2024 Integrated Report

SONDA®
make it easy

50 years
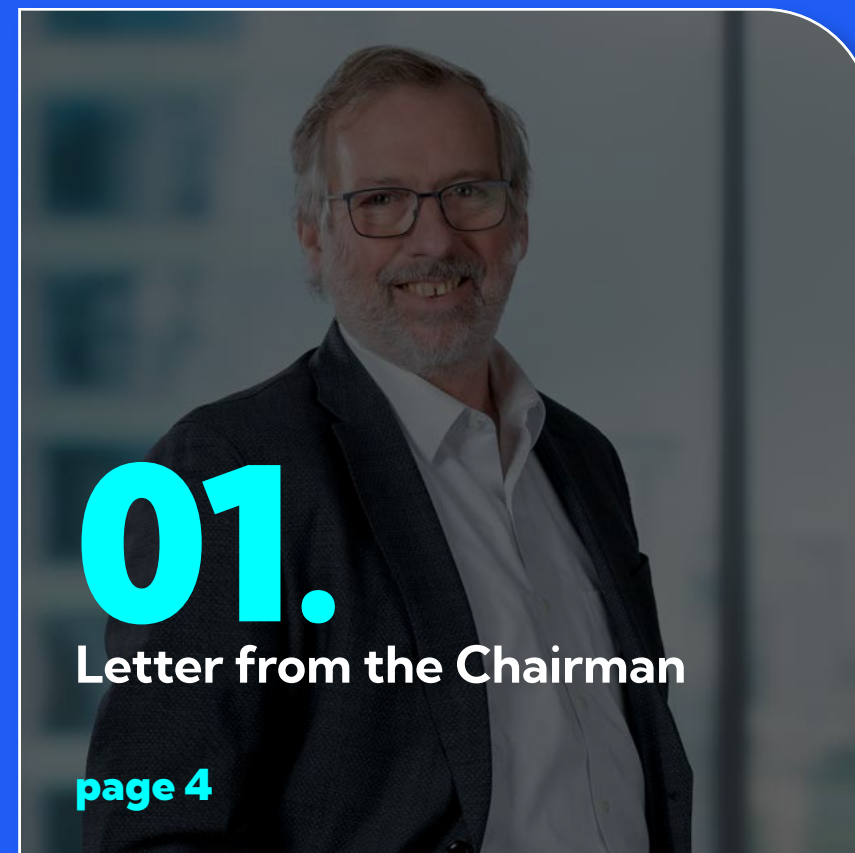Transforming lives **with technology.**

SONDA

make it easy

N

Our purpose is to help improve **people's quality of life** by innovating and adding value **using technological solutions** to develop – and ultimately transform – **our customers' businesses and overall endeavors.**
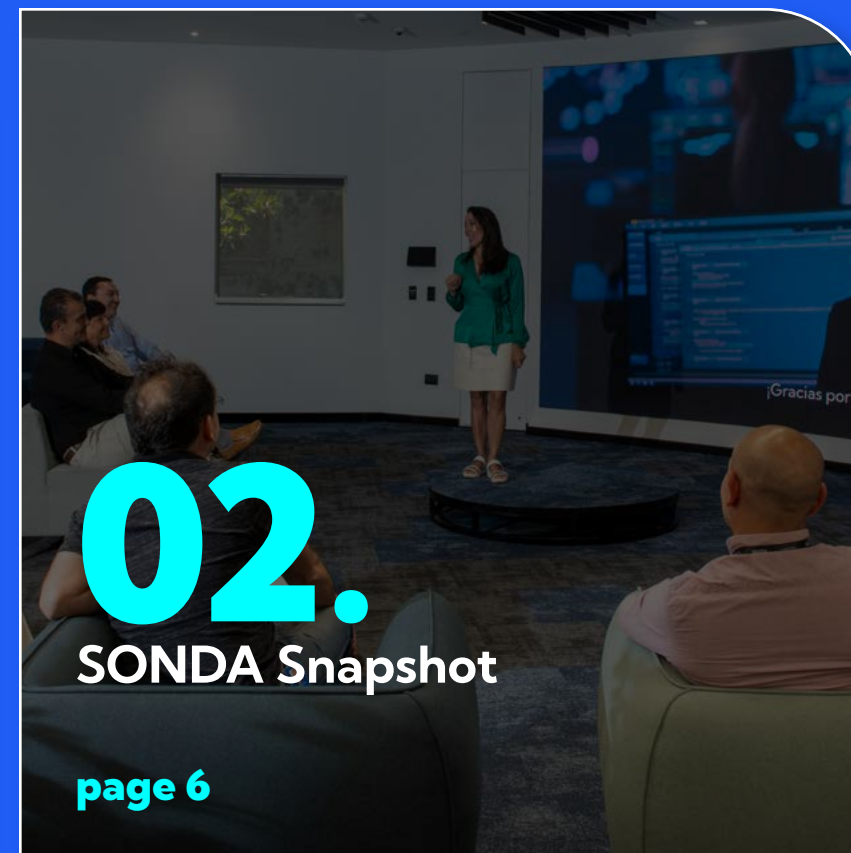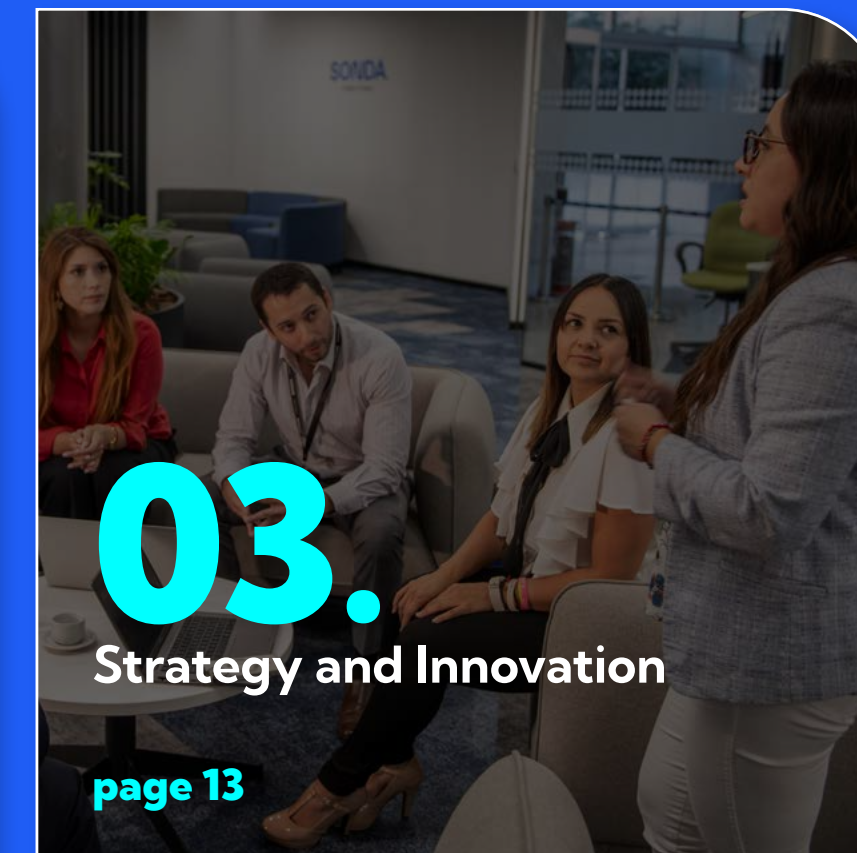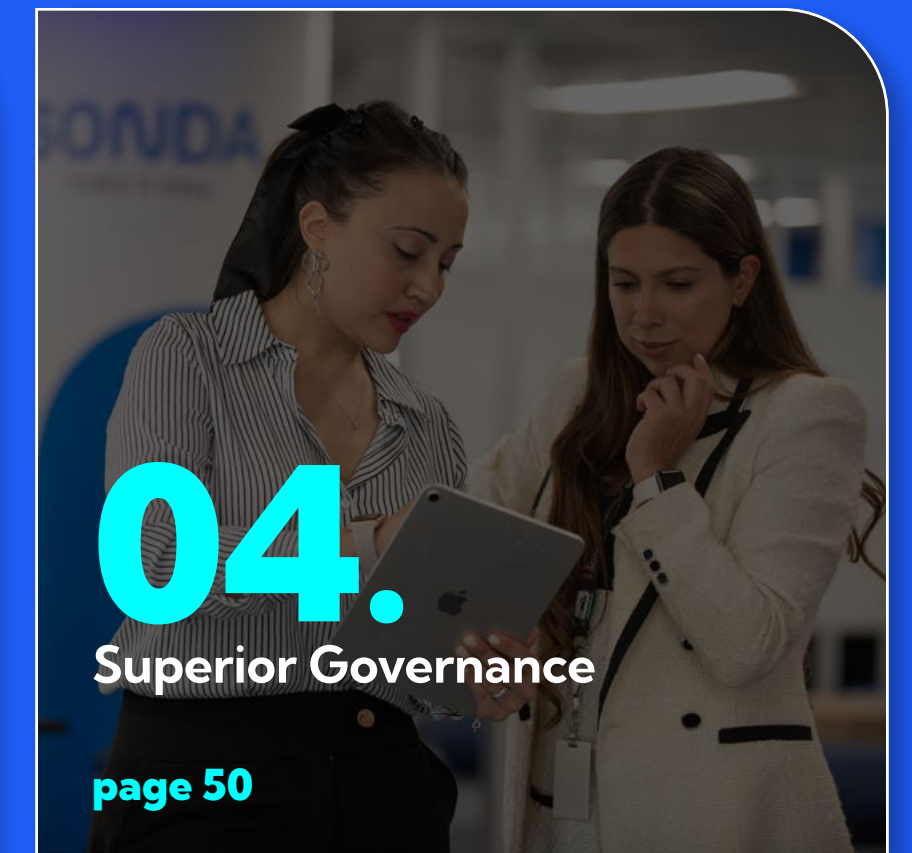
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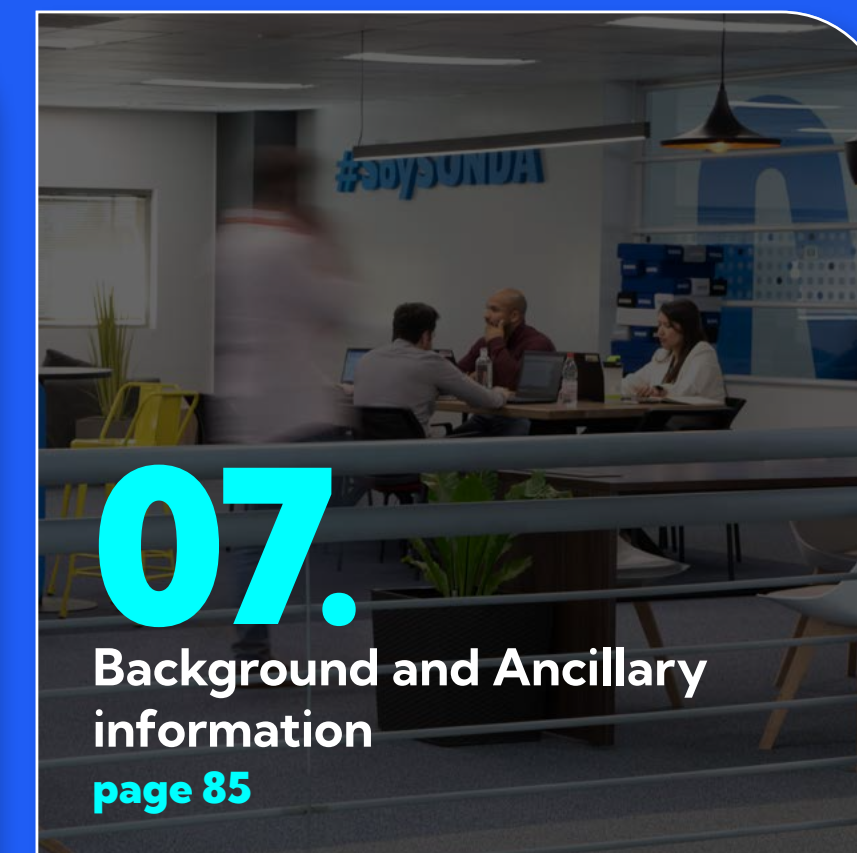
Letter from the Chairman

Dear shareholders,

I am greatly pleased to inform you of our main achievements for 2024, a year that celebrated SONDA's fiftieth anniversary. We went from being a startup to now being a leader in digital transformation solutions operating in 13 countries. This was made possible by the passion, teamwork, and vision of each and every member of our company. I would like to start by thanking all of our collaborators, customers, suppliers, technology

> **"Our annual revenue arose to USD 1,548 million, a 18.6% growth rate with respect to 2023."**

partners and investors who have played significant roles in this successful journey of constant evolution.

At SONDA, we are dedicated to implementing technologies that transform people's lives by improving quality of life and opening up new opportunities for future generations. We are already well on our way toward achieving the goals we set for 2030: to be recognized as a strategic partner for our customers in their digital transformation

processes and an IT industry leader offering innovative business solutions. We strive to be streamlined while offering superior services coupled with an engaging work environment to captivate and retain technological talent.

2024 saw significant growth and achievements. We intensified our strategy of developing specific solutions for vertical industries, transforming the way our customers interact with technology and supporting their conversion toward increased efficiency.

Looking at financial results, our annual revenue came to USD 1,548 million, a 18.6% growth rate with respect to 2023. All geographies made meaningful progress in 2024. The Andean region grew by 28.2%, Brazil by 21.7%, North America by 19.0%, and the Southern Cone area by 16.2%.

Operating income for the year was USD 91 million, equivalent to a 12.1% increase over the total reported in 2023. EBITDA came to USD 144 million, a 14.6% increase compared to the same period last year.

Net income for 2024 was USD 32 million, which is less than 2023, although 8% higher if the non-recurring, non-cash accounting effect of USD 8 million associated with the takeover and consolidation of Multicaja is excluded from that period.

José Orlandini Robert
Chairman of the Board

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Steady progress was made in 2024 toward consolidating our position as a regional player. We closed new deals for a sum total of USD 1,764 million on disruptive and innovative projects that employ new technologies wherein artificial intelligence and cybersecurity are key pillars.

Here are some of the standout projects from among the many contracts signed with the private and public sectors in 2024: the first electromobility plan for installing and managing electric chargers for public transportation in Mexico; two large outsourcing and acquisition deals in Colombia; the installation of the first AI-intensive hyperscale servers in our Data Center in Chile; and other public safety projects with AI in various countries.

We also drove digital transformation in Latin America by implementing the open QR code and card payment system with EFE in Chile, developing the Smart Campus project in Peru, and installing more than 8,000 security cameras in Montevideo, among other initiatives. All of these projects share one common thread: making a positive impact on the lives of millions of people.

