leaders in **digital transformation** and in **priority verticals**.



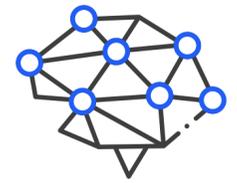
Digital, agile, innovative company, with excellent services and an **attractive place to work**.



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.

We have implemented the following Strategic Focuses to achieve these aspirations:

- **Consolidation of a vertical-based organization** with a "sell & customer oriented" mission.
- **Positioning as a leader** in digital transformation services and as a benchmark in the priority verticals.
- **Expansion beyond LATAM, with a focus on the USA.**
- **Regional team** that will manage large transformational projects.

- **Growth and profitability in Brazil and Mexico.**
- **Innovative and disruptive technologies.**
- **Evolving culture** that attracts and retains talent, and makes it an attractive place to work.

The company's strategy and objectives are closely linked to sustainability, through management systems and certificates that safeguard the quality of services to customers and SONDA's operating standards in health, safety, environment, quality, business

continuity, ethical business practices, data protection and information security.

We understand that technology plays a central role in achieving many of the United Nations Sustainable Development Goals, so our solutions are designed accordingly. For example, they contribute to using natural resources more efficiently, to adapting to the effects of climate change, to improving access to high quality education, and to improving people's quality of life in smart and sustainable cities.

Transforming people's lives



José Orlandini Robert
Corporate Chief Executive Officer SONDA

At SONDA, 2022 was a very intense and positive year.

Intense, because we developed the strategic pillars that we defined at the end of 2021, such as our geographical expansion, which has now reached the USA as we have already signed several contracts; our Startups ecosystem development, which has expanded our services by incorporating new solutions; our positioning campaign with a new corporate image; and vertically restructuring our organization, to better understand the business of our customers and provide them with effective and efficient solutions.

Positive, because we achieved revenue and income growth in line with our Strategic Plan, and we closed contracts totaling USD1,695 million, which includes significant contracts in Mexico, Brazil, Chile and Costa Rica. This consolidates our regional leadership and accelerates the digital transformation of our customers. Closed business was 35% higher than

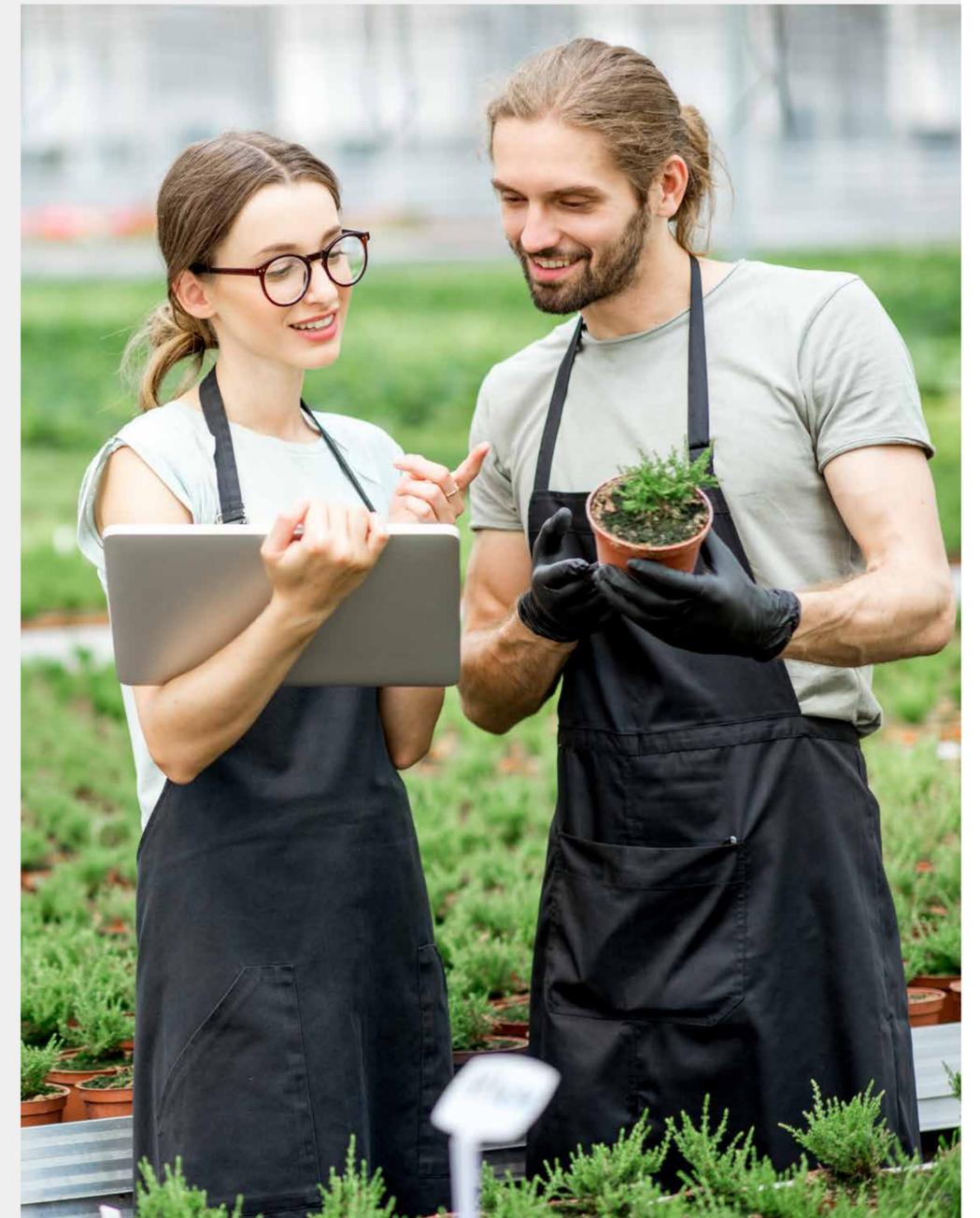
last year, with high-impact projects paving the way for the growth we expect in 2023.

The main contracts closed in 2022 include the technological management of public transportation in Mexico City; the Infovía Digital project in Mato Grosso do Sul, Brazil, which will connect all the State's institutions and improve connectivity for isolated communities by laying 6,950 kilometers of fiber optic cable in 79 municipalities; the implementation of Forestal Arauco's Illuminated Forest Communications Network, which will connect 700,000 hectares in central-southern Chile; and the implementation of a smart video surveillance system in Las Condes, Chile.

Forecasts indicate that economic growth in our 11 countries may decline in 2023. However, in our experience and as indicated by studies from consulting firms such as Gartner and IDC, the IT industry grows even when economic growth declines, so we are

optimistic. During 2023 we expect the IT industry in the region to grow at double digits and we expect our growth to be similar. At SONDA we can take advantage of the benefit of being a leading technology company, as even when economic growth is declining, digital transformation is essential for States and companies to become more efficient, and our company plays a critical role in fulfilling that function.

2022 was a good year for us, and we look forward to 2023, as we are optimistic and prepared to continue growing strongly, by supporting our customers on their Digital Transformation journeys with innovative business solutions.





Time horizons

NCG 461 (4.1)

We live in constant change, which is driven by disruptive technologies that are reinventing the world as we know it today. They undoubtedly accelerated during and after the pandemic and continue to substantially change how people and businesses interact. Therefore, we must be prepared for constant change, we must be resilient and anticipate what the future holds.

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 14](#)).

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

Short-term: < 1 year | **medium term:** 1-3 years | **long term:** > 3 years

Investment plans

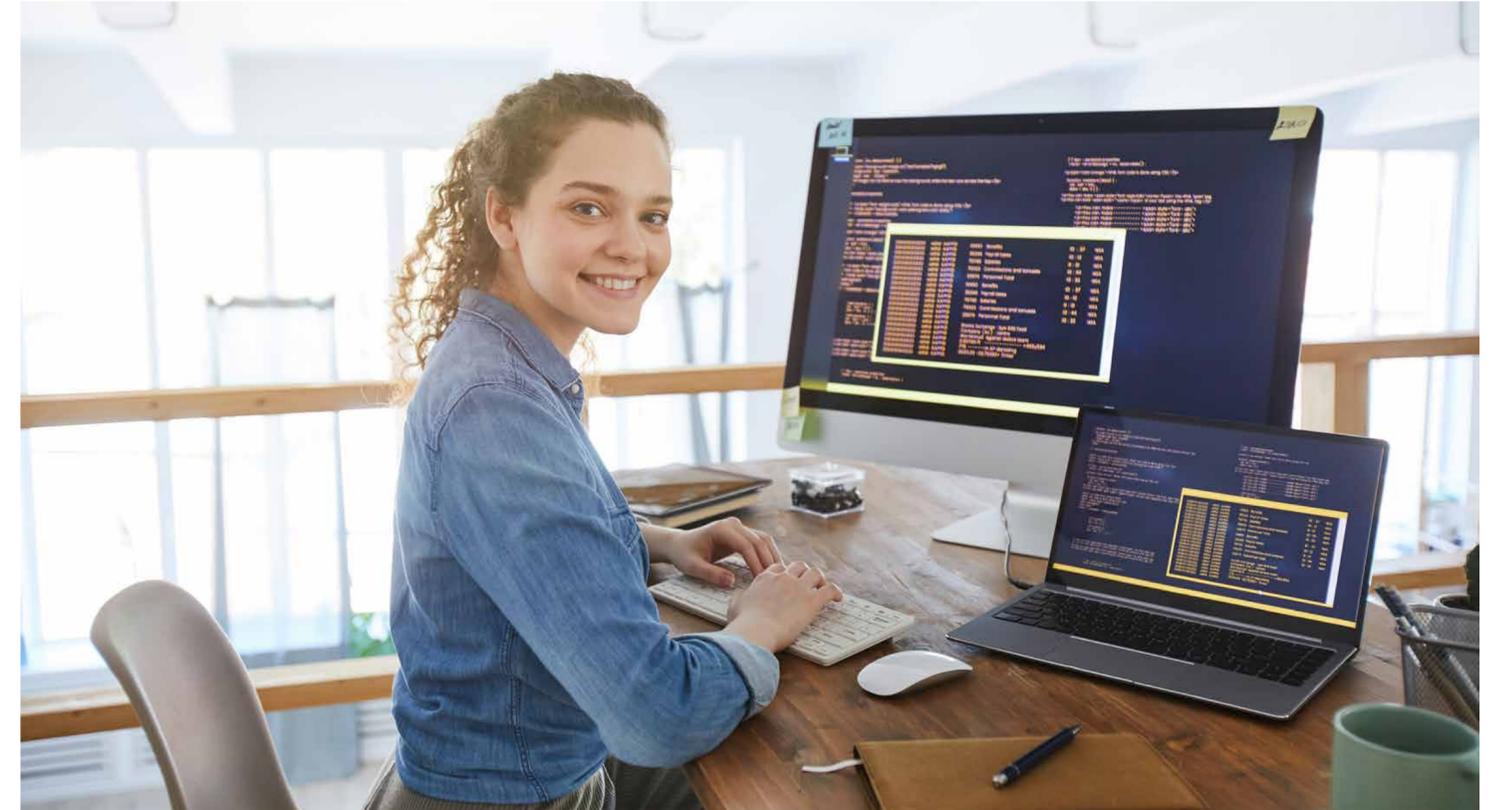
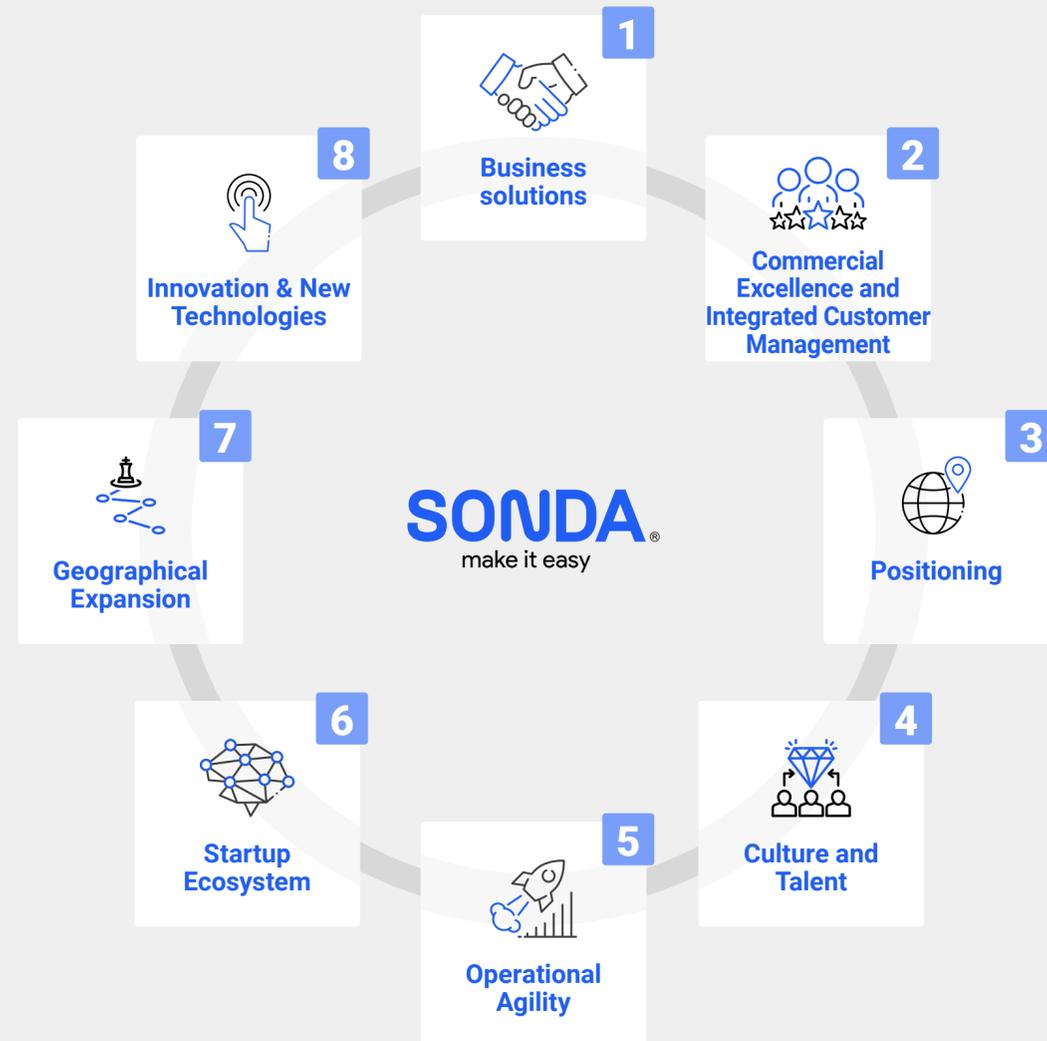
NCG 461 (4.3)

The Strategic Plan for 2022-2024 includes total investments of USD 340 million for these three years, which are contingent on closing large integration contracts with a medium-term horizon. As of December 31, 2022, investments total USD 66.7 million, which have been financed with the company's own resources and bank borrowings.

Strategic pillars

Our Strategic Plan will ensure that the company makes the changes required for it to address and successfully overcome the challenges presented by digital transformation.

We aim to become a strategic partner by improving and supporting the transformation of our customers' business processes, based on eight strategic pillars:



Milestones achieved with the strategic pillars

Expansion into the USA	Launch of new corporate image	Organization by industry verticals
Digital Business Model with high value solutions	+9 points in the NPS customer survey within Integrated Customer Management	Organization by Clusters
MegaDeals strategy	Connection with 50 startups in the ecosystem	Recruitment of young talent

SONDA in the USA



Maurizio Rinaldi
Ceo SONDA USA

The USA is currently the largest IT market in the world. It represents 40% of the global market and is home to the U.S. Government, which is a very important potential customer with an enormous technology budget.

SONDA USA Inc. began less than a year ago and was born from a solid and ambitious long-term business plan that aims to transform the North American market into a cornerstone for SONDA. The objective is for it to capture more than 15% of the company's consolidated revenue over the next few years.

In fact, 2022 has been a very positive year for SONDA in the USA. We have achieved significant growth with 6 active customers and more than 40 employees fully dedicated to our business. The first year was crucial for gathering in-depth knowledge on

the dynamics of the North American market, developing our SONDA brand positioning, and establishing a powerful network of contacts and stakeholders comprised of customers, partners and authorities. They have been extremely important for strategic business development in 2022, and for laying the foundations for exponential organic growth in 2023, when we will also explore investment opportunities.

Customer development is currently based on the following segments:

- SONDA's current customers in Latin America, with businesses in the USA, who are net promoters based on a positive NPS, which helps us to improve our information about their priorities, and facilitates arranging exploratory business meetings based on this excellent relationship.

- North American companies, with businesses in the USA and in Latin America, who perceive that SONDA can create opportunities for them to easily and efficiently orchestrate their regional projects from the USA, which is a significant differentiator in this market.
- New customers with a profile that responds to a combination of criteria where SONDA is a benchmark, industries that are a company priority, and where there is already a relationship with our sales team in the USA.
- The Public Sector presents endless opportunities, which we are exploring together with Partners with a large market share in some States, and directly as SONDA. This industry is now the largest technology purchaser in the world.

Throughout 2022 we have strengthened our Cybersecurity Services, Digital Applications and WorkPlace Services, based on a near-shoring strategy, which is delivering services from our Shared Services Centers in Latin America, as they are in the same time zone as the USA, which improves efficiency from a service delivery perspective.

We are also building a partner ecosystem under two headings: Offer and innovation. The first delivers local services under our local strategy, and the second explores Metaverse and Virtual Reality solutions, which complement our service delivery capabilities from Latin America, along with a growing Startup ecosystem in the USA.

2022 was the beginning of a new stage for SONDA. Expansion into the

USA was a natural step to achieve our aim of growing, consolidating and positioning SONDA in the global market, and of demonstrating our skills, abilities, teams and credentials, in order to firmly establish ourselves in a huge, dynamic and highly competitive market.



Organization by Clusters

We are constantly simplifying how we organize ourselves, to identify efficiencies, to streamline our processes and to learn from each other across the region.

Since 2022, we have been organized under four clusters that give the organization greater autonomy.

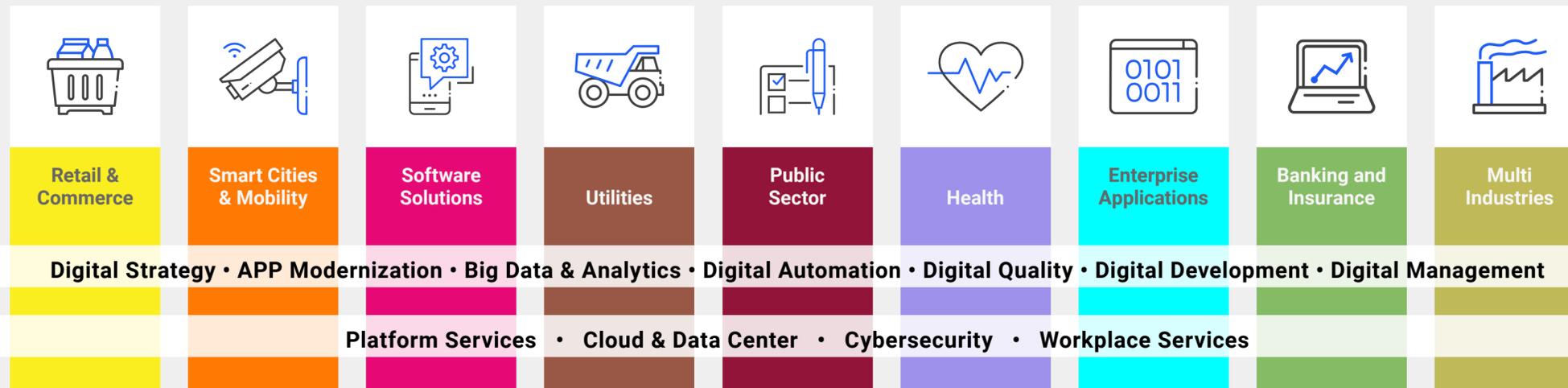


Verticalization by industry

At SONDA, we have adopted verticalization as a path towards specialization and solutions that focus on our customers' businesses. We extended this strategy during

2022 and have identified nine verticals that focus on understanding the challenges and characteristics of each industry. We are channeling our resources and abilities into producing services that can anticipate our customers' requirements and can be easily replicated in every country.

Verticalization is how we reach our customers



- North America
- Brazil
- Andean Region
- Cono Sur Region

LargeProjects Corporate Strategy



Marcelo Castiglione
Corporate Smart Cities & Mobility Manager

LargeProjects is a team that specializes in the design, evaluation and management of large-scale integration projects. Its aim is to orchestrate teams working to the highest standards, to design and then propose regionally competitive solutions.

The LargeProjects initiative was created in 2021 after analyzing the global and regional market, as both the public and private sectors were heavily leveraging digital technologies to easily and efficiently reach their users and citizens. The team was established during 2022 and achieved significant results with services such as “Bosque Iluminado” where it has provided connectivity and improved digitalization in remote areas of southern Chile; “Infovia Digital” where it has exponentially increased data transmission

capacity in an area of Brazil where this is required by industries and public service institutions; “Banco Popular Communications Solution and Infrastructure” where it has modernized communications in Costa Rica; “Dian Customs Solution” where it has added digitalization and interoperability to customs services in Colombia; and “Metrobus” where it has provided a cutting-edge fleet management solution and improved user information in Mexico.

Project development by the LargeProjects team involves three phases: Firstly, they identify the requirements and opportunities of industries and countries that are still at an early stage. This ensures that they can analyze these requirements and focus the entire organization on designing global and cutting-edge technological architectures.

Secondly, they position SONDA as a major player that can deliver large projects. They support every business unit and country in designing, evaluating and offering competitive proposals, using innovative practices and methods that optimize the operation and reduce potential risks, with the aim of achieving efficient and sustainable solutions for customers. After a contract has been awarded, the LargeProjects team supports the handover to delivery units, and ensures that designs are correctly implemented by minimizing technical and financial deviations.

Thirdly, the LargeProjects team encourages both public and private sectors to digitalize, to achieve technological inclusion across the social spectrum and to lower the barriers to information. This will support agile interaction between

companies, public institutions and people, and strengthen SONDA’s profile as a supporter of essential services for communities and countries.

Looking ahead to the coming years, the LargeProjects team will support countries to achieve large-scale opportunities that help public and private institutions to digitize their services with the aim of improving the service experience for their users and customers, in order to improve the quality of life in each country and achieve sustainable development for the next century.

Achievements in 2022

+USD 330
in closed business





Excellent Services for our Customers

We live for our customers and we are inspired by supporting their transformation every day. We understand that they now need more than just a service, solution or product, they need a strategic partner who can support their development. Accordingly, our team can respond to the concerns and challenges of the market.

We aim to become a company with an integral vision of the customer by 2024. We will focus on both the commercial and quality aspects of our services. Accordingly, we have prioritized the following:

We began to develop a Commercial Excellence model in 2021 that is aligned with our Integrated Customer Management and enables us to provide the advice required by our customers.

We standardized the processes in both models during 2022, while respecting the particularities of each market and industry.



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



Expand the integrated customer management model.



Achieve excellence within our commercial teams.



Increase business for Verticals and Digital Business.

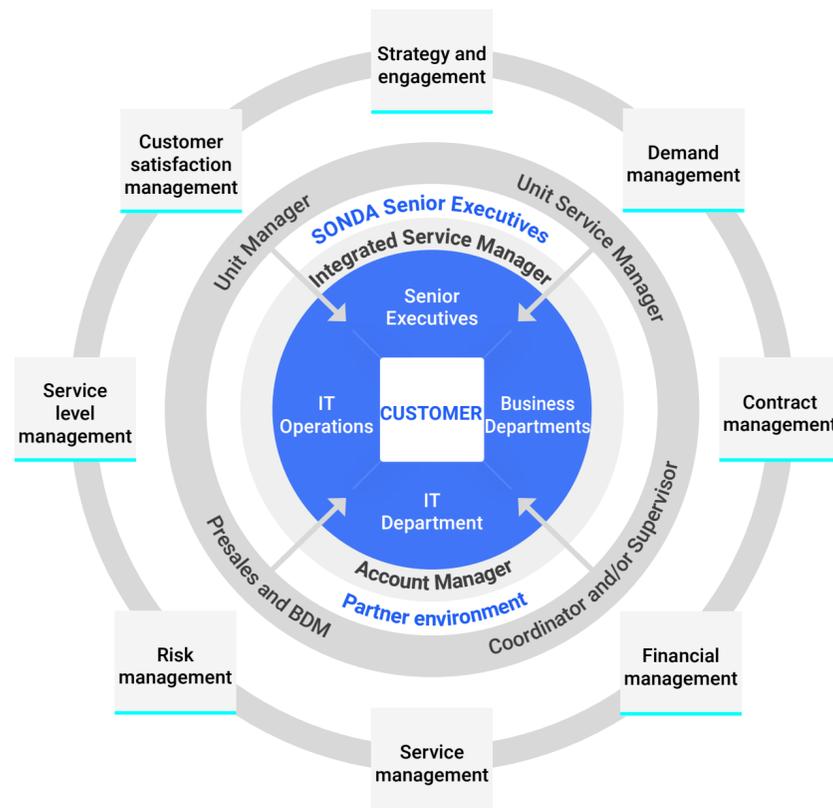


Measure commercial management and productivity.

Integrated customer management

Integrated customer management is one of the most important initiatives that we have implemented in recent years. It aims to comprehensively address every customer requirement and every aspect of our service including the commercial, financial, contract management and service management aspects and customer satisfaction. It improves our understanding of their challenges and improves our services. The integrated management of each SONDA customer is assigned to one person, who interacts with every company department in each country.

Integrated customer management model



There are eight facets to our Integrated Management Model. We have progressed away from the traditional paradigm segmented into strategic, tactical and operational management, towards a model that analyzes the customer from 360 degrees, which involves all the teams in an organization, including senior executives, business departments, IT management and operations departments, and interest, support and engagement departments.

We have implemented this model for customers that represent 80% of the company's revenue in our 11 countries, plus 13 regional customers. We began to apply it in the business verticals during 2022. We reinforced the cultural change within the company by training the teams involved, and we introduced indicators to monitor employees' compliance with the model and its impact on SONDA's strategic objectives.

Commercial excellence

The commercial excellence model emerged as a natural complement to service management, and it aims to support customer transformation and add value by listening to them. It focuses on establishing a commercial culture and improving sales volumes and quality.

This model was strategically important to SONDA in its 2022-2024 plan and aims to develop consultative commercial management that supports customers with their growth and transformation. It encourages flexibility, adaptability and sustainability when managing business challenges, technological

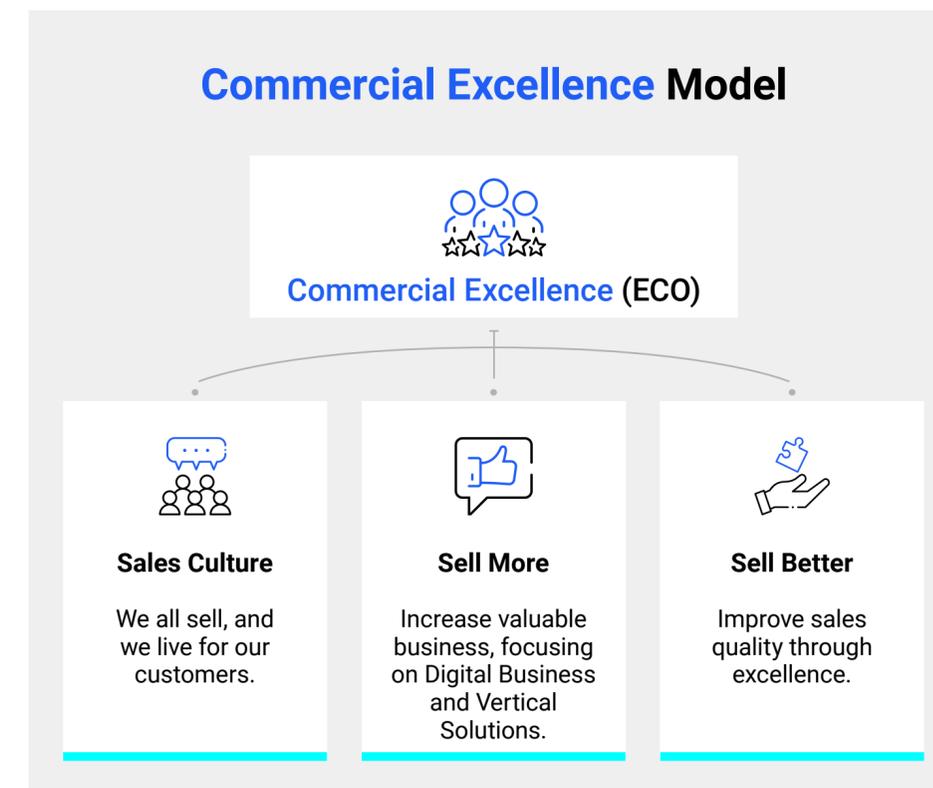
changes and regulatory, social and environmental requirements.

Accordingly, we have strengthened our commercial teams, increased the number of employees and strengthened their skills to provide consultancy services to our customers, which entails advising them on the technological solutions that best suit their requirements.

We created the Commercial Committee in 2022 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.

We have developed practices in several areas within commercial excellence, such as strengthening our sales culture; managing customers and business opportunities; developing corporate techniques and policies that support commercial management; and implementing practices to control performance, productivity and risks.



One Page Report

We present a report to SONDA's Board every month with indicators that measure the performance and productivity of our commercial excellence and integrated customer management.

Commercial Excellence: The Road to Service Excellence



Andrea Díaz
Multi-industry Sales Director Chile

Technology is currently evolving at an unimaginable pace, so we must become strategic partners for our customers and contribute to their innovation and transformation. “Commercial excellence” arises from this objective, which requires not only understanding our customers’ requirements and objectives, but also empathizing with them and making these objectives our own. As a result, as our customers succeed, then SONDA succeeds.

The main objective of commercial excellence is to create value for our customers, which requires practices and processes that produce cultural and structural changes that directly benefit them. These practices affect the attitude of service within our teams and the quality of their services.