In 2024, we also drafted the new strategic plan to guide our actions for the 2025-2027 period. Our entire organization worked together to create a plan that builds on our strategy for addressing the challenges we face today and in the upcoming years.

Today's technologies are incessantly evolving. Business environments are growing increasingly competitive as they bend to ever more dynamic market demands while holding fast to regulatory frameworks undergoing constant modification. This offers an opportunity to innovate, learn, and continuously improve our processes. Fifty years of evolution serve as a daily reminder that, with a well-designed strategy and teams focused on a shared goal, the changes we see in the world open up enormous opportunities for everyone.

In terms of sustainability, we are proud to have been included once more in the Dow Jones Sustainability Indices in the Chile and MILA categories for the eighth consecutive year. This is an acknowledgement of our commitment to leading the digital transformation in the region through practices that promote the sustainable development of the society where we live.

The report I present below was prepared under the requirements of General Standard No. 519 of the Chilean Financial Market Commission (CMF), with the purpose of fully examining and standardizing information, practices, and targets around environmental, social, and governance matters.

In conclusion, I would like to offer my appreciation once more to our 15,000 employees for their work, dedication, and commitment. I also want to thank our customers for placing their trust in us, as well as our business partners and shareholders, both essential to making SONDA the regional leader in digital transformation that it is today.

We are looking ahead more optimistically than ever before, certain that we can take on the new challenges before us in order to be a key participant improving the quality of life of people every day.

Warm regards,

José Orlandini Robert
Chairman of the Board

Section

02.

SONDA
Snapshot

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We are **SONDA**

50 Years Transforming Lives with Technology

Today we are making the history of SONDA's tomorrow.

For 50 years, we have been transforming lives with technology, advancing toward a future brimming with possibility. We have the great privilege of building an organization in which future generations will commemorate the upcoming advances in innovation and technological solutions that improve people's quality of life.

SONDA

50 years

Transforming lives **with technology.**

We are the force of today shaping the future of tomorrow, transforming lives through technology and contributing to the everyday experience of future generations.

Who We Are and What Inspires Us

Our Purpose

"To help improve people's **quality of life** by innovating and adding value **using technological solutions** to develop and ultimately transform **our customers' businesses and everyday endeavors".**
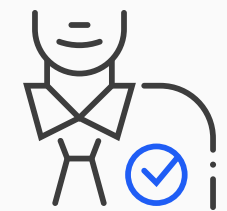
Our Values

Dedication to Service	A People-Based Company	Agility	Positive Attitude	Serious-minded

13
the number of **countries** where we operate.
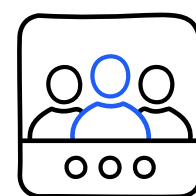
+5,000
corporate customers have trusted in us.

+15,000
employees throughout the region; of whom **+11,000** are IT professionals.

Our **Reach**

We are regional leaders in digital transformation, impacting the lives of more than 500 million people. We are a relevant player in many industries that have been transformed through the implementation of major modernization projects and innovative solutions.

We bring the technology and innovation that simplifies our customers' digital transformation. That is what we mean by "Make it Easy" - the vision of simplicity behind our visual identity that inspires the way we communicate with every stakeholder.

Our market experience and leadership in digital transformation in the 13 countries where we operate today enable us to meet market demands and challenges. Founded in Chile, we then expanded throughout Latin America, and ultimately to the United States and Canada.

We understand the challenges and demands of the region and have a broad portfolio of business solutions specialized in the market's key industries.

Canada

United States

Mexico

Guatemala

Panama

Costa Rica

Colombia

Ecuador

Peru

Brazil

Chile   Argentina   Uruguay
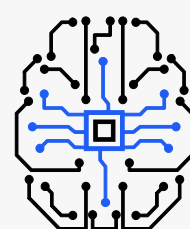
Why **SONDA?**
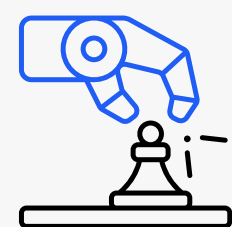
Innovation

Strategic knowledge
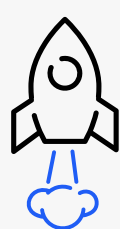
Streamlined processes

Customer-centric

Integrative capacity
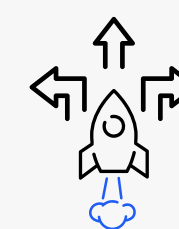
Proactivity and flexibility

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SONDA in Figures 2024

Consolidated Revenues

1,548
Millions of USD

Revenue distribution by region

- Southern Cone — 56%
- Brazil — 26%
- North America — 9%
- Andean Region — 9%

Consolidated EBITDA

144
Millions of USD

EBITDA distribution by region

- Southern Cone — 54%
- Brazil — 21%
- North America — 12%
- Andean Region — 13%

Figures as of 31 December 2024

Employee diversity

Employees

15,134
individuals

Distribution by geographic area

- Southern Cone — 42%
- Brazil — 31%
- North America — 16%
- Andean Region — 11%

Age distribution

- Under 30 — 25%
- Aged 31 to 40 — 36%
- Aged 41 to 50 — 25%
- Aged 51 to 60 — 11%
- Over 61 — 3%

Sex distribution

- Women — 30%
- Men — 70%

SASB NCG INDICATORS NCG 519 (9.1)

Activity Parameters

Code	Accounting Parameters	Response
TC-SI- 000.A	Number of licenses or subscriptions	32,852 Microsoft 365, Salesforce, Success Factor, and Aranda Management subscriptions
	Percentage of cloud-based subscriptions	100% of subscriptions are cloud-based.
TC-SI- 000.B	Data processing capacity	1,015 racks
	Outsourced percentage	Outsourcing is done in some countries; less than 5% of the total.
TC-SI- 000.C	Data storage capacity	3.5 PB
	Outsourced percentage	10% in the public cloud

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A Story of **Expansion**

NCG 519 (2.2)

In 2024 we celebrated 50 years of achievements and growth, transforming lives through technology and innovation. Our journey has been attended by significant evolution, but our mission remains unchanged: to improve people's quality of life through technology.

We will continue shaping the SONDA of tomorrow. We are pushing the limits, transforming lives with technology.

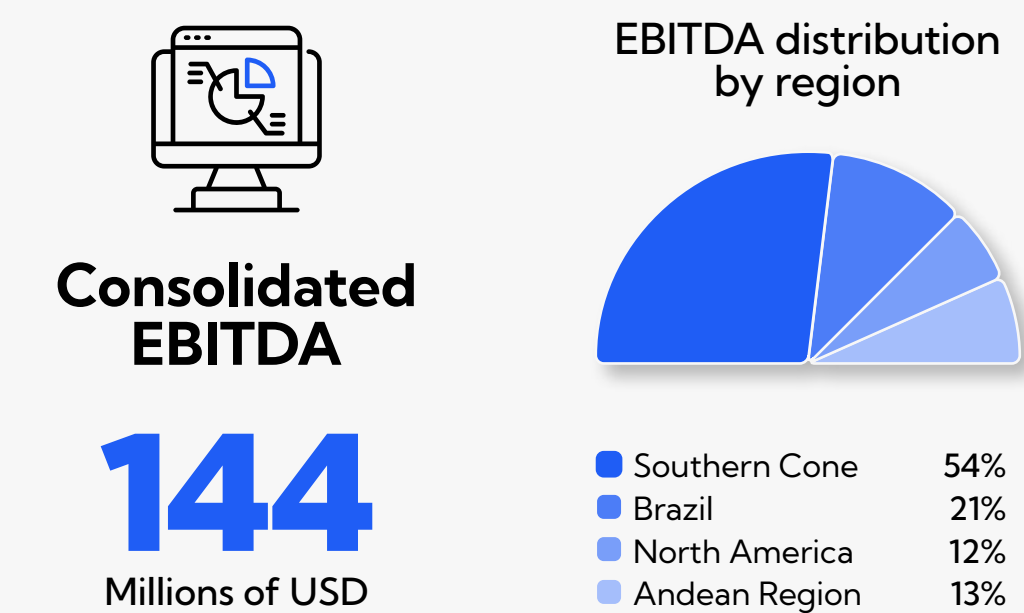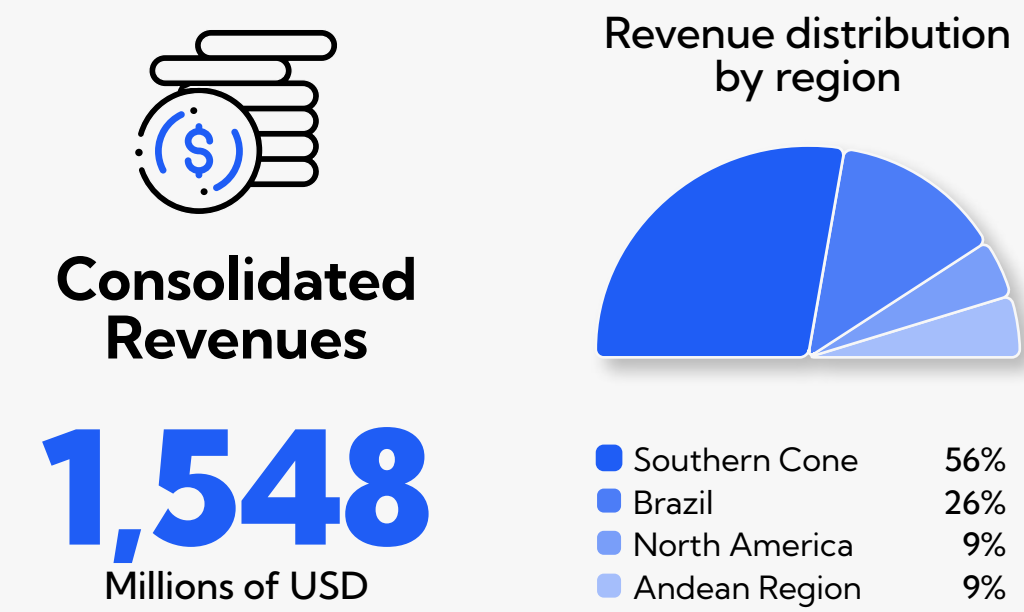| Year	Country
1974	Chile
1984	Peru
1986	Argentina
1990	Ecuador
1994	Uruguay
2000	Colombia
2002	Brazil
2003	Costa Rica
2004	Mexico
2008	Panama
2022	The United States
2023	Guatemala
2023	Canada

1970s
- SONDA is founded (1974)
- Partnership with Digital Equipment Corporation (DEC)

1980s
- Automation of the Civil Registry (Chile)
- Solutions for the Pension Fund Administrators
- Solutions for Healthcare (ISAPRES - private health insurance providers in Chile)
- SONDA's first ERP
- Applications for the banking industry
- Horse racing betting automation
- Environmental variables monitoring (CL)
- Start of banking projects in Latin America

1990s
- Traffic control solutions
- Cell phone projects
- Launch of FIN700 (ERP)
- Hospital automation
- SAP solutions for mining

2006 IPO in Chile
- IPO in Chile

2000
- New identification system (Civil Registry, Chile)
- Tax collection outsourcing (Brazil)
- Wine industry solution
- Solution for issuing electronic health payments (I-med)
- Public procurement portal solution

2007–2009 1st Three-Year Investment Plan
- Inclusion in IPSA
- Bond issuance
- Start of operations for Transantiago
- Livestock traceability solution (URU)
- Livestock traceability solution (COL)

2010–2012 2nd Three-Year Investment Plan
- Capital increase
- Start of operations for the Panama Metro
- Launch of the Cloud Business in Latin America

2013–2015 3rd Three-Year Investment Plan
- Launch of Tier III Data Center operations (CL)
- Smart City Solutions (URU)

2016–2018 4th Three-Year Investment Plan
- 1st Climate Survey
- 1st Sustainability Report (2016)
- Inclusion in the Dow Jones Sustainability Index (Chile and MILA)
- 1st Integrated Report (2017)
- Strategic Planning Process 2019-2021
- Complete operational integration in Brazil
- Construction of Tier IV Data Center begins (CL)
- Transportation solution in Argentina (SUBE)

2019–2021 5th Three-Year Investment Plan
- First green bond issuance
- Strategic Planning Process 2022-2024
- Launch of Tier IV Data Center operations (CL)
- Receipt of Tier IV Certification (CL)

2022–2024 6th Three-Year Investment Plan
- Solution and start of operations of Digital Infovía, Mato Grosso do Sul (BRL)
- Solution and start of operations for Metrobus (MX)
- Illuminated Forest Solution (CL)
- CODELCO Communications and Networks Solution (CL)
- Solutions implementation in partnership with startups
- Collection solution in Cartagena (COL)
- Metrobus charging station solution (MX)
- Strategic Planning Process 2025-2027

Milestones and Recognitions 2024

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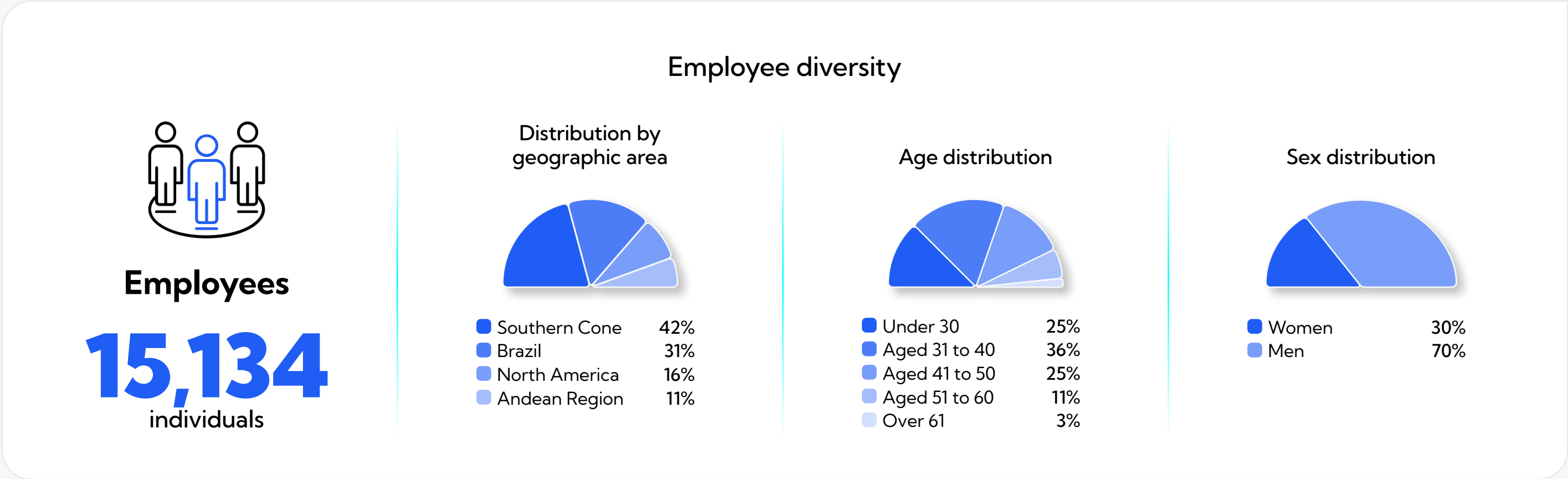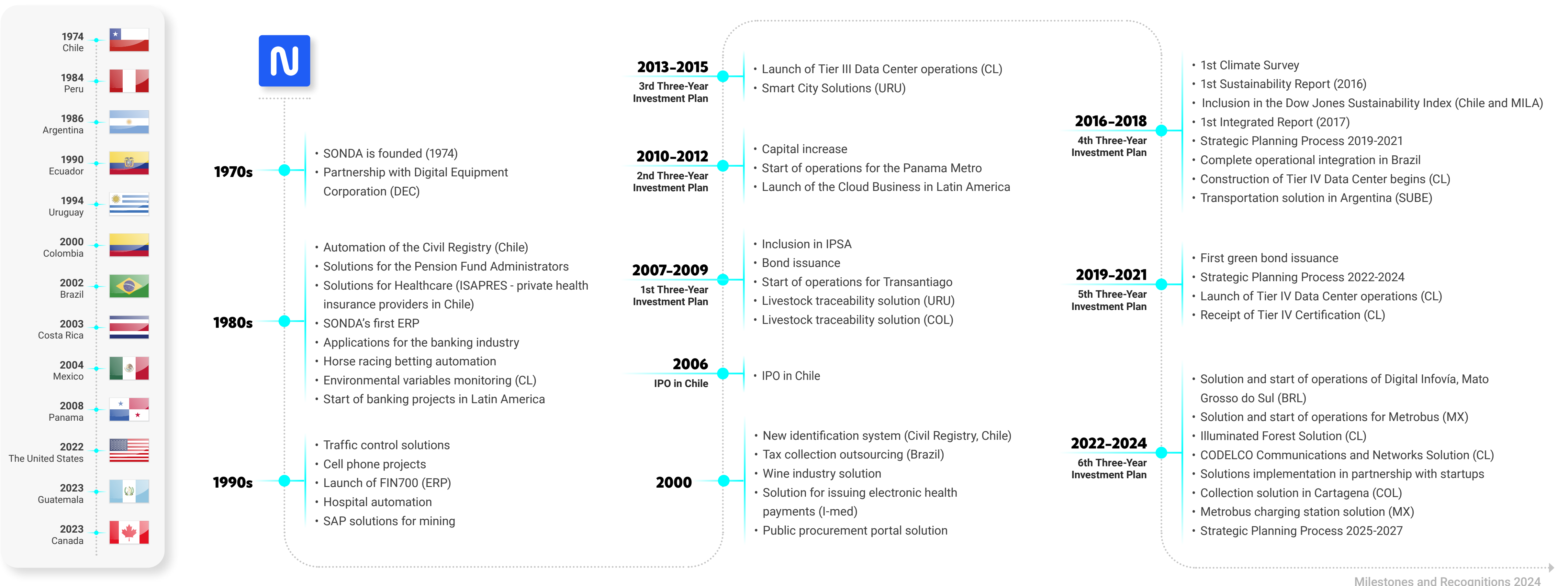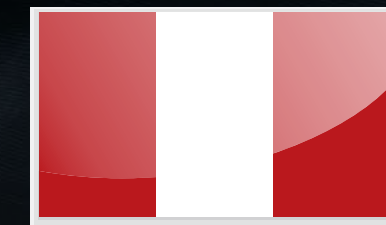
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2024 Milestones

Fleet Management and first electro mobility implementation

Fully operational **Metrobus,** fleet management

Regional public transportation payment solutions

Merging fare payments **for public transportation** with EMV

Smart Campus Solution

Technology that detects **university dropout risks** through behavioral analysis

Video Surveillance Solution

Management of more than **8,000 video** surveillance cameras

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Sustainability Awards and Achievements **2024**

In 2024, we were honored with meaningful awards for our performance around sustainability in general as well as more specific areas concerning environmental stewardship, corporate responsibility, and outstanding governance practices.

Sustainability	Environment		Governance & Society	Cybersecurity	Corporate Collaboration

Dow Jones Sustainability Index for Chile and MILA

8th consecutive year on the Dow Jones Sustainability Index for Chile and MILA

SONDA Panama is now "carbon neutral"

Earning accreditation as a "carbon neutral" company is part of the company's goals for 2024 to reduce its environmental footprint and improve operations in accordance with industry sustainability standards.

Renewable Energy for the KUDOS Datacenter

This Renewable Energy Balance certification issued by Colbún certifies that the energy used to operate the Kudos datacenter (Chile) is fully sourced from renewables for the sixth year in a row.

Improved NPS

NPS improvement by 2 points in 2024 over 2023.

FIRST Membership

We were recognized by the Forum of Incident Response and Security Teams (FIRST) as an official member of this global security community. Joining FIRST marks a significant milestone in our ongoing commitment to excellence in cybersecurity and incident response capabilities.

Ranking Venture Customer Chile

We are the only technology company to be ranked in the top 10 in this category. This achievement highlights our strategy of collaborating with startups and was developed by the consulting firm MIC and the ESE Business School of the Universidad de Los Andes.

Section

03.

Strategy and **Innovation**

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Our **Dream**

**We have been contributing over the course of 50 years to the technological development of the region, supporting our customers on their digital transformation journey through a comprehensive offering of technological services that helps them evolve and remain competitive, while positively impacting the comprehensive development of organizations, the environment, and society.**
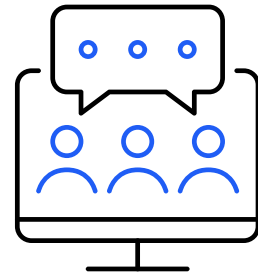
Our Dream for **2030**
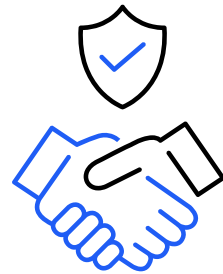
Recognized as our customers' **strategic partner** in the digital transformation processes
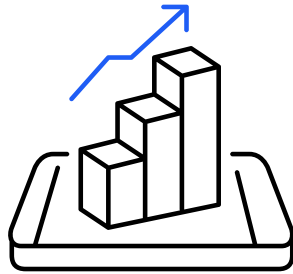
Global leader in the IT industry for innovative business solutions

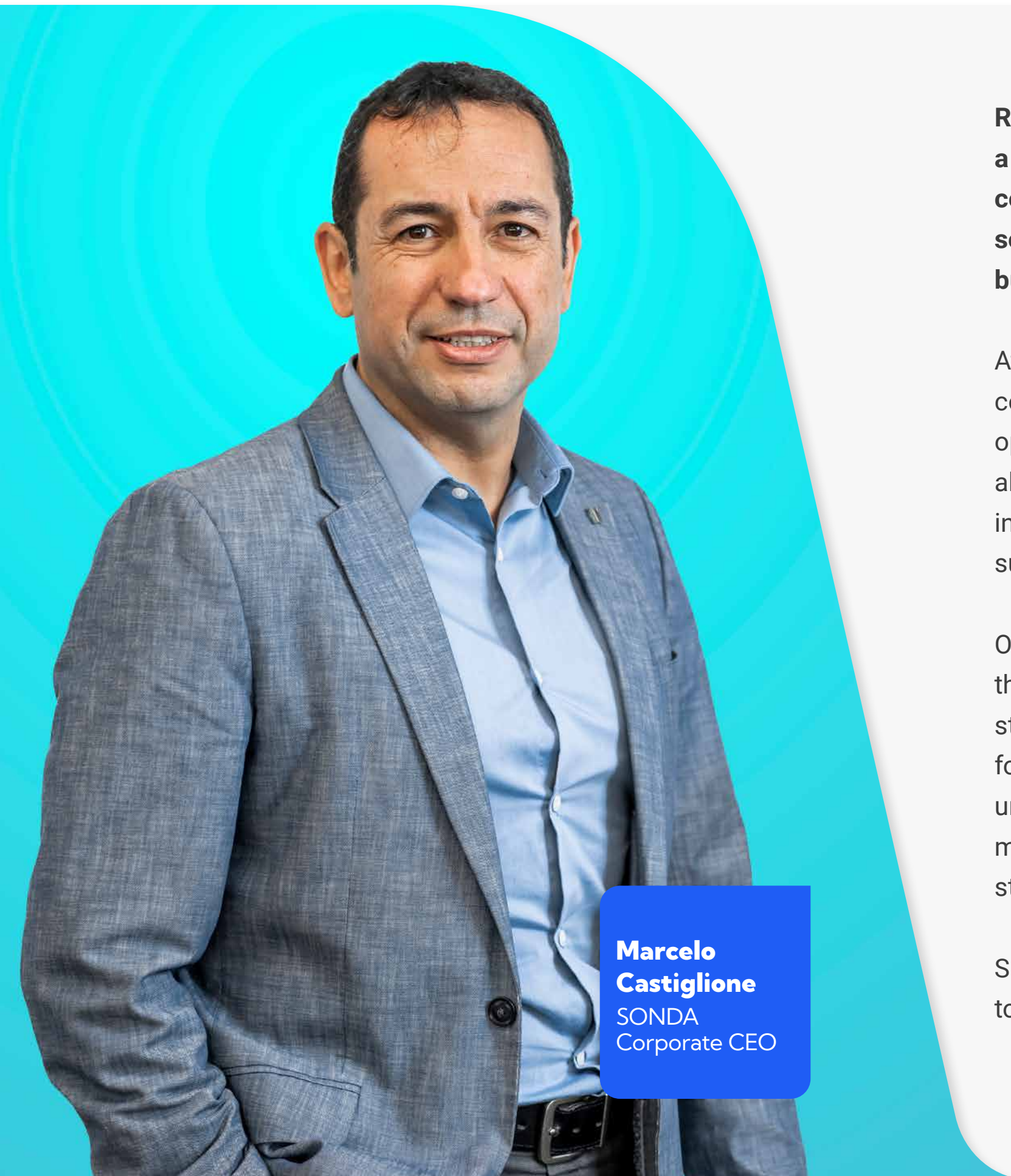**A streamlined,** digital company with services of excellence

A people-centric, **attractive work environment** that helps us attract and retain technological talent

We are protagonists in the digital transformation of people, cities, companies, and society, simplifying and facilitating the daily lives of those who have placed their trust in us.

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Successfully Navigating the Digital Age **Backed by Innovation**

Regional IT market dynamics have produced a very challenging year of constant growth for companies offering technological services and solutions that aim to transform their customers' businesses.

At SONDA, as a digital transformation services company, we understand both the complexities and opportunities for supporting our customers. We are also keenly aware of the challenges of operating in an industry where specialization is the key to success.

Our current strategy comprehensively addresses these various elements. Our operations are structured into vertical markets, maintaining a steady focus on sector specialization together with a deep understanding of our customers' businesses. This means we can develop niche solutions that are standardized, replicable, and scalable.

Such attributes were fundamental for the company to make significant commercial achievements in

2024, which notably includes the closing of major deals in Mobility in Mexico, Smart Safety in Chile, Peru, and Uruguay, and sizeable outsourcing projects in Chile and Colombia, among others. This has most certainly secured our position as a key player in the sustainable development of the companies and communities where we operate.

We would not have been able to accomplish this without the excellence, passion, and dedication of the more than 15,000 employees in our organization, nor without the countless strategic partnerships we have built over the years with both global companies as well as startups that have grown with remarkable strength and speed in the region. Our partnerships with educational institutions have also been an essential pillar of our success, giving rise to synergies with key areas of science, technology, engineering, and mathematics (STEM) education, while promoting technological entrepreneurship. These efforts, ultimately, are and will be crucial to developing the next generation of technology leaders in this digital age.
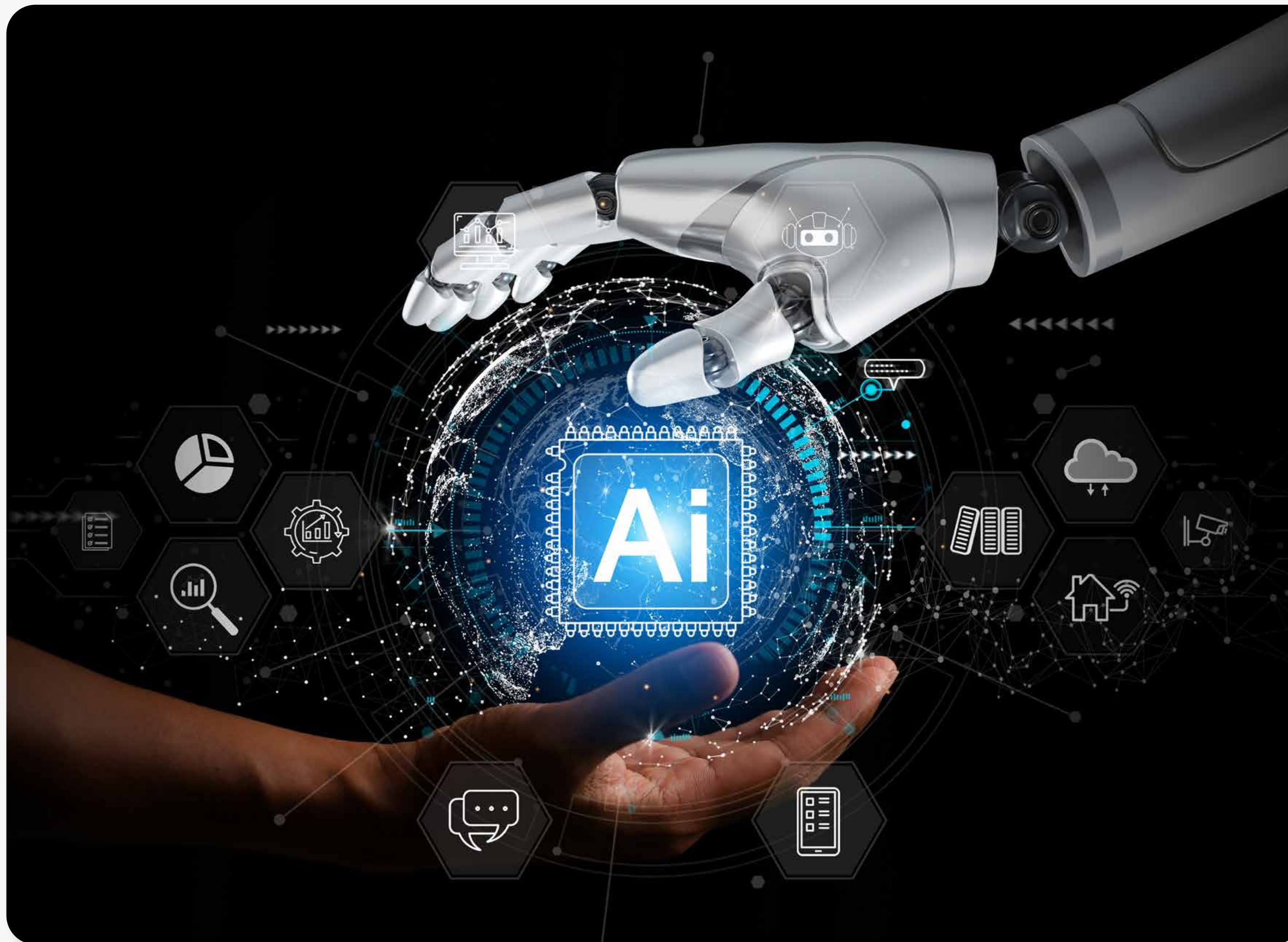
Latin America continues to be a key hub for technological innovation. We are proud to be at the forefront of technology adoption in our processes, and the implementation of various disruptive technologies in the solutions we offer, such as artificial intelligence, analytics, big data, and cloud computing, to name a few.