Commercial excellence encompasses the entire organization. It is not

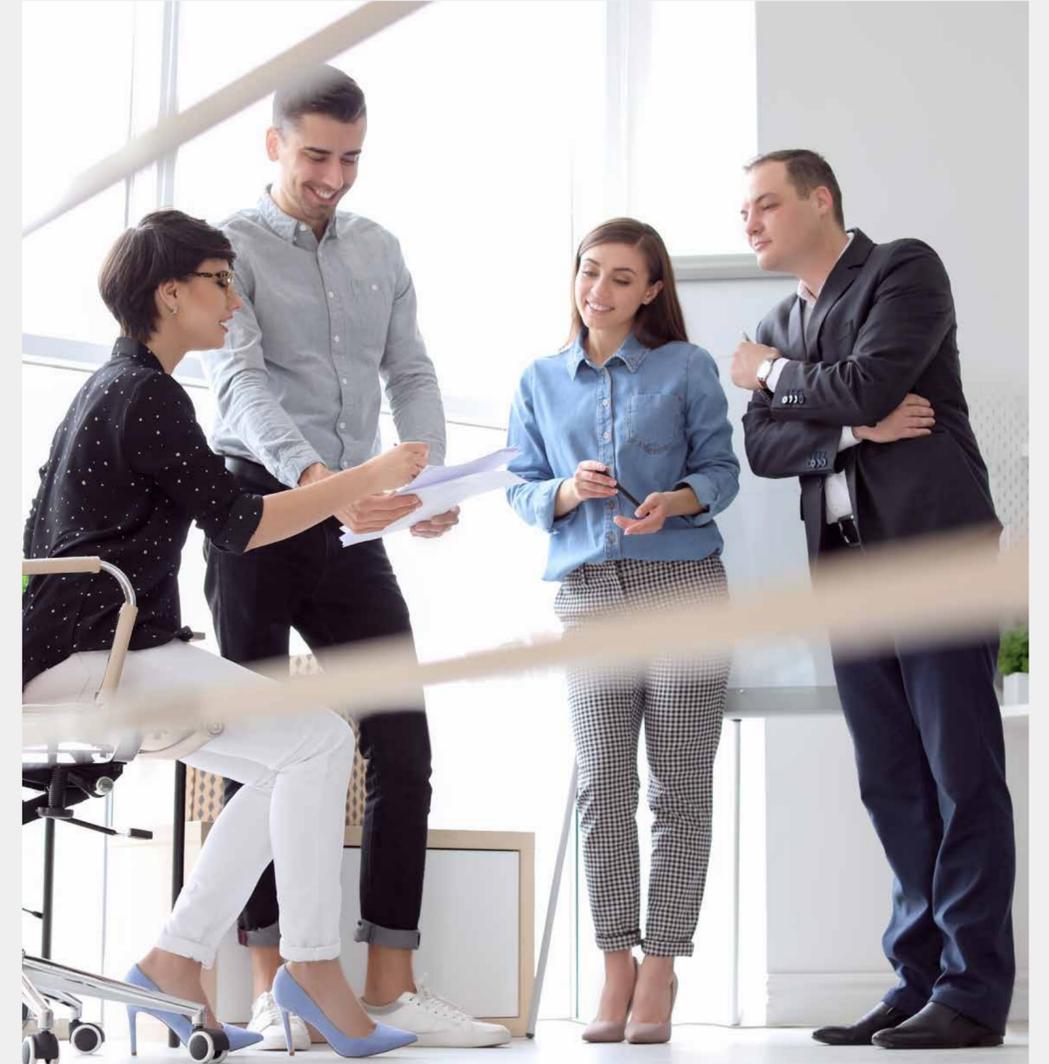
exclusive to sales teams, as every function within SONDA is commercial, because its purpose is to meet an objective that has been entrusted to us by a customer. Consequently, every employee forms part of the service chain for a user or end customer, and we are aware that how we perform our duties will impact the customer’s perception, which will eventually be reflected in an evaluation of the entire service chain. This is how we understand the expression “we all sell”, because satisfying customers and users can build solid relationships that lead to greater sales, because there is greater trust.

Furthermore, our business sustainability depends on our customers, on supporting them, building their loyalty and growing with them, as well as attracting new customers. A sustainable organization requires satisfied and loyal customers

who stay with us and promote our services. Therefore, it is essential to have a unifying and comprehensive commercial excellence framework covering each associated dimension.

Successfully achieving SONDA’s strategic objectives for 2024 and the dreams we have outlined for 2030 undoubtedly requires shaping and driving these changes within the organization, since we will only be able to continue growing by working closely with our customers.

At SONDA “we live for our customers”.



Customer satisfaction

Customer satisfaction is measured using the Net Promoter Score (NPS). The first step is an annual survey of our service partners in our 11 countries. 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.

Customer experience and service quality			
	2020	2021	2022
Net Promoter Score (NPS)	31	36.9	32
Complaints rate Number of complaints compared to total service orders (SO)	0.04%	0.03%	0.03%
Service quality Percentage compliance with dropout rates at help desks	92.0%	92.5%	94.8%

Service quality and continuity

Certified compliance with service quality standards

We have implemented various certified management systems, which safeguard the quality of our services to our customers 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 Integrated Management System (IMS) brings together three regulatory models (ISO 9001:2015; ISO 14001:2015 and OHSAS 18001:2007). Good quality

practices (ISO 9001) aim to satisfy customers and efficiently use our resources (profitability). Good environmental practices (ISO 14001) aim to avoid negative environmental impacts. Good occupational health and safety practices (OHSAS 18001) aim to avoid accidents involving people.

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.

Geographical group	Cono Sur			Andean			North America				Brazil
Country	Chile	Argentina	Uruguay	Colombia	Ecuador	Peru	Costa Rica	Mexico	Panama	USA	Brazil
ISO 20000-1	■	■	■	■	■	■	■	■	■	■	■
ISO 27001	■	■	■	■	■	■	■	■	■	■	■
ISO 27017 / ISO ISO 27018	■	■	■	■	■	■	■	■	■	■	■
ISO 22301	■	■	■	■	■	■	■	■	■	■	■
Continuity plan	■	■	■	■	■	■	■	■	■	■	■
ISO 9001	■	■	■	■	■	■	■	■	■	■	■
ISO 14001	■	■	■	■	■	■	■	■	■	■	■
ISO 45001	■	■	■	■	■	■	■	■	■	■	■
ISO 37001 (SG Anti-bribery)	■	■	■	■	■	■	■	■	■	■	■
ISO 19600 (SGC Instructions)											■
ISO 37301 (SG Compliance)	■	■	■	■	■	■	■	■	■	■	■
RGPD (ISO 27701)	■	■	■	■	■	■	■	■	■	■	■
CISCO Resale Gold	■	■	■	■	■	■	■	■	■	■	■
CMMi 3/v2.2/v1.3	■ v1.3			■						■	■ v2.2
AT320 / AT205 / ISAE 3402	■									■	■

■ Certified
 ■ PNC Implementation
 ■ Being certified
 ■ Pending

Glossary

- ISO 9001: Quality management system.
- ISO 14001: Environmental management system
- ISO 45001: Occupational health and safety management system
- 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 37001: Anti-bribery system
- ISO 37301: Compliance management system
- ISO 27701: Data privacy management system
- AT 320: Used to report a service organization's controls related to user entities' internal controls over their financial reporting.
- ISAE 3402: International Standard on Assurance Engagements. Assurance reports on controls at a service organization.
- CMMI: Capability Maturity Model Integration. A model that evaluates and improves processes that develop, maintain and operate software systems.
- LGPD: General Personal Data Protection Law.

Service continuity

Safeguarding the continuity of our customers' technology systems is a critical aspect of our business. The collapse of these services can impact sensitive aspects of our customers' business, such as service delivery, financial transactions, billing processes and IT systems security.

At SONDA, we provide organizations with a comprehensive portfolio of solutions that improve our customers' ability to proactively respond when interruptions are caused by catastrophes or disruptive incidents. These use proven methods to restore products and services after an interruption and ensure business continuity.

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 down-time. 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 under ISO 22301:2019 and was updated in 2022 for our Cloud and Data Center (CDC) services, Workplace Services (WPS), and Internal IT Services, thereby improving our continuity and disaster recovery plans.

During 2022 the continuity process was regularly monitored, in compliance with the standard, including a series of tests under various scenarios, which confirmed that the BCP was successful. A continuity test report was prepared using the results of these tests, as a critical service provider for banks (ABIF). It complied with the required dates and scenarios, which include physical infrastructure failures, technological infrastructure failures, absenteeism and critical provider failure.



Service continuity

Service availability			Availability complaints			Uptime components		
Service Availability Index: Percentage of time that services were available compared to total time			Number of customer complaints for failures in system availability			$(1 - ((T_d - T_m) / T_a)) * 100\%$ Td: Downtime during the period. Tm: Scheduled maintenance time during the period. Ta: Agreed service time during the period.		
2020	2021	2022	2020	2021	2022	2020	2021	2022
99.6%	99.6%	99.7%	0	6	0	99.6%	99.7%	99.8%

SASB INDICATORS NCG 461 (8.2)

Systemic risk management for technological disruptions

Code	Accounting parameters	Response
TC-SI- 550a.1	(1) Number of performance problems in software and information technology (IT) services supplied to customers.	0
	(2) Number of interruptions in software service and IT services supplied to customers.	0
	(3) Total customer downtime related to performance issues and service interruptions in software and IT services supplied to customers.	0
TC-SI- 550a.2	Description of business continuity risks related to these disruptions.	See "Service continuity" section on this page.

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

Cyber-security

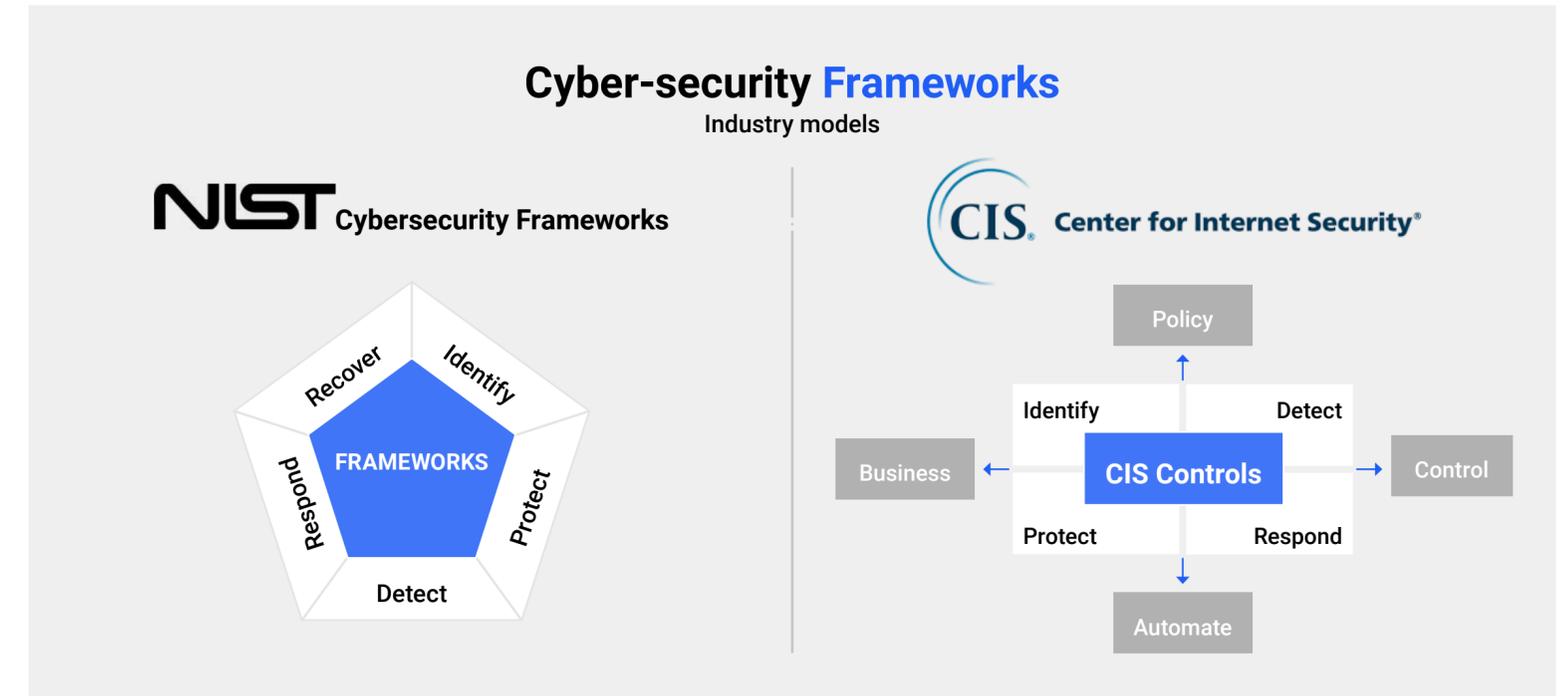
Cyber-security is a constant challenge for organizations. We understand the particular cyber-security context for each organization and the latest threats to which it is exposed, which gives us a broad view of the situation, a detailed understanding of the problem and how to manage it.

Accordingly, we have adopted a proactive approach to cyber-security developments and protection against cyber-

threats. We promote a holistic view that helps us to resolve the complexity of current situations, where we carefully balance strategic objectives with both our organization's and our customers' growth requirements.

World-class model

Our cyber-security model is based on industry best practices. We are members of the Center for Internet Security - Critical Security Controls (CIS)¹ as a Service Partner, and we comply with the cyber-security framework



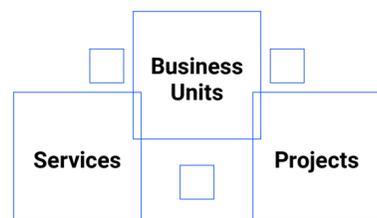
Corporate Vision for Cyber-security

Robust and continual cyber-security

Objective

To **implement security and cyber-security standards that reasonably safeguard the operational continuity and protection of our own and our customers' information**, in accordance with industry standards and current regulations.

Action Areas



Scope



Objective



SONDA security standard

published by the National Institute of Standards and Technology (NIST)². Our services and their associated processes are certified as meeting the ISO 27001:2013³ 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 the checks required, how to implement them with agility and efficiency, and their preferred sequence.

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

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

Cyber-security governance

We have a Cybersecurity Committee formed by the Chief Information Security Officer (CISO), the Corporate Cyber-security Manager 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. This model was strengthened in 2022 by the principal business units and we achieved a standard, universal approach aligned with their requirements.

Risk management and internal control framework

NCG 461 (3.6.ii.b)

We adhere to the best risk management practices for information 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 customers 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.

Cyber-security services for our customers

SONDA's services address the entire lifecycle of cyber-threats. We identify, protect, respond and recover. Our broad portfolio of cyber-security solutions and services provide an integrated approach and include within their scope sufficient processes, people, and technology to protect IT environments. Furthermore, these procedures verify the new trends in attacks and proactively introduce appropriate measures to combat these threats.

We established a regional platform for SONDA's cyber-security unit in 2022, and we recruited certified talented

people into the management team. We formed alliances with startups and we developed a large ecosystem of service partners. Our commercial model was reinforced by recruiting sales specialists who use consultative techniques to identify our customer's requirements. We integrated this division into the sales process for our verticals with ad-hoc solutions, and we signed agreements and alliances with the principal cyber-security protection software developers.

Our services



Cyber-security platform management

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



Threats and vulnerabilities detection

24x7 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>

SASB INDICATORS NCG 461 (8.2)

Data security

Code	Accounting parameters	Respuesta
TC-SI- 230a.1	(1) Number of data breaches during the period.	0
	(2) Percentage of data breaches involving personally identifiable information (PII).	0%
	(3) 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.	See "World Class Model" section (page 28) and "Risk management and internal control framework" on the same page.

Personal data protection

TCG 461 (3.6.ii.b)

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.

We have followed the guidelines in these regulations by complying with General Data Protection Law in Brazil, which included evaluating systems, processes and how people work, followed by implementing improvements and checks, to finally achieve certified ISO 27001 and

ISO 27701 compliance for our Confidential Information Management System that 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.

SASB INDICATORS TCG 461 (8.2)

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.	See "Personal data protection" section on this page.
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	(1) Number of unique requests for user information, including user content and non-content data, from government or law enforcement agencies.	0
	(2) Number of unique users whose information was requested by government or law enforcement agencies.	0
	(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

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		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
Cases	0	0	0	0	0	0	0	0	0

Fines associated with customer data security breaches						
	Number of breaches			Value of breaches (USD)		
	2020	2021	2022	2020	2021	2022
Cases	0	0	0	0	0	0

Zero Trust cyber-security strategies

Don't trust anyone until proven otherwise



Zero Trust (ZT) **strategies form a fundamental security framework to transform organizations**, as they use a comprehensively defensive approach to classify every user or device as a potential threat. Then activate a protection protocol and advanced credential verification that safeguards the integrity of the company's data and digital assets against threats inside or outside its network, which mitigates impacts and improves strategic decision-making.

At SONDA, we lead digital transformation across the region, by providing a broad portfolio of cyber-security solutions and services, in partnership with the principal technological benchmarks worldwide that guarantee the highest standards. We support our customers' digital transformation and help them to develop efficient Zero Trust prevention strategies in line with today's challenges.

SONDA ecosystem

At SONDA, we understand that technological evolution is accelerating, and our customers need to get on that curve to build a sustainable business. We support their transformation, so must ensure that the entire ecosystem is always up to date with service trends. Therefore, our Strategic Plan for 2022-2024 includes strengthening relationships with industry startups, while promoting innovation and disruptive technologies, with a focus on digital transformation at our customers and within SONDA.

We see ourselves as part of an ecosystem of technologies, innovation and experiences, formed by global partners, startups, niche companies, universities and innovation centers that get involved in our open innovation initiatives. This helps us to understand a constantly changing environment, to quickly adapt and design technological solutions for our customers' business challenges.

SONDA ecosystem



Global partners

- 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

Niche Companies

- Alhua
- Alpha Graphics
- Aparko
- Aptos
- Automation Anywhere
- Axis
- Bip
- Bitka
- Blueprism
- Catena
- Centry
- Cloudera
- Cowmed
- Diebol Nixdorf
- Doble
- Entelgy
- 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

Innovation centers and universities

- Universidad Univille, Brasil
- Universidad Tecnológica de Panamá
- Centrum Católica, Perú
- Cibertec, Perú
- ISIL, Perú
- Universidad el Bosque, Colombia
- Politécnico Universal, Colombia
- Servicio Nacional de Aprendizaje, Colombia
- Open Beauchef, Universidad de Chile

Innovation centers and universities

- Innova360
- "Tech and the City" open innovation contest
- Cutting-edge technology talks: SONDA Talks, SONDA Tech, Pocket Webinars, Conversation Cycles.

SONDA Startups ecosystem

In a digitalized world where adaptability has become vital for business survival, the emergence of startups as vehicles for innovation and growth has taken center stage. 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.

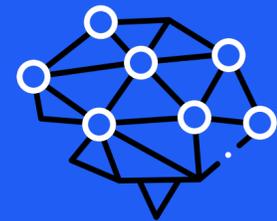
Accordingly, in 2021 we outlined a strategy in the 2022-2024 Strategic Plan, which aims to grow our high value-added businesses by engaging with startups to develop joint solutions that complement our current services.

We started the scouting process in January 2022, after having identified the technological services that our

customers require that didn't feature in our current portfolio. Our focus is on startups who have already developed a product and attracted some customers. We then signed an agreement with them to jointly create business opportunities, and upscale their solutions in our countries to complement our current services.

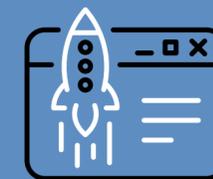
We have been working with a wide range of partners since 2022, to produce business and backoffice solutions for companies. These include a service that manages the end to end urban hygiene process, which contributes to the circular economy; a video surveillance system that recognizes faces, genders and counts the number of people in a shopping mall; and a startup that uses IoT to measure humidity, temperature and soil nutrients, to monitor problems associated with water scarcity.

+50 Startups are already part of our ecosystem



We have over **50 startups** in the ecosystem by the end of 2022, where **52% are Chilean**, and the rest come from **Brazil, Argentina, Costa Rica, Colombia** and countries where we do not yet operate, such as Israel.

We hope to have around **100 startups in the ecosystem** over the next three years.



We accelerate the growth of startups, by providing them with commercial support from SONDA's 400 sales professionals and access to our 11 countries.

04 Excellence Governance

The organization's medium and long-term success depends on good corporate governance, because it safeguards the creation of sustainable value for all the stakeholders involved in its business, it defines strategy and priorities, it monitors performance and ensures resources are efficiently used, and it establishes effective management structures.



SONDA[®]
make it easy



Corporate Governance

At SONDA we have systematically improved our Corporate Governance structure and all the processes that support transparent and solid management, in order to achieve our strategic objectives. We developed our compliance, internal audit and risk management processes with conviction in 2022, based on the best national and international practices and GS 461 issued by the Chilean Financial Market Commission (CMF) regarding Corporate Governance practices, together with all the regulations in each country. We implemented an internal reporting process that complies with that standard and the Board's guidelines.

We updated our policies and procedures on governance and compliance in 2022 and gave presentations to every employee on these issues. We updated the critical risk matrix in accordance with the new Strategic Plan 2022-2024, and we modernized the Whistleblower channel to obtain detailed information that will help us to carefully analyze and monitor each case. The Compliance Department actively participated in the Advisory, Executive and Ethics Committees, mainly to analyze progress and gaps, and to ensure compliance with annual plans.

Our sustainability performance in 2022 led to us joining the Dow Jones Sustainability Index Chile and

Latin American Interconnected Markets (MILA) for the sixth consecutive year. We were recognized as having good sustainability practices that covered corporate governance, social aspects and environmental care.

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.

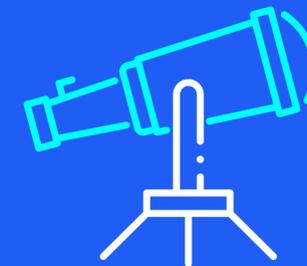
Member of
**Dow Jones
Sustainability Indices**
Powered by the S&P Global CSA

SANTIAGO
EXCHANGE

For the sixth consecutive year we joined the **DJSI Chile and MILA**, and we renewed the **ESG Seal from the Santiago Stock Exchange**.

Objectives for 2023

- Strengthen the positioning of **compliance, risk management and internal audit** issues.
- **Improve policies and procedures** within the organization and their disclosure, as requested by the Board.
- **Continue training and e-learning processes** for the Code of Ethics and the Crime Prevention Model (CPM), and update them to reflect the new branding.
- **Extend the coverage of compliance officers** by granting representation in each cluster, in order to streamline processes, as each country is different.





The Board of **Directors**

SONDA's Board of Directors is comprised of nine members elected at an Annual General Shareholders' Meeting, who serve for the statutory period of three years. It is the company's highest management body. It sets the company's legal, economic and financial policies, and its responsibilities include risk assessment, business compliance, long-term strategy development and regulatory compliance. It is also responsible for approving the budget and investment plan, appointing the CEO, reviewing and approving transactions with related entities, for developing the strategic plan and monitoring progress towards its objectives. Therefore, it must monitor management performance systems, risk management, sustainability issues and ethical compliance.

Law 18,046 and the Company's Bylaws define how directors are elected and their authority. The Board has regular monthly meetings and has extraordinary meetings when required. The current Board was elected at the Annual general Shareholders' Meeting held in April 2020 and will serve until March 2023.

Directores Titulares



Andrés Navarro H.
Chairman

Civil Industrial Engineer from the Pontificia Universidad Católica de Chile.

Founder of SONDA S.A. and CEO for 36 years. He has been Chairman and director of several corporations and institutions such as the Teleton Foundation. He is currently Chairman of the Board of SalfaCorp. He returned as Chairman of the Board of SONDA in 2020.



Rosario Navarro B.
Vice-Chairman

Degree in Aesthetics from the Pontificia Universidad Católica de Chile.

She is the senior partner at IDEMAX business consulting, a VP of ACTI, director 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. She joined the SONDA Board in 2013.



Mario Pavón R.
Director

Civil Industrial Engineer from the Pontificia Universidad Católica de Chile.

SONDA CEO from 2000 to 2004. He joined the Board in 2005, and was Chairman of SONDA from 2013 to 2019. He is also a director of several subsidiaries and Chairman of Xinerlink S.A., Corporación Educacional Aprender and Corporación de Protección Ambiental del Lago Rupanco.



Andrés Navarro B.
Director

Civil Industrial Engineer from the 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 Board in 2017.



Raúl Véjar O.
Director

Civil Electronic Engineer and Master's in Electronic Engineering from the Universidad Santa María.

He is currently Chairman of the Board of ReSimple, director of Zurich Life Insurance Company, Zurich General Insurance Company, Zurich AGF and Belén Educa Foundation. Between 1989 and 2002 he was a VP and CEO of SONDA Argentina and Chairman of SONDA Uruguay. He was appointed Corporate CEO of SONDA in 2005 and remained until March 2020. He joined the Board in 2020.



Ingo Plöger
Director Independiente

Engineer, economist and entrepreneur.

He is currently Chairman of IPDES and a director of Robert Bosch, Melhoramentos, VW MAN, CNI, ABAG 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 was International Chairman of the American Business Council (CEAL) from 2014 to 2016. He joined the SONDA Board in 2020.



Enrique Bone S.
Director Independiente

Civil Industrial Engineer from the Pontificia Universidad Católica de Chile.

He is a partner and Chairman of CIS Consultores. He is currently Chairman of Empresas Hites, a councilor of the Universidad Los Andes and director of Paz Corp S.A. He was director of Supermercados ALVI 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.
Director Independiente

Civil Industrial Engineer from the 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 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.
Director Independiente

Law degree from the Pontificia Universidad Católica de Chile and a Master of Law (LLM) from Duke University, North Carolina, USA.

He is currently a partner of Russi Eguiguren Limitada and director of Aguas Décima S.A., Aguas del Altiplano S.A., Aguas de la Araucanía S.A., Procaps and Medismart. He was a director of Walmart Chile, CFR Pharmaceuticals, Banco Sudameris and Clínica Las Condes and partner of Carey y Compañía Limitada. He joined the SONDA Board in 2020.

Evaluating sustainability issues

NCG 461 3.2.vii

Environmental and social issues are reported to the CEO and senior executives when required, for example when constructing a data center, although its impact on the environment and local communities would have been previously evaluated. These matters are also reported to the Board when appropriate.

Director's Committees

NCG 461 3.3. y 10

The Board fulfills its role by relying on five committees that regularly meet to evaluate relevant issues.

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

As of December 31, 2022 and 2021, the Directors' Committee was composed of the three independent directors Enrique Bone Soto, Alberto Eguiguren Correa and Carlos Hurtado Rourke. The Committee appointed Enrique Bone as its Chairman. Each member of the Directors' Committee receives UF 30 for each meeting, both for 2022 and 2021.

The Committee held nine meetings during 2022, which were attended by every member. The Directors'

Committee made unanimous decisions, so complying with Article 50 bis of Company Law 18,046. It established its schedule of meetings and approved the report on its performance, expenses and activities for 2021. It reviewed the results of the audit as of December 31, 2021, the individual and consolidated financial statements for 2021 and for the first three quarters of 2022. It discussed these with management and the external auditors, it unanimously approved them and proposed submitting them to the Board for its approval. 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 audit team, service scope, approach, schedule and principal conclusions. It examined the variable remuneration policy, senior executives' compensation, the organizational structure, the variable role models for corporate executives and the CEOs, the inventory obsolescence policy and litigation involving the company and its subsidiaries.

The Committee submitted well founded recommendations to the Board regarding the choice of external auditors and risk rating agencies for 2022. The Committee did not use its expenditure budget approved at the Annual General Shareholder's Meeting on April 5, 2022, and has not required external advisors to carry out its duties.

Ethics Committee: This is comprised of two directors where one must be independent, the 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 at least twice a year or when necessary if there are significant issues to address. It discussed issues related to the Whistleblower channel during 2022, and it prepared a presentation to the Board on its operation and the associated training courses. The Ethics Committee is not remunerated and did not use external advisors during 2022.

Corporate Executive Committee: This is comprised of corporate executives, including the Corporate CEO, Corporate CFO, corporate 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, monitor corporate decisions and prioritize and manage internal business processes efficiently, with a focus on productivity. It focuses on customer satisfaction management and validates business ideas.

Regional Executive Committee: This is comprised of 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, the

principal closed business and business prospects, and receive feedback from the Board to corporate executives.

SONDA Advisory Council Brazil: The Advisory Council meets every month and proposes, reviews and monitors SONDA Brazil's tactical plan to achieve its objectives, corporate goals and 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, any compliance issues in Brazil, and the financial, commercial and forecast results. It is also responsible for progress with the Brazil Strategic Plan and presentations of flagship projects.

It is comprised of 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.

Risk Management

NCG 461 3.6 i, iii, iv, v, vi

The Board is responsible for risk identification and management, while the Internal Control, Risks and Corporate Governance Department is responsible for monitoring and coordinating the corporate risk identification and assessment process, including sustainability risks, and for reviewing compliance with the action plans to mitigate or eliminate them.

We have a Risk Management Policy that includes guidelines for the risk management process, under the conceptual framework of the ISO 31,000:2009 standard. We have a formal Risk Control and Management process based on the best internal control and information technology practices, such as the Committee of Sponsoring Organizations of the Treadway Commission (COSO), which uses various techniques to identify and assess the strategic risks at SONDA and its subsidiaries and these are reported to the Board.

Potential risks/issues regarding human rights and other ESG issues are identified and assessed at other opportunities, such as by the Ethics Committee, during the annual review of the risk matrix, and the materiality

assessment during the reporting process. The Ethics Committee monitors compliance with these issues, especially those it receives through the Whistleblower channel.

The Internal Audit Department was restructured in 2021, and its scope was expanded to cover all our countries where it provides continual operational support. This department reviews risk matrix update plans and verifies the effectiveness of internal risk management policies, procedures and codes, and compliance with them.

Risk management and audit processes were automated in 2022, to make them more efficient and safeguard their confidentiality. The audit department was subdivided by cluster, to focus its resources and expertise, which has resulted in standardizing practices throughout the region.

NCG 461 3.6.ii Further information on risks and opportunities can be found on [page 83](#).



Management

Apart from these committees, the Board delegates company management and administration to the Chief Executive Officer, who leads the business units and support units.