This sets the stage for my reflections on the strategic initiatives we began promoting in 2024 that will serve as our roadmap for the three-year period of 2025 through 2027.

(i) Increasing specialization by vertical

We wish to expand on our success in the Smart Cities & Mobility vertical, enhancing our presence in key industries: Healthcare - Banking & Insurance - Retail & Commerce - Utilities, Mining, Agribusiness, and Manufacturing, and to also launch our new Technology, Media, and Services (TMS) vertical.

Marcelo Castiglione
SONDA Corporate CEO

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(ii) Intensifying our participation in disruptive technologies

We aim to extend and augment our traditional technology services, leveraging disruptive technologies to add value to our customers' business cycle.

(iii) Bolster growth in key geographies

We are expanding operations in Brazil, reinforcing penetration and positioning in Mexico, consolidating operations in Colombia, and continuing our strong participation in Chile. This will be done without detriment to the rest of the geographies, where we have room to keep growing with significant projects.

(iv) Capturing operational efficiencies and optimizing margins

Looking ahead I see a promising landscape full of opportunities, and I am confident we will ascertain

how to capitalize on them. We will continue to offer innovative solutions that let organizations thrive in an increasingly digital and changing world. Likewise, we will continue making positive impacts on society, bridging digital divides and promoting a more equitable and interconnected world thereby improving the quality of life for millions around the world.

The digital revolution is here to stay. Businesses and people need to be connected. SONDA brings a lot to the table. We will continue our efforts, committed to implementing new technologies that have a direct impact on the lives of people and organizations.

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2025– 2027 **Strategic Vision**

Our target in the strategic plan for the 2022-2024 period was to consolidate our industry vertical model with the goal of growing closer to our customers' businesses via a strong commercial culture.

We made substantial progress in that period, building out our commercial delivery structure by vertical, which turned us into a global leader in mobility and smart city solutions. We also call attention to the consolidation of the regional Mega Deals team responsible for addressing major integration projects in the region. The consolidation of the startup ecosystem was another major milestone, helping us strengthen our commercial partnerships, with a strong focus on innovation and disruptive technologies that are transforming the way we live.

From a commercial standpoint, these initiatives have invigorated the pipeline of new business opportunities associated with industry vertical solutions, which has ultimately enabled us to grow double-digit sales and revenues in the 2022-2024 period.

The 2025-2027 strategic plan is essentially an intensification of our current strategy. Our vision for 2030 still holds, which is why we have set the following **value drivers** to help us reach our targets.

Environmental, social, and governance aspects are part of our strategy. The environmental impact of our business is relatively low due to its nature, especially climate change, which is largely linked to running our data centers. These centers meet the highest energy efficiency standards, and the ones in Chile run entirely on renewable energy. When it comes to social and human rights matters, the company's main asset is its people. Therefore, we are constantly evolving the way we serve our employees, incorporating best practices in compensation, well-being, development, adherence to human rights, and diversity and inclusion.

These aspects are part of corporate governance, given that senior management led by the Corporate CEO appointed by the Board of Directors approves corporate policies and monitors the organization's value creation.

2025–2027 Strategic Plan: Value Drivers
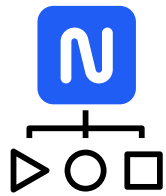
Increasing Specialization by Vertical

- Expansion of the SC&M vertical
- Boost Sectoral Industries (Healthcare - Banking & Insurance - Retail & Commerce - Utilities)
- Launch the Technology, Media and Services (TMS) vertical

Deepening our participation in disruptive technologies

- Protect the foundation of the technology stack
- Cultivate the high growth tech stack

Fostering Growth in Key Geographies

- Expansion in Brazil
- Penetration and positioning in Mexico
- Consolidation in Colombia
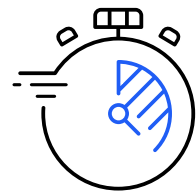
Capturing Operating Efficiencies and Margin Optimization

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2024 marked a new milestone for SONDA in Brazil. The evolution of our businesses this past year replicated the success of 2023, achieving significant operational results, which produced double-digit growth for the three-year period of 2022 to 2024.

We kept a steady focus on supporting customers along their digital transformation process, driving business growth and efficiency. To this end, we concentrated our efforts on developing and integrating solutions aligned with their real business needs.

This strategy provided a 21.7% growth rate and revenues of BRL 2.4 billion. This was made possible thanks to our strategic management and the closing of key deals in sectors like Mining, Oil & Gas, Healthcare, and Retail.

Infovia Digital was one of the year's most significant accomplishments, a flagship project in Brazil developed as part of a Public-Private Partnership (PPP) between SONDA Brazil and the government of Mato Grosso do Sul. Despite its complexity,

Ricardo Scheffer
CEO Brazil

we successfully delivered the project ahead of schedule. This initiative will directly benefit more than 2.7 million people, promoting digital inclusion, improving public services, and fostering economic development in the region.

Outlook for 2025

The year 2025 will see us increase our investments in innovation and sector specialization with the goal of deepening our understanding of customers' businesses and anticipating trends that will help them overcome challenges. In addition, we are committed to expanding our offerings through the newly created Telecommunications and Media (TMS) vertical and further strengthening the Digital Communications department, which is now supported by the new Integrated Operations Center (IOC), inaugurated in late 2024 as part of the expansion of the company's headquarters in São Paulo.

With an investment of BRL 2 million, the IOC offers an integrated portfolio that covers end-to-end connectivity, infrastructure, managed services,

cybersecurity, digital services, and observability needs. This helps us deliver a complete solution for end-to-end monitoring, from infrastructure to our customers' businesses.

Brazil is a strategic pillar for SONDA's regional expansion, not only due to its size and potential, but also because it has the highest GDP (Gross Domestic Product) in Latin America. Given the context, we aim to increase and consolidate mega-deals, just as we did with Infovia Digital, which would help us improve margins and strengthen our position in the country.

The vision is clear: to establish ourselves as a company that strategically uses technology to transform not only our customers' businesses, but people's lives in the process.

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In 2024 at SONDA Mexico, we aimed to consolidate our position as a leader in digital transformation solutions, focusing on the integration of innovative technologies to enhance our customers' businesses. Our commitment to technological evolution is reflected in digital infrastructure projects, cloud solutions, cybersecurity, and automation platforms, strengthening our offering and generating a positive impact on several key industries in the country.

Along these lines, we have promoted the development of Smart City solutions, an initiative that seeks to improve connectivity, security, and operational efficiency in Mexico's major cities. Through strategic alliances with the public and private sectors, we are implementing technologies to optimize transportation, energy management, and urban services and improve the quality of life for millions of people.

Among the most important milestones of the year is the closing of SONDA's first electromobility deal, marking a key step in sustainable innovation and the mobility of the future. In addition, we secured a significant deal with the Attorney General's Office, repositioning SONDA Mexico as a key player in the government sector. In the retail sector, we did important work with Soriana to improve the efficiency and technology of its checkout lines.

We also opened new offices in 2024, which serve as a showcase for our customers to learn about our solutions while also providing our employees with an outstanding workplace. We opened a Center of Excellence in Hermosillo with a support desk for 400 people who work in English, French, Portuguese, and Spanish, providing support to customers throughout the Americas and leveraging Mexico's strategic geographic location. We also reopened our offices in Monterrey and Guadalajara, which had been shut down because of the pandemic.

Performance in 2024 was solid, with strong sales growth compared to 2023. Furthermore, we significantly increased our EBITDA growth, reflecting greater operational efficiency and our solutions' impact on the market, resulting in another consecutive year of positive results.

In 2025, we plan to continue accelerating the use of artificial intelligence in our solutions and processes, optimizing decision-making and offering personalized experiences to our customers. We will also strengthen our participation in sectors with high growth potential, such as the Telco & Media Services industry and the Government and Banking sectors, where technological innovation plays a fundamental role in the efficiency and sustainability of operations.

Mexico is a strategic market in Latin America, with an economic dynamism that opens up significant opportunities for the digitalization of businesses and services. We are confident that, through our experience and commitment to innovation, we will continue to position SONDA Mexico as an industry standard in applied technology for transforming companies and improving people's quality of life.

Juan Carlos Gutiérrez
CEO Mexico

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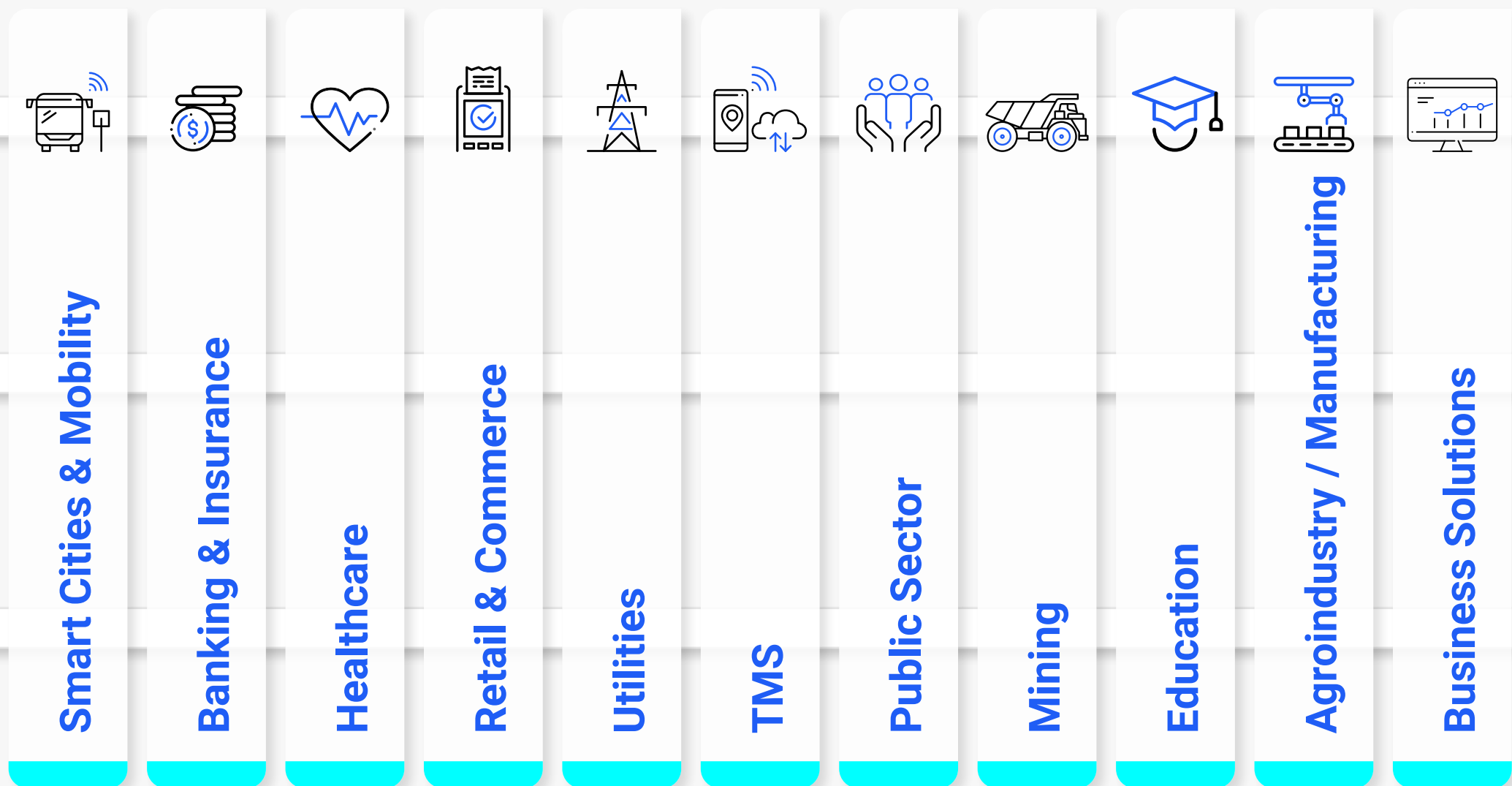
SONDA Portfolio

Digital Business

- Digital Software Factory
- Data, Advanced Analytics & IA
- Digital Architecture
- Digital Channels & Tech Consulting
- Solutions for Verticals

Digital Services

- Platform Services
- Cloud & Data Center
- Cybersecurity
- Workplace Services
- PMO Services

Digital Communications

- High-availability IT and OT networks
- Hybrid collaborative work
- Network Transformation Services
- Comprehensive communications outsourcing

Verticals: Smart Cities & Mobility | Banking & Insurance | Healthcare | Retail & Commerce | Utilities | TMS | Public Sector | Mining | Education | Agroindustry / Manufacturing | Business Solutions

Startups and Innovation Ecosystem

Corporate Management of Large Projects

Time Horizons

NCG 519 (4.1)

Since going public in 2006, the company has taken a medium-term perspective for its strategic deliberations. Every three years, a Strategic Planning Process is conducted that results in three-year investment plans

Short term: < 1 year / Medium term: 1-3 years / Long term: > 3 years.

Investment Plans

NCG 519 (4.3)

As part of the new three-year plan for 2025-2027, investments of between USD 40 and USD 50 million are anticipated for the first year, contingent on the closing of major integration contracts. These investments will be made using a combination of the company's own resources and debt financing.

Cluster Organization

The organization by clusters that was created in 2022 continued in 2024, as per the constant pursuit of autonomy, efficiency, and agility in our operations.