Regional Corporate Governance



José Orlandini

Chief Executive Officer



Gonzalo Soto

Chief Financial Officer



Roberto Jana

People, Branding and Communications VP

Digital Business



Maximiliano Fábrega

Digital Business VP

Digital Services



Francisco Escala

Platform Services VP



Luis Alberto De La Cruz

Cloud & Data Center VP



Carlos Bustos

Cyber-security VP



Juan Aristizábal

Workplace Services VP

Verticals



Marcelo Castiglione

Smart Cities & Mobility VP



Maurizio Rinaldi

Retail & Commerce VP



Alberto Aguilera

Multi-industry VP



Marcela Morales

Healthcare VP



Rivaldo Ferreira

Utilities VP



Patricio Fuentes

Banking and Insurance VP



Carlos Osiniri

Enterprise Applications VP



Local Management



Raúl Sapunar
General Manager,
Chile
Leader
Cono Sur Region



Daniel Ponce
General Manager,
Argentina
Cono Sur Region



Ricardo Vilas
General Manager,
Uruguay
Cono Sur Region



Ricardo Rodríguez
General Manager,
Colombia
Leader
Andean Region



Hugo González
General Manager,
Peru
Andean Region



Silvia Ramos
General Manager,
Ecuador
Andean Region



Maurizio Rinaldi
General Manager,
USA
North America



Francisco Escala
Interim General
Manager, Mexico
North America



Eduardo Sandoval
General Manager,
Costa Rica
North America

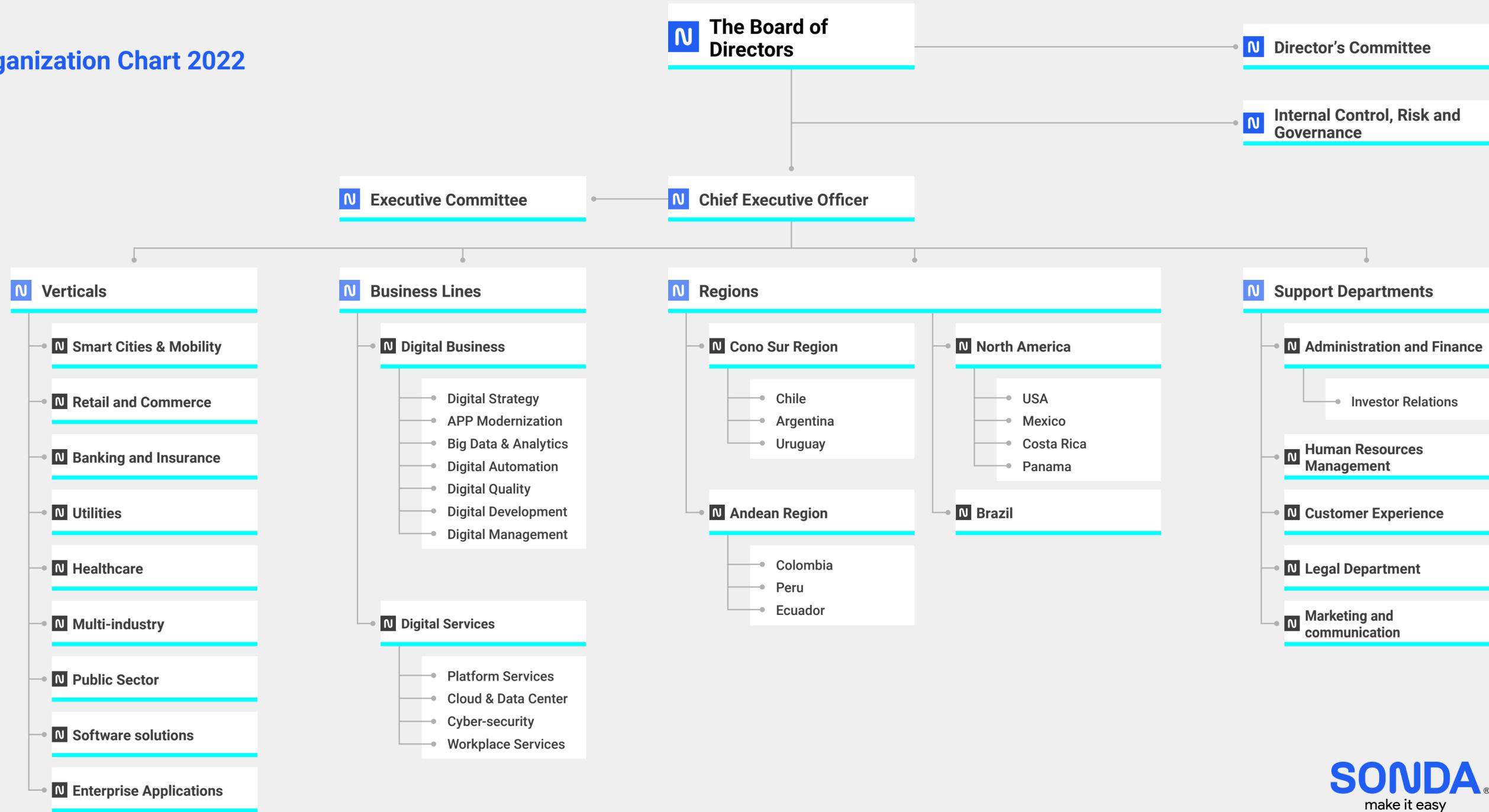


Victor Betancourt
General Manager,
Panama
North America



Ricardo Scheffer
General Manager,
Brazil

SONDA Organization Chart 2022



* Sustainable development tasks are contained in the People, Customer Experience, Internal Control, Risk and Governance and Investor Relations departments.



Ethics and Compliance

NCG 461 3.6.vii, viii, ix, xiii

The behavior of everyone working at SONDA must be aligned with the organization's ethical values, policies and procedures and with the law. They must attend awareness lectures when they join the company and then attend ongoing training. The objective is to ensure that our business operates correctly, not only from a

technical and professional perspective, but also from a value perspective. SONDA has a compliance system, an Ethics Management System and a Crime, Corruption and Bribery Prevention Model, to ensure that everyone complies with the same values and codes in our eleven countries.



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.



During 2022 we updated the:

- ✓ Anti-Corruption Policy
- ✓ Dealing with Public Officials Policy
- ✓ Donations and Sponsorship Policy
- ✓ Gifts and Invitations Policy
- ✓ Conflicts of Interest Policy
- ✓ Whistleblower Procedure
- ✓ Crime Prevention Model
- ✓ Third Party Due Diligence Procedure
- ✓ Participation in Public Tenders Process

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. We updated several policies, procedures and the CPM in 2022.

Ethical Management System

We have an Ethical Management System that helps us to achieve our organizational goals through compliance with high ethical standards, respect for all our commitments in the region and being faithful to our principles through shared values. We reinforced communication and knowledge in 2022 through talks, webinars and podcasts on compliance and ethics management.

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 standardized across every country in the region during 2020, to ensure that this guide accommodates specific local conditions. 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 consultants 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 detects any conflicts of interest, which are submitted to the Board every month.

Corporate Whistleblower channel: This mechanism is anonymous and is available to both internal and external employees in every country. The channel is managed by a specialized company who guarantees its confidentiality and independence. We updated the Whistleblower channel in 2022 together with the Generación Empresarial Foundation in Chile. This alliance has conducted surveys and reviewed the knowledge acquired by the company and its employees about integrity. These changes have produced more statistics and helped us to understand what employees or complainants are requesting from us. We participated in the Values and Organizational Integrity Barometer organized by the Generación Empresarial Foundation for the second consecutive year, which helps us to manage corporate integrity based on a diagnosis that involves our employees. 65 complaints were received in 2022, all of which were analyzed and resolved in accordance with procedures.

Training system: SONDA has 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 and Compliance Model. Classroom and e-learning courses continued in 2022, which were attended by 6,560 people.

Prevention of crimes, corruption and bribery

NCG 461 3.1.iii, 3.6.xiii

The Compliance System encompasses the Crime Prevention Model, which complies with Chilean Law 20,393. It addresses crimes 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 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.

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.

05 Contribution to society and the environment

Sustainable development requires a balance between growth, environmental care and social welfare. We are committed to contributing across the region to sustainable and inclusive progress within society using information technology.



SONDA[®]
make it easy





Committed to a **Healthy Planet**

At SONDA, we believe that sustainability is as important as new technology, so we design solutions that have a direct impact on our society, reduce their impact on the environment and create more sustainable and resilient cities for future generations.

Technological Solutions for a Sustainable Planet

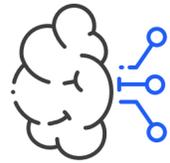
Our principal focus is to support our customers during their digital transformation by providing technological services that deliver innovative techniques and positively affect the development of organizations, the environment and society. SONDA is characterized by innovation, agility and collaboration, and we are developing solutions for various industries, using specialized teams that work hand in hand with our customers to build the foundations for the organizations of the future.

Notable Case

Agtech: Artificial Intelligence to Transform Agriculture

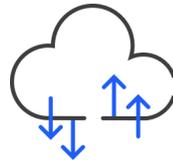
Digitizing processes in the agricultural industry achieves many of the United Nations Sustainable Development Goals (SDGs). As applications using agricultural technologies cover the entire cycle from data management, planning, crop mapping and spraying through to harvesting. Accordingly, our aim is to protect the planet and ensure prosperity for all within the sustainable development agenda.

Applications and technological advances in artificial intelligence for agriculture include:



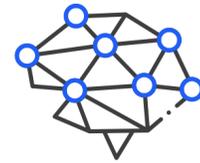
Machine Learning

Where computers can continuously learn and improve themselves, assisting producers in analyzing climatic variables.



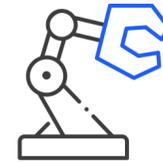
Big Data

Agricultural professionals can extract the information they need from the cloud, then analyze large amounts of data and images when planning, modeling and decision-making.



Deep Learning

Learning from image recognition. It is used in agriculture to process available information.



Robots

They perform various tasks, such as monitoring performed by drones and ground robots, checks performed by equipment using geo-referenced phyto-sanitary applications, and harvesting performed by equipment that can harvest fruit in perfect condition.

At SONDA we have developed several solutions that improve water management in agriculture; we have an IoT platform with sensors that monitor environmental variables and detects problems caused by meteorological phenomena; we have livestock traceability solutions; solutions that rapidly detect forest fires, and other solutions.

Technologies with an Environmental Impact



SMART FOREST FIRE SAFETY

Image recognition that rapidly detects fires breaking out in forestry plantations.

SMART METERING & IoT PLATFORM

IoT platform that monitors environmental variables, effluents and rainfall, to prevent problems caused by environmental or climatic phenomena.



PUBLIC TRANSPORT NETWORK

Efficient and sustainable fare collection solution using a BIP card, and public transport fleet management in Santiago, Chile, Panama City and Mexico City

Corporate Environmental Management

We believe that our main contribution to the environment is to create solutions that improve the quality of life, reduce energy and water consumption, and create smart cities that optimize transport. Although our negative impacts are limited, they are measured, controlled, mitigated or reduced using various systematic initiatives. We want to increase our energy efficiency, reduce our emissions, efficiently and responsibly consume natural resources, and manage the technological waste generated by our business.

The Corporate Sustainability Report Portal was strengthened in 2022. It collects monthly measurements of environmental indicators in all our countries.

The significant indicators are:

- ✓ **Eco-efficiency:** Electricity consumption in MWh, renewable energy consumption in MWh, and water consumption in m³.
- ✓ **Eco-efficiency of Data Centers:** Electricity consumption by data centers in MWh and non-conventional renewable energy (NCRE) consumption as a percentage of total electricity consumption.
- ✓ **Technological waste:** Waste generated by data centers in kg, IT waste generated in kg, percentage of IT waste sent to safe landfills, and percentage of IT waste recycled.

Environmental Management System

We continued implementing the ISO 14001 standard in every country during 2022, as this ensures that we have policies, procedures and indicators that adapt to changes in local regulations. This system has already been implemented and certified in Brazil, Chile, Colombia, Ecuador, Mexico and Peru, and is being extended to our remaining countries ([see page 26](#)).

Climate Strategy

A. Energy efficiency at our data centers

The IT industry is energy intensive, as electricity is mainly used to operate and cool data center equipment. Our experts continued to develop their skills to manage and

reduce this impact in 2022. For example, they attended a course on “Interpretation and analysis of the ISO 50001:2018 Energy Management System”, provided by Bureau Veritas.

Our KUDOS data center in Chile was inaugurated in 2020 and continues to be a model of efficiency and sustainability. It is one of the first Tier IV data centers in the world and it was designed to efficiently consume resources and energy. It was awarded Silver category LEED v4 Certification, which verifies that the building meets the eco-efficiency and sustainability standards required by the US Green Building Council (USGBC).

B. Carbon footprint

We improved our GHG Inventory analysis in Chile during 2022, by adding data excluded in 2021 due to the pandemic, such as transporting people. This variable was

based on a survey of transportation habits and business travel. Spare parts and equipment for customers were also included. This involves ISO 14064, which contains guidelines for quantifying it. ISO 14065 contains guidelines on GHG reductions, which we will implement in 2023 through various consumption reduction projects.

Since 2021 we have participated in the Environment Ministry’s “Huella Chile” (Chilean Footprint) program. We aim to systematically build an online emissions calculation tool, and then set our reduction targets. We measure our Greenhouse Gas (GHG) Inventory and this data is entered into the calculation tool provided by Huella Chile to calculate the tons of CO₂ equivalent.

We achieved Huella Chile certification in 2022 for quantifying our organization’s direct and indirect GHG



The innovative design of KUDOS won us the “**Data Center Design Innovation**” award at DCD Connect Cancun 2022, the largest gathering of data center specialists in Latin America. KUDOS was nominated for “**Data Center Construction Team of the Year**” at the same ceremony.



emissions, in accordance with the requirements of the program and NCH-ISO 14064/1:2019. SONDA Costa Rica issued a verification statement regarding its GHG emissions report, in accordance with the requirements of ISO 14064-1:2006.

SONDA Panama was recognized by the Ministry of the Environment in Panama for its commitment to reducing its impact by its “Top 50” declaration in the National Emissions Registry. This recognition forms part of the Corporate RTH program at this Ministry, the first program for organizational carbon footprint management in Panama, which SONDA Panama joined in 2021. Under this initiative, we have developed a short, medium and long-term mitigation plan to achieve carbon neutrality by 2050. Together with CO2CERO PANAMA experts, we created an emissions baseline under the Greenhouse Gas (GHG) Protocol scheme for Scope 1 and 2 emissions, which will measure greenhouse gas emissions and implement reduction initiatives.

SONDA Ecuador signed the “Green Digital Footprint Pact”, to strengthen our commitment to sustainability by introducing the best strategies to reduce our CO₂ emissions and reducing electronic waste in the cloud, as its annual carbon footprint is estimated to be about 2 tons of CO₂ for every 1,000 gigabytes.

C. Renewable energy

We are committed to continuously improving our energy efficiency and preferring Non-Conventional Renewable Energy (NCRE). During 2022, we received a certificate from Colbún

for the second consecutive year that certifies that 34,077 MWh of the electricity used by SONDA in Chile during 2021 was supplied from renewable energy, which was verified by EY Consulting SpA.

D. Waste management

The electronic waste produced by information technology companies needs to be managed. This refers to their own waste and that generated by customers using our IT infrastructure outsourcing services. We aim to extend the useful life of technological devices, and to reduce, recycle and reuse e-waste, where feasible. Therefore, we have developed alliances with business partners, who comprehensively manage and responsibly dispose of spare parts, supplies and electronic equipment at the end of its useful life.

All of SONDA’s subsidiaries plan to responsibly manage their technological waste as part of their quality strategy, which mainly involves the disposal of batteries, printers, computers and monitors.

We have developed resource efficiency campaigns and office waste recycling in Argentina, Chile, Colombia, Costa Rica, Ecuador, Panama, Peru and Uruguay. Our Recycling Plan included installing 130 waste containers at our head office in Chile that receive paper, cardboard, plastic bottles, glass, aluminum cans, plastics, batteries, electronic waste and organic waste.



SASB INDICATORS NCG 461 (8.2)

Environmental footprint of our hardware infrastructure in Chile

Code	Accounting parameters	Response
TC-SI-130a.1	Total energy consumed in Gigajoules (Gj)	115,351
	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 m ³)	82.8
	<ul style="list-style-type: none"> Total water consumed by the business Percentage of water drawn from: <ul style="list-style-type: none"> (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.

Contributions to SDGs, **Solutions** with a Social Impact

The technological revolution goes beyond the Internet and the widespread use of digital devices, platforms and services. All the innovations we use make progress towards sustainable global development, which improves our quality of life and our relationship with the environment.

We have aligned our contribution to society with the United Nations Sustainable Development Goals (SDGs) to which countries, companies and civil society are committed. The SDGs specify the objectives that humanity must achieve together with the specific goals for 2030, in order to secure a future for the planet and its inhabitants.

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.

Examples of solutions that improve people's quality of life



Agro Connect

A solution that preserves animal health, reduces milk waste and reduces potential fraud in the supply chain.



Smart Safety

We support public and private entities that develop solutions that reduce crime and the perception of insecurity among residents.



Smart Detection

We manage people's safety and distancing during pandemics.



Digital Kitchen

We encourage efficient resource consumption using artificial intelligence, which avoids food waste.



Smart Health

A solution for virtual consultations, which increases the capillarity of medical centers.



360° Remote Education

Teaching platform for educational institutions who want to provide virtual classes. It is supported by experts in various subjects and uses cutting-edge methods.



Notable Case

ILLUMINATED FOREST

Illuminated Forest is a pioneering project in Latin America. It is led by SONDA and ARAUCO and brings technological change to the forestry business, while contributing to Chile's Zero Digital Divide plan. This initiative will provide 4G mobile signal coverage and high-speed Internet connection to more than 2,000 communities and rural schools in southern Chile, which will benefit more than 30,000 households and 150,000 people in the O'Higgins, Maule, Ñuble, Biobío, La Araucanía and Los Ríos regions.

The project will provide digitalization and connectivity to ARAUCO's forestry business and cover more than 700,000 hectares. It will connect its business in the O'Higgins and Los Ríos regions using high-speed Internet. This will increase security standards, facilitate real-time monitoring, and provide Internet connectivity to rural communities that currently lack this service.



Notable Case

BORDER SECURITY

The customs offices in each country are a risk to foreign trade. Maritime traffic involved moving 42 million containers in 2020 in Latin America and the Caribbean alone, which poses a tremendous control challenge for customs security systems, but represents an golden opportunity for technology, which could securely streamline imports and exports.

Our Containerized Goods Control solution facilitates non-intrusive inspections of vehicles and cargo in containers, by supporting operators and inspectors in streamlining procedures for customs authorities.

06

Culture and Talent

We are strengthening our culture and developing our employees' skills to drive business growth and achieve our strategic objectives.



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People Value Proposition

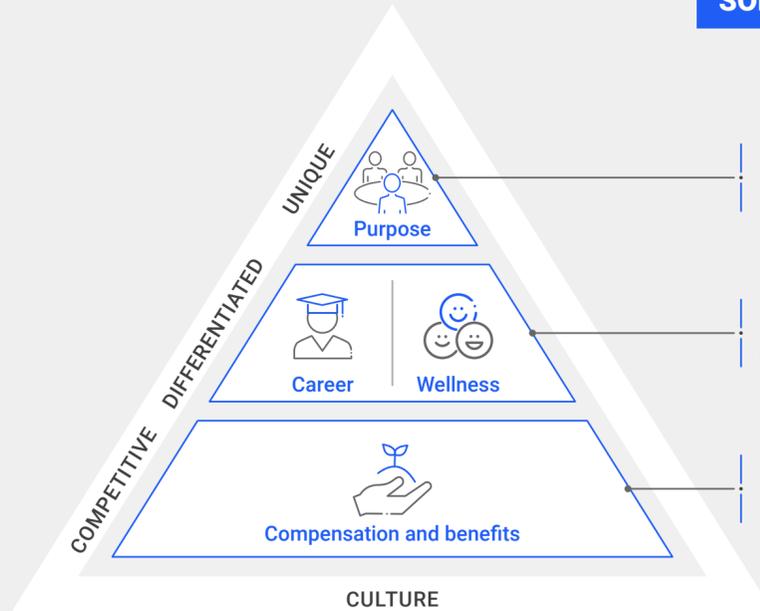
We are convinced that the key to business success is putting people at the center of our strategy. We are committed to providing all our employees with a good experience, in an environment full of opportunities. We know that when we create value for our professionals, we are better prepared to create value for our customers. Therefore, SONDA's People Value Proposition (PVP) is an important component of the HR Department's strategy. It reinforces our culture and our organizational differentiation.

We strengthened our PVP initiatives during 2022, in order to attract and retain the best talent in the high-tech industry. The strength of our brand in the technology talent market improved in every country after our branding and powerful communication campaign.



SONDA's PVP

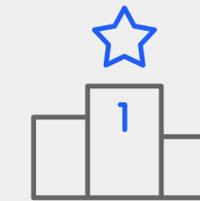
SONDA's People Value Proposition has four dimensions, which reflect the advantages of being part of our team.



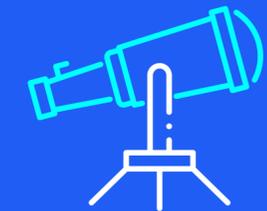
This relates to our **corporate identity and culture**. It also connects our employees with SONDA's purpose and values.

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

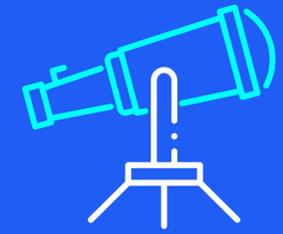
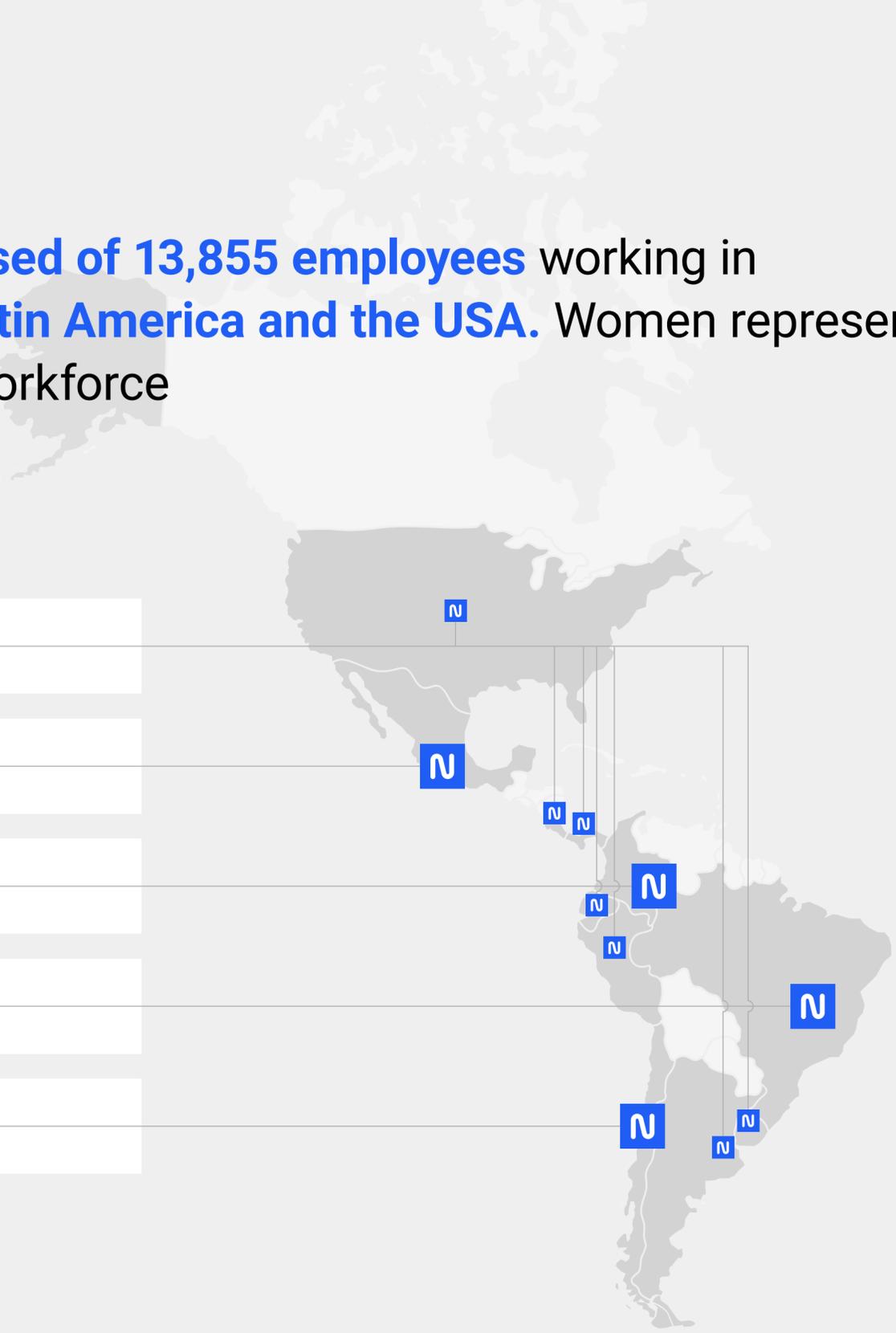


During 2022, we focused on:

1. Culture and communication
2. Talent and knowledge
3. Wellness and compensation

SONDA is comprised of 13,855 employees working in **11 countries in Latin America and the USA.** Women represent 29% of the total workforce

Rest of the region	1,664 employees
Mexico	1,385 employees
Colombia	1,878 employees
Brazil	5,849 employees
Chile	3,079 employees



Objectives for 2023

1. Knowledge and learning will be fundamental in 2023, as will analyzing our technical skills to recognize their value. **Accordingly, we now directly manage all the company's technical training courses, which were previously managed by a local company.** This will create greater synergy, improve the range of courses and expand our opportunities for development.
2. We will strengthen the employer brand to **improve our market presence using positioning initiatives.** We will actively benefit from employees' influence as market ambassadors.
3. We will **continue talent and succession management initiatives,** while demonstrating that we are an innovative organization.

Culture and communication

At SONDA, we are a multidisciplinary and multicultural team comprised of more than 13,000 people. We are a global professional network who can develop competitive solutions in any country in the world, for any market and we are eager to be a strategic partner that supports the development and growth of our customers.

Although we come from different backgrounds and nationalities, we all share the same organizational culture and values, which enable us to offer a unique and differentiated experience to anyone involved with SONDA. They guide our behavior and decision-making, and how we relate to our customers and employees. We call this the SONDA seal - [#SoySONDA](#).

Our strategy is to recruit people who are committed to the culture and strategy of the business.

Consolidation of SONDA's culture

We began a new stage by changing our corporate image, which strengthens our culture and important organizational attributes. The new SONDA brand demonstrates the value we create for our employees, customers and society.

We believe that our brand is much more than a logo or a visual identity, it is keeping our promises and the result

of all our interactions. Therefore, this change is far more than a visual change. Our brand reflects our knowledge, experience, strength and culture, and our ability to efficiently provide high quality, unique and innovative solutions that accelerate digital transformation for our customers.

We changed our image and implemented several internal initiatives to connect people with the business strategy and strengthen important aspects of our culture. These initiatives shared our strategy, promoted our values, flexibility, diversity and inclusion, and strengthened SONDA's commercial culture.

We developed a commercial culture among our sales cluster and solution architecture employees during 2022, and encouraged the entire organization to engage through the +Sales Program. We implemented a reinforcement and recognition system that included an activity called "Keep Selling", where best practice was shared at an online meeting, and we added a biannual award for innovative commercial projects.

A new cultural ritual called "Bell: the sound of success" was implemented in all subsidiaries, where a bell was installed that is rung every time a business contract is closed, attuning everyone to the commercial nature of our company.



Priorities in 2022

CULTURE SONDA®



We have implemented initiatives that already form part of our culture, such as SONDA Regional Meetings with 11 online events since 2020, where executives have explained the organization’s strategy to employees. The “Recognize me” program has rewarded 254 people who represent SONDA’s culture, in addition to those rewarded

in previous years. We organized Web Cafés to strengthen our corporate values and culture, which have comprised 14 events since 2020 and 556 people have attended them. All these activities achieved over 90% satisfaction and have strengthened and publicized our purpose and values.



EFY Ecuador 2022 Ranking

Over 3,500 young professionals from 40 companies participated in the third Employers for Youth, EFY, event and **they identified SONDA Ecuador as one of the best companies to work** for young professionals, as we achieved second place among technology companies.

Employee satisfaction and engagement survey

We used two methods to explore aspects of the working environment and employee engagement, in order to design action plans aligned with employees' expectations. The first is an annual working environment survey and the second is the Employee Net Promoter Score (eNPS), which measures employee loyalty and engagement. The latter monitors engagement and measures the impact of strategies designed to strengthen it.

We surpassed the initial target response rate of 75% for the working environment survey in 2022, as we reached 79% across the region, with responses from 8,631 employees. Our 13 questions had a 74% acceptance rate, where one of the best evaluated categories was encouraging a diverse and inclusive working environment with 81%. The eNPS was 32% promoters, which was very close to the best score for this survey.

Diversity and inclusion

We believe in the importance of differing perspectives and visions that empower innovation. This conviction has driven the "SONDA Women" program, which has strengthened our diversity and inclusion culture, and supported women in the IT industry. Women currently represent 29% of our workforce and the goal is to reach 33% by 2024, and for the proportion of women in senior leadership positions to rise from 26% to 30%.

The "SONDA Women" program is a movement that inspires all our employees to encourage their daughters and other family members to aspire to IT positions, as this is one of the most promising markets today.



SONDA Women Program



We attract

- Our recruitment policy requires shortlists to include at least one woman.
- We form alliances with universities, technical training institutes and non-profit organizations to attract women to this industry.
- We give talks to our employees' children and families about IT careers.



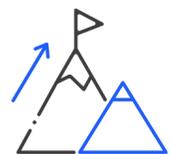
We educate

- We launched our Diversity and Inclusion Policy.
- We gave awareness-raising talks that encourage discussion on diversity.
- We implemented the "Eliminate the Label" campaign.



We inspire

- We encourage SONDA female mentoring to develop our future leaders.
- Our Women who Transform program uses employee testimonials to inspire.



We support

We strengthen gender equity with initiatives such as:

- Gradual return to work from maternity leave.
- Extended maternity leave.
- Additional paternity leave.



We launched our Diversity and Inclusion Policy in 2022, which demonstrates that this is important for SONDA. It includes every related aspect and encompasses socio-economic diversity and gender diversity.

A significant initiative was a partnership with the Generation Foundation in Brazil, where we jointly developed a program for socio-economically vulnerable women and provided them with mentoring to help them find work. The first encounter brought together 47 mentors with an equal number of women from various parts of Brazil. Its success led to its replication in Chile with 25 mentors and women by the end of the year. Our "#EliminatetheLabel: What matters is talent" campaign addressed diversity and inclusion by

raising awareness about the importance of strengthening skills, regardless of their presentation.

We attracted women to the company in 2022 through a partnership with DUOC-UC through the "More Women in ICT" program. Our women's mentoring program used 22 mentors to mentor 44 women in 2022 (20 in 2021). They addressed topics such as emotional intelligence, networking and empowerment.

Talent and knowledge

At SONDA we believe in people and their talent, so we provide them with the opportunities to develop their own careers where they can relearn every day in various situations using digital self-learning platforms.