Map Legend

North America
The United States, Canada Mexico, Costa Rica, Guatemala and Panama

Brazil

The Andean Region
Colombia, Peru and Ecuador

The Southern Cone Region
Chile, Argentina and Uruguay

Locations: Canada, United States, Mexico, Guatemala, Costa Rica, Panama, Colombia, Ecuador, Peru, Brazil, Chile, Argentina, Uruguay

In a world where technology is constantly redefining the limits of possibility, the financial sector remains at the forefront as one of the largest consumers and drivers of technological innovation. Financial institutions, banks in particular, have historically been major adopters of technological solutions. This trend not only persists, but accelerates year after year.

The digitalization of financial services is advancing at an unprecedented pace. This year may witness a historic milestone with the launch of the Digital Euro by the European Central Bank, marking a turning point in the evolution of central bank-backed digital currencies (CBDCs). This transformation reflects how technology is redefining even the most traditional pillars of the financial system.

The competitive landscape is only intensifying with the growing presence of fintech companies revolutionizing the market through superior user experiences and disruptive business models, putting pressure on the margins of traditional institutions. Concurrently, the regulatory environment is becoming more complex and demanding, with an emphasis on protecting customer data and strengthening transaction security. Regulatory bodies are expanding their requirements on a consistent basis, demanding agile responses and systems capable of quickly adapting to new regulations without compromising the user experience.

In a challenging context like this one, SONDA's Banking and Insurance vertical is properly positioned as a fundamental strategic ally for the entire financial ecosystem. While the name specifically refers to banks and insurers, our value proposition encompasses the entire sector, including fund managers, cooperatives, fintech companies, stock exchanges, factoring companies, social security benefits administrators, and other players in the financial system.

More than a mere technology provider, we are a strategic partner that understands the particularities of the financial business in every aspect, serving as a gateway to our comprehensive IT services ecosystem. Our solutions range from cloud infrastructure and cybersecurity to advanced artificial intelligence and Internet of Things applications, complementing our robust core solutions for Payments, Credit, Pensions, and Investments.

Our approach is consultative, combining deep knowledge of the financial business with technological excellence. This means we can transfer successful experiences and best practices across the different markets where we operate, generating differential value for customers.

One of our main strengths lies in our capacity to capitalize on the knowledge and experience acquired in different Latin American markets, adapting them to the local specificities of each country.

Our strategy for 2025 is focused on two key pillars. The first is to enhance the integration of our renowned technological infrastructure capabilities with specialized solutions for the financial sector, leveraging our strong regional

Andrea Díaz
Banking and Insurance Corporate VP

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presence to create even more comprehensive end-to-end value offerings. The second is to develop a comprehensive service offering for financial groups with multinational operations in Latin America that offers consistent solutions to facilitate their regional expansion while ensuring compliance with local regulations.

At the core of these pillars, our solutions are designed with a focus on financial inclusion so institutions can expand their reach into traditionally underserved segments in Latin America. Through accessible technologies and cost-optimized operating models, we turn the challenge of banking access into a sustainable growth opportunity for customers, aligning social impact with business objectives.

The Banking and Insurance vertical thus represents a fundamental growth driver for SONDA, leveraging our deep understanding of the financial sector in its entirety to generate differentiated value propositions.

We understand that digital transformation is not a simple destination. It is a state of ongoing evolution in which every institution progresses at its own pace using bespoke strategies. Some choose to gradually transform existing structures, while others create parallel digital organizations. Our versatility allows us to accompany every customer along their unique journey of continuous innovation, responding to the specific challenges they are facing today and preparing them for those that will arise tomorrow.

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The Future of Retail in Latin America: **Transformation, Omnichannel, and Opportunities**

2024 was a crucial year for the digital transformation of retail and commerce in Latin America. In a context of regional growth and expansion, companies were looking to consolidate their presence in existing markets and explore new opportunities in diverse territories. During this process, the need for strategic suppliers capable of offering centralized, scalable, and efficient solutions has become more evident than ever.

One of the main challenges for retail has been achieving standardization and economies of scale in an environment marked by geographic dispersion and market diversity. To overcome this challenge, companies need partners that not only operate in multiple countries, but also understand the specificities of each market and offer comprehensive solutions that optimize costs and improve operational efficiency. We understand these needs and respond swiftly, leveraging our regional presence, flexibility, and exclusive customer focus. This approach has produced significant sales growth year-over-year as we close key deals with customers in sectors such as supermarkets, pharmaceuticals, department stores, gas stations, and restaurant

chains, and strengthen our capabilities in key areas for the sector, such as workplace services, managed device services, and data centers.

This is how we have cemented our position as a strategic partner, especially for customers with a presence in several countries in the region.

Looking ahead to 2025, we anticipate that the balance between physical stores and e-commerce will continue to transform the dynamics of retail. Omnichannel will no longer be just a differentiation strategy, but a fundamental requirement to meet growing consumer expectations. Continuing to strengthen the technological infrastructure that facilitates seamless integration between both worlds will be crucial in order to ensure consistent and frictionless shopping experiences.

Logistics and distribution center management will endure as key aspects of this process. Speed and accuracy in product delivery, inventory optimization, and the ability to adapt to peak demand will persist as significant challenges shaping the retail landscape in 2025.

Going forward, the sector will evolve toward more agile models driven by automation, artificial intelligence, and advanced analytics. The international expansion of retailers will open up new opportunities, but will also require greater sophistication in technological and operational services.

As leaders in the digital transformation of retail and commerce, our mission to support our customers on this journey continues, as we offer innovative solutions that spur their growth, improve the purchasing experience, and ensure their competitiveness in an increasingly dynamic and globalized market. We will place particular emphasis on the development and specialization of our team, determined to build skills and industry knowledge and ensure that our solutions remain optimally effective, aligned with the needs of the sector.

Rocío Ruiz
Retail & Commerce Corporate VP

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Innovation, Our Response to Evolving Markets

In today's dynamic market, innovation is not limited to the creation of new technologies or products. It best functions using a comprehensive approach that responds to changing consumer demands and the challenges of an environment that is ever in flux. Innovation means anticipating, adapting, and providing solutions that generate tangible value in an increasingly interconnected and demanding world.

Our Innovation Destination: **Technologies with Sustainable Impact**

At SONDA, we imagine the future, and then we build it. We are always monitoring technological advances, societal trends, and environmental challenges to guide our innovative capacity toward developing solutions that integrate the latest technological currents. Our purpose is clear: to generate significant impacts for people, improve their quality of life, and contribute to building a more sustainable and resilient society.

Technologies

Technological innovation is transforming the way we live, work, and interact. In an increasingly interconnected world, the technological revolution continues its march, opening up new possibilities for solving complex challenges and improving our quality of life.

Impact

Every action we take leaves a mark on our environment. That is why we innovate by focusing on producing positive impacts and creating solutions that not only solve current problems, but also drive progress and well-being for the societies we serve.

Sustainability

Sustainable development requires striking a balance between economic growth, environmental protection, and social well-being. We are committed to helping build a future in which present and future generations can prosper, while respecting the limits of our planet.

Information on featured cases with an impact on sustainability can be found in the **Technologies with Social and Environmental Impact** section on

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Our innovation strategy is based on collaboration between our internal teams and strategic partners. This synergy means we can develop streamlined solutions that adapt to the needs and pace of our customers. However, fostering a true culture of innovation is an ongoing challenge. We are constantly exploring initiatives that stimulate the participation of our employees, inspiring them to propose innovative projects and adopt an innovative mindset in their everyday work.

Our commitment to innovation has led us to collaborate closely with third parties, startups, and other actors in the innovation ecosystem in order to generate synergies that enrich our offering and accelerate our time to market. With this strategy we can respond quickly to the challenges posed by our customers while strengthening our market position as providers of high value-added solutions.

Featured initiatives to promote innovation at SONDA

Innovation Forum

This is a key space led by the CEO and his executive team, where innovative projects developed by our verticals and business units are presented, whether done in house or in collaboration with third parties. This forum plays a strategic role in providing regional visibility to projects, encouraging their replication in other areas or countries, identifying the use of disruptive technologies, uncovering innovation gaps, and allocating adequate resources to overcome them.

Innovation Room

This is a regional activity that brings together SONDA's product development and business development teams to share the innovative projects we are working on, fostering their replication in other areas, and promoting collaboration.

Goals and Incentives

At SONDA, we have sales targets for solutions that integrate startups for each business vertical and incentivize their achievement with associated benefits, driving the integration of innovative solutions.

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SONDA Academy–Company Program

Created in 2022, this program links our experience in technological projects with the academic vision of leading universities in the region. It fosters joint research, positions the brand among future leaders in the sector, and develops the technological talent needed to tackle the challenges of tomorrow (more information on

Mining Tech Challenge

Our prominent innovation competition that engages university students in solving challenges facing the nation focused its efforts is 2024 on optimizing water resources in mining operations, addressing water scarcity and climate change impacts.

Inspired by the success of Safe City Tech 2023 in benefit of public safety solutions, this year we invited third- and fourth-year civil engineering students from the Pontifical Catholic University of Chile, the University of Chile, the Federico Santa María Technical University, and the San Sebastián University to participate.

The winning team from the School of Engineering of the Pontifical Catholic University of Chile stood out with their Aquadust project, which solves the challenge posed by using machine learning, the Internet of Things, and resonance sensors in leaching processes. They were awarded a trip to Silicon Valley to explore cutting-edge technologies and their application to critical industry challenges.

Partnership with the Pontifical Catholic University of Chile; Fostering Talent

In addition to participating in the innovation competition, the agreement between UC Engineering and SONDA includes workshops, scholarships, mentorships, and student challenges, among other activities. The overall aim is to advance digital transformation via innovative solutions that benefit society.

The mentoring program designed to strengthen female representation in the technology field is of particular note. Its purpose is to empower engineering students and facilitate their transition to the workforce through the support of female professionals from SONDA.

SONDA Startup Ecosystem

We know that collaboration between large companies and startups is key to developing solutions that respond in an innovative, streamlined, and efficient way to the challenges of a market undergoing daily fluctuations. That is why we showcase great ideas; together we can open doors to new opportunities and carry them to execution.

Our goal is to bring innovative ideas to the company through startup solutions in order to create efficiencies at the operational and back-office levels. We complement our market offerings with entrepreneurial solutions that align with the corporate strategy and add value to our customers' businesses.

We are a business enabler that connects startups with internal, customer, and broader market challenges. In other words, we facilitate their participation and collaboration in large projects, promoting proofs of concept, fostering their scalability at the regional level, and leveraging a range of resources to support growth.

At SONDA, we collaborate with startups through two models: **Venture Customer** and **Partnership.** Under the first model we work as a direct customer of startups, capturing innovative solutions that increase efficiency when providing services to our own customers. With the second model we integrate startups into our existing offerings, leveraging their agility and specialization, which helps SONDA accelerate digital transformation in the region.

Ever since its creation in 2022, the startup ecosystem has experienced accelerated growth. We are working with
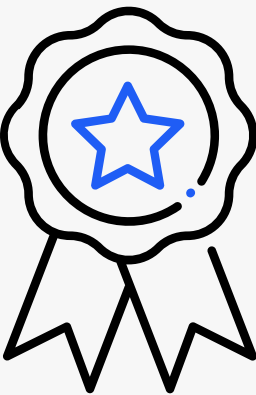
Top 10 in the Venture Client Chile 2024 Ranking

Our **Venture Client model was recognized when it was added to this ranking prepared by the consulting firm MIC in conjunction with the University of Los Andes and El Mercurio.** We took seventh place out of a total of 47 participating companies, the only technology company to do so.

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startups from the region, Spain, Singapore, Israel, and other countries and are now working with more than 70 strategic partners.

In 2024, we fostered self-service solutions for startups in the retail, insurance, and healthcare sectors, as well as specific business solutions for the mining, communications, and manufacturing industries. We are also driving telemedicine and the use of generative artificial intelligence to achieve greater efficiencies in the technology industry. These goals underscore our commitment to innovation and continuous improvement to meet the ever-changing needs of our customers.

At SONDA, we drive innovation and startup growth through initiatives like Pitch Days to introduce our sales teams to the startups we work with and showcase joint projects and opportunities for replication. We have strengthened our startup ecosystem with marketing campaigns on LinkedIn and Instagram and consolidated our partnership with IBM, which blends our commercial reach with IBM's technological tools that startups can use to improve their solutions.

Value for startups

- **Acceleration** and growth of their businesses
- Commercial support from **+400 SONDA professionals**
- Support from the **leading technology partner** in digital transformation in the region
- Strengthening the startup's **competitive position**
- Reaching other **geographies**

Value for SONDA

- **Value** production for our customers through co-creation
- **Offer diversification** through business solutions
- Rapid **scalability** and replicability
- **Attracting** new knowledge, talent, culture, and leadership to SONDA

Startup Ecosystem

Sustainability	ONEGRID · PWTech · Clickie · AXENOVA · QUIRON · Justwe · ZERO · ACQT
Processes	OSAS · Way/Amadeus · Info Intelligent · SDC · CoTalker · Ksec · CHT SUPPLY · tway · nearway · ODR.COM · tooxs · CEPTINEL · plutto · REDEK · OMNIX · DataScope
Finance	duemint · Preauth · toku
Logistics	envíame
Business Solutions	DeepView · NTECH LAB · iRancho · DIGIRODEC · GBR · mindify · Agroplanning · manglar · sigmais · VSaaS.ai · Jumple · antah · BRUNA · TeleDx · cropx · getxerpa · SUTHUB · DuAl Vision · MINDLABS · INNOD · OCTOPUS · GoLedger · Farmtastica · Agrobit · YAGANTECH
Customer Experience	bitua · WE Kall · wbo · sendQuick · ZEROQ · Aqua · videsk · SIDERALL · chattigo · ontaim · Reite · CLOUD TECNOLOGIES
People	almasuite · neurologyca · genomawork · ahgora · NDVida

+70 startups are already part of our ecosystem. Together we co–create innovative solutions for the many challenges our customers are facing in the region.

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Featured solutions with startups

VSaaS.ai + SONDA make it easy

Neighborhood Security

Barrio Protegido, developed with VsaaS for the Municipality of Las Condes (Chile), combines video surveillance with artificial intelligence integrated directly into the local government's cameras, which are directly connected to the monitoring center and allow for real-time risk detection. It has managed to reduce home burglaries by 60%, retail theft by 37%, and assaults by 22%.

Junngla + SONDA make it easy

Transforming the Financial Industry

We collaborate with Junngla, a Chilean fintech company specializing in transforming complex financial systems into simple, accessible experiences via a multi-industry and multi-market platform. SONDA contributes its experience to ensure high service availability, robust security, 24/7 technical support, and scalability.

CLOUD TECNOLOGÍAS + SONDA make it easy

Promotions Engine

In partnership with Cloud Technologies, we implemented an omnichannel promotions engine that incorporates a series of standard and optional modules that facilitate the administration and management of campaigns and promotions (discounts, points, signage, analytics, among others).