SONDA Academy

NCG 461 5.8.iv

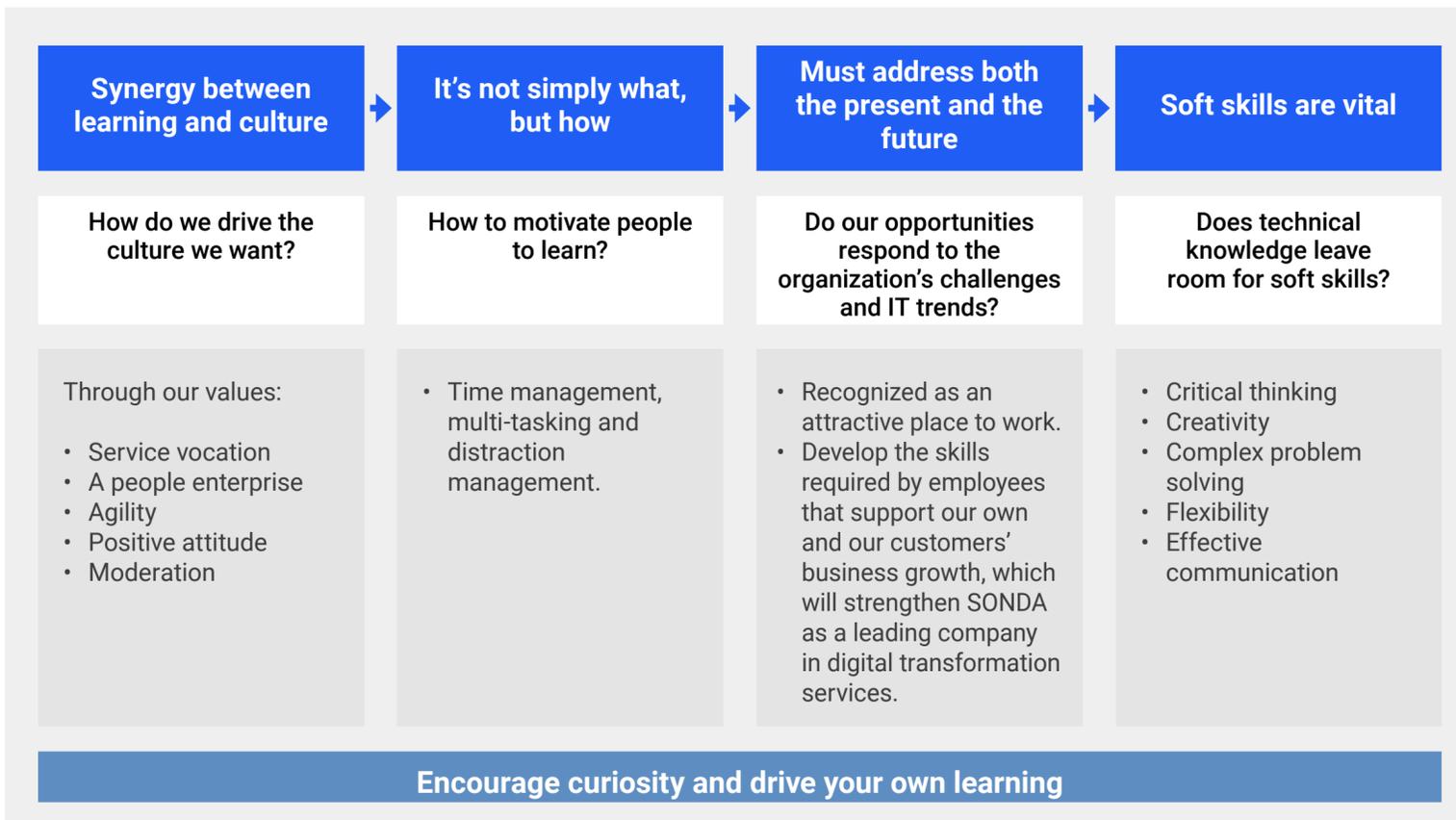
We encourage dynamic self-learning, so we developed a platform that uses gamification called the SONDA Academy. It uses incentives to encourage learning, and to reinforce the company's culture, identity and a sense

of belonging. We strengthened the SONDA Academy in 2022 to make it an agile and dynamic corporate knowledge platform focused on self-learning.

This year SONDA Academy examined the following issues:

Training in 2022 was based on:

- **Technical programs:** 93 courses on the Coursera platform (computer science, mobile-and-web-development, data science and cloud-computing).



- **Masterclass focused on business vision and soft skills:** internal and external speakers providing up to date and practical perspectives that transfer learnings to participant's daily duties.
- **Open training programs focused on agility and innovation:** an open training program was

implemented with training focused on agility, change, design thinking and innovation within the framework of culture week to reinforce the value of agility.

- **SONDA Leaders Program:** universal training for all leaders, by certifying more than 40 train the



trainers using the FranklinCovey method⁴, who were then responsible for training the remainder of SONDA's leaders. It addressed issues such as trust, purpose, vision, strategy and execution.

- **Tailor-made training program for WorkPlace Services:** seven e-learning modules were designed that focused on user knowledge, services, information security, satisfaction and loyalty.

Initiative / Coursera	Number of employees	Number of hours
Technical Program Coursera	805	13,213
Open agility and innovation program	185	2,246
Transferable skills program for fresh graduates	33	487
TOTAL	1,023	15,946

Initiative / Coursera	Number of employees	Number of hours
Grow Workplace Services (WPS) Program	5,180	12,568
Masterclass (participants)	5,679	8,519
SONDA Leaders	1,011	5,686
TOTAL	11,870	26,773

4. <https://www.franklincovey.com>

Career Path

Career Path is a training plan that offers all employees various technical and professional growth opportunities through a curriculum of seven clusters, vertical promotions and horizontal movements as a specialist.

We are developing initiatives that respond to business challenges, the market, and employee's interests and in 2022 we implemented a career plan specifically for employees within the software development cluster, which covers developers, software architects, systems analysts and testers, which benefited 1,241 people.

This plan addresses careers, learning and mobility. These elements are connected and guided by a technical mentoring program that ensures that knowledge is

transmitted, the business is sustainable, and skills are developed that go beyond the technical requirements of the job. We have formed various career clusters that guide growth according to the purpose of each position within the organization, for example sales and solutions architects, projects, delivery and managers.

NCG 461 5.8.i, ii, iii Training and benefits, further information on [page 88](#).

During 2022 we planned an organizational change that will be implemented in 2023 as we must become a more agile organization. Although we reduced the number of direct reports to the CEO from 20 to 12, we completed the succession plan that we began in 2021, and we identified talented people to fill some of the key positions in the new structure.

Develop and empower Senior Managers to ensure we have successors for executive positions, based on SONDA's strategy.



Attract young talent and accelerate their learning in core departments.

This achievement was the result of our Executive Talent Development Program, which comprehensively evaluated the performance of our leaders and their potential to become executives, to secure the succession plan for critical positions.

We conducted an executive talent assessment, to identify the talented people among the leaders of our units and divisions during 2022. We defined successors and action plans for critical front-line positions, including an executive mentoring program and a 180° competency assessment, to support decision-making on employee movements and assignments to critical projects.

The Fresh Graduates Program encourages accelerated learning, which kick-starts a 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 have standardized the regional on-boarding and continuity experience during the

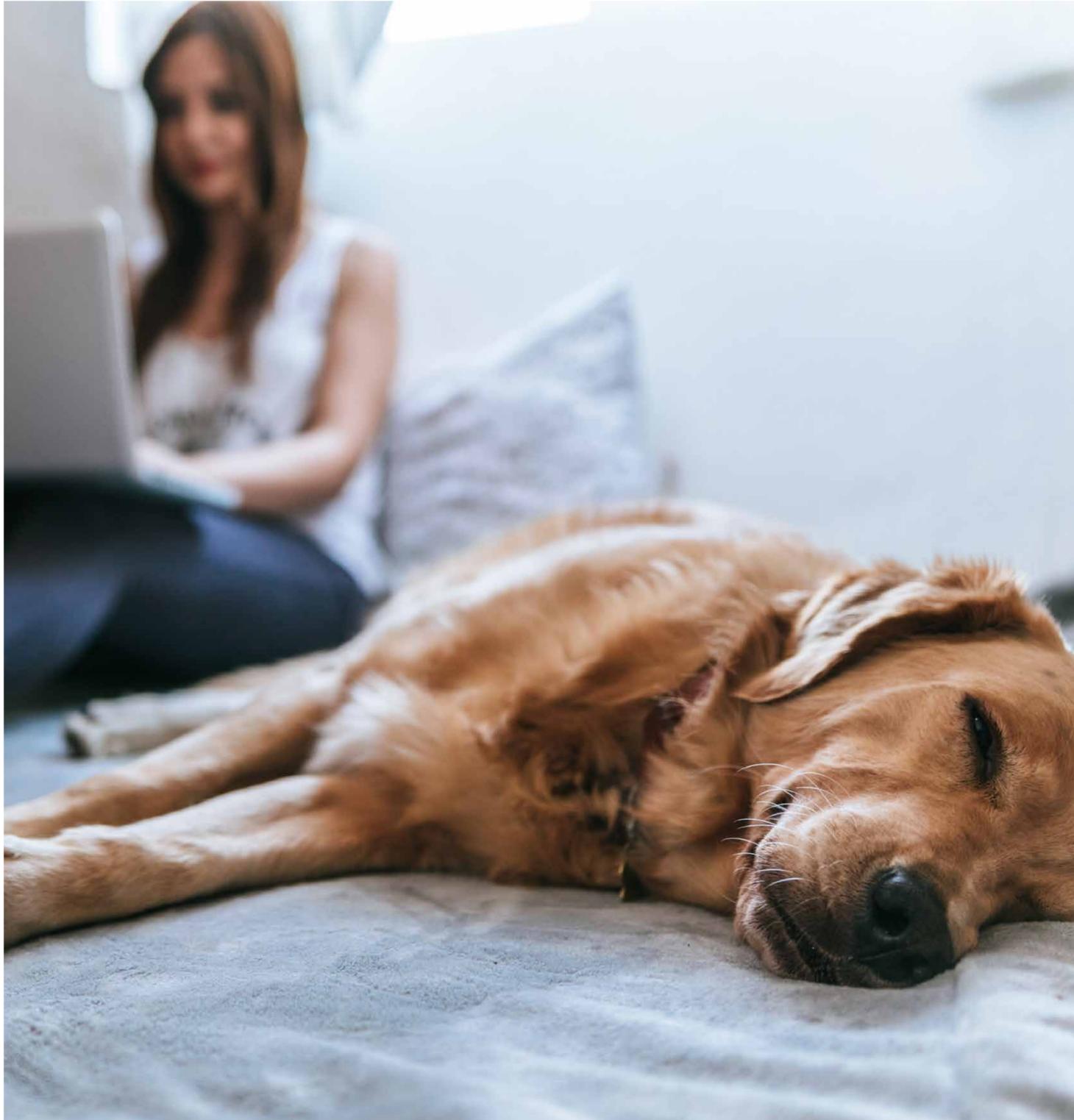
program for the third consecutive year. We had a successful talent recruitment campaign in 2022. The number of applicants rose from 300 in 2021 to 2,661 in 2022, and we selected 12 fresh graduates across the region.

Performance evaluation

The participation in performance evaluations was 95.72% in 2021. We expect to have a similar percentage during the 2022 performance evaluation, which will be completed during the first months of 2023.

We promote a high performance and merit culture using the SONDA Plus digital system. It comprehensively evaluates achievements and skills based on continuous feedback to achieve continuous improvement. We added 2,160 feedbacks in 2022 that complement formal opportunities.





Wellness and compensation

The People Value Proposition covers the career experience at SONDA, the balance between personal and professional life, competitive benefits, and recognition for each employee's contribution. These aspects result in a differentiated and competitive offer that attracts the best professionals and retains them.

Wellness

Our basic benefits have covered the entire region since 2021 through the Employee Assistance Program, which previously only benefited employees in Chile and now provides psychological, financial and legal support to all our employees. We organize talks on topics related to physical, mental and social health and continually communicate with them, with the aim of encouraging a wellness attitude, using employees' own experiences to inspire others.

We want our employees to experience flexibility, independence, commitment and trust, which will make SONDA an attractive place to work. Therefore, an important vector of our value proposal is the balance between personal and professional life. We have developed numerous

initiatives that encourage the well-being of our employees through the SONDA Wellness Program. During 2022 we developed a project to give greater flexibility to our benefits through archetypes that we expect to launch in 2023.

Currently around 60% of our employees enjoy hybrid working, using shifts such as 2X3 and 30X1, since our policy was to meet the requirements of the business and each employee's work profile. The challenge will be to build an organizational culture and a sense of belonging under this working modality. Therefore, we are developing a robust engagement and communication program to connect people with the organization's strategy and to build commitment and a sense of belonging. Our latest employee satisfaction and engagement survey indicated that 84% supported this working modality.

Compensation and benefits

TCG 461 5.4.1, 5.7

At SONDA, we have 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.

We implemented a merit-based salary adjustment process in 2021, which rewards sustained outstanding performance with promotions that have involved taking on greater responsibilities. We started this practice in Chile, Brazil, Mexico and Colombia and in 2022 we extended it to all subsidiaries. It has created trust and mobility, by connecting performance evaluations with the career path.

We provide a competitive compensation package comprised of a fixed component, a variable component for positions that are eligible for variable pay, 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.

We have a Maternity / Paternity Support Policy that provides for 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 also provide two days of paternity leave, in addition to the legal requirements in each country.

TCG 461 5.4.1. Equity policy, further information on [page 57](#).

TCG 461 5.7. Postnatal leave, further information on [page 87](#).

SASB INDICATORS TCG 461 (8.2)

Recruiting and managing a global, diverse and skilled workforce

Code	Accounting parameters	Response
TC-SI-330a.1	Percentage of employees who are: (1) Foreign residents (2) Located abroad	3% 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	7% 33% 60%

Corporate scope excluding subsidiaries in Chile (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo) and Novis Mexico.



07 Financial Performance

We are characterized by our market transparency and track record of sustained growth and financial responsibility.

NCG 461 11

SONDA[®]
make it easy



Consolidated statements of financial position as of December 31, 2022 and 2021

(Thousands of Chilean pesos - ThCh\$)

ASSETS	12.31.2022 ThCh\$	12.31.2021 ThCh\$
CURRENT ASSETS		
Cash and cash equivalents	147,797,309	176,571,455
Other financial assets, current	6,980,234	14,646,213
Other non-financial assets, current	21,598,944	16,093,649
Trade and other receivables, current	307,236,898	261,354,972
Related party receivables, current	8,122,114	1,916,811
Inventories, current	74,130,184	57,299,109
Current tax assets	27,410,869	28,164,967
Total current assets other than assets or disposal groups held for sale or for distribution to owners	593,276,552	556,047,176
TOTAL CURRENT ASSETS	593,276,552	556,047,176
NON-CURRENT ASSETS		
Other financial assets, non-current	33,998,711	23,935,020
Other non-financial assets, non-current	4,774,916	5,581,413
Trade and other receivables, non-current	71,599,886	68,155,055
Related party receivables, non-current	3,119,405	6,660,506
Equity method investments	19,844,707	4,663,530
Intangible assets other than goodwill	15,331,988	12,626,128
Goodwill	200,717,254	192,011,615
Property, plant and equipment	125,720,175	135,361,650
Investment properties	8,061,795	2,435,086
Right-of-use leased assets	22,029,664	23,030,271
Deferred tax assets	26,563,839	26,449,219
TOTAL NON-CURRENT ASSETS	531,762,340	500,909,493
TOTAL ASSETS	1,125,038,892	1,056,956,669

LIABILITIES AND EQUITY	12.31.2022 ThCh\$	12.31.2021 ThCh\$
CURRENT LIABILITIES		
Other financial liabilities, current	86,298,191	72,404,560
Lease liabilities, current	17,493,774	13,228,684
Trade and other payables	135,060,823	127,055,287
Related party payables, current	7,121,318	6,978
Other short-term provisions	6,371,883	7,755,466
Current tax liabilities	13,263,415	12,823,041
Employee benefit provisions, current	37,166,605	30,426,853
Other non-financial liabilities, current	26,064,154	23,963,734
Total current liabilities other than liabilities included in disposal groups held for sale	328,840,163	287,664,603
TOTAL CURRENT LIABILITIES	328,840,163	287,664,603
NON-CURRENT LIABILITIES		
Other financial liabilities, non-current	201,045,019	191,761,556
Lease liabilities, non-current	21,265,497	21,453,771
Payables, non-current	5,476,306	9,405,629
Other long-term provisions	12,100,571	11,021,602
Deferred tax liabilities	24,636,044	29,030,372
Employee benefit provisions, non-current	4,361,725	3,650,284
Other non-financial liabilities, non-current	931,296	1,203,445
TOTAL NON-CURRENT LIABILITIES	269,816,458	267,526,659
TOTAL LIABILITIES	598,656,621	555,191,262
EQUITY		
Share capital	373,119,044	373,119,044
Retained earnings	279,385,689	261,634,869
Other reserves	(132,600,739)	(136,179,436)
Equity attributable to owners of the parent company	519,903,994	498,574,477
Non-controlling interests	6,478,277	3,190,930
Total equity	526,382,271	501,765,407
TOTAL EQUITY AND LIABILITIES	1,125,038,892	1,056,956,669

Consolidated statements of comprehensive income by function for the years ended December 31, 2022 and 2021

(Thousands of Chilean pesos - ThCh\$)

	12.31.2022 ThCh\$	12.31.2021 ThCh\$
GROSS PROFIT		
Operating revenue	1,068,112,142	897,198,428
Cost of sales	(889,903,658)	(742,026,099)
GROSS PROFIT	178,208,484	155,172,329
Other income	1,724,141	6,235,306
Administrative expenses	(102,265,695)	(82,710,128)
Other expenses, by function	(10,512,647)	(9,443,308)
Net operating income	67,154,283	69,254,199
Financial income	15,497,983	7,226,508
Financial costs	(24,008,800)	(15,675,342)
Share of net income of equity method associates and joint ventures	(1,350,776)	(2,400,307)
Exchange gains (losses)	(1,778,685)	6,696,507
Gain (loss) on indexed assets and liabilities	(805,002)	576,464
NET INCOME BEFORE TAX	54,709,003	65,678,029
Income tax expense	(17,942,688)	(29,335,466)
NET INCOME FROM CONTINUING OPERATIONS	36,766,315	36,342,563
NET INCOME FOR THE YEAR	36,766,315	36,342,563
NET INCOME (LOSS) ATTRIBUTABLE TO:		
Owners of the parent company	35,501,640	34,864,310
Non-controlling interests	1,264,675	1,478,253
NET INCOME FOR THE YEAR	36,766,315	36,342,563
EARNINGS PER SHARE:		
Basic earnings per share		
Basic earnings per share from continuing operations (Ch\$)	40.76	40.03
Diluted earnings per share		
Diluted earnings (loss) per share from continuing operations (Ch\$)	40.76	40.03

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME	12.31.2022 ThCh\$	12.31.2021 ThCh\$
NET INCOME FOR THE YEAR	36,766,315	36,342,563
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	106,927	444,196
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	106,927	444,196
Other comprehensive income (loss) that will be reclassified to income for the year, before taxes		
Foreign currency translation adjustment		
Gain (loss) on foreign currency translations, before taxes	10,508,462	36,721,055
Cash flow hedges		
Gain (loss) on cash flow hedges, before taxes	(3,333,807)	2,639,039
Total other comprehensive income reclassified to income for the year, before taxes	7,174,655	39,360,094
Other components of other comprehensive income, before taxes	7,281,582	39,804,290
Income tax relating to components of other comprehensive income that will not be reclassified to income for the year	-	117,690
Income tax related to revaluation of defined benefit pension plans in other comprehensive income	-	117,690
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	(1,171,817)	702,812
Income tax related to foreign currency translation adjustment of other comprehensive income	-	-
Income tax relating to cash flow hedges in other comprehensive income	(1,171,817)	702,812
Total other comprehensive income	8,453,399	38,983,788
TOTAL COMPREHENSIVE INCOME	45,219,714	75,326,351
Comprehensive income attributable to:		
Owners of the parent company	43,955,039	73,848,098
Non-controlling interests	1,264,675	1,478,253
TOTAL COMPREHENSIVE INCOME	45,219,714	75,326,351

Consolidated statements of direct cash flow for the years ended December 31, 2022 and 2021.

(Thousands of Chilean pesos - ThCh\$)

	12.31.2022 ThCh\$	12.31.2021 ThCh\$
Cash flow statements		
Cash flow from (used by) operating activities		
Proceeds from the sale of goods and services	1,199,666,668	996,916,165
Other proceeds from operating activities	6,095,724	10,493,953
Total proceeds from operating activities	1,205,762,392	1,007,410,118
Payments to suppliers for goods and services	(780,688,035)	(620,374,070)
Payments to and on behalf of employees	(267,703,321)	(228,677,382)
Other payments for operating activities	(77,695,950)	(64,028,036)
Total payments for operating activities	(1,126,087,306)	(913,079,488)
Net cash flows used in operations	79,675,086	94,330,630
Income taxes received (paid)	(23,469,805)	(8,679,104)
Other receipts (payments)	2,437,649	546,641
Net cash flows from (used by) operating activities	58,642,930	86,198,167
Cash flow from (used in) investing activities		
Proceeds from the loss of control of subsidiaries or other businesses	3,917,264	-
Payments to acquire non-controlling interests	(28,046,184)	(9,762,521)
Proceeds from the sale of equity or debt instruments of other entities	762,981	1,268,596
Payments to acquire equity or debt instruments of other entities	(533,656)	(803,515)
Proceeds from the repayment of advances and loans granted to third parties	10,002,961	18,301,366
Proceeds from disposals of property, plant and equipment	14,438	24,088
Dividends received	198,444	200,249
Purchases of property, plant and equipment	(28,200,116)	(32,118,717)
Loans to related parties	(31,354,998)	(5,471,324)
Loan repayments from related companies	30,103,429	-
Purchases of intangible assets	(4,762,144)	(1,704,313)
Interest received	7,562,789	1,839,158
Other receipts (payments)	437,381	49,482
Net cash flows from (used by) investing activities	(39,897,411)	(28,177,451)

	12.31.2022 ThCh\$	12.31.2021 ThCh\$
Cash flow from (used by) financing activities		
Proceeds from share issuances	370,400	-
Proceeds from long-term loans	6,246,908	1,083,945
Proceeds from short-term loans	90,288,117	18,715,741
Loan repayments	(98,499,309)	(51,356,370)
Payments for lease liabilities	(17,729,539)	(13,976,006)
Dividends paid	(7,742,744)	(27,568,189)
Interest paid	(14,704,375)	(8,223,413)
Other receipts (payments)	(4,226,363)	(2,530,640)
Net cash flows from (used by) financing activities	(45,996,905)	(83,854,932)
Net increase (decrease) in cash and cash equivalents before exchange rate effects	(27,251,386)	(25,834,216)
Effect of exchange rate fluctuations on cash and cash equivalents		
Effect of exchange rate fluctuations on cash and cash equivalents	(1,522,760)	13,896,147
Net increase (decrease) in cash and cash equivalents	(28,774,146)	(11,938,069)
Cash and cash equivalents at the start of the year	176,571,455	188,509,524
Cash and cash equivalents at the end of the year	147,797,309	176,571,455

Consolidated statements of changes in equity for the years ended December 31, 2022 and 2021.

(Thousands of Chilean pesos - ThCh\$)

	Other reserves							Retained earnings (losses) ThCh\$	Equity attributable to owners of the parent company ThCh\$	Non-controlling interests ThCh\$	Total Equity ThCh\$
	Share capital ThCh\$	Other comprehensive income			Cumulative other comprehensive income ThCh\$	Other miscellaneous reserves ThCh\$	Total other reserves ThCh\$				
		Foreign currency translation reserves ThCh\$	Cash flow hedge reserves ThCh\$	Actuarial gains or losses on defined benefit plans reserves 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
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
Total 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)	2,022,672	(15,728,148)
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)	-	(4,874,702)
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 12.31.2022	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
	Other reserves							Retained earnings (losses) ThCh\$	Equity attributable to owners of the parent company ThCh\$	Non-controlling interests ThCh\$	Total Equity ThCh\$
	Share capital ThCh\$	Other comprehensive income			Cumulative other comprehensive income ThCh\$	Other miscellaneous reserves ThCh\$	Total other reserves ThCh\$				
		Foreign currency translation reserves ThCh\$	Cash flow hedge reserves ThCh\$	Actuarial gains or losses on defined benefit plans reserves ThCh\$							
Equity as of 01.01.2021	373,119,044	(177,068,566)	1,303,902	(55,992)	(175,820,656)	1,300,675	(174,519,981)	253,132,212	451,731,275	2,811,965	454,543,240
Changes in equity:											
Comprehensive income											
Net income for the year	-	-	-	-	-	-	-	34,864,310	34,864,310	1,478,253	36,342,563
Other comprehensive income	-	36,721,055	1,936,227	326,506	38,983,788	-	38,983,788	-	38,983,788	-	38,983,788
Total comprehensive income	-	36,721,055	1,936,227	326,506	38,983,788	-	38,983,788	34,864,310	73,848,098	1,478,253	75,326,351
Shares issued	-	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	(26,361,653)	(26,361,653)	(1,099,288)	(27,460,941)
Increase (decrease) for changes in interests in subsidiaries that do not result in loss of control	-	-	-	-	-	-	-	-	-	-	-
Equity increase (decrease) for other changes	-	-	-	-	-	(643,243)	(643,243)	-	(643,243)	-	(643,243)
Increase (decrease) in equity	-	36,721,055	1,936,227	326,506	38,983,788	(643,243)	38,340,545	8,502,657	46,843,202	378,965	47,222,167
Patrimonio al 31.12.2021	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

Consolidated Financial Performance for 2022

Consolidated operating revenue totaled Ch\$1,068,112 million (US\$1,248.0 million) for 2022, an increase of 19.0% compared to 2021. Net operating income was Ch\$75,943 million (US\$88.7 million), an increase of 4.8% compared to 2021, and EBITDA was Ch\$120,574 million (US\$140.9 million), an increase of 8.2% yoy.

The EBITDA margin was 11.3%, a fall of 110bp yoy. Profitability improved in the Andean Region and in

Brazil, where EBITDA margins were 13.5% (+90bp yoy) and 7.7% (+70bp yoy), respectively.

Net income attributable to the parent company was Ch\$35,502 million (US\$41.5 million), an increase of Ch\$0.6 million (US\$0.7 million) with respect to 2021.

Closed business totaled US\$1,695.8 million, which represents growth of 34.4% compared to 2021. Every region has shown greater dynamism: Southern Cone

(+7.8%), Andean Region (+41.2%), North America (+93.2%) and Brazil (+72.1%).

The opportunities pipeline totaled US\$3,555.0 million.

The current liquidity ratio was 1.8, the financial leverage ratio was 0.5, and the financial expenses ratio was 6.1, which all reflect a healthy financial position.



N Southern Cone Region: Chile, Argentina and Uruguay



N Andean Region: Colombia, Peru y Ecuador



N North America: USA, Mexico, Costa Rica y Panama



N Brazil

Revenues

1,068,112

(Millions of Chilean pesos)



Operating Income

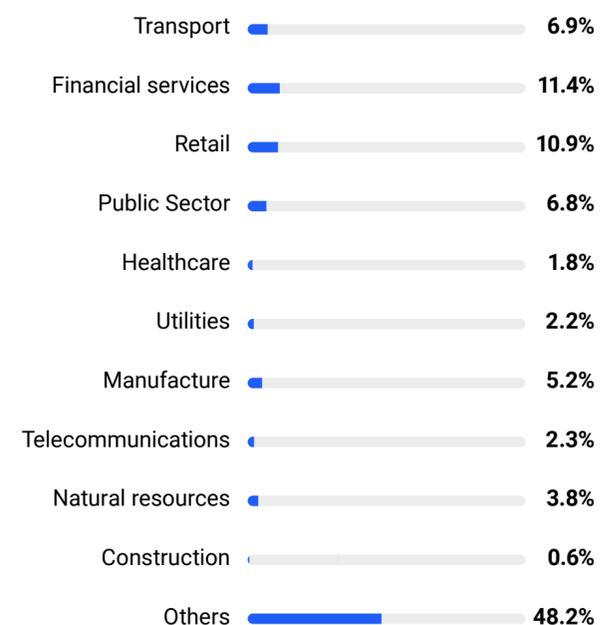
75,943

(Millions of Chilean pesos)



Revenue distribution

(By Industry)



EBITDA

120,574

(Millions of Chilean pesos)



Net Income

35,502

(Millions of Chilean pesos)





N Chile



N Argentina



N Uruguay

■ Southern Cone Region Financial Performance

Operating revenue was Ch\$616,713 million (US\$720.6 million), an increase of 14.7% compared to 2021. This increase was comprised of Digital Business (+17.0%), Digital Services (+30.0%) and Product Distribution (+7.4%).

The operating margin was 7.9% and the EBITDA margin was 12.0%, 170bp lower than in 2021.

Net operating income was Ch\$48,491 million (US\$56.7 million / -5.6%) and EBITDA was Ch\$73,841 million (US\$86.3 million / +0.1%) compared to 2021.