SDC GLOBAL DIGITAL INTEGRATION + SONDA make it easy

Process Digitization

Together with Simple Data Corp, we digitized nine operational processes spanning more than 55 production lines, completely eliminating the use of paper and reducing rework by 50%. Additionally, we implemented an online dashboard that allows for complete process traceability.

Partnerships with Leading Technology Companies and Innovation Centers

We see ourselves as participants in an ecosystem of innovation, technologies, and experiences made up of global partners, startups and niche companies, universities, and innovation centers. This diversity allows us to better understand a constantly changing environment, quickly adapt, and design technological solutions for our customers' new and future challenges.

Global Partners		Niche Companies			Innovation Centers and Universities	
• Adobe	• LG	• Anydesk	• Gigamon	• Smartvista	• Innova 360 LATAM	• Pontificia Universidad Católica de Chile
• Apple	• McAfee	• Aranda	• Hikvision	• Solarwinds	• Santiago Innova, Chile	• Open Beauchef investment network, Chile
• Aruba	• Microsoft	• Arc Serve	• Hostdime	• Supermio	• Universidad Tecnológica de Panamá	
• Autodesk	• NetApp	• Atlassian	• ICA	• Teledata	• Cibertec, Peru	
• AWS	• Oracle	• Axis	• Imperva	• Tenable	• Universidad de Lima, Peru	
• Cisco	• Red Hat	• BeyondTrust	• Ivanti	• Trellix	• Universidad Peruana de Ciencias Aplicadas, Peru	
• Citrix	• Ricoh	• Blueprism	• Ivvit	• Trend Micro	• Universidad el Bosque, Colombia	
• Dell	• Samsung	• BMC	• KIO	• TSoft	• Politécnico Universal, Colombia	
• Epson	• SAP	• Check Point	• Kofax	• Ui Path	• Servicio Nacional de Aprendizaje, Colombia	
• Fortinet	• SAS	• Cirion	• Liberty Networks	• VEEAM		
• Furukawa	• Veritas	• CloudComputing	• Manage-Engine	• VTAL		
• Genexus	• VMware	• Cloudera	• Nekskope	• Zerto		
• Google		• Cloudflare	• OCI			
• HPE – Hewlett Packard Enterprise		• Crowdstrike	• Odata			
• HP Inc. - Hewlett Packard Inc.		• Dynatrace	• Onnet			
• Huawei		• Enterdev	• OpenText			
• IBM		• Equinix	• Outsystems			
• Inuvika		• Etix	• Page Consulting			
• Kodak		• Exagrid	• Park Place Tech			
• Lenovo		• F5	• PIT Chile			
• Lexmark		• Fico	• Prediqt			
		• Five 9	• Pure Storage			
		• Formax	• Radware			
		• Genesys	• SmartJob			

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Customer Experience

Understanding the challenges that industries are facing requires that we understand the behavior of people and markets to help develop solutions and services that create value, driving new business strategies to meet new challenges.
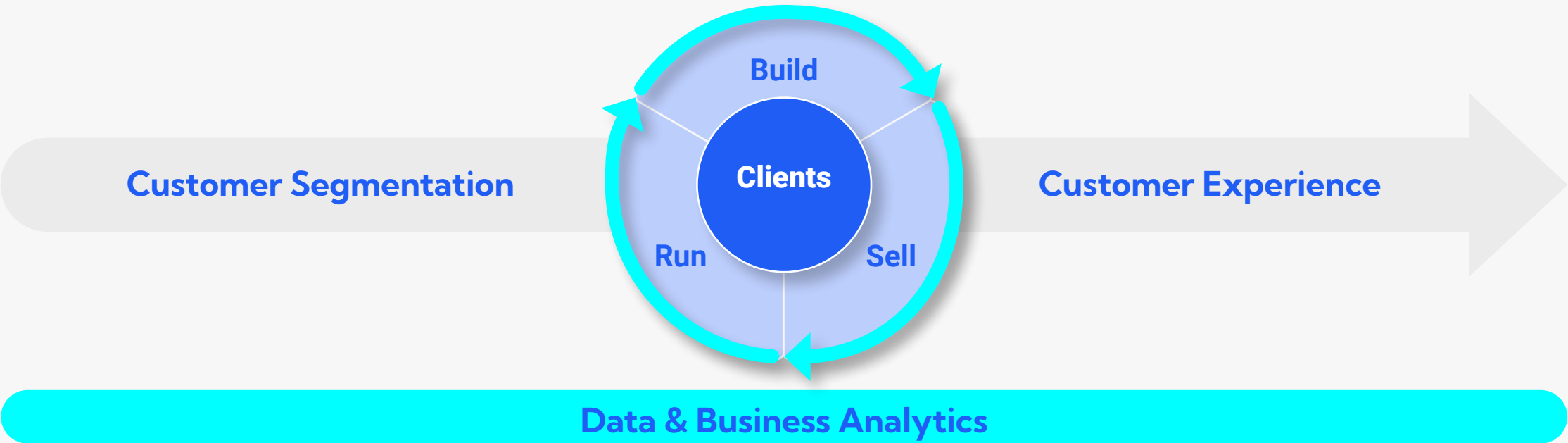
SONDA Customer Engagement Center (CEC)

At SONDA, the customer is at the heart of everything we do, which is why we created the Customer Engagement department, a division designed to combine efforts and optimize resources. It functions to ensure the delivery of high-quality services aligned with customer expectations. The whole of the organization is engaged in this challenge.

The main objective of the CEC is to build relationships of trust and offer a consistent experience that greatly exceeds customers' expectations. To this end, we adhere to international standards and certifications and utilize advanced segmentation processes and business analytics tools.

Customer Engagement Framework: A Comprehensive Vision

Customer Management Model (CMM)

Build

Customer Segmentation

Clients

Customer Experience

Run   Sell

Data & Business Analytics

SONDA's Customer Engagement Framework is the backbone of our customer experience strategy. This model establishes the foundation for understanding and effectively managing each interaction throughout the customer lifecycle, ensuring that our actions are aligned with their expectations and needs.

We use this framework to integrate key processes such as strategic segmentation, customer lifecycle management, and loyalty. It lets us proactively address critical challenges, always with the goal of building strong, long-term relationships.

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Our Progress in 2024

In 2024 we completed the transition to an approach based on the **Customer Lifecycle,** taking care of every stage of the experience while strengthening their connection with SONDA. This new approach has helped us mature previous initiatives and implement key priorities, such as:

Integrated Customer Management Based on Strategic Segmentation

We refined our management model to prioritize those customers that have the greatest impact on sales and revenue. This approach maximizes the uptake of our most advanced technological solutions and ensures sustainable profitability without compromising service quality.

Adapting to Customer Expectations

We have refined our ability to identify customer potential and expectations through cross-segmentation processes, strategically connecting with their needs. This approach encompasses the entire customer lifecycle, from business development and solution sales to the delivery of high–quality services. We want to measure customer satisfaction because their success is the driving force behind our growth.

360° Customer View

We now take a fully comprehensive approach to understanding and improving our customers' experience with us at every stage of the relationship. This 360° view allows us to identify the key processes that impact their satisfaction and work toward continuous optimization. To achieve this, we have initiatives to make better use of our data, such as implementing a centralized customer information management system (Master Data Management), thereby ensuring effective coordination across platforms and teams.

Sales Process Maturity

We conducted a comprehensive regional analysis to assess the level of maturity and alignment of the different countries where SONDA operates with respect to the service model. From there we were able to identify key areas for refining our commercial strategy, strengthening our relationships with customers and optimizing how we address their specific needs in every market.

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Customer Satisfaction

We measure customer satisfaction using the Net Promoter Score (NPS) methodology. The first step is to conduct an annual survey of our service partners in the countries where we operate. The NPS indicator is one measure of how our service quality is perceived.

In 2024, we were able to improve our Net Promoter Score (NPS) by 2 percentage points over 2023, even with a larger number of survey respondents and a higher response rate. Results like these reflect the whole organization's commitment to excellence.

Customer Experience and Service Quality

Customer Experience and Service Quality	2022	2023	2024
Net Promoter Score (NPS)	32%	39%	41%
Complaint Rate Number of complaints in relation to the number of service orders (SOs)	0.03%	0.04%	0.03%

Focal points for 2025

Looking ahead to the 2025-2027 period, we set out to:

Strengthen the **management model** focused on the customer lifecycle, ensuring exceptional experiences in every interaction.

Enhance **communication channels** to collect continuous feedback and identify opportunities for improvement in real time.

Align the **sales process at the regional level,** offering more effective proposals and value-added services.

Augment our **certifications,** reaffirming our commitment to quality.

These actions will help us strengthen our relationship with customers and position ourselves as a benchmark in the delivery of high-quality technological services.

Certifications

SONDA has acquired a significant number of certifications to improve its commercial offering and deliver contractually committed services.

Sustainability is a fundamental pillar that guides our operations and relationships with customers and suppliers. To ensure quality, safety, and accountability in all our activities, we have implemented a robust Integrated Management System (IMS) that incorporates the international standards ISO 9001, ISO 14001, and ISO 45001. This system helps us achieve operational excellence and efficiently manage key aspects like service

quality, occupational health and safety, and environmental impacts.

Additionally, we hold further certifications required by our customers and strategic partners, spanning aspects such as business continuity, IT services, information security, ethical practices, crime prevention, and compliance. We have specific certifications that reinforce our management of information security, data privacy, and incident response. These accreditations position us as a trusted partner that operates under the highest international standards in data protection, privacy, and operational sustainability.

We adhere to the ISO 37001 Anti-Bribery Management System standard, a key accreditation for operating in markets such as Peru, Brazil, and Ecuador, where it is obligatory for doing business. This year we also

SONDA ESG Portal

This fully web-based solution centralizes and makes available all key information on the company's ESG indicators. This enables us to provide stakeholders with relevant data and indicators aligned with SONDA's sustainability strategy.

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implemented it in Chile, Ecuador, Costa Rica, and Uruguay, consolidating SONDA's commitment to ethics and transparency.

Likewise, ISO 22301 on Business Continuity, currently implemented in Chile, strengthens our ability to guarantee uninterrupted operations in the face of contingencies. Achieving ISO 20000-1 in Costa Rica, Panama, and the United States in 2024 is another milestone along our journey of standardizing best practices in service management. For the United States, this certification is supported by the SONDA Mexico team, strengthening even further our presence in this strategic market.

These certifications reflect SONDA's operational excellence as they undergird our competitiveness in international markets and demonstrate our commitment to the highest global standards.

Certifications by topic

Quality control	Environment	Occupational health and safety	Service management, systems development and operations
• ISO 9001	• ISO 14001 • GHG Certification	• ISO 45001	• ISO 20000-1 • CMMi 3/v2

Security, information privacy, and incident response	Business continuity	Ethics and compliance	Internal control
• ISO 27001 • ISO 27017 • ISO 27018 • RGPD (ISO 27701) • Membership in FIRST	• ISO 22301 • Business Continuity Management System	• ISO 37001 • ISO 19600	• AT 320 • AT 205 • ISAE 3402

2024 Certifications table (Dec–2024)

SONDA Certifications in 2024	
ISO 20000-1	✓
ISO 27001	✓
ISO 27017 / ISO 27018	✓
ISO 22301	✓
Continuity Plan	✓
ISO 9001	✓
ISO 14001	✓
ISO 45001	✓
ISO 37001 (Anti-bribery Mgmt. Sys.)	✓
ISO 19600 (CMS guidelines)	✓
GDPR (ISO 27701)	✓
CISCO Resale Gold	✓
FIRST MEMBERSHIP	✓
CMMi 3/v2	✓
GHG Certification	✓
SICEP Certification	✓
AT320/AT205/ISAE3402/SOC2/ SAP/PCI	✓

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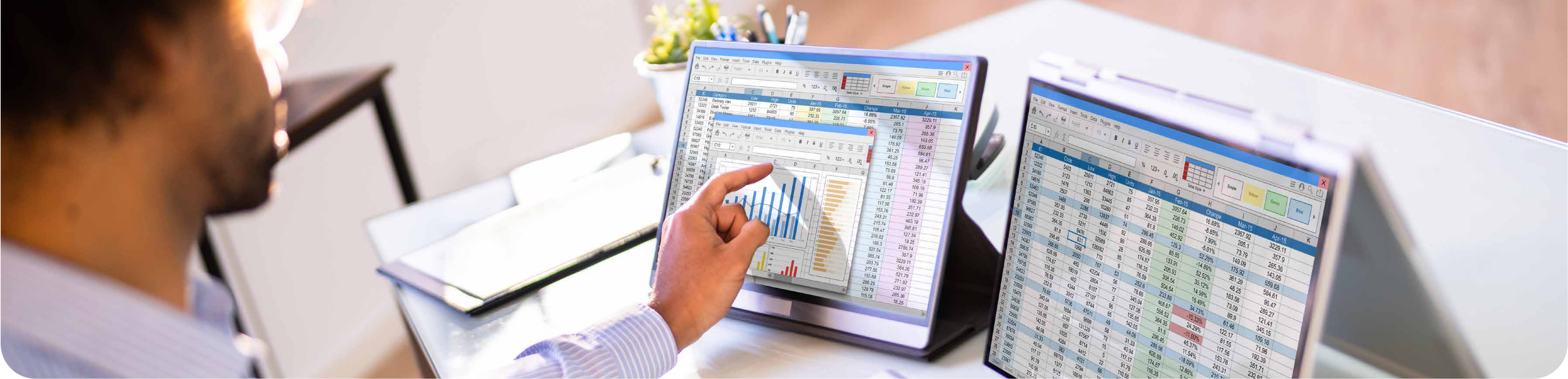
Service Continuity

At SONDA, we understand that the continuity of our customers' technological systems is essential to the success of their operations. Any disturbance can affect critical processes such as service delivery, financial transactions, billing, and IT system security, among others. Therefore, we ensure that our service operations remain uninterrupted, even when confronted with unexpected emergencies.

Our **Continuity Policy and Business Continuity Plan** (BCP) along with the certification of our Service Management System (SMS) under ISO 20000-1 are designed to minimize downtime and ensure operational stability. These processes are continuously monitored and regularly tested to detect potential risks by teams that are trained to offer streamlined and effective responses to any eventuality.

Furthermore, our Business Continuity Management System (BCMS) certified under ISO 22301:2019 improves our planning and response capabilities. This system is periodically put through various scenarios for monitoring and testing purposes to ensure that we meet the highest international standards in order to protect our customers' operations regardless of circumstances.

In 2024, we added key certifications such as AT 320, AT 205, and SAE 3402, along with standards such as SOC 2, SAP, and PCI, into our Quality department. As part of the Customer Engagement approach, this means we can maximize knowledge and ensure that these certifications translate into concrete benefits for customers. By centralizing these processes, we improve our capacity to guarantee operational continuity and maintain the highest quality standards across all operations, fortifying our commitment to sustainability and excellence.