Revenues

616.713

(Millions of Chilean pesos)



EBITDA

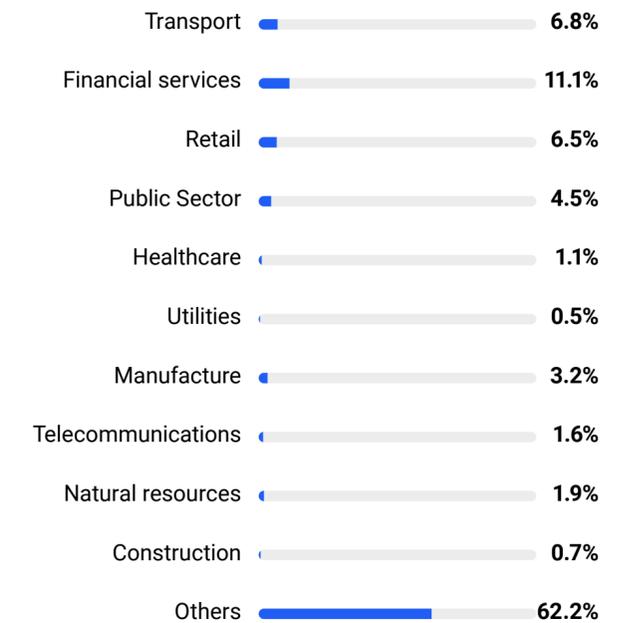
73.832

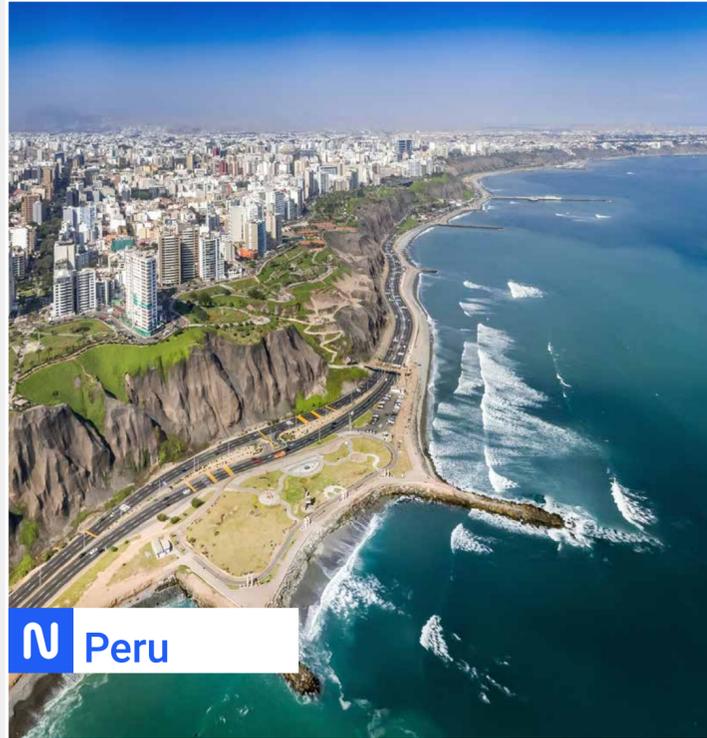
(Millions of Chilean pesos)



Revenue distribution

(By Industry)





N Peru



N Ecuador



N Colombia

■ Andean Region Financial Performance

Operating revenue was Ch\$95,424 million (US\$111.5 million), an increase of 15.5% compared to 2021. This increase was comprised of Digital Business (+31.9%) and Digital Services (+11.3%).

The operating margin was 9.1% and EBITDA margin was 13.5%, 90pb higher than in 2021.

Net operating income was Ch\$8,714 million (US\$10.2 million / +28.7%) and EBITDA was Ch\$12,903 million (US\$15.1 million / +23.5%) compared to 2021.

Revenues

95,424

(Millions of Chilean pesos)



EBITDA

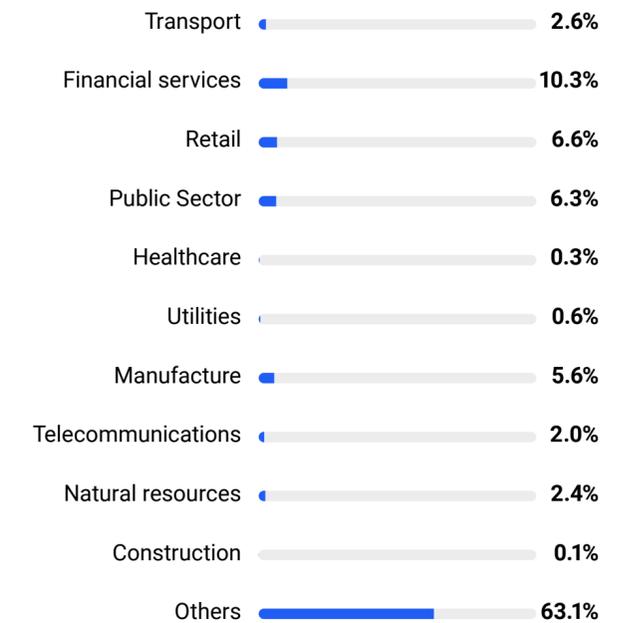
12,903

(Millions of Chilean pesos)



Revenue distribution

(By Industry)





N USA



N Mexico



N Costa Rica



N Panama

■ North America Financial Performance

Operating revenue was Ch\$88,796 million (US\$103.8 million), an increase of 27.4% compared to 2021. This increase was comprised of Digital Business (+14.8%) and Digital Services (+41.5%).

Net operating income was Ch\$9,484 million (US\$11.1 million / -0.5%) and EBITDA was Ch\$13,283 million (US\$15.5 million / +3.7%) compared to 2021.

The operating margin was 10.7%, 300bp lower than in 2021, and the EBITDA margin was 15.0%, 340bp lower.

Revenues

88.796

(Millions of Chilean pesos)



EBITDA

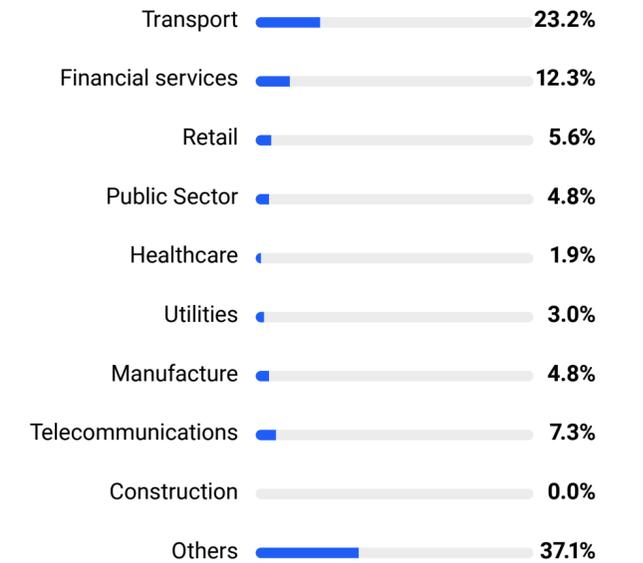
13.283

(Millions of Chilean pesos)



Revenue distribution

(By Industry)





■ Brazil Financial Performance

Operating revenue was Ch\$267,179 million (US\$312.2 million), an increase of 28.9% compared to 2021. This increase was comprised of Digital Business (+25.2%) and Digital Services (+33.8%).

Net operating income was Ch\$9,254 million (US\$10.8 million / +93.4%) and EBITDA was Ch\$20,556 million (US\$24.0 million / +42.4%) compared to 2021.

The operating margin was 3.5%, 120bp higher than in 2021, and the EBITDA margin was 7.7%, 70bp higher.

Revenues

267.179

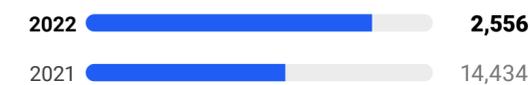
(Millions of Chilean pesos)



EBITDA

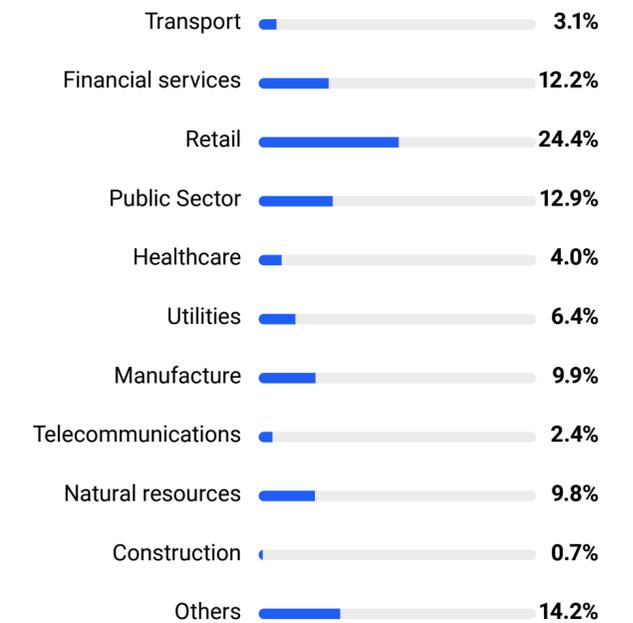
20,556

(Millions of Chilean pesos)



Revenue distribution

(By Industry)



08

Additional Information

The bond we create with our stakeholders is based on long-term trusting relationships



SONDA[®]
make it easy



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.

Legal Name

SONDA S.A.

Legal Address

Santiago district, Metropolitan Region

Chilean Identification Number

83,628,100-4

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.

General Standard N° 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, 2022, 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.

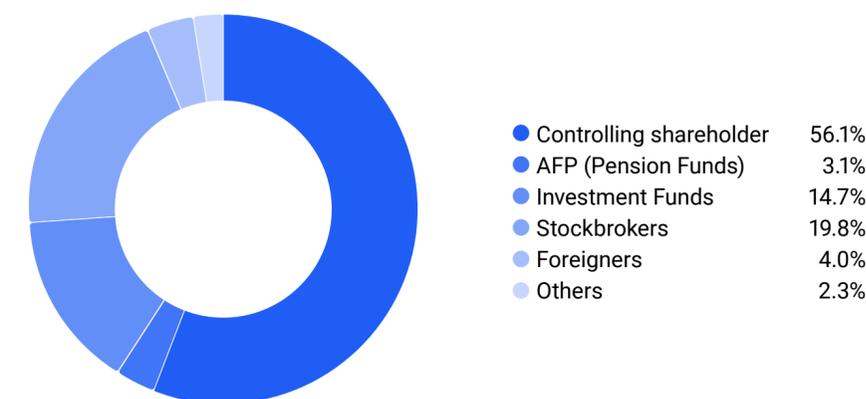
2.3.2. Significant changes in ownership or control

- i. Banco Santander Chile increased its interest from 0.0% to 10.5%. This interest includes 87,776,648 shares held in custody on behalf of Inversiones Santa Isabel Ltda. a controlling company.
- ii. BANCHILE ADM GENERAL DE FONDOS S A increased its interest from 3.1% to 4.2%.
- iii. BCI SMALL CAP CHILE INVESTMENT FUND increased its interest from 0.2% to 0.7%.
- iv. AFP HABITAT S.A. PENSION FUND C decreased its interest from 2.8% to 0.7%.
- v. COMPASS SMALL CAP CHILE INVESTMENT FUND decreased its interest from 2.5% to 0.9%.

vi. AFP PROVIDA S.A. PENSION FUND C decreased its interest from 1.2% to 0.0%. During the year ended December 31, 2022, there were no comments nor proposals by shareholders regarding the company's performance.

2.3.3. Description of majority shareholders

As of December 31, 2022, 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.



2.3.4. Shares, their features and rights

i. Description of share series

SONDA has only one share class and its shares all have one vote.

ii. Dividend policy

The dividend policy at SONDA is to distribute 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, to 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 5, 2022 was informed that "the Board intends that the company distributes a dividend of 50% of net distributable income for 2022. The Board also intends to distribute 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 2022, as previously agreed.

iii. Statistical information

a. Dividends

	2020	2021	2022
Number of shares (*)	871,057,175	871,057,175	871,057,175
Net distributable income per share (Ch\$)	0.53	40.03	40.76
Dividends paid (Ch\$)	7.56 ⁽¹⁾	30.27 ⁽²⁾	7.07 ⁽³⁾

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

(*) Subscribed and paid shares

(1) Payment of the final dividend for 2019 of Ch\$6.34 per share, which was paid on April 9, 2020, and the interim dividend for 2020 of Ch\$1.22 per share, which was paid on September 4, 2020.

(2) Payment of the interim dividend for 2021 of Ch\$10.27 per share, which was paid on September 6, 2021, and a second interim dividend of Ch\$20.00 per share, which was paid on December 24, 2021.

(3) Payment of the interim dividend for 2022 of Ch\$7.07 per share, which was paid on September 9, 2022.

b. Stock exchange transactions

SANTIAGO STOCK EXCHANGE			
2020	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	585.32	69,429,403	40,638,491
Total 2nd Quarter	504.71	105,870,937	53,433,912
Total 3rd Quarter	593.46	56,982,953	33,817,227
Total 4th Quarter	482.85	63,889,101	30,848,975
2021			
Total 1st Quarter	448.86	99,327,960	44,584,255
Total 2nd Quarter	446.41	79,006,105	35,269,066
Total 3rd Quarter	401.97	46,815,686	18,818,460
Total 4th Quarter	279.18	94,208,555	26,301,264
2022			
Total 1st Quarter	304.26	60,989,651	18,556,444
Total 2nd Quarter	304.79	49,285,760	15,021,925
Total 3rd Quarter	333.02	143,560,240	47,807,993
Total 4th Quarter	333.18	30,789,340	10,258,359
CHILEAN ELECTRONIC STOCK EXCHANGE			
2020	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	549.14	2,849,523	1,564,799
Total 2nd Quarter	511.40	2,499,074	1,278,019
Total 3rd Quarter	587.17	2,413,279	1,417,010
Total 4th Quarter	498.23	2,578,193	1,284,546
2021			
Total 1st Quarter	458.08	3,248,143	1,487,913
Total 2nd Quarter	449.48	3,927,782	1,765,470
Total 3rd Quarter	400.85	3,105,538	1,244,865
Total 4th Quarter	294.47	6,253,315	1,841,393
2022			
Total 1st Quarter	303.76	1,703,730	517,519
Total 2nd Quarter	305.92	2,132,936	652,510
Total 3rd Quarter	332.44	1,023,844	340,368
Total 4th Quarter	347.37	559,793	194,455

SONDA's stock market presence in the Santiago Stock Exchange was 88.33%, and in the Electronic Stock Exchange it was 88.33%, according to information provided by each institution as of December 31, 2022.

c. Number of shareholders

Chilean ID Number	Principal shareholders	Percentage	Shares
76413035-9	INDICO S.A. (*)	37.8%	329,032,953
97036000-k	BANCO SANTANDER CHILE	10.5%	91,704,100
79532990-0	BICE INVERSIONES CORREDORES DE BOLSA S.A.	5.6%	48,347,006
96767630-6	BANCHILE ADM GENERAL DE FONDOS S.A.	4.2%	36,242,192
84177300-4	BTG PACTUAL CHILE S.A. C DE B	3.9%	34,176,713
96688520-3	INVERSIONES YUSTE S.A. (*)	3.6%	31,265,345
96966250-7	BTG PACTUAL SMALL CAP CHILE INVESTMENT FUND (NEW ACCOUNT)	3.3%	28,926,463
79822680-0	INVERSIONES SANTA ISABEL LTDA. (*)	2.3%	19,879,120
97036000-K	BANCO SANTANDER ON BEHALF OF FOREIGNERS	1.9%	16,633,913
96571220-8	BANCHILE CORREDORES DE BOLSA S.A.	1.7%	15,183,611
76547723-9	KOYAM S.A.	1.7%	14,965,730
90249000-0	BOLSA DE COMERCIO DE SANTIAGO BOLSA DE VALORES	1.5%	12,771,611

(*) Controlling shareholder

The Company had a total of 303 shareholders as of December 31, 2022, 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 3.5% per annum, and the Series C totaled UF 1,500,000, with a 21 year term at a fixed interest rate of 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%.

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

On October 17, 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 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, 2022 the company fully complies.

Transactions by directors, senior executives and related parties

The SONDA share transactions by senior executives and directors during 2022 were as follows.

- (i) Purchase of 90,461,957 shares by Mr. Andres Navarro Haeussler through Inversiones Santa Isabel.
- (ii) Purchase of 274,713 shares by Mr. José Orlandini Robert

The directors and senior executives hold the following interests in the company as of 12/31/2022

a. Andres Navarro Haeussler (Chairman)	19.2900%
b. María del Rosario Navarro Betteley (Vice Chairman)	0.5600%
c. Andrés Navarro Betteley (Director)	0.5600%
d. Mario Pavón Robinson (Director)	0.0140%
e. Raúl Véjar Olea (Director)	0.0270%
f. Ingo Plöger (Director)	0.0000%
g. Enrique Bone Soto (Director)	0.0000%
h. Carlos Hurtado Rourke (Director)	0.0000%
i. Alberto Eguiguren Correa (Director)	0.0000%
j. José Orlandini Robert (Chief Executive Officer)	0.0576%
k. Gonzalo Soto Serdio (Chief Financial Officer)	0.0000%
l. Raul Sapunar Kovacic (SONDA Chile General Manager)	0.0081%

Net distributable income ThCh\$	2020	2021	2022
Net distributable income ThCh\$	585.32	69,429,403	40,638,491
Prior year retained earnings	253,735,837	253,132,212	261,634,869
Dividends for the year (*)	-1,063,224	-26,361,653	-17,750,820
Unrealized gains on first application of IFRS (**)	-3,176,754	-3,176,754	-3,176,754
Other adjustments to retained earnings	-	-	-
Net distributable income	249,955,458	258,458,115	276,208,935

(*) Interim dividends from the current year's net income, plus the minimum accrued dividend according to the dividend distribution policy.

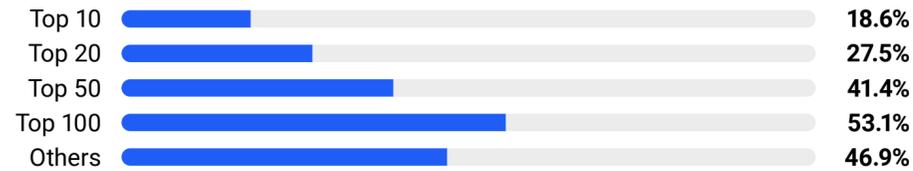
(**) Unrealized adjustments related to the first application of IFRS, that are booked to the accumulated earnings account, but cannot be distributed as dividends as they are unrealized gains.

Customers

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

In fact, the company's 50 largest customers 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



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.
- **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 and FIN 700.

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, 2022 financial debt was US\$335.7 million, whereas cash equivalents and other financial assets were US\$180.8 million, which left a net financial debt of US\$154.9 million.

Investment policy

Our Executive Committee is analyzing investment opportunities in the IT business that will 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 portfolio of customers 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.

3. Corporate Governance

3.1. Governance framework

3.1.ii Business Sustainability Approach

Environmental matters, climate change, social issues and human rights are addressed by the Board and have been included in the 2022-2024 Strategic Plan. We have had a Sustainability Statement since the end of 2020 and our Code of Ethics addresses ESG matters. Our sustainability performance has been evaluated as required by our sustainability strategy, and we have been included in the Dow Jones Sustainability Index (DJSI) Chile and MILA for the sixth consecutive year, which ranks us among the companies with the best sustainability practices, in particular for our environmental care, social commitments and corporate governance.

The Board is responsible for the company's strategic direction including ESG matters, 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. The Board of

Directors 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 of Directors uses various mechanisms to ensure that it is effective:

- 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 encountered by the Data Center and social and human rights issues by the HR department.
- It includes ESG 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 interest of all shareholders and the requirements of stakeholders through the Corporate CEO, who communicates the interests of stakeholders to the Board.

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 customers.

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 customers 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 (see page 55). 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 an increase in the number of women studying science, technology, engineering and mathematics (STEM), while providing a working environment that promotes the abilities of our female employees through the SONDA Women Program (see page 57). We published our Diversity and Inclusion Policy in 2022.

All interviews with applicants are required 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. The Board of Directors

3.2.ii Board Remuneration

	12.31.2022		12.31.2021	
	ThCh\$	ThCh\$	ThCh\$	ThCh\$
Directores	Fees ⁽¹⁾	Others ⁽²⁾	Fees ⁽¹⁾	Others ⁽²⁾
Mario Pavón Robinson	35,760	-	32,218	-
María del Rosario Navarro Betteley	35,760	-	29,584	-
Enrique Bone Soto	47,680	-	42,958	-
Andrés Navarro Betteley	35,760	-	32,218	-
Raúl Véjar Olea	35,760	-	32,218	-
Alberto Eguiguren Correa	47,680	-	42,958	-
Carlos Alberto Hurtado Rourke	47,680	-	42,958	-
Ingo Plöger	35,511	46,531	32,320	-
Andrés Navarro Haeussler	71,521	-	64,437	-
Total	393,112	46,531	351,869	-

(1) Includes attendance at Board Meetings and Director's Committee Meetings

(2) Payments for services established by contract.

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.

The expert hiring policy 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 2022.

3.2.v Induction procedure for new Board members

The Board has an Induction Manual (the "Manual") that describes the induction procedure and the information required by each new member of the Board to gain an adequate understanding of the Company's business. This procedure includes meetings with senior executives to fulfill these purposes. 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 Board Meetings with departments that specialize in risk management, internal audit and social responsibility

The Board regularly meets with departments and advisors to monitor and evaluate risks:

- **With the external auditors who prepare the financial statements:** A quarterly 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 in the company's business. 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.
- **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 Data Center. The Data Center has security restrictions that prevent access to every area. There is an open invitation to any director to visit this facility. A Board

meeting took place in the offices of the new KUDOS Data Center in 2022, which was followed by a visit to these facilities.

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 induction procedure and 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 policy for the minimum period 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:

- 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 as directors 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 Santiago, Chile, so communication is fluid between all the directors. The Chairman of the Board is notified of any absence, and virtual meetings allow everyone to attend wherever they are using mobile devices, so there is no need for a formal procedure.

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 username and password to gain access and the records are arranged in chronological order. The meeting call, minutes and other information are sent to directors five days prior to the respective meeting, unless this is not possible due to circumstances affecting the generation of information or for other reasons, which is also recorded in the information system after the meeting.

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/>

The final version of the minutes is recorded in the information system after it has been signed by all directors.

3.2.xiii - a, b, c, d, e) Composition of the Board

(As of December 31, 2022)

		2022		
		Directors		
		Men	Women	
Board diversity	Gender	8	1	
	Nationality	Chileans	7	1
		Foreigners	1	0
	Age	Under 30 years old	0	0
		30 to 40 years old	0	0
		41 to 50 years old	1	1
		51 to 60 years old	2	0
		61 to 70 years old	1	0
	Length of service	Over 71 years old	4	0
		Under 3 years	5	0
3 to 6 years		2	0	
6 to 9 years		0	0	
9 to 12 years		0	1	
Independence	Over 12 years	1	0	
	Independent	4	0	
	Not independent	4	1	
People with disabilities		0	0	

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	Education	Senior Executive Position	Date Appointed	Interest in the company
7,599,934-8	José Orlandini Robert	Civil Electrical Engineer	Chief Executive Officer	03/31/20	0.0576%
10,033,471-2	Gonzalo Soto Serdio	Civil Industrial Engineer	Chief Financial Officer	07/01/22	0.0000%
7,289,970-9	Raúl Sapunar Kovacic	Civil Electrical Engineer	General Manager SONDA Chile	11/21/14	0.0081%

3.4.ii, iii Senior executives remuneration

ThCh\$	2022	2021
Fixed remuneration	3,727,931	3,836,768
Variable remuneration (*)	1,235,207	917,935
	4,963,138	4,754,703

(*) Variable annual bonus, based on fulfillment of targets and a performance evaluation. These figures are for all the Corporate CEO's first line regional reports.

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

During 2022, SONDA paid severance indemnities to senior executives of ThCh\$1,252,527 (ThCh\$929,291 in 2021).

3.5. Adherence to national and international codes

We do not currently adhere to corporate governance codes, but 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. We have aligned

our contribution to society with the United Nations Sustainable Development Goals (SDGs), which form humanity's roadmap to 2030, to which countries, companies and civil society are committed. Our risk management policies and system are based on internal control and information technology best practices, such as the Committee of Sponsoring Organizations of Tread Way Commission (COSO). Our Crime Prevention Model and compliance system is also based on appropriate regulations and international best practices.

We have implemented various certified management systems, which safeguard the quality of our services to our customers 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.

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 customers'

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 customers. SONDA has been developing a wide range of technological solutions to mitigate environmental impacts (see page 49) 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

SONDA is immersed in an ecosystem that is exposed to the risk of cyber-attacks and we have invested in cyber-security to mitigate this risk, which has increased our operating costs. Our customers have also had to invest in cyber-security platforms and services, which has resulted in this business steadily growing in recent years.

We have a Cyber-Security Committee to manage cyber-security risks that comprises the Chief Information Security Officer (CISO), the Corporate Cyber-Security Manager and the Corporate Internal IT Manager. This Committee

reports to SONDA's CEO and informs the Executive Committee. Business unit managers are operationally responsible for implementing the regional plan. There is 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.

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 the risk identification process found them to be 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 customers 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

We have a Directors' Committee that complies with Article 50 bis of Law 18,046, comprised of independent directors, whose purpose is to examine the remuneration systems and compensation plans for the company's managers, senior executives and employees. These meetings are held once a year.

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.

3.7. Relationship with stakeholders and the general public

Stakeholder relations department

NCG 461 3.7.i

Our relationship with the market and its shareholders is based on laws and regulations, which establish the disclosure deadlines, criteria and standards that are appropriate for this purpose. Following the company's IPO in 2006, an investors and other 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.

We formalized engagement and communication with the media, customers, business partners and communities in 2022, by creating a Corporate Marketing and External Communications Department. We also have a Corporate Engagement and Internal Communications Department responsible for communications with employees. These teams communicate through email, telephone, office and online meetings, or directly through the company's website.

Continuous improvement procedure

NCG 461 3.7.ii

At SONDA, we have a "Crisis and communications protocol", which is updated every year based on new spokespersons and leaders within the organization. Its objective is to provide corporate guidelines for executives when dealing with the media and journalists.

We have an Expert Hiring Policy, so we hire an expert to provide analysis and advice on how to disclose information to the market, such as Material Events, financial performance and announcements by SONDA's Board. Accordingly, we have four meetings each year, which are attended by the external communications expert, SONDA's investor team and SONDA's Marketing and Communications team.

Procedure for informing shareholders prior to a Shareholders' Meeting

NCG 461 3.7.iii

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.

Shareholder participation in meetings using remote mechanisms

NCG 461 3.7.iv

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 meeting held in 2022.

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

5. People

We have collected information on people from records held by the company for 2022 reporting purposes. We are reporting this information in accordance with GS 461, especially in relation to the 11 functional categories. However, this year we have used the following categories: Senior Executives, Managers, Sales and Marketing, IT Professionals and Administration.

5.1. Workforce

5.1.1. People by gender

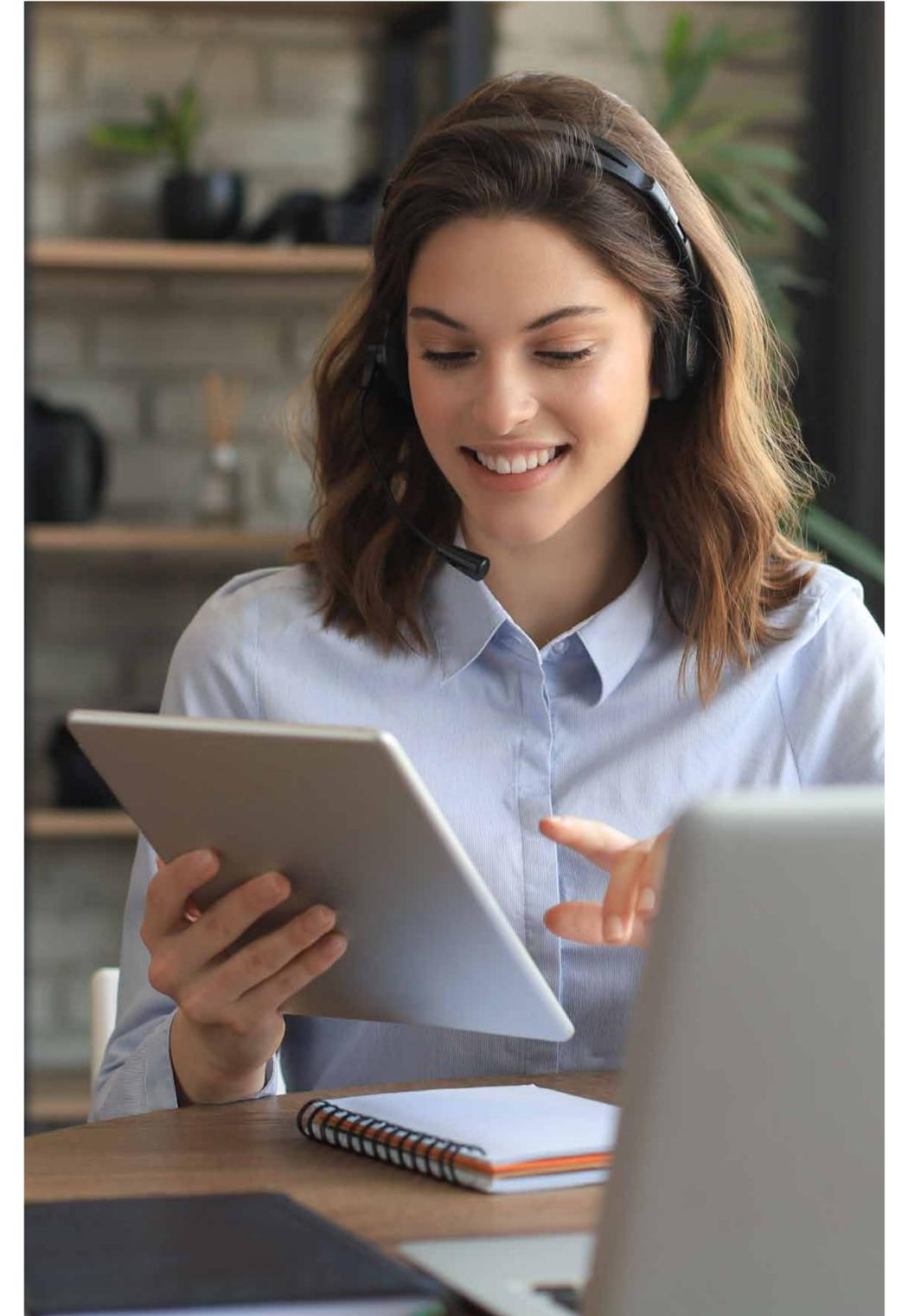
People by gender	Job categories by gender									
	Senior Executives		Managers		Sales & Marketing		IT Professionals		Administración	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Number of people by gender	2	35	240	593	369	410	2,416	8,104	1,030	656

Scope: Corporate

5.1.2. Distribution by nationality

People by nationality	Job categories by nationality									
	Senior Executives		Managers		Sales & Marketing		IT Professionals		Administración	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Argentinean	1	4	4	17	4	9	38	225	21	25
Bolivian	-	-	-	-	-	-	1	2	1	-
Brazilian	-	6	41	129	59	72	1,073	3,554	528	381
Chilean	1	11	36	96	30	61	239	1,140	122	137
Colombian	-	1	20	24	27	27	403	1,109	150	108
Costa Rican	-	1	-	4	5	4	7	36	12	6
Cuban	-	-	-	-	1	-	2	4	-	-
Ecuadorean	-	-	3	2	7	8	29	121	10	19
Egyptian	-	-	-	-	-	-	-	1	-	-
North American	-	-	-	-	1	1	1	1	-	-
Guatemalan	-	-	-	2	-	-	1	9	-	-
Italian	-	-	1	1	-	-	-	1	-	-
Mexican	-	-	7	16	11	16	255	766	74	95
Panamanian	-	1	2	6	10	7	15	108	181	43
Paraguayan	-	-	-	-	-	-	1	2	-	2
Peruvian	-	1	5	9	8	15	34	247	24	26
Portuguese	-	-	-	1	-	-	-	2	-	-
Uruguayan	-	1	6	14	-	9	42	177	27	20
Venezuelan	-	1	6	2	4	4	38	114	12	9
Total	2	27	131	323	167	233	2,179	7,619	1,162	871

Scope: Corporate excluding subsidiaries in Chile (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo) and Novis Mexico.