Service Continuity

Service Availability			Downtime complaints			Uptime components		
Service Availability Index (SAI): Percentage of service availability relative to total availability			Number of customer complaints due to system availability failures			(1- ((Td-Tm)/Ta))* 100% Td: Downtime for the period Tm: Scheduled maintenance time for the period Ta: Contracted service time for the period		
2022	**2023**	**2024**	**2022**	**2023**	**2024**	**2022**	**2023**	**2024**
99.7%	99.6%	99.4%	0	2	10	99.8%	99.6%	99.7%

SASB INDICATORS NCG 519 (9.1)

Systemic Risk Management Due to Technology Disruptions

Code	Accounting Parameters	Response
TC-SI- 550a.1	Number of performance issues in software and information technology (IT) services provided to customers	0
	Number of service interruptions in software and IT services provided to customers	0
	Total customer downtime related to performance issues and service interruptions in software and IT services provided to customers	0 hrs
TC-SI- 550a.2	Description of continuity of operations risks related to any operational disruption	See "Service Continuity" section

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Cibersecurity

In an increasingly interconnected world, cybersecurity is now a strategic priority for businesses and governments alike. According to a Cybersecurity Ventures report, the global cost of cybercrime will reach USD 10.5 trillion annually by 2025.

Given this scenario, implementing effective cybersecurity strategies is crucial to safeguarding any organization's assets and its operational continuity. In light of this challenge, our company has developed a comprehensive cybersecurity management framework designed to proactively anticipate, prevent, and mitigate risks.

Cybersecurity Management Framework at SONDA

At SONDA, we understand that cybersecurity is essential for protecting information and ensuring operational continuity for both our organization and customers. That is we hold a vision of corporate cybersecurity that necessitates robust and permanent systems designed to meet the highest security standards. Our commitment to continuous improvement includes constant monitoring of new regulatory provisions and global trends, ensuring that our practices evolve in step with today's challenges.

Cybersecurity Framework

Our cybersecurity framework is based on industry best practices. We are part of the Center for Internet Security Inc. - Critical Security Controls (CIS)[1] as a Service Partner and adhere to the National Institute of Standards and Technology (NIST)[2] cybersecurity framework. In addition, many of our services and processes are certified under the ISO 27001:2013 standard for information security management, and others comply with industry-specific regulations, such as PCI, NERC CIP, and local regulations regarding personal data protection. These certifications and frameworks ensure that we can offer our customers clear and effective recommendations on which controls to implement, how to implement them, and in what order, maximizing efficiency and agility in execution.

In parallel to this approach, we have clearly defined Information Security Policies and Security Objectives that are regularly audited internally and by independent third parties.

1. https://www.cisecurity.org
2. https://www.nist.gov/

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In 2024, we reaffirmed our commitment to data protection and operational continuity through a comprehensive approach that combines innovation, best practices, and continuous improvement in our processes and capabilities. Our progress features:

Expanded coverage

In 2024 we reached a significant milestone; expanding the scope of our cybersecurity model to all operations in the Americas. We also added new verticals and business units. This expansion reinforces our goal of protecting data and operations at every level of the organization.

Security Score

Since February 2024, we are proud of receiving an "A" security score, the highest one given by the Security Scorecard. This result, combined with other external assessments from organizations such as FortifyData, Riskrecon, and BlueVoyant, reflects the strategic investments we have made in key areas such as secure asset configuration, access control, vulnerability management, network infrastructure, and security training.

Strengthening governance with an internal audit team

We incorporated an internal technology audit team that plays a crucial role in identifying and mitigating cybersecurity risks, assessing the adequacy of existing controls, and proposing continuous improvements to control processes.

Training for a Strong Cybersecurity Culture

In 2024 we launched our Regional Cybersecurity Education Program, with activities designed to strengthen internal security culture with three pillars: awareness, training, and coaching. Notable initiatives include the dissemination of educational content, courses and workshops for key roles, phishing simulations, and activities around digital security.

Cybersecurity Frameworks
Industry Models

NIST Cybersecurity Frameworks

CIS Center for Internet Security®

FRAMEWORKS
- Recoup
- Identify
- Protect
- Detect
- Respond

CIS CONTROLS
- Policy
- Identify
- Detect
- Business
- Control
- Protect
- Respond
- Automate

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SONDA Joins FIRST, a Step Forward in Cybersecurity

We made significant progress in protecting our customers when we joined FIRST (Forum of Incident Response and Security Teams), the leading global network of specialized incident response teams. With more than 700 teams across five continents, FIRST connects us to a global knowledge base that strengthens our threat prevention and management capabilities.

Since implementing FIRST, we have established a regional foundation that broadens our vision and helps us anticipate particular attack patterns. Thanks to advanced services such as threat intelligence and threat hunting, we can study global attacks, study patterns in our region, and apply these proactive protections to our customers. As we increase our awareness of compromise rates and characteristics of new attacks, we adapt our monitoring and response strategies to be more streamlined and efficient in mitigating risks.

We thereby not only strengthen our internal capacity, but also elevate the level of protection we provide to our customers, supported by global intelligence and an international cybersecurity collaboration community. This reaffirms our commitment to leading with excellence and ensuring a safe and trustworthy digital environment.

Looking ahead to 2025, our efforts will focus on deepening data protection, expanding incident response management, conducting penetration testing, strengthening network infrastructure, and continuing to promote cybersecurity training and awareness.

Cybersecurity Governance

At SONDA, cybersecurity governance is designed to ensure comprehensive, efficient management aligned with current challenges. We have a Cybersecurity Committee comprised of the Chief Information Security Officer (CISO), the Corporate CEO (CEO), and the Corporate Internal IT Manager, along with corporate and regional heads of the main business units. This committee reports directly to SONDA's CEO and makes quarterly presentations to the company's Steering Committee, ensuring a strategic level of oversight and alignment.

At the operational level, the various business unit managers are responsible for implementing the resolutions and initiatives derived from the regional plan. These actions are carried out by designated security technical counterparts in each unit, ensuring operational decentralization and efficient implementation.

In 2024, we strengthened our governance by creating an internal technology audit team, which provides an independent perspective in assessing cybersecurity risks and controls, helping identify areas for improvement and strengthening our management processes.

Furthermore, our Regional Cybersecurity Governance model ensures that policies and practices are implemented consistently across all our operations, minimizing risks and protecting company assets from growing threats.

Cybersecurity Risk Management Framework and Certifications NCG 519 (3.6.ii.b)

At SONDA, we follow information security risk management best practices, supported by international certifications such as ISO 27001, ISO 22301, and ISO 20000-1, along with annual external audits conducted by renowned certification firms. Additionally, we issue yearly AT 205, AT 320, and COSO reports for our customers of the Chilean Association of Banks and Financial Institutions (Asociación de Bancos e Instituciones Financieras de Chile A.G.), ensuring transparency and trust in our processes.

Our management is aligned with the Cybersecurity Framework Law (Law 21,663) enacted in Chile in April 2024 that sets key standards for protecting critical assets in the digital environment. This framework regulates information security, risk management, and data protection, supporting our commitment to security.

Additionally, we comply with regulations specific to the financial sector, such as Chapters 20-10 and 20-7 of the RAN *(Recopilación Actualizada de Normas),* a regulatory compendium maintained by the Chilean Financial Market Commission], as well as Circulars 3,629/2017 and 2,245/2019, which establish guidelines for managing cybersecurity, cloud computing, and critical services. These regulations complement our internal policies, enabling us to anticipate risks and strengthen operational resilience.

Our management is based on robust information security and personal data privacy policies, which include risk management methodologies, incident management procedures, privacy consent, and business continuity. Furthermore, we are always aiming to innovate and incorporate lessons learned from other companies that have undergone high-impact cyberattacks. This comprehensive approach allows us to mitigate risks and strengthen the protection of critical assets, both our own and those of our customers.

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Data Protection

NCG 519 (3.6.ii.b)

In an increasingly interconnected world, protecting personal data is a global priority. Regulations such as the European Union's General Data Protection Regulation (GDPR) established key standards that regulate the use and disposal of personal data as well as ensure it is protected against improper handling. This regulation serves as an international reference and introduces key figures such as the Data Protection Officer (DPO) and the national data protection agencies responsible for overseeing compliance.

At SONDA, we are committed to adopting best practices and ensuring regulatory compliance in all the countries where we operate. In Brazil, we follow the principles of the General Data Protection Law (LGPD), strengthening systems, processes, and staff training to meet the highest standards. In Ecuador, Panama, and Colombia, we are fully aligned with local regulations on personal data protection. In Chile, we are still developing internal policies and procedures, making progress around ISO 27701 (Information Privacy Management System) certification,

and preparing our operations for the upcoming data protection law enactment.

We are adding new tools and processes in support of our commitment to data privacy and security. The SONDA GRC (Governance, Risk Management, and Compliance) system is one noteworthy tool, which has advanced controls for protecting customer and personnel data. We have also strengthened secure access to critical systems through two-factor authentication, reinforcing our capabilities against cyber threats.

Our membership in FIRST also makes our cybersecurity position stronger, directly supporting our data protection practices by improving our privacy and information-related security incident response capabilities.

At SONDA, data protection is an uncompromising commitment to our customers, employees, and communities who trust us to ethically and responsibly safeguard their information.

Information Security (2024)

Customer data loss cases	Customer data security complaints	Regulatory security complaints	Fines for customer data security breaches	Amount of fines for customer data security breaches
Number of customer cases with privacy issues and/or data loss	Number of customer complaints regarding privacy issues and data loss	Number of complaints from authorities / regulators regarding privacy issues and customer data loss	Number of breaches	Penalty amount (USD)
0	0	0	0	0

SASB INDICATORS NCG 519 (9.1)

Data security

Code	Accounting Parameters	Response
TC-SI- 230a.1	Total number of data breaches identified during the period.	0
	Percentage of data breaches that are personal data violations.	0%
	Total number of individual customers affected by data breaches, including all those whose personal data were compromised as a result.	0
TC-SI- 230a.2	Description of the approach to identifying and addressing data security risks, including the use of third-party cybersecurity standards	See the section "Risk Management at SONDA" (page. 99).

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 pages 33, 34, 38
TC-SI- 220a.2	Number of users whose information is also used for secondary purposes.	Approximately 5,000 contacts in our contact database. At the primary level, users share their information through our SONDA.com contact forms, social media campaigns, and agree to be contacted by SONDA. Email marketing or call center actions are included at the secondary level.
TC-SI- 220a.3	Total amount of monetary losses as a result of legal proceedings due to user privacy.	0
TC-SI- 220a.4	Total number of unique requests for user information, including user content and non-content data, from government or law enforcement agencies.	0
	Total number of unique users whose information was requested by government or law enforcement agencies.	0
	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 some content is filtered or censored due to government, court, or law enforcement requests or requirements.	None

Cybersecurity Services for Our Customers

The cybersecurity landscape in 2024 has been particularly challenging, marked by evolving technological threats, regulatory changes, and new approaches to risk management. Ransomware continues to lead as the top cyberthreat, using new more sophisticated strategies like data exfiltration in addition to traditional encryption. Likewise, the emergence of generative artificial intelligence has brought significant changes to the strengthening of security and the development of more effective and hard-to-detect attacks, including more convincing deepfakes and large-scale automated and personalized attacks.

At SONDA, our priority is to offer customers a secure digital environment through a comprehensive portfolio of cybersecurity solutions that encompasses people,

processes, and technologies. This approach is designed to adapt to growing market demands and emerging IT threats so that organizations can protect their critical assets and ensure operational resilience.

In line with the highest international standards, in December 2023 we obtained Forum of Incident Response and Security Teams (FIRST) certification for our response centers. This connects us to a global information-sharing network, optimizing our prevention and response capabilities against emerging threats.

Our strategic approach encompasses the entire cyberthreat lifecycle: identification, protection, detection, response, and recovery. Using this approach helps strengthen our position as trusted partners in protecting our customers' technological infrastructure given the constantly changing digital environment.
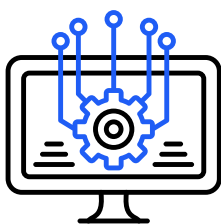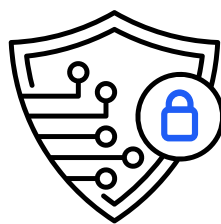
Our Cybersecurity Services
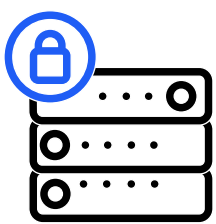
Cybersecurity Platform Management

Implementation, configuration, and ongoing support of security devices and systems to ensure effective defense.
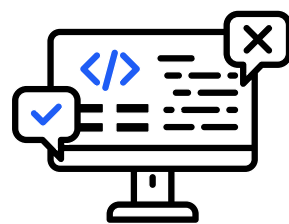
Threat and Vulnerability Detection

24/7 monitoring and correlation to anticipate risks and strengthen security controls.
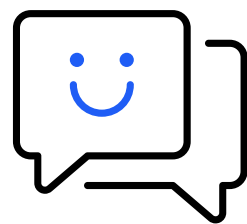
Response Services

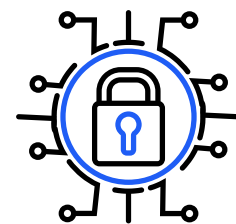Threat hunting, forensic analysis, and critical incident response services.

Defense Quality Testing

Advanced simulations such as intrusion, phishing, and penetration testing to identify and remediate vulnerabilities before they can be exploited.

Consulting

Development of strategies and plans that align security objectives with business needs.

Security Operations Center (SOC)

Cybersecurity service for companies' IT infrastructure running 24/7.

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Security Operations Center (SOC)
24/7 protection for IT infrastructure

Our Security Operations Centers (SOC) offer advanced cybersecurity services designed to protect companies' technology infrastructure 24 hours a day, 7 days a week.

This comprehensive service ranges from endpoint device protection to multi–cloud solutions, offering a complete approach tailored to each company's specific needs. SOCs are equipped to effectively prevent, detect, and respond to security threats, minimizing risks and ensuring operational continuity.

The service includes direct access to highly trained IT security specialists, who monitor, analyze, and manage every aspect of the solution, ensuring optimal protection against the most sophisticated threats.

In 2024, SONDA established a group of SOCs, making a strategic investment to run a single unified center with regional coverage and high availability. This integration provides significant advantages for

customers with operations in multiple countries, ensuring consistent monitoring and protection across the region.

By operating as a single SOC, potential operational islands are eliminated, the customer experience is made uniform, and service scalability is improved. Furthermore, the implementation of new tools and processes, such as a next–generation SIEM (Security Information and Event Management System) and the automation of activities through SOAR (Security Orchestration, Automation, and Response), strengthens monitoring, management, and response capabilities.