5.1.3. People by age range

People by age range	Job categories by age range									
	Senior Executives		Managers		Sales & Marketing		IT Professionals		Administración	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Under 30 years old	-	-	1	-	17	14	686	2,155	324	249
30 to 40 years old	-	1	27	57	58	72	815	3,008	472	347
41 to 50 years old	-	7	66	145	72	89	488	1,654	256	182
51 to 60 years old	2	13	35	100	17	48	171	646	93	84
61 to 70 years old	-	6	2	20	3	10	18	151	14	9
Over 70 years old	-	-	-	1	-	-	1	5	3	-
Total	2	27	131	323	167	233	2,179	7,619	1,162	871

Scope: Corporate excluding subsidiaries in Chile (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo) and Novis Mexico.

5.1.4. People by length of service

People by length of service	Job categories by length of service									
	Senior Executives		Managers		Sales & Marketing		IT Professionals		Administración	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Under 3 years	-	5	26	72	83	133	1,314	4,795	528	430
3 to 6 years	-	3	26	57	37	43	415	1,366	273	174
6 to 9 years	-	3	12	27	17	14	120	475	106	77
9 to 12 years	-	3	9	33	10	14	126	341	126	70
Over 12 years	2	13	58	134	20	29	204	642	129	120
Total	2	27	131	323	167	233	2,179	7,619	1,162	871

Scope: Corporate excluding subsidiaries in Chile (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo) and Novis Mexico.

5.1.5. People with Disabilities

	Total	
	Women	Men
Number of people	28	34

Scope: Corporate excluding Chilean subsidiaries (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo).

5.2. Employment contract

	Job categories									
	Senior Executives		Managers		Sales & Marketing		IT Professionals		Administración	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Indefinite contract*	2	35	240	593	369	410	2,416	8,104	1,030	656
People hired through transitory service companies**	-	-	2	3	-	1	32	104	15	1

There are no project contracts at SONDA.

* Only people with indefinite contracts (Corporate Scope).

** People hired through transitory service companies: Scope: Corporate excluding Chilean subsidiaries (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo).

5.3. Workplace flexibility

Description	Job categories									
	Senior Executives		Managers		Sales & Marketing		IT Professionals		Administración	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Full-time (number of people)	2	26	117	274	125	193	1,275	5,401	684	576
Full-time (%)	0.03%	0.30%	1.35%	3.16%	1.44%	2.23%	14.70%	62.27%	7.89%	6.64%
Flexible agreements (number of people)	-	-	-	-	-	-	-	-	-	-
Flexible agreements (%)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Remote working (number of people)	-	1	14	49	42	40	904	2,218	478	295
Remote working (%)	0%	0.02%	0%	1%	1%	1%	22%	55%	12%	7%

Scope: Corporate excluding Chilean subsidiaries (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo). We do not have any information on part-time employees.

5.4. Salary equity by gender

5.4.1. Equity policy

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. This practice has been implemented in all subsidiaries and has awarded salary increases between 8% and 20% in 2022.

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.

5.4.2. Salary gap

Average range	Job categories			
	Managers Senior Executives	IT Professionals	Sales & Marketing	Administration
Average (% difference between the average salary of men and women, with respect to the average salary of men)	23.5%	5.7%	35.7%	23.0%

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-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	6,560
Number of sexual harassment complaints	0
Submitted using the Whistleblower channel	0
Submitted to the Labor Directorate	0
Number of workplace harassment complaints	14
Submitted using the Whistleblower channel	14
Submitted to the Labor Directorate	0

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.

Occupational Health and Safety Indicators 2022

Indicator	Formula	Subcontracted workers	Employees	Consolidated
Accident rate	(Number of occupational accidents / Number of employees) *100	0.89	0.57	0.58
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	0.12	0.12
Average days lost per accident	Days lost to occupational accidents / Number of occupational accidents	38.20	32.04	32.44

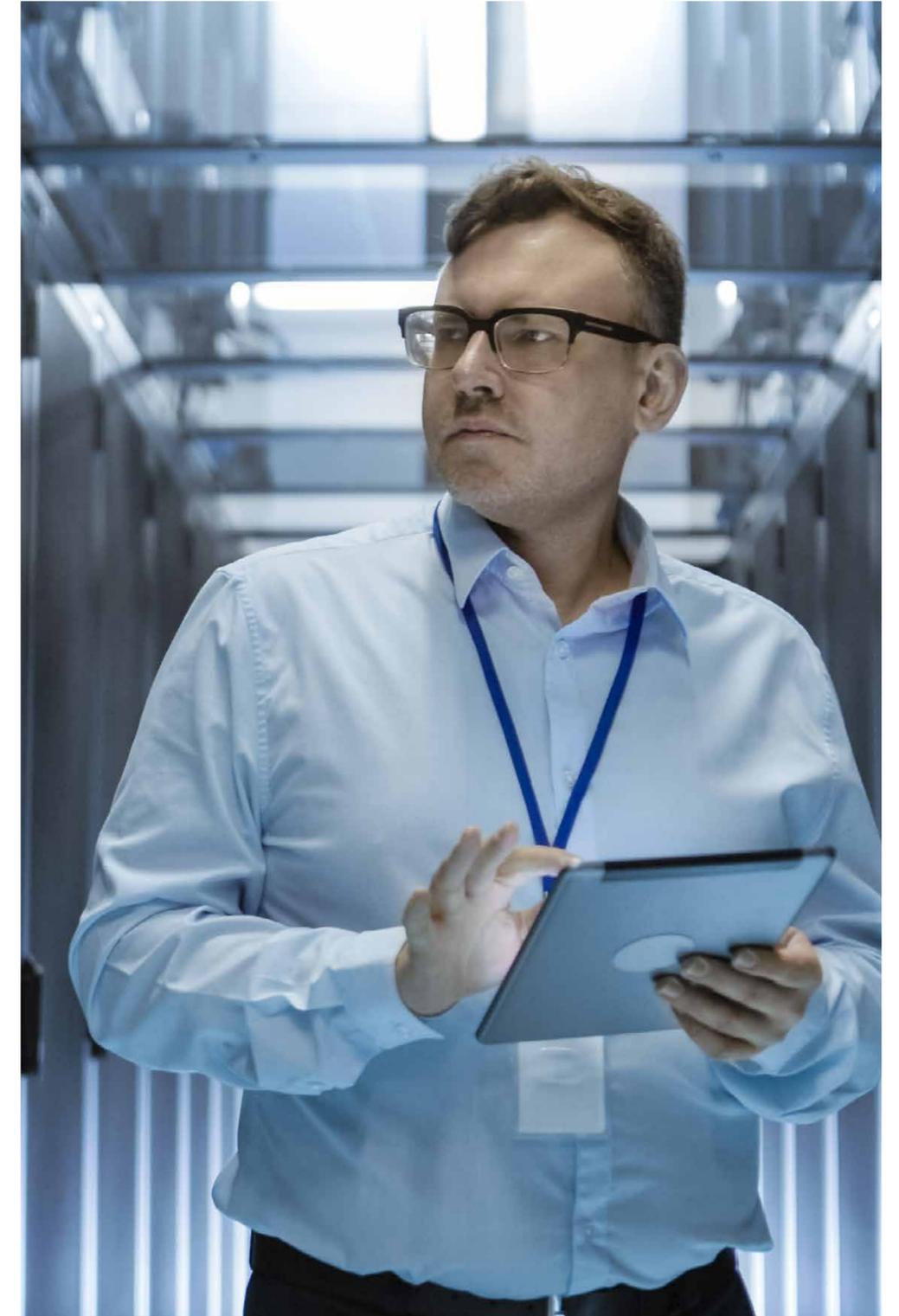
Scope: Chile (SONDA LN, Quintec Distribución), Panama, Costa Rica, Argentina, Uruguay, Brazil, Mexico, Peru and Colombia.

5.7. Paternal 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: SONDA Chile, Panama, Costa Rica, Argentina, Uruguay, Ecuador, Brazil, Mexico, Peru and Colombia. We do not have this information segmented by job category. We are parameterizing 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 [\(A detailed list of these benefits is available\)](#).

Training courses completed during 2022	
5.8.i. Total amount allocated to training (USD)	743,711
5.8.i. Total amount allocated to training as a percentage of annual revenue.	0.06%
5.8.ii. Number of people trained	7,251
5.8.ii. Number of people trained as a percentage of the workforce	59%
	Administration 5.3
	Senior Executives 1.18
	Managers 3.42
	IT Professionals 7.23
	Sales & Marketing 7.33
	Women 7.2
	Men 6.6
5.8.iii. The average number of training hours at the entity's expense by gender and job category.	

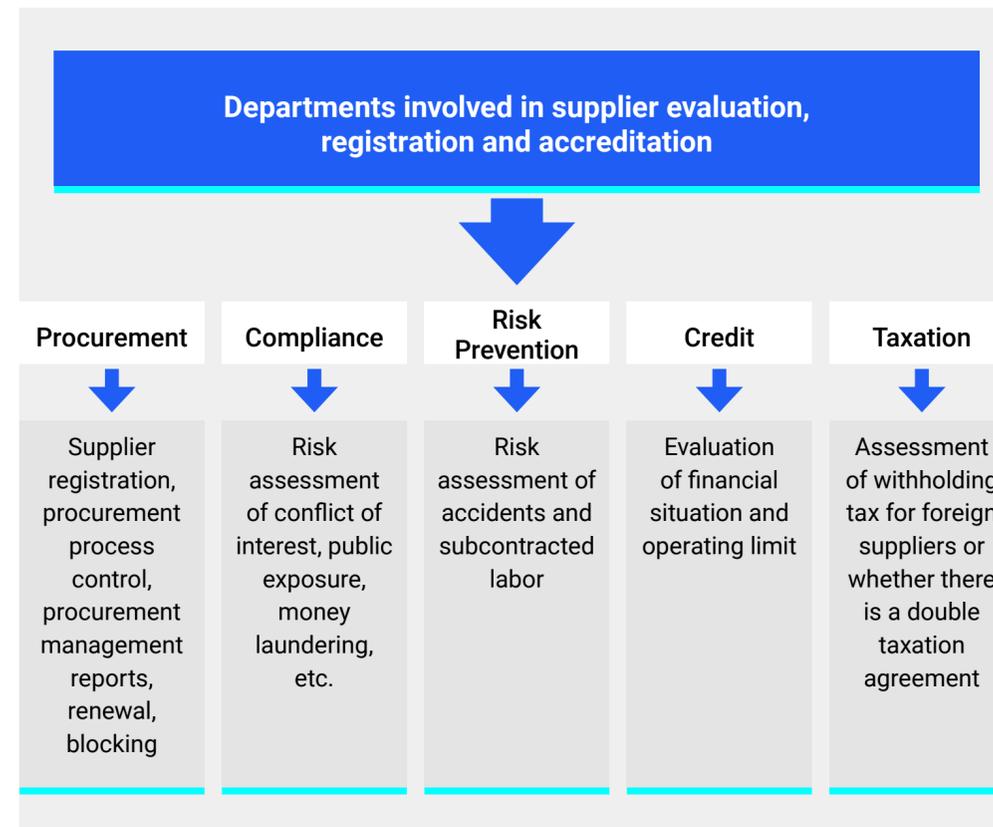
Scope: Corporate excluding subsidiaries in Chile (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo) and Novis Mexico.

5.9. Subcontracting Policy

SONDA does not have a Subcontracting Policy. However, these issues are addressed in the Special Regulations for Contractors and Subcontractors. These regulations describe the supplier evaluation, registration and accreditation procedures, which involve various SONDA departments, as shown in the diagram:

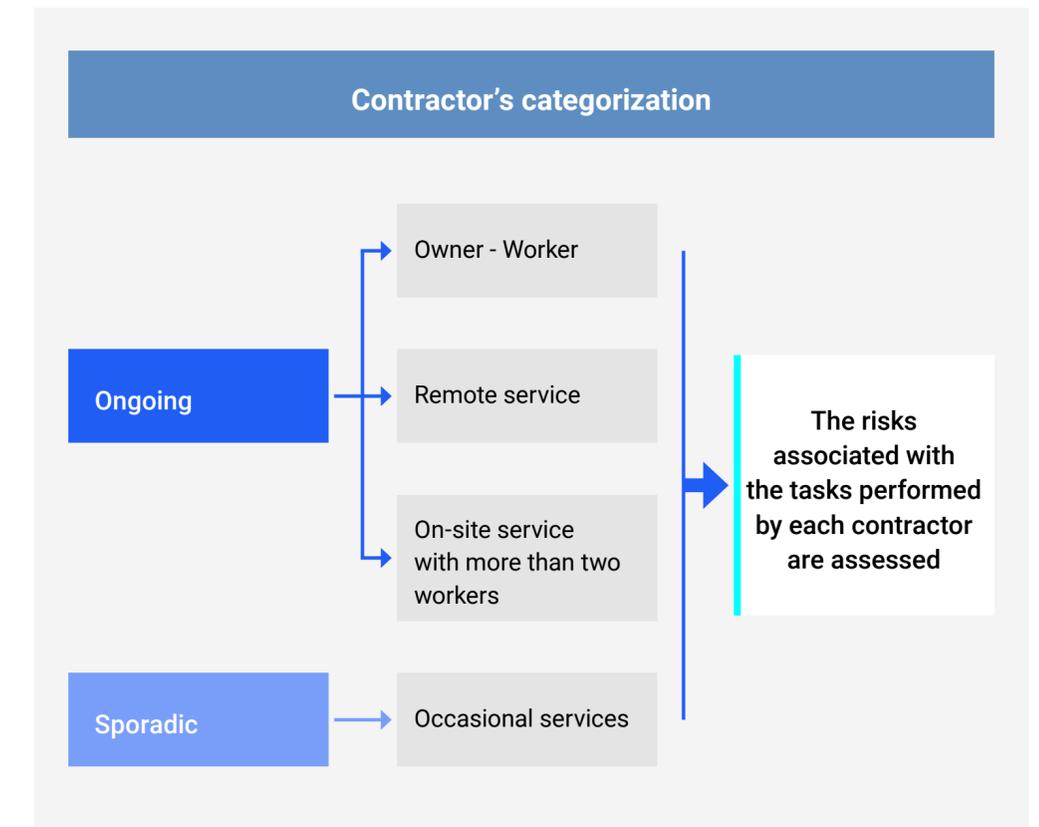
The guidelines require all external companies to be accredited according to the IMS standards and comply with Subcontracting Law and every regulation pertaining to occupational health, safety and the environment in each country. This process begins with an initial meeting attended by SONDA's counterpart, 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.

This diagram indicates that contractors 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 contractor.



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 contractor 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 contractor or 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.



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

Digital Business is a SONDA services unit 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 improve 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 customers, 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 customers 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 customers.
- **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 customers' business applications by incorporating innovative methods to produce efficient response times.

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

b. Digital Services

Digital Services is a SONDA services unit that creates value through the best use of hardware, software and communications tools and applications and supports business continuity for our customers. These are a wide range of services, such as:

- **Platform Services** - The Platform Services Division provides 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. We have two business units: Products Unit: Its main objective is to sell valuable infrastructure and associated services, brand relationship management, solution architecture and portfolio management. Managed Services Unit: 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. Our 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.
- **Cloud & Data Center** - These services have been designed to help our customers manage technological solutions that support their business and maximize performance through services that are built on security, availability 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 & Data Center 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-per-use pricing, which ensures that solutions can be implemented quickly, efficiently and conveniently. SONDA has four certified Data Centers, a Tier IV Data Center in Santiago, and three Tier III Data Centers, where two are in Santiago and one is in Minas Gerais, each with their respective Network Operation Centers (NOC). These Centers ensure the quality, security and availability of services provided by these data centers, which are among the most reliable and modern in Latin America. Our enterprise cloud services are on-site or in public clouds and are increasingly focused on hybrid services. They are evolving every day to meet customers' 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 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 customers with agility and efficiency so as not to over-invest. This development supports our customers, 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. We have a regional business, and expert personnel in SONDA's operations centers provide cyber-security services, to draw us closer to the customers we serve. We have centers of excellence in some countries

that pursue efficiency and improve our services. We have regional alliances with world-class cyber-security suppliers and have incorporated innovative technologies into our portfolio.

- **Workplace Services** - The objective of this service is to maintain operational continuity for our customers' business by providing specialized and swift technical assistance to our customers' users.
- **Service Desk** - This service 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.

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. We have agreements with major manufacturers in the industry and we have a team of specialized professionals to provide the most appropriate solutions to meet our customers' 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 customers when recommending the correct platform in each case. Representation and sale of 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.

6.3. Stakeholders

SONDA's principal stakeholders are our customers, employees, suppliers, technological partners, shareholders and local society. The Board's mission is to identify, prioritize and implement stakeholder engagement mechanisms.

Priority company stakeholders are those who could be significantly affected by our business, products or services, and those whose could influence our ability to successfully implement our business strategy.



Main stakeholders

 <p>Customers</p> <p>Over 5,000 companies and organizations, spanning various industries and countries have chosen us as their technological supplier and partner.</p>	 <p>Partners and suppliers</p> <p>Manufacturers and suppliers around the world provide us with technological products and services. In addition to developers and startups.</p>	 <p>Employees</p> <p>We employ 13,855 people in 11 countries, with 42.2% in Brazil, 22.2% in Chile, 10% in Mexico and the remaining 25.6% in other countries. 29% are women and 27% are under 30 years old.</p>	 <p>Shareholders and investors</p> <p>SONDA is a publicly traded corporation. The controlling group has a 56.06% interest, and the remaining 43.94% is owned by pension fund managers (AFPs), institutional investors, mutual funds, and other shareholders.</p>	 <p>Society</p> <p>We have offices in more than three thousand cities in the region. Their inhabitants benefit from our technological solutions that improve their quality of life.</p>
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Stakeholder's interests and concerns and our response

What are their main concerns?

Customers

Interests and concerns

- Technology to ensure business continuity, particularly during the pandemic.
- 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 customers.
- 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 customers 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.
- "Women who transform" 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 regarding acquisitions.
- Volume of business closed and revenue generation.

Our response

- We introduced the NPS survey to obtain important information on how shareholders relate to the company and their perspective 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 customers.

Our participation in other organizations

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

Sustainable development

- **Business Association for Integrated Electronic Waste Management (ASEGIRE, Costa Rica)**
- **Green Digital Footprint Pact (Ekos Group).**

Innovation and transformation

- **Open Beauchef, Center for Innovation and Entrepreneurship at the Physical and Mathematical Sciences Faculty of the Universidad 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.
- **Parque de Inovação Tecnológica de Joinville e Região (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 (SOFOPA, Chile).** The SONDA Director, Ms. Maria del Rosario Navarro Betteley, is Elective Councillor for 2021 to 2025.
- **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).**

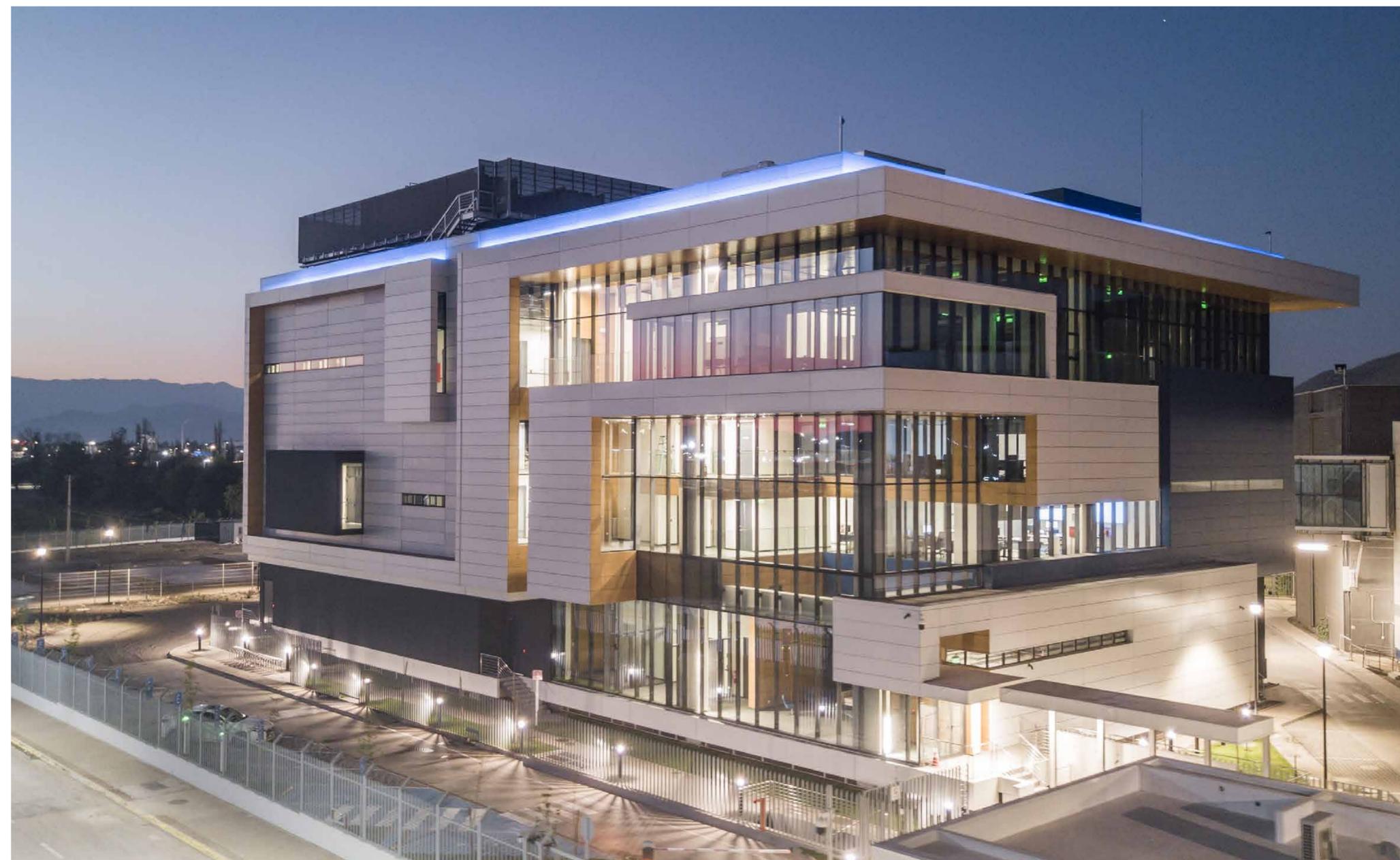
6.4. Properties and facilities

The Company's principal fixed assets are computer equipment, software, and other fixed assets, such as those associated with the Transantiago project, and real estate such as the corporate building and the new data center. 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 customers, 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. - Chile:** Data center located at Av. Víctor Uribe 2211, Quilicura.
- **SONDA Inmobiliaria S.A. - Chile:** 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. Data center land owned by SONDA S.A. at Santiago Av. Víctor Uribe 2211, Quilicura.
- **SONDA Argentina S.A.:** At Alsina 772, Buenos Aires, Argentina.
- **Microgeo S.A. - Chile.:** At Camino El Cerro 5154, Huechuraba, Santiago.
- **Inmobiliaria Servibanca S.A. - Chile:** At Catedral 1888, Santiago.
- **SONDA de Colombia S.A.:** Corporate building at Avenida Carrera 45 (autopista norte) 118 - 68, Bogotá, Colombia. - SONDA Servicios S.A.S.: Lots 44M, 44N, 44° Stage 4 of the Zona Franca de Tocancipa



- **SONDA Procwork Informática. Ltda - Brazil:** Corporate building at Alameda Europa 1206 Santana de Parnaíba, São Paulo. - Rua Dom Aguirre 576, São Paulo.
- **ATIVAS Data center S.A. - Brazil:** At Rua Agenório 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.

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							
				12.31.2022				12.31.2021			
				Direct Interest	Indirect Interest	Total Interest Parent Company	Share of Non-Controlling Interests	Direct Interest	Indirect Interest	Total Interest Parent Company	Share of Non-Controlling Interests
Foreign	ATIVAS DATACENTER S.A.	Brazil	BRL : Brazilian real	-	100.000%	100.000%	-	0.000%	80.400%	80.400%	19.600%
96,916,490-6	BAZUCA INTERNET PARTNERS S.A.	Chile	CLP : Chilean pesos	0.005%	99.885%	99.891%	0.110%	0.005%	99.885%	99.891%	0.110%
Foreign	COMPUFACIL S.A.S.	Colombia	COP : Colombian peso	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	CONSORCIO SONDA COLOMBIA	Colombia	COP : Colombian peso	20.000%	80.000%	100.000%	-	20.000%	80.000%	100.000%	-
Foreign	CONSORCIO SONDA ECUADOR	Ecuador	USD : US dollars	70.000%	30.000%	100.000%	-	70.000%	30.000%	100.000%	-
Foreign	CTIS TECNOLOGÍA LTDA.	Brazil	BRL : Brazilian real	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	INGENIERIA SERVICIOS INFORMATICOS S.A. DE C.V.	Mexico	MXN : Mexican peso	-	-	-	-	0.000%	0.000%	-	-
76,240,462-1	INMOBILIARIA SERVICANSA S.A.	Chile	CLP : Chilean pesos	-	86.750%	86.750%	13.250%	0.000%	86.750%	86.750%	13.250%
78,936,330-7	INNOVACIÓN Y TECNOLOGÍA EMPRESARIAL ITEM LTDA.	Chile	CLP : Chilean pesos	-	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
77,122,745-7	INVERSIONES INTERNACIONALES S.A.	Chile	CLP : Chilean pesos	100.000%	-	100.000%	-	100.000%	0.000%	100.000%	-
Foreign	INVERSIONES QUINTEC COLOMBIA LTDA.	Colombia	COP : Colombian peso	-	-	0.000%	-	0.000%	99.823%	99.823%	0.180%
88,579,800-4	MICROGEO S.A. AND SUBSIDIARY	Chile	USD : US dollars	-	80.000%	80.000%	20.000%	0.000%	80.000%	80.000%	20.000%
96,967,100-K	NOVIS S.A. AND SUBSIDIARIES	Chile	CLP : Chilean pesos	-	60.000%	60.000%	40.000%	0.000%	60.000%	60.000%	40.000%
Foreign	NOVIS CORP US INC.	USA	USD : US dollars	-	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	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	PRICELESS COLOMBIA S.A.S	Colombia	COP : Colombian peso	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
86,731,200-5	QUINTEC CHILE S.A.	Chile	CLP : Chilean pesos	-	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
96,723,760-4	QUINTEC DISTRIBUCION S.A.	Chile	CLP : Chilean pesos	-	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
76,376,955-0	QUINTEC FILIALES OPERATIVAS S.A.	Chile	CLP : Chilean pesos	-	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
76,656,910-2	QUINTEC INVERSIONES LATINOAMERICANAS S.A.	Chile	CLP : Chilean pesos	-	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
96,515,590-2	QUINTEC SERVICIOS DE VALOR S.A.	Chile	CLP : Chilean pesos	-	-	-	-	0.000%	99.823%	99.823%	0.180%
96,571,690-4	SERVIBANCA S.A. & SUBSIDIARIES	Chile	CLP : Chilean pesos	0.080%	99.920%	100.000%	-	0.000%	86.750%	86.750%	13.250%
Foreign	SERVICIOS DE APLICACIÓN E ING. NOVIS S.A. de C.V.	Mexico	MXN : Mexican peso	-	60.000%	60.000%	40.000%	0.000%	60.000%	60.000%	40.000%
78,072,130-8	SERVICIOS EDUCACIONALES SONDA S.A.	Chile	CLP : Chilean pesos	0.674%	99.326%	100.000%	-	0.674%	99.326%	100.000%	0.000%
99,551,120-7	SERVICIOS FINANCIEROS UNO S.A.	Chile	CLP : Chilean pesos	-	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
76,903,990-2	SOC. PROD. Y SERV. REDES MOVILES S.A.	Chile	CLP : Chilean pesos	-	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	-	50.000%	50.000%	50.000%	0.000%	50.000%	50.000%	50.000%
Foreign	SONDA ARGENTINA S.A.	Argentina	ARS : Argentine pesos	5.256%	94.744%	100.000%	-	5.256%	94.744%	100.000%	-
Foreign	SONDA CIDADES INTELIGENTES E MOBILIDADE LTDA. (Formerly Telsinc Serv.)	Brazil	BRL : Brazilian real	0.562%	99.438%	100.000%	-	0.562%	99.438%	100.000%	-
Foreign	SONDA DE COLOMBIA S.A.S.	Colombia	COP : Colombian peso	4.981%	95.019%	100.000%	-	4.981%	95.019%	100.000%	-
Foreign	SONDA DEL ECUADOR ECUASONDA S.A.	Ecuador	USD : US dollars	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA DEL PERU S.A.	Peru	PEN : Peruvian sol	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA DO BRASIL LTDA.	Brazil	BRL : Brazilian real	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
76,039,505-6	SONDA FILIALES CHILE LTDA.	Chile	CLP : Chilean pesos	99.995%	0.005%	100.000%	-	99.995%	0.005%	100.000%	-
Foreign	SONDA INFOVIA DIGITAL DO ESTADO DO MS S.A.	Brazil	BRL : Brazilian real	-	100.000%	100.000%	-	0.000%	-	-	-
96,987,400-8	SONDA INMOBILIARIA S.A.	Chile	CLP : Chilean pesos	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA MEXICO S.A. DE C.V.	Mexico	MXN : Mexican peso	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA MOBILITY LTDA. AND SUBSIDIARY	Brazil	BRL : Brazilian real	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA PANAMA S.A.	Panama	USD : US dollars	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA PROCWORK INF. LTDA.	Brazil	BRL : Brazilian real	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA PROCWORK OUTSOURCING LTDA.	Brazil	BRL : Brazilian real	-	-	-	-	0.000%	100.000%	100.000%	-
99,496,560-4	SONDA SERVICIOS PROFESIONALES S.A.	Chile	CLP : Chilean pesos	0.077%	99.923%	100.000%	-	0.077%	99.923%	100.000%	-
Foreign	SONDA SERVICIOS S.A.S.	Colombia	COP : Colombian peso	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
76,035,824-K	SONDA SPA	Chile	CLP : Chilean pesos	100.000%	-	100.000%	-	100.000%	-	100.000%	-
Foreign	SONDA TECNOLOGIAS DE COSTA RICA S.A.	Costa Rica	USD : US dollars	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	SONDA URUGUAY S.A.	Uruguay	USD : US dollars	49.898%	50.102%	100.000%	-	49.898%	50.102%	100.000%	-
Foreign	SONDA USA INC.	USA	USD : US dollars	-	100.000%	100.000%	-	0.000%	-	-	-
96,823,020-4	TECNOGLOBAL S.A.	Chile	USD : US dollars	-	100.000%	100.000%	-	0.000%	100.000%	100.000%	-
Foreign	TELSINC COMERCIO DE EQUIPAMIENTO DE INF. LTDA.	Brazil	BRL : Brazilian real	0.950%	99.050%	100.000%	-	0.950%	99.050%	100.000%	-

Information regarding subsidiaries

Sonda Filiales Chile Ltda.	Sonda SpA	Consortio Sonda Ecuador	Inversiones Internacionales S.A.	Sonda México S.A. de C.V. and subsidiaries
Direct relationship	Direct relationship	Direct relationship	Direct relationship	Indirect relationship
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\$ 8,559	ThCh\$ 578,322,082	ThCh\$ 24,450,200
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		779,353,143	1,168,436
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.	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 corporate purpose of Consortio 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."	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.	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 Board of Directors	The Board of Directors	The Board of Directors	The Board of Directors	The Board of Directors
Chairman: Not applicable	Chairman: Not applicable	Chairman: Not applicable	Chairman: Raúl Sapunar Kovacic	Chairman: Jose Orlandini Robert
Directors: Not applicable	Directors: Not applicable	Directors: Not applicable	Directors: Gonzalo Soto Serdio	Directors: Ricardo Rodríguez Vásquez Gonzalo Soto Serdio Marcelo Castiglione Veloso
Chief Executive Officer José Orlandini Robert	Chief Executive Officer José Orlandini Robert	Chief Executive Officer Silvia Ramos Bustán.	Chief Executive Officer José Orlandini Robert	Chief Executive Officer Francisco Javier Escala Korenblit
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
18.09%	0.001890%	0.004%	41.464%	7.238%
Total controller's interest	Total controller's interest	Total controller's interest	Total controller's interest	Total controller's interest
100%	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.	Description of the Business Relationship with Sonda S.A.
No business relationship	No business relationship	Sonda S.A. provides IT services.	No business relationship	Sonda S.A. provides administrative, IT platform operation and computing systems implementation services. Sonda S.A. provides Licenses for customer support. Sonda Mexico S.A. provides server replication services. Sonda Mexico S.A. provides technological infrastructure monitoring services. Sonda Mexico S.A. provides specialist IT engineering services (Transantigo).
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 business relationship	No business relationship	Sonda S.A. provides IT services.	No business relationship	Sonda S.A. provides administrative, IT platform operation and computing systems implementation services. Sonda S.A. provides Licenses for customer support. Sonda Mexico S.A. provides server replication services. Sonda Mexico S.A. provides technological infrastructure monitoring services. Sonda Mexico S.A. provides specialist IT engineering services (Transantigo)"

Quintec Filiales Operativas S.A. and subsidiaries	Servicios Educativos Sonda S.A.	Sonda Inmobiliaria S.A.
Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	Subscribed and paid capital	Subscribed and paid capital
ThCh\$ 34,207,231	ThCh\$ 395,635	ThCh\$ 321,487
Number of subscribed and paid shares	Number of subscribed and paid shares	Number of subscribed and paid shares
15,700,000	1,890,127	1,025,000
Corporate purpose according to the bylaws	Corporate purpose according to the bylaws	Corporate purpose according to the bylaws
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.	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 Board of Directors	The Board of Directors	The Board of Directors
Chairman: José Orlandini Robert	Chairman: José Orlandini Robert	Chairman: José Orlandini Robert
Directors: Gonzalo Soto Serdio Raúl Sapunar Kovacic	Directors: Rafael Osorio Peña Raúl Sapunar Kovacic	Directors: Gonzalo Soto Serdio Mónica Varela Aravena
Chief Executive Officer Raúl Sapunar Kovacic	Chief Executive Officer Raúl Sapunar Kovacic	Chief Executive Officer Raúl Sapunar Kovacic
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
7.304%	-0.066%	1.761%
Total controller's interest	Total controller's interest	Total controller's interest
99.823%	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.
No business relationship	No business relationship	Subsidiary company that provides real estate services to Sonda S.A. Sonda provides integrated administrative services.
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	Real estate leasing contract. Integrated administrative services contract.

Sonda Servicios Profesionales S.A.	Novis S.A.	Sociedad Proveedor de Productos y Servicios para Redes de Datos Móviles S.A. (Wireless-IQ S.A.) and subsidiary
Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	Subscribed and paid capital	Subscribed and paid capital
ThCh\$ 12,681	ThCh\$ 1,369,201	ThCh\$ 197,726
Number of subscribed and paid shares	Number of subscribed and paid shares	Number of subscribed and paid shares
3,901	14,200	1,000
Corporate purpose according to the bylaws	Corporate purpose according to the bylaws	Corporate purpose according to the bylaws
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.	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.
The Board of Directors	The Board of Directors	The Board of Directors
Chairman: José Orlandini Robert	Chairman: José Orlandini Robert	Chairman: José Orlandini Robert
Directors: Raúl Sapunar Kovacic Gonzalo Soto Serdio	Directors: Gonzalo Soto Serdio Patricio Artiagoitia Alti	Directors: Raúl Sapunar Kovacic Víctor Coronado Román
Chief Executive Officer Raúl Sapunar Kovacic	Chief Executive Officer Patricio Artiagoitia Alti	Chief Executive Officer Víctor Coronado Román
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
0.993%	0.144%	-0.009%
Total controller's interest	Total controller's interest	Total controller's interest
100%	60%	67%
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 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.	Sonda S.A. provides administrative and accounting consulting and professional services. Subsidiary company that provides SMS services.
Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.
Consulting and professional services contract. Administrative and accounting services contract.	Technology services contract. Administrative and accounting services contract.	Administrative and accounting consulting and professional services contract. SMS services contract.

Sonda de Colombia S.A.	Sonda Tecnologías de Costa Rica S.A.	CTIS Tecnología S.A.
Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	Subscribed and paid capital	Subscribed and paid capital
ThCh\$ 29,960,464	ThCh\$ 1,123,128	ThCh\$ 119,971,338
Number of subscribed and paid shares	Number of subscribed and paid shares	Number of subscribed and paid shares
52,430,198	1,000	516,425,901
Corporate purpose according to the bylaws	Corporate purpose according to the bylaws	Corporate purpose according to the bylaws
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.	To supply technological platforms and their related services.	1. IT Services: To 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.
The Board of Directors	The Board of Directors	The Board of Directors
Chairman: Jose Luciano Orlandini Robert	Chairman: José Luciano Orlandini Robert	Chairman: Ricardo Scheffer de Figueiredo
Directors: Gonzalo Ignacio Soto Serdio, Ricardo Rodríguez Vásquez, Juan Esteban Ossul .Raul Sapunar Kovacic, Marcelo Castiglione Veloso	Directors: Gonzalo Ignacio Soto Serdio Eduardo Sandoval Obando	Directors: Jorge David Ramirez Scott
Chief Executive Officer Ricardo Rodríguez Vásquez	Chief Executive Officer Eduardo Sandoval Obando	Chief Executive Officer 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
3.266%	1.130%	2.294%
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 IT application design, management and development services. Sonda S.A. provides computer equipment. Sonda de Colombia provides Remote Help Desk services. Sonda de Colombia provides implementation services for IT applications.	Sonda S.A. provides professional and project supervision services.	No business relationship
Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.
Project management contract. Equipment sale contract. Application design and development services contract. Remote Help Desk services contract. Aranda migration contract. Project error mitigation contract.	Professional services contract and Project PMO supervision.	No contracts between the parties

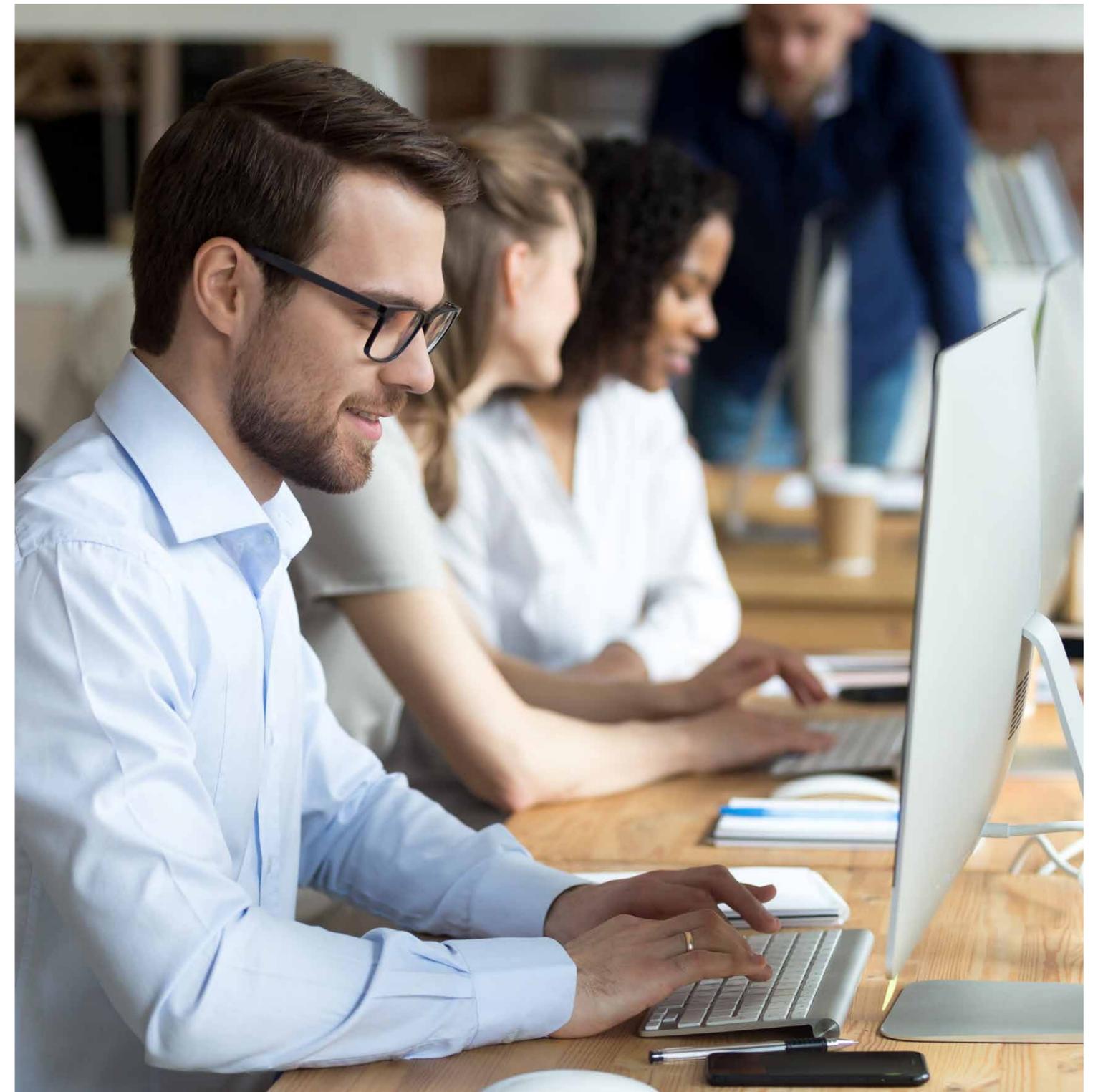
Sonda Do Brasil S.A.	Sonda Procwork Inf. Ltda. and subsidiary	Telsinc Comercio de Equipamiento de Inf. Ltda.	SONDA Ciudad Inteligente y Movilidad Ltda.	PARS Productos de Procesamiento de Datos Ltda.
Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship
Subscribed and paid capital	Subscribed and paid capital	Subscribed and paid capital	Subscribed and paid capital	Subscribed and paid capital
ThCh\$ 58,714,675	ThCh\$ 162,233,692	ThCh\$ 15,020,517	ThCh\$ 37,966,492	ThCh\$ 47,319,606
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
187,610,856	875,873,694	61,964,030	179,063,119	192,338,333
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
Hardware and Software Marketing. To provide consultancy, training, program and system development. To represent IT assets, information technology in telecommunications and other related businesses, including the import and export of related goods and services, and computer leasing. Software, peripherals, and others, computer equipment and maintenance peripherals, software support. Development, implementation and maintenance of computer networks, development, implementation and maintenance of structured cabling systems, professional outsourcing and the 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 computers and computer equipment on a retail basis. (xv) To develop, implement and maintain structured cabling systems. (xvi) 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.	To market, import and export goods and data processing materials, including software and marketing non-personal multiple copies, license and assign the right to use computer programs.
The Board of Directors	The Board of Directors	The Board of Directors	The Board of Directors	The Board of Directors
Chairman: Ricardo Scheffer de Figueiredo	Chairman: Not applicable	Chairman: Not applicable	Chairman: Not applicable	Chairman: Not applicable
Directors: Jorge David Ramirez Scott	Directors: Not applicable	Directors: Not applicable	Directors: Not applicable	Directors: Not applicable
Chief Executive Officer Ricardo Scheffer de Figueiredo	Chief Executive Officer Ricardo Scheffer de Figueiredo	Chief Executive Officer Ricardo Scheffer de Figueiredo	Chief Executive Officer Ricardo Scheffer de Figueiredo	Chief Executive Officer Celso Roberto Blandy Azanha
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
4.034%	8.907%	1.620%	1.809%	2.268%
				Total controller's interest
100%	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.	Description of the Business Relationship with Sonda S.A.
No business relationship	Subsidiary provides consulting and system implementation services.	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.	Contracts with Sonda S.A.
No contracts between the parties	Solution implementation contract Aranda	No contracts between the parties	No contracts between the parties	No contracts between the parties

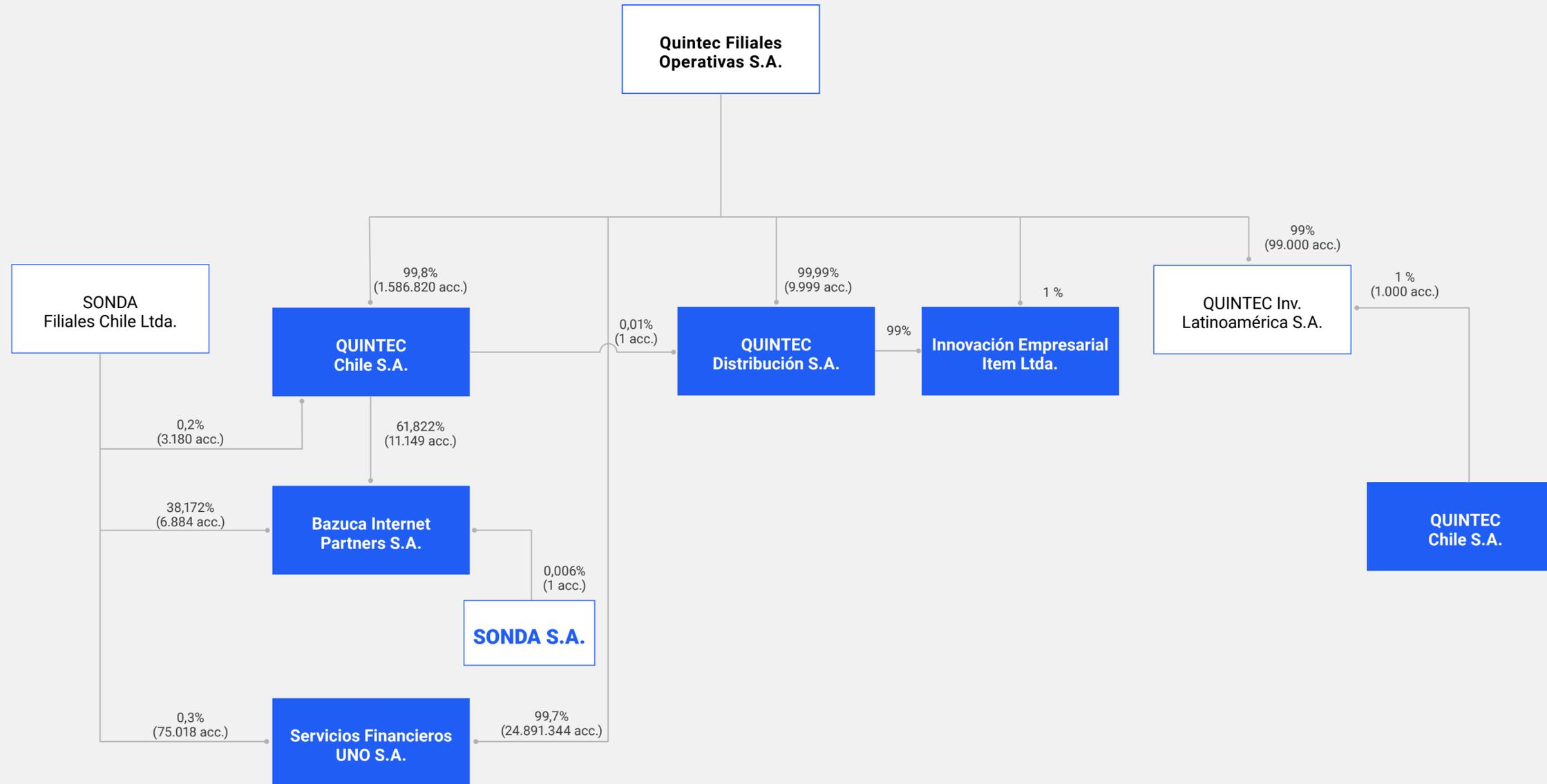
Sonda del Perú S.A.	Sonda del Ecuador Ecuasonda S.A.
Indirect relationship	Indirect relationship
Subscribed and paid capital	Subscribed and paid capital
ThCh\$ 473,855	ThCh\$ 423,011
Number of subscribed and paid shares	Number of subscribed and paid shares
233,853	12,356,306
Corporate purpose according to the bylaws	Corporate purpose according to the bylaws
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.	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.
The Board of Directors	The Board of Directors
Chairman: Jose Orlandini Robert	Chairman: Jose Orlandini Robert
Directors: Rafael Humberto Osorio Peña Mario Pavon Robinson	Directors: Ricardo Rodríguez Vásquez Gonzalo Soto Serdio Marcelo Castiglione Veloso
Chief Executive Officer Hugo Gonzalez Castañeda	Chief Executive Officer Silvia Ramos Bustán
The investment as a percentage of the parent company's assets	The investment as a percentage of the parent company's assets
3.252%	1.076%
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. provides Mail Robot tool services. Sonda S.A. provides IT consulting services. Sonda S.A. provides computing equipment. The subsidiary provides cloud computing platform specialist services.	Sonda S.A. provides migration and operating system administration services for EPMAPS.
Contracts with Sonda S.A.	Contracts with Sonda S.A.
Mail Robot tool services contract IT consulting services contract. Equipment sales contract. Cloud computer platform specialist service contract.	Operating system administration service contract for EPMAPS

Sonda Argentina S.A.	Sonda Uruguay S.A.	Sonda USA Inc.	Tecnoglobal S.A.
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\$ 6,679,036	ThCh\$ 610,278	ThCh\$ 556,309	ThCh\$ 19,315,973
Number of subscribed and paid shares	Number of subscribed and paid shares	Number of subscribed and paid shares	Number of subscribed and paid shares
51,033,104	28,960,876	1,000	312,950,000
Corporate purpose according to the bylaws	Corporate purpose according to the bylaws	Corporate purpose according to the bylaws	Corporate purpose according to the bylaws
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.	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.	IT Services	a) Acquire, represent, distribute, import, export, and generally market and operate, in any form, all kinds of electronic, office, telephony, communication and computational equipment, their spare parts, pieces and other complementary, related or annexed items. b) Design, develop, produce, maintain, operate or market products or software applications and generally operate them in any way. c) Provide occupational training, mainly in automation or informatics, through courses, seminars, conferences, or other forms of systematic knowledge and technology transfer. d) Store, process and market information.
The Board of Directors	The Board of Directors	The Board of Directors	The Board of Directors
Chairman: Daniel Ponce	Chairman: José Luciano Orlandini Robert	Chairman: José Orlandini Robert	Chairman: Raúl Sapunar Kovacic
Directors: Jose Orlandini Gerardo Cruz Marcela Varela (suplente)	Directors: Gerardo Cruz Cironi Gonzalo Soto Serdio Marcela Varela Loggia	Directors: Gonzalo Soto Serdio	Directors: Gonzalo Soto Serdio José Orlandini Robert Francisco Escala Korenblit Luis de la Cruz Laborda
Chief Executive Officer Daniel Ponce	Chief Executive Officer Ricardo Vilas	Chief Executive Officer Maurizio Rinaldi	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	The investment as a percentage of the parent company's assets
0.851%	1.069%	-0.009%	4.023%
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 Sonda S.A., performs equipment sales	Subsidiary provides BOOTCAMP services Subsidiary sells equipment to parent company.	No business relationship	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.	Contracts with Sonda S.A.
Walmart Help Desk contract Equipment sales contract.	BOOTCAMP service contract (Software application). Equipment sales contract.	No contracts between the parties.	Administrative and accounting services contract.

Microgeo S.A.	Soluciones Expertas S.A. and subsidiaries	Servibanca S.A.	Inmobiliaria Servibanca S.A.
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\$ 2,520,957	ThCh\$ 8,910	ThCh\$ 714,574	ThCh\$ 411,341
Number of subscribed and paid shares	Number of subscribed and paid shares	Number of subscribed and paid shares	Number of subscribed and paid shares
1,820	2,000,000	1,200	1,200
Corporate purpose according to the bylaws	Corporate purpose according to the bylaws	Corporate purpose according to the bylaws	Corporate purpose according to the bylaws
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.	To provide technical and computational professional services.	To invest capital in general securities.
The Board of Directors	The Board of Directors	The Board of Directors	The Board of Directors
Chairman: Jose Orlandini Robert	Chairman: Mario Pavón Robinson	Chairman: José Orlandini Robert	Chairman: José Orlandini Robert
Directors: Raul Sapunar Kovacic Stefano Sigala Romele Robert Richter Stein Gonzalo Soto Serdio	Directors: Jorge Díaz Fernández Raúl Hernández Torres Jorge Hoyl Moreno	Directors: Rafael Osorio Peña Mario Pavón Robinson	Directors: Rafael Osorio Peña Mario Pavón Robinson
Chief Executive Officer Alberto Merino Pohl	Chief Executive Officer Jorge Hoyl Moreno	Chief Executive Officer Patricio Fuentes Aros	Chief Executive Officer Cristian Zegers Reyes
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
1.001%	0.120%	0.243%	0.147%
Total controller's interest	Total controller's interest	Total controller's interest	Total controller's interest
80%	50%	100%	86.75%
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 integrated and IT services from Sonda S.A.	Subsidiary company that procures IT services from Sonda S.A.	Subsidiary company that procures IT services from Sonda S.A.	No business relationship
Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.
Software licensing, subletting and integrated services contract.	Computational services contract	Computational services contract	No contracts between the parties

Sonda Panamá S. A.	Novis Corp US Inc
Indirect relationship	Indirect relationship
Subscribed and paid capital	Subscribed and paid capital
ThCh\$ 8,559	ThCh\$ 171,172
Number of subscribed and paid shares	Number of subscribed and paid shares
10,000	2,000
Corporate purpose according to the bylaws	Corporate purpose according to the bylaws
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.	TI services
The Board of Directors	The Board of Directors
Chairman: Victor Betancourt	Chairman: José Orlandini Robert
Directors: Jaime Bueso, Heidi Caballero, Juan Ossul, José Orlandini, Marcelo Castiglione.	Directors: Patricio Artiagoitia Alti, Gonzalo Soto Serdio.
Chief Executive Officer Victor Betancourt	Chief Executive Officer 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
0.017%	0.007%
Total controller's interest	Total controller's interest
100%	60%
Description of the Business Relationship with Sonda S.A.	Description of the Business Relationship with Sonda S.A.
No business relationship	No business relationship
Contracts with Sonda S.A.	Contracts with Sonda S.A.
No contracts between the parties	No contracts between the parties





Quintec Filiales Operativas S.A.
As of December 31, 2022

7. Supplier management

We have developed a standard procurement model and general criteria and guidelines for all units directly involved in purchasing goods and services. These policies and procedures identify, quantify and manage purchasing and contracting risks.

The Procurement Procedure, Contractors Regulations and risk identification method are applied to the supplier's classification, which is evaluated and accredited every year. 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.

All supplier payments follow the same control procedure, which generates payments within the deadlines agreed in the supplier's commercial terms and conditions.

We implemented a classification procedure for new suppliers, which requests a series of documents from them that depend on the characteristics and risks of the service or product they would be supplying.

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.	9,199		4,134		540	
ii. Value of invoices paid to suppliers during the year (millions of Chilean pesos)	53,922		39,319		1,872	
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.	868		476		206	
v. Number of agreements registered on the Register of Exceptional Payment Deadline Agreements at the Ministry of the Economy.	0		0		0	

Scope: SONDA S.A., national invoices. Internal mechanisms will be worked on to increase scope and add foreign invoices.

7.2 Supplier evaluation

We have a supplier evaluation process that evaluates the risks associated with subcontracted workers, accidents and compliance, such as conflicts of interest, public exposure, money laundering and other compliance risks. We included the Taxation Department in the review of purchases from foreign suppliers in 2022, in order to avoid any tax and commercial risks relating to payments or withholding taxes.

We have an Integrated Management System (IMS) certified as complying with international quality (ISO 9001), environmental (ISO 14001), and occupational health and safety (ISO 45001) standards, whose guidelines are extended to contractors. Suppliers are evaluated and accredited as complying with the IMS standards and current laws, which ensures that they comply with safety and labor standards. We ensure that they protect their own workers, our employees and our customers.

We use an Operational Control Program to verify compliance with policies and standards, and we control and minimize any potential environmental impacts caused by our suppliers.

We evaluated 233 suppliers in 2022, who representing 17.7% of our suppliers and 9.1% of total purchases during the year in Chile.

Value chain management

We reduced the number of documents required during 2022 according to our plan, in order to streamline the Supplier Evaluation, Registration and Accreditation

procedure, and we implemented a maximum response time in the Service Level Agreement (SLA). We introduced technological improvements that automated and simplified our procurement processes. We completed certifying the updates to the Supplier Portal, which will become operational in 2023. These updates will automate the Registration and Accreditation process and improve supplier data security. They will automate payment statement approvals; simplify purchase order creation in the system; standardize procurement data; generate traceability reports; and identify improvements in resource use and cost optimization.

We trained our units in the Procurement Policy and Procedure, to avoid purchasing goods or services without a purchase order or contract and reduce the risk of delays in payment.

We aim to launch a Supplier Manual in 2023 that includes these updates. We will implement techniques that streamline invoice reception, accounting and payment. We will incorporate criteria into the supplier evaluation process that explain and verify their waste control and environmental impact policies, which should depend on the nature of their products or services. We will evaluate suppliers using a simplified and centralized system and implement other initiatives. We will prepare and standardize regional technological criteria and functionalities adapted to local circumstances.

We trained our units in the Procurement Policy and Procedure, to avoid purchasing goods or services without a purchase order or contract and reduce the risk of delays in payment.

We aim to launch a Supplier Manual in 2023 that includes these updates. We will implement techniques that streamline invoice reception, accounting and payment. We will incorporate criteria into the supplier evaluation process that explain and verify their waste control and environmental impact policies, which should depend on the nature of their products or services. We will evaluate suppliers using a simplified and centralized system and implement other initiatives. We will prepare and standardize regional technological criteria and functionalities adapted to local circumstances.

8. Indicators

8.1. Legal and regulatory compliance

8.1.1 Relating to our customers

At SONDA we have a procedure to detect and prevent non-compliance with the rights of customers in Chilean Law 19,496 on Consumer Rights Protection⁵. 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, its scope and how to deal with each point of the Law.
2. Our web terms and conditions, MacOnline’s sales policies and legal terms effectively communicate with customers, 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 customers, so they can contact us when required and we can swiftly respond.

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

8.1.2. Relating to our employees

We are governed by labor and legal regulations in each country, and we fully 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, SONDA is 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.

8.1.5. Relating to crime prevention

See the response in the “Crime prevention, anti-corruption and bribery” section on page 43.

8.1.1; 8.1.2; 8.1.3; 8.1.4; 8.1.5 Legal and regulatory compliance 2022

	Customers	Employees	Antitrust	Crime prevention (Law 20,393)
Number of sanctions	0	57	0	0
Value of sanctions (millions of Chilean pesos)	0	1,870	0	0

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

	Environment
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, Quinter Distribución), Panama, Costa Rica, Argentina, Uruguay, Brazil, Mexico, Peru and Colombia.

SASB INDICATORS NCG 461 (8.2)

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, Quinter Distribución), Panama, Costa Rica, Argentina, Uruguay, Brazil, Mexico, Peru and Colombia.

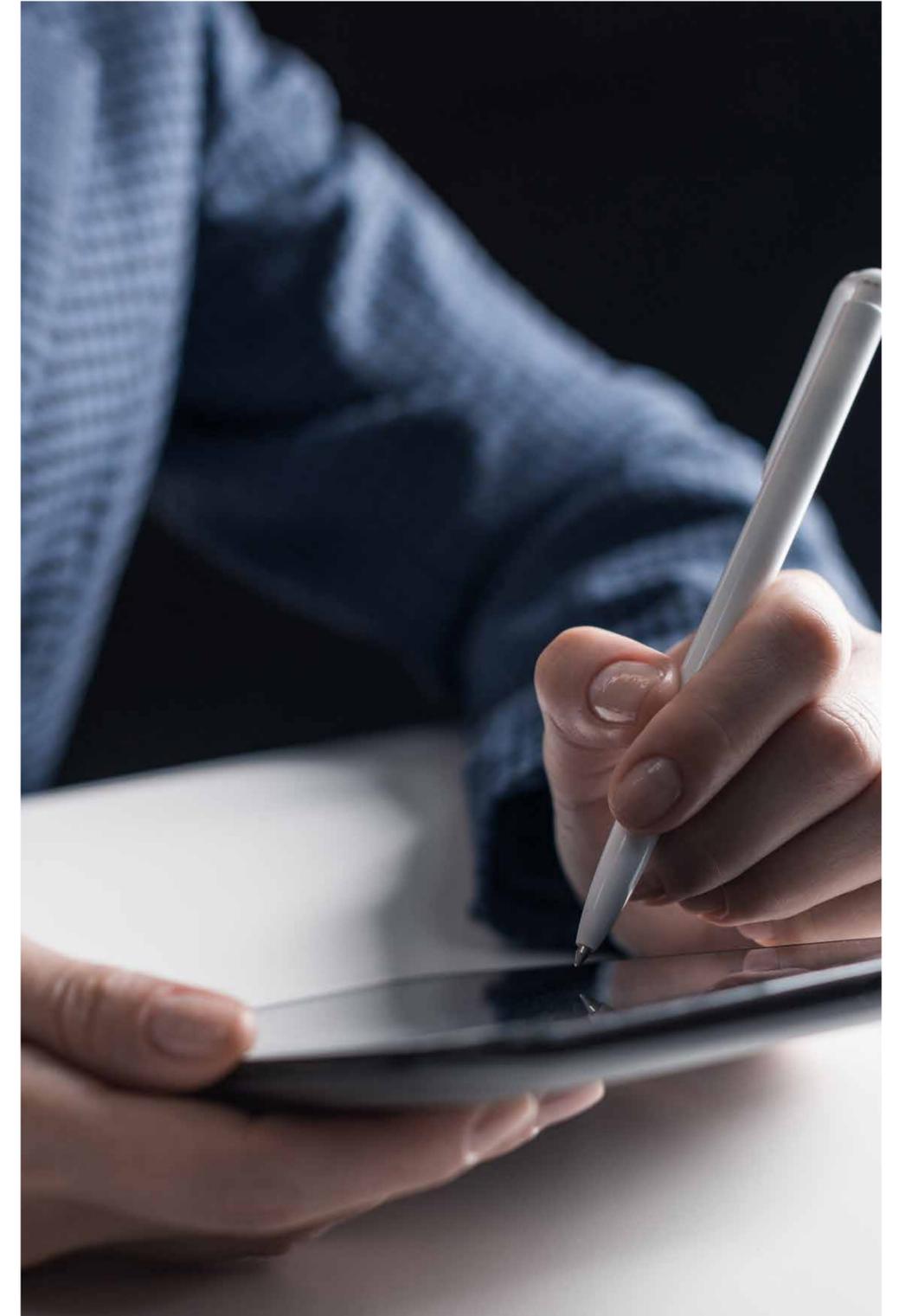
Data protection and freedom of expression

Code	Accounting parameters	Response
TC-SI-220a.1	Description of policies and practices related to behavioral advertising and user privacy.	<p>At SONDA we disclose our data privacy policy in our forms on our website sonda.com, in our email disclaimer, and in vertical campaigns. These campaigns require the target audience to indicate whether they accept SONDA's data privacy policy, and whether they prefer not to receive further emails.</p> <p>This model was implemented during 2022 in all 11 countries. In fact we are legally required to use PII policies Brazil and the USA.</p> <p>All the information gathered from forms, Paid media campaigns, face-to-face events, webinars and email campaigns, is used exclusively to generate business opportunities and is only used by commercial teams within the organization.</p> <p>Anyone in our customer or prospective customer database who does not accept the data privacy policy or who does not wish to receive further emails from SONDA is automatically transferred to a "do not contact" list, and no further contact is permitted.</p> <p>Any digital or street advertising with images of minors require the agency/production company to request the respective guardian to assign the rights to those images. A request to assign the image rights is also required for adults. Images from image banks always indicate their rights and periods.</p> <p>Third party data suppliers, such as SONDA's digital suppliers, supply material for email campaigns. This material is subject to a supplier's NDA so it is for SONDA's exclusive use and cannot be used for any other purpose. Data is encrypted before being shared, so that only people with the password can access it.</p>

9. Material or significant events

USA Subsidiary, Material Event dated February 7, 2022.

A legal entity was incorporated in the USA on February 4, 2007 in accordance with the Company's geographical expansion policy. Its purpose was to provide services to customers. It was indirectly wholly owned by SONDA S.A. through its subsidiary Inversiones Internacionales S.A. This subsidiary has a business similar to its parent company's business but is not expected to materially affect its financial position over the short-term.





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 2022 Annual, Social Responsibility and Sustainable Development Report ("2022 Integrated Report"), in accordance with General Rule 30 issued by the Superintendent of Securities and Insurance, now known as the Financial Market Commission.

Andrés Navarro Haeussler
Chairman
Chilean ID number: 5,078,702-8

María del Rosario Navarro Betteley
Vice-Chairman
Chilean ID number: 12,720,922-7

Mario Pavón Robinson
Director
Chilean ID Number: 5,386,757-K

Andrés Navarro Betteley
Director
Chilean ID number: 13,830,732-8

Raúl Véjar Olea
Director
Chilean ID number: 6,580,740-8

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

José Orlandini Robert
Chief Executive Officer
Chilean ID number: 7,599,934-8

Risk Analysis

SONDA S.A.'s risk management strategy mitigates the effects of the following risks.

- **Market**
 - Exchange rates
 - Interest rates
 - Inflation
- **Credit**
- **Liquidity**

Financial risks refer to situations in which the Company is exposed to uncertainty.

Financial risk management involves the identification, analysis, measurement and control of these risks. Management in general and the CEO and CFO in particular are responsible for assessing and managing risk.

Market Risk

Market risk is associated with how movements in exchange rates and interest rates affect the Company's assets and liabilities.

a) Exchange rate risk

SONDA's functional currency is the Chilean peso (\$) since its revenue, costs, investments and borrowings are mainly denominated in Chilean pesos.

The Company is exposed to exchange rate risk mainly due to its investments in foreign subsidiaries, as a result SONDA is exposed to exchange rate volatility with the US dollar, Colombian peso, Peruvian sol, Brazilian real, Argentinean peso and Mexican peso. Movements in these exchange rates affect SONDA's equity.

The Company is also exposed to volatility on its foreign currency balances, such as checking accounts, investments, trade receivables, financial liabilities and supplier payables, mainly in US dollars, where any variations will affect the Company's income statement.

SONDA's CFO will assess whether to contract derivative financial instruments to manage its exposure to foreign exchange risk. The company may transact in currencies other than the Chilean peso and in assets associated with projects.

Accordingly, as of December 31, 2022, the company has a consolidated net foreign exchange exposure (net assets) of Ch\$ 368,310 million as a result of its investments in foreign companies and Ch\$ 90,693 million (net assets) on its exposure to foreign currency balances, as these are in a currency other than the functional currency. Therefore, a simultaneous devaluation of 3.4% with the US dollar, 5.2% with the Brazilian real, 1.9% with the Colombian peso, 3.2% with the Peruvian sol, 5.5% with the Mexican peso,

16.1% with the Argentine peso and 2.9% with the Euro, all with respect to the Chilean peso, keeping all other variables constant, would mean a loss of Ch\$ 18,842 million in equity and a loss of Ch\$ 3,071 million in net income.

These percentages were the maximum devaluation of each currency against the Chilean peso over the last 5 years.

SONDA has contracted financial derivatives to hedge against exchange rate volatility on liabilities and payables in US dollars, as described in Note 21.

b) Interest rate risk

SONDA currently has financial liabilities at fixed interest rates. SONDA's financial investments serve to ensure that it has sufficient funds to meet its short-term cash requirements.

As of December 31, 2022, borrowings from financial institutions are the equivalent of ThCh\$ 90,247,203 and bonds are the equivalent of ThCh\$ 196,714,225 (ThCh\$ 86,135,655 and ThCh\$ 177,918,728, respectively, as of December 31, 2021).

Financial investments are exposed to interest rate risks due to movements in the market value of its portfolio and its financial obligations would not have a significant

exposure to this risk since SONDA mainly manages its borrowings with medium and long-term fixed interest rates.

As of December 31, 2022, short-term investments in financial institutions amount to ThCh\$ 95,730,097 (ThCh\$ 92,960,257 as of December 31, 2021).

c) Inflation risk

As of December 31, 2022, the Company has little exposure to inflation on its financial obligations in Chile, as its bonds are denominated in Unidad de Fomento "UF" (an inflation indexed Chilean peso based currency), but 75% were converted to Chilean pesos at their outset using cross currency swap contracts and these now represent 80% of current borrowings. A significant component of our operating revenue is denominated in UF, which offsets cost increases due to inflation, mainly comprised of salaries.

Credit Risk Management

Credit risk is where a party fails to meet its contractual obligations resulting in financial loss to SONDA and its subsidiaries, principally amongst trade receivables, financial assets and derivatives.

The company has developed policies to control trade receivables and reduce the risk of unrecoverable debts

or payment default. SONDA has a database of over 7,000 regional customers, including leading Latin American companies from a wide range of industries and markets.

These customers and the company's sectoral and geographical diversification considerably reduce the volatility of this risk. Our business does not depend on a particular customer or group of customers, which minimizes the risk of a crisis affecting a specific customer or business.

The risk associated with its investment portfolio and derivative instruments is limited due to the counterparties being banks with high credit ratings assigned by risk rating agencies.

The book value of financial assets recognized in the financial statements represents the maximum exposure to credit risk, without considering account guarantees or other credit protection.

SONDA has not encumbered these assets.

Liquidity Risk Management

Liquidity risk relates to securing sufficient funds to meet payment obligations. SONDA's objective is to maintain a balance between funds continuity and financial flexibility through normal operating cash flow, bank loans, bonds, short-term investments and credit lines.

As of December 31, 2022 and 2021, SONDA has a balance of cash and cash equivalents of ThCh\$ 147,797,309 and ThCh\$ 176,571,455, respectively, which was comprised of cash, bank balances, time deposits of less than 90 days and fixed income mutual funds.

SONDA has structured its financial obligations at fixed interest rates, which reduces the volatility of its cash flow forecasts, and this accurate information is used to manage them.

Country Risks

SONDA and its subsidiaries operate in various Latin American countries. Consequently, its business, financial position and net income will depend partly on the political and economic stability of these countries. Any adverse changes in regional or global conditions can have significant adverse effects on SONDA's business and financial performance.

SONDA annually assesses whether its assets are subject to any impairment, in accordance with the accounting policy described in Notes 3.1 c) and 3.2 j). The recoverable value of these assets could be affected.

Litigation Risks

The businesses of SONDA and its subsidiaries are exposed to litigation and claims. These can arise from employees,

subcontractors, third parties, suppliers, tax authorities, competition authorities or customers. Uncertainty about the outcome of litigation and claims involves the risk that an adverse outcome could adversely affect the Company's business, reputation, financial position or performance.

The Company regularly quantifies and qualifies these risks based on the best information at any given time. There is a risk that events occur that significantly change the amount or quality of a litigation or claim, and as a result it would have a greater impact than initially anticipated.

The Company operates in several countries, so it must comply with many laws and regulations. The main compliance risks that can significantly affect its businesses arise from its ordinary activities and from national and international crime and fraud prevention measures. Any non-compliance with the regulatory standards in each country may result in sanctions being applied.

The legal consequences of committing a crime described in criminal law on behalf of the Company where it could directly or indirectly benefit could include a prohibition to bid for public sector contracts, with financial and reputational repercussions for the Company.

The businesses of SONDA and its subsidiaries are subject to the tax legislation of each country, and double taxation treaties between these countries. Therefore, it

must comply with each change in these regulations. Tax reforms in each country may terminate the Company's tax benefits, which may result in additional costs and adversely affect its business and financial position.

Further details can be found in Notes 23 and 40.1 of the consolidated financial statements.

Environmental Risks

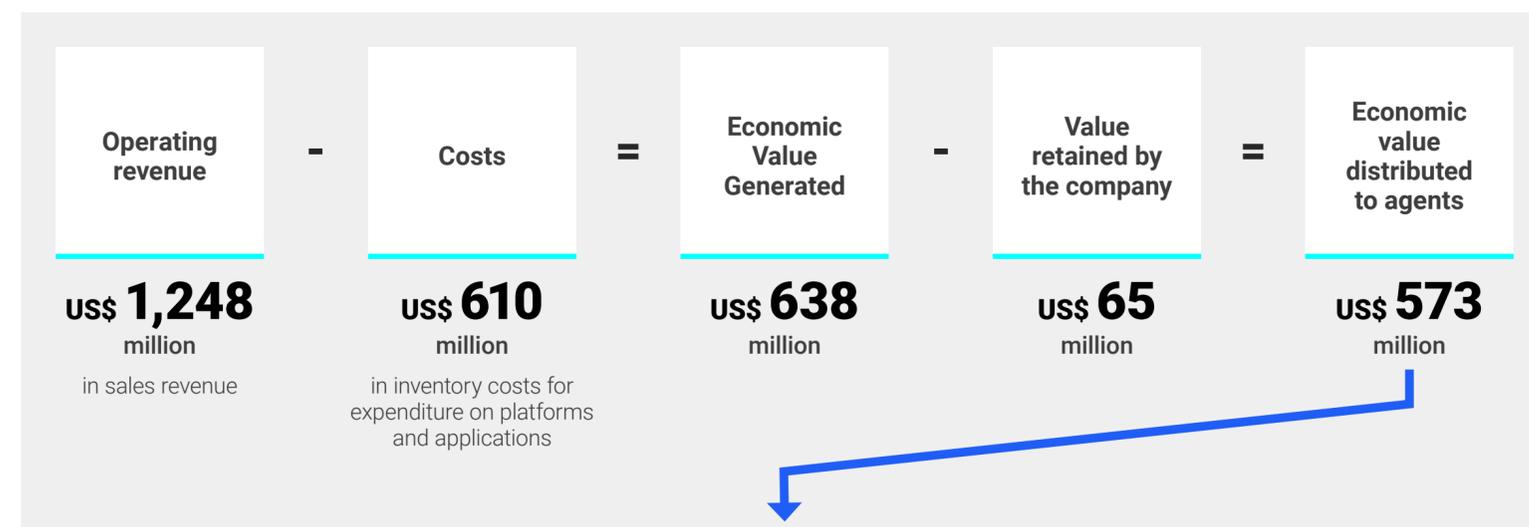
The businesses of the Company and its subsidiaries are not likely to affect the environment. Therefore, as of the reporting date, no resources have been committed and nothing has been paid as a result of non-compliance with ordinances issued by municipalities or other supervisory bodies.

Economic Value Generated

Distribution of the Economic Value Generated

The Economic Value Generated by SONDA is the difference between its sales revenue and its inventory costs. This value was US\$ 638 million in 2022. The company retained US\$ 65 million and the remaining US\$ 574 million was distributed among its agents, such as

employees in salaries, external service suppliers, states in taxes recognized in its financial statements, shareholders in dividends, capital financiers in interest, and other operational expenses..



Economic Value Distributed



Note: The exchange rate is at the close of 2022: US\$ 1 = Ch\$ 855.86



09 About this Report

We have prepared an Integrated Report for the sixth consecutive year, to report on our strategy, priorities and performance in managing the most important financial, commercial and sustainability issues affecting the business.

SONDA[®]
make it easy





About this Report

The 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 2018-10) 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 report addresses the management of our entire company during 2022, and covers SONDA's businesses in eleven 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.

Disclosure of the most important ESG issues

We performed a double materiality analysis to identify our most important ESG (Environment, Social, Governance) aspects, which were complemented by important financial, commercial and business development matters.

We analyzed how these issues had developed in comparison to the materiality exercise performed for the previous year's Integrated Report and found new issues that had emerged this year.

The first step was to identify the issues arising from the following perspectives:

- **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 SASB⁶ requirements for the Software and Information Technology Services sector, in addition to the TCFD⁷ guidelines regarding climate change.

6. <https://www.sasb.org>
7. <https://www.fsb-tcfid.org>

The most important ESG issues



Environment

- Technological solutions for an environmentally sustainable planet.
- Environmental management within SONDA: energy, climate strategy, circular economy and waste.



Social

- Technological solutions and initiatives for a sustainable society (SDG).
- Talent management, and employee welfare, development and engagement.
- Diversity and inclusion at SONDA.



Governance

- Excellence and innovation that serves our customers.
- Cyber-security and data protection.
- Corporate governance, responsible and resilient growth.
- Risk management.
- Ethics and compliance.
- Responsible supply chain.



- **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:** that arose from the 2022-2024 Strategic Plan and the risk matrix.

This exercise resulted in a list of issues that were prioritized according to: i) their impact on SONDA's financial value creation, and ii) their impact on environmental sustainability. It involved a workshop with the participation of the company's senior executives. 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.

10 Appendices



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Sustainability Indicators

SONDA 2022 Integrated Report

Indicator	Calculation method	2020	2021	2022
SONDA AT A GLANCE				
Operating revenue				
Revenue value	US\$ million	1,098	1,062	1,248
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.	90.2%	91.0%	90.0%
% revenue by business line				
Digital Business	% of total revenue	38.5%	34.1%	34.6%
Digital Services	% of total revenue	36.1%	33.9%	36.6%
Product Distribution	% of total revenue	25.3%	31.9%	28.8%
% of revenue per cluster				
Cono Sur Region	% of total revenue	54.3%	59.9%	57.7%
Brazil	% of total revenue	26.2%	23.1%	25.0%
Andean Region	% of total revenue	10.9%	9.2%	8.9%
North America	% of total revenue	8.7%	7.8%	8.3%
EBITDA	US\$ million	122	132	141
Capitalization	US\$ million Market capitalization at the end of the year.	535	258	330
Investment	US\$ million Investment disbursed in the year	68	52	67
Suppliers				
Supplier payments	US\$ million Total payments to suppliers	582	725	912

HUMAN CAPITAL IN IT

Indicator	Calculation method	2020	2021	2022
Human capital development in IT				
Number of IT professionals	Number of our own IT professionals	10,326	10,354	10,520
% of IT professionals	% of our own workforce	78%	77%	76%

TRANSFORMATION

Indicator	Calculation method	2020	2021	2022
Amount invested in R&D	US\$ million Investment disbursed in the year	2	2	6
Percentage invested in R&D compared to sales	% invested in R&D compared to sales	0.2%	0.2%	0%

Indicator	Calculation method	2020	2021	2022
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	6	4	4
Number of female directors	Number as of December 31 each year	1	1	1
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	6
Average attendance of directors	Average attendance of directors at SONDA Board meetings	100%	96%	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)	7	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	4
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	45	73	65
% 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	2	0	0
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

Indicator	Calculation method	2020	2021	2022
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	474	520	610
Economic Value Generated	US\$ million Sales revenue - Direct operational cost	624	542	638
Value retained by the company	US\$ million Includes annual depreciation and amortization plus non-distributed profits.	86	53	65
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)	538	489	574
Employees	US\$ million Operating and administrative costs	336	281	332
Service suppliers	US\$ million (service companies)	80	73	86
State	US\$ million Taxes paid to the State	12	35	21
Shareholders	US\$ million Dividends	0	21	21
Capital financiers	US\$ million Capital repayment and interest	24	19	28
Other operating expenses	US\$ million	85	62	85

CUSTOMERS

Customer satisfaction				
% customers measured by satisfaction	% of customers whose satisfaction was evaluated	80%	88%	88%
Complaints	Complaint rate (Number of complaints/Number of Service Orders)	0.04	0.03	0.03
Service quality				
	% of cases dropped out at help desks	92.0%	92.5%	94.8%
	% SLA compliance OS service	94.8%	95.8%	94.9%
Customer 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	0

Indicator	Calculation method	2020	2021	2022
Cases where customer data is lost	Number of customer cases with privacy or lost data problems	0	0	0
Complaints	Number of customer complaints for privacy or lost data issues	0	0	0
	Number of authority/regulator complaints for customer privacy or lost data issues	0	0	0
Service continuity				
Service availability	Percentage time service available / Total time	99.6%	99.6%	99.7%
Availability complaints	Number of customer complaints for failures in system availability	0	6	0
Uptime components	$(1 - ((T_d - T_m) / T_a)) * 100\%$ Td: Downtime during the period Tm: Scheduled maintenance time during the period Ta: Agreed service time during the period	99.6%	99.7%	99.8%

EMPLOYEES

Total employees				
Number of employees	Number as of December 31 each year	13,252	13,522	13,855
Indefinite and temporary employees				
Indefinite employees	Number as of December 31 each year	13,252	13,522	13,855
Temporary employees	Number as of December 31 each year	195	109	158
Number of contractor's workers	Number as of December 31 each year	195	109	158
Employees by age				
Employees under 30 years old	Number as of December 31 each year	3,709	3,598	3,734
Employees between 31 and 50 years old	Number as of December 31 each year	8,090	8,350	8,377
Employees over 51 years old	Number as of December 31 each year	1,453	1,574	1,744
Employees by gender				
Men	Number as of December 31 each year	9,558	9,611	9,798
Women	Number as of December 31 each year	3,694	3,911	4,057
	% of women in relation to total	28%	29%	29%
Women in executive positions				
Number of female employees in executive positions	Number of female executives (senior management, maximum two levels from the CEO)	38	36	35
Number of women in executive positions	Number of female executives (senior management, maximum two levels from the CEO)	2	1	2
Female employees by age				
Women under 30 years old	Number as of December 31 each year	1,206	1,163	1,172
Women between 31 and 50 years old	Number as of December 31 each year	2,168	2,385	2,521
Women over 51 years old	Number as of December 31 each year	321	363	364

Indicator	Calculation method	2020	2021	2022
Employees by age range				
Employees under 30 years old	Number of employees	3,709	3,598	3,734
Employees between 31 and 50 years old	Number of employees	8,090	8,350	8,377
Employees over 51 years old	Number of employees	1,453	1,574	1,744
Employees by country				
Cono Sur Region	Number of employees	2,758	2,876	3,750
Brazil	Number of employees	6,032	6,306	5,849
North America	Number of employees	1,225	1,299	1,840
Andean Region	Number of employees	3,237	3,041	2,416
Employees by length of service				
Under 3 years	Number of employees	6,467	6,923	7,641
3 to 6 years	Number of employees	3,647	3,437	3,076
6 to 9 years	Number of employees	914	847	784
9 to 12 years	Number of employees	940	986	1,012
Over 12 years	Number of employees	1,284	1,329	1,342
Gender Salary Gap				
Executives and managers	Percentage salary shortfall for women compared to men in the same category	32%	28%	24%
Professionals, technicians and administrative staff	Percentage salary shortfall for women compared to men in the same category	11%	14%	12%
Training in leadership and soft skills				
Training hours	Average training and development hours, per employee	2	3	3
Total amount invested	US\$ invested in training	96,863	141,214	743,711
Training index	US\$ invested in training divided by number of employees	8	10	54
Unionization				
Unions	Number of unions as of December 31	39	40	46
Unionization	Percentage of unionized employees as of December 31 compared to total employees	14%	20%	23%
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	69%	72%	70%
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	0.8	1.5	2.7

Indicator	Calculation method	2020	2021	2022
Rotation and satisfaction				
Total employee rotation	Percentage of leavers to total employees	46%	39%	41%
Employee satisfaction survey	% of employees surveyed	100%	81%	79%
	% favorable employee satisfaction	70%	72%	74%
	% satisfied employees	77%	75%	77%
	% committed employees	78%	76%	76%
Leavers	Number of employees who left SONDA	6,059	5,305	5,624

THE ENVIRONMENT

Environmental Management				
Certified Compliance with ISO 14,001	Number of employees working under ISO 14001 certification	4,750	4,989	5,965
Eco-efficiency				
Water	Water consumed (m ³)	104,031	34,689	41,208
Energy	Electricity consumed (MWh)	59,114	38,006	38,422
NCRE consumed	Renewable energy consumed (MWh)	57,088	34,077	35,103
	% electricity from NCRE / Total electricity consumed	97%	90%	91%
Eco-efficiency of Data Center				
Data Center consumption	% of electricity consumed in DC / total electricity consumed by SONDA	51%	91%	91%
PUE	Ratio of total energy consumption at the facility, to energy consumption by the IT equipment within that facility.	1.8	1.8	1.7
IT waste				
IT waste generated	Kilos	36,546	64,873	60,823
Data Center waste generated	Kilos	8,984	2,690	4,786
IT waste recycled	% of IT waste recycled	28%	97%	74%
IT waste disposed of in a safe location	% of IT waste disposed of in a safe location	46%	79%	70%

Supply chain

Supply chain				
Supplier training	% of suppliers trained	70%	33%	33%
Contractor training	% of contractors trained	80%	55%	33%

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Code	Response or location
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Code	Response or location
x. Succession plans	SONDA has a succession plan for critical executive positions that with quarterly monitoring to ensure that the successors to those positions are adequately prepared to take on those positions when required.
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5.1.2 Number of people by nationality	85
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6. BUSINESS MODEL	
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ii. Sector competition	89
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iv. Regulatory entities with powers	89
v. Principal stakeholders	91, 92
vi. Membership of associations and organizations	92
6.2 Business	
i. Principal goods	89, 90
ii. Sales and distribution channels	The channels for the IT solutions and services business are face-to-face and virtual. The former comprises a sales force of approximately 400 people across the region. The sales channels for Quintec Distribución in particular are face-to-face and virtual. The former comprises physical stores across the nation.
iii. Suppliers representing at least 10% of total purchases	Lenovo
iv. Customers representing at least 10% of operating revenue	None
v. Main brands	31
vi. The company's brands	Not applicable

Code	Response or location
vii. Principal licenses, franchises, royalties and concessions	<p>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, IBM, Lenovo, Lexmark, Microsoft, NetApp, Oracle, Red Hat, SAP, Veritas, VMware.</p> <p>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.</p>
viii. Other relevant environmental factors	111, 112
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6.5 Subsidiaries, associates and investments in other companies	
6.5.1 Subsidiaries and associates	94-106
6.5.2 Investments in other companies	94-106
7. SUPPLIER MANAGEMENT	
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Code	Response or location
8. INDICATORS	
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9. MATERIAL OR ESSENTIAL EVENTS	
	109
10. COMMENTS FROM SHAREHOLDERS AND THE DIRECTORS' COMMITTEE	
	None.
11. FINANCIAL REPORTS	
	64-73

GRI Contents

Statement of use	SONDA has submitted the information in the GRI content for the year from January 1 to December 31, 2022 using the GRI Standards as a reference.
GRI 1 used	GRI 1: 2021 Fundamentals

GRI STANDARD	CONTENTS	LOCATION
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General disclosures

GRI STANDARD	CONTENTS	LOCATION
GRI 2: General Disclosures 2021	1. The organization and its reporting practices	
	2-1 Organizational details	Cover page, 9, 75 The head office is in Santiago, Chile.
	2-2 Entities included in the organization's 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	115, 127 The Integrated Report is published annually.
	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	75 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	15, 21, 29, 31, 32, 76, 89, 90, 107, 108
	2-7 Employees	9, 10, 54, 85, 86, 119, 120
	2-8 Workers who are not employees	119

GRI STANDARD	CONTENTS	LOCATION
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GRI 2: General Disclosures 2021	3. Governance	
	2-9 Governance structure and composition	35-37, 81-84, 118
	2-10 Nomination and selection of the highest governance body	35, 37, 81, 84
	2-11 Chair of the highest governance body	The Chairman of the Board does not hold any executive positions within the company.
	2-12 Role of the highest governance body in overseeing the management of impacts	37, 38, 43, 80, 81
	2-13 Delegation of responsibility for managing impacts	38, 80
	2-15 Conflicts of interest	42, 43
	2-16 Communication of critical concerns	37, 43, 81, 82,
	2-17 Collective knowledge of highest governance body	82
	2-18 Performance evaluation of the highest governance body	82
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	2-23 Policy commitments	6, 7, 15, 43, 49
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	2-29 Approach to stakeholder engagement	91, 92
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GRI STANDARD	CONTENTS	LOCATION
Material topics		
GRI 3: Material Topics in 2021	3-1 Process to determine material topics	115, 116
	3-2 List of material topics	116

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Corporate environmental management

GRI 3: Material Topics in 2021	3-3 Management of material topics	47
GRI 302: Energy 2016	302-1 Energy consumption within the organization	47, 48, 120
GRI 303: Water and effluents 2018	303-5 Water consumption	48, 120
GRI 306: Waste 2020	306 - 3: Waste generated 306 - 4 Waste diverted from disposal 306 - 5 Waste directed to disposal	48, 120
	Number of employees covered by ISO 14001 certification	120

Contribution to the SDGs, solutions with a social impact

GRI 3: Material Topics in 2021	3-3 Management of material topics	49
	Technological solutions that contribute to the SDGs	49, 50
	Number of IT professionals (own employees)	9
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Culture and Talent

GRI 3: Material Topics in 2021	3-3 Management of material topics	52 - 54
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GRI STANDARD	CONTENTS	LOCATION
GRI 401: Employment 2016	401-1 Employee recruitment and staff turnover	85, 86, 120
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	63, 88
	401-3 Parental leave	63, 87
	Labor relations: trade unions, strikes, workplace climate index	120
GRI 403: Occupational health and safety 2018	403-9 Work-related injuries	87, 120
GRI 404: Training and education 2016	404-1 Average training hours per year per employee	88, 120
	404-2 Programs to improve employee's skills and outplacement assistance programs	59 - 61
	403-3 Percentage of employees receiving regular performance and career development evaluations	61
	Investment in training (total and by employee)	88, 120

Diversity and inclusion at SONDA

GRI 3: Material Topics in 2021	3-3 Management of material topics	57
GRI 405: Diversity and equal opportunity 2016	405-1 Employee diversity (gender, age, age range, length of service)	57, 63, 85, 86, 119, 120
	405-2 Ratio of basic salary and remuneration for women versus men	86, 120
	Initiatives that promote diversity and inclusion at SONDA	57, 58

Excellence and innovation that serves our customers

GRI 3: Material Topics in 2021	3-3 Management of material topics	23-27
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GRI 3: Material Topics in 2021	3-3 Management of material topics	28-30
GRI 418: Customer privacy 2016	418-1 Grievances based on breaches in customer privacy and customer data loss	30
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	Cyber-security and data protection initiatives	28-30

Corporate governance, responsible and resilient growth

GRI 3: Material Topics in 2021	3-3 Management of material topics	35, 37
GRI 405: Diversity and equal opportunity 2016	405-1 Number of directors	118
	405-1 Directors by age range and length of service	118
	Directors with experience in the IT industry	118
	Directors with experience in risk management	118
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GRI 201: Economic performance 2016	201-1 Economic value generated and distributed	113

Ethics and Compliance

GRI 3: Material Topics in 2021	3-3 Management of material topics	42, 43
GRI 205: Anti-corruption 2016	205-2 Communication and training in anti-corruption policies and procedures	43
	205-3 Number of confirmed corruption cases	118

GRI STANDARD	CONTENTS	LOCATION
GRI 206: Anti-competitive behavior 2016	206-1 Cases of anti-competitive behavior	119
GRI 406: Non-discrimination 2016	406-1 Discrimination incidents	118
GRI 419: Socioeconomic compliance 2016	419-1 Monetary value of significant fines for breaches	108, 119
	419-1 Number of significant fines for breaches	108, 119
GRI 415: Political contributions 2016	415-1 Monetary value of political contributions	119
	Percentage of employees covered by the Code of Ethics	118
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GRI 3: Material Topics in 2021	3-3 Management of material topics	88, 107
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Currency conversion statement

The figures in this Integrated Report are expressed in Chilean pesos as of December 31, 2022. Unless otherwise indicated, conversions to US dollars have used the closing exchange rate as of December 31, 2022.

(US\$ 1 = \$ 855.86 Chilean pesos)

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