Strengthening our cyber intelligence team has been key, so we can meet demands in different countries or regions without compromising service quality. With these advances, SONDA has improved its market competitiveness, consolidating its position as a leader in cybersecurity.

Primary Cybersecurity Progress in 2024

We took significant steps in 2024 to further strengthen our cybersecurity capabilities and position ourselves as our customers' strategic partner in an increasingly sophisticated threat environment.

Our main achievement was to merge our Security Operations Centers (SOCs) in order to function as an integrated unit at the regional level. This unit improves the coverage, availability, and efficiency of our services, ensuring consistent protection for all our customers **(see highlights).**

Additionally, we have made progress in the layered integration of artificial intelligence into our services, evaluating how to optimize each solution to be more efficient and effective in threat detection and response.

We have also had significant sales growth, thanks to the development of our capabilities in critical areas such as SecOps and solutions that address major industry trends. This growth reflects our customer proximity and adaptability to suit their needs.

In addition, we began operating under the FIRST standard **(see page 38)**, providing us a regional perspective to anticipate attack behaviors, analyze global and regional patterns, and apply that knowledge to proactively protect our customers.

Lastly, we have strengthened our regional Cybersecurity Services team, enhancing key areas such as SOC operations, offensive security, and incident response, reducing dependence on external services and ensuring internal scalability that guarantees continuous improvement.

Our efforts in 2025 will focus on developing innovative solutions to address emerging threats such as generative AI, automated attacks, and new regulatory requirements, supporting our customers in risk management. We will also strengthen our regional structure and specialize the cybersecurity and strategic consulting teams, consolidating our capacity to respond to the challenges of the digital environment.

> **We have three Cybersecurity Operations Centers (SOCs) located in Belo Horizonte (Brazil), Bogota (Colombia), and Santiago (Chile),** ensuring effective coverage and rapid response throughout the region.

Technologies with
Social and Environmental Impact

SONDA is behind the technologies that transform people's lives.

For five decades, our mission has been clear: use technology to improve the quality of life and contribute to the development of the societies where we operate.
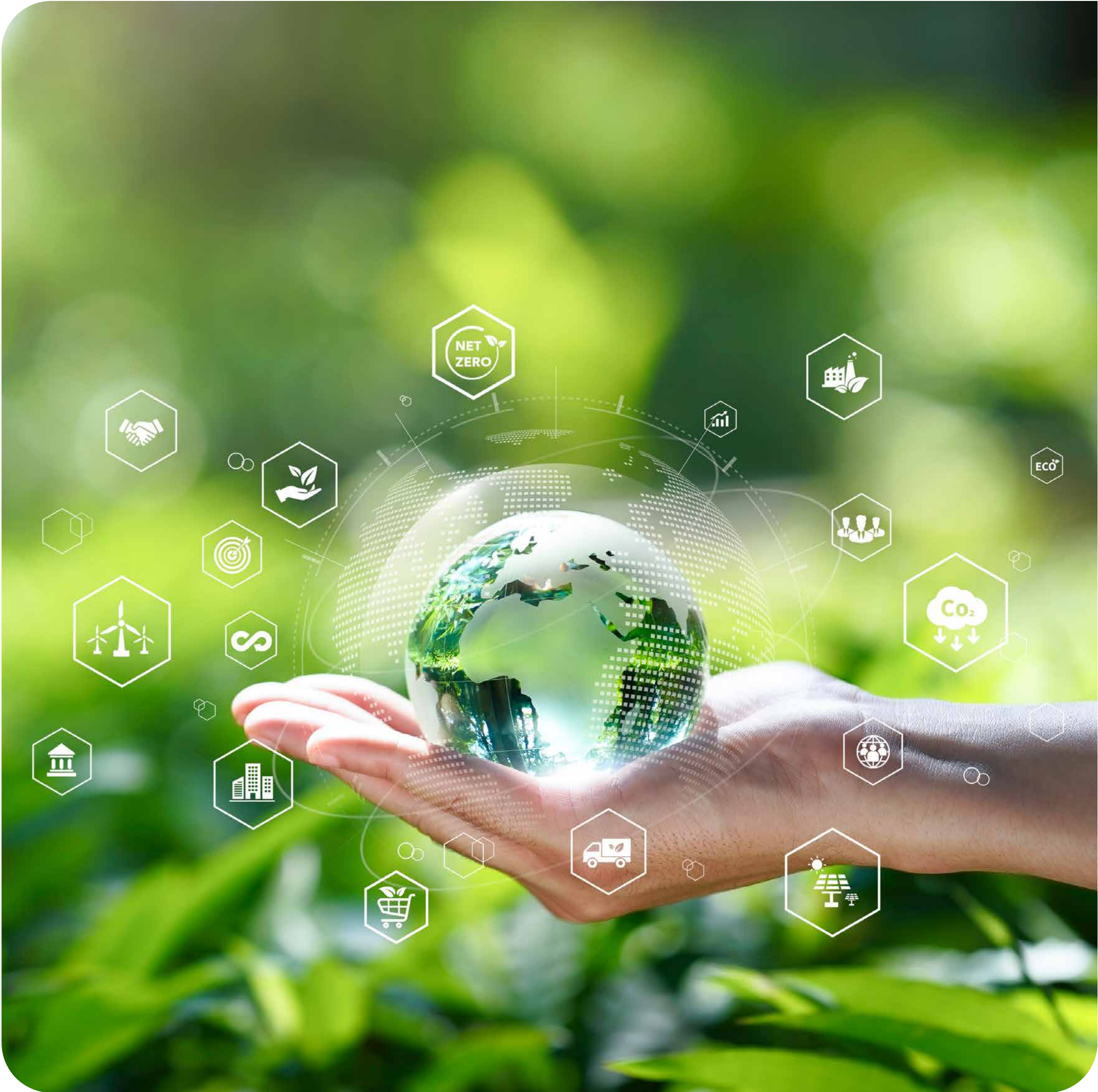
With a presence in 13 countries as leaders in digital transformation, our experience allows us to simplify processes and foster sustainable progress in the region. To this end, we are aligned with the United Nations' 17 Sustainable Development Goals (SDGs), which set out specific objectives and targets for 2030 so that our planet and its inhabitants can successfully plan for the future.

We recognize the crucial role of information technologies in achieving these goals. Therefore, we work toward innovative solutions to address challenges such as climate change, the conservation of nature and its resources, the evolution toward smart and sustainable cities, and the provision of efficient public services in health, transportation, and public safety, among others.

Solutions with Social Impact

Everything we do has an impact on our environment. At SONDA, we know that sustainability must go hand in hand with new technologies. This is why we focus on designing solutions that improve quality of life, promote inclusion, and/or contribute to the development of societies in the countries where we operate. We highlight below some of the technological initiatives that reflect our commitment to social progress.

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Examples of Technological Solutions with Social Impact

SONDA Delivers the Infovía Digital Project

More than 2.8 million people in the state of Mato Grosso do Sul in Brazil will benefit from the Infovía Digital Project. The initiative involves a work plan for the next 30 years in which SONDA will improve the state's connectivity offering.

This includes the implementation of 6,950 kilometers of fiber optic network in all 79 municipalities.

In addition to implementing the fiber optic network, the project includes building a Network Operations Center (COR) in Campo Grande, providing free internet and video surveillance services in 129 public spaces, and installing 15,000 IP extensions in state administrative departments, such as schools, healthcare and public safety divisions.

SDG

Video surveillance for improved public safety

In Uruguay, we implemented the "Safe City" system with more than 8,000 video surveillance cameras and a vehicle monitoring system at strategic locations. In Chile, in collaboration with the Municipality of Vitacura, we developed the most modern public safety control center in the country, which centralizes and stores data from the cameras installed throughout the community. In addition, "Protected Neighborhood" was implemented in the Municipality of Las Condes (Chile), an Artificial Intelligence–enabled system that has been incorporated into surveillance cameras throughout the community.

These initiatives have improved public safety and incident response efficiency.

SDG

Digital transformation in the healthcare sector

SONDA is driving the modernization of the healthcare sector through digital solutions such as artificial intelligence, big data, IoT, and cloud platforms. These technologies facilitate data management and optimize medical processes, improving care and efficiency in healthcare services.

SDG

Featured Case

Smart Cities

We power smart cities with innovative and sustainable solutions, improving the quality of urban life and creating a more connected and efficient future for all citizens.
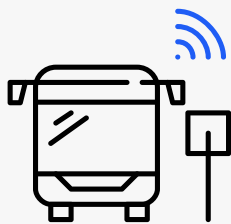
Smart City Transport

We have reinvented the public and private transportation experience with automated fare collection systems, intelligent fleet management, and accurate information for users, improving the efficiency and connectivity of urban mobility.

Smart Safety

Our solution integrates advanced technology and centralized management to anticipate and respond to security needs, thereby improving citizen safety and fostering more secure and resilient environments.

Smart Lighting

We transform urban lighting with intelligent management that reduces energy consumption by up to 30%, promoting sustainability and improving illumination quality for communities and organizations.

IoT Plataform

We integrate IoT and artificial intelligence to manage centralized data, facilitating more efficient decision-making by organizations.
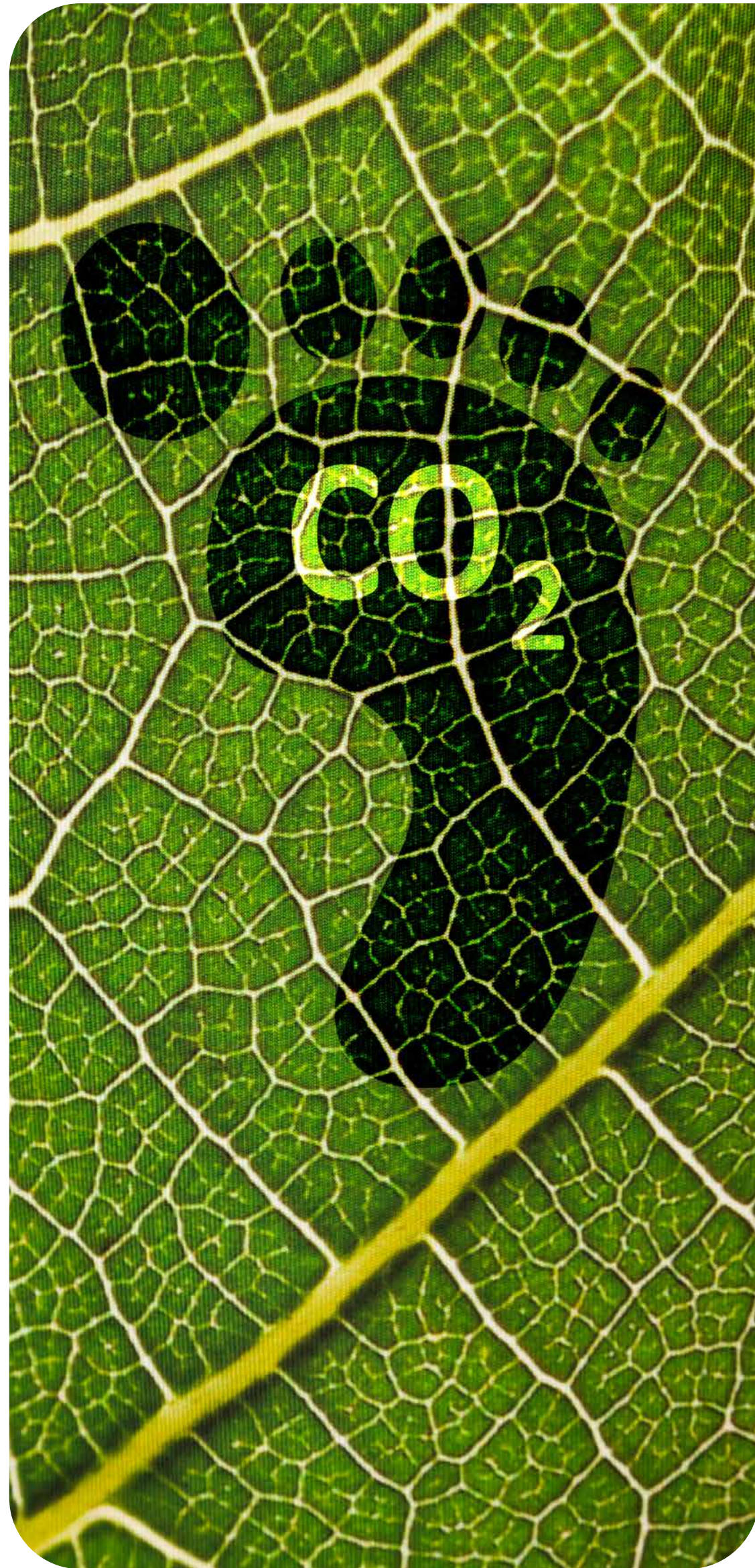
Solutions with Environmental Impact

From optimizing energy resources and efficient city management to reducing the carbon footprint in industrial processes, our technological solutions are designed to contribute to the transition toward a more sustainable development model. Through the use of tools such as big data, artificial intelligence, IoT, and advanced analytics, we support our customers on their journey toward decarbonization and circularity, helping to mitigate the effects of climate change in the region. Beyond merely responding to market demand, this strategic decision establishes an intrinsic connection between technological innovation and environmental responsibility in line with our purpose.

SDG

Advanced solutions for agribusiness

Using IoT, artificial intelligence, and data analytics, at SONDA we have optimized productivity and sustainability in agribusiness, automating processes, reducing the use of agrochemicals, and improving quality of life for farmers in rural areas.

SDG

Net Zero Cities

Reducing environmental impacts through the use of technology fosters progress toward more resilient cities. We offer fleet management solutions to reduce fuel consumption and GHG emissions. Additionally, lighting and smart grid solutions enable better management of lighting networks and electrical power distribution, respectively, among other benefits.

SDG

Electromobility on Metrobús, Mexico City

At SONDA, we are proud of our role in a key project transforming public transportation in Mexico City. Together with Metrobús CDMX, we implemented innovative infrastructure for the installation of 17 electric chargers in the yards of Metrobús Lines 2, 5, and 6, supporting the transition toward a more sustainable and efficient transportation system.

With a comprehensive solution that includes charging station facilities adapted for bi-articulated buses and electrical systems optimization, this project reaffirms SONDA's commitment to innovation, sustainability, and smart mobility.

We continue driving the future of cities!

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Environmental Responsibility at **SONDA**

We understand that environmental protection is a fundamental pillar for achieving sustainable development and generating long-term value for our customers and society.

Our main operational impacts have to do with energy and water consumption, especially in our data centers. Therefore, when we built our most modern data center in Santiago, Chile, we followed the highest sustainability and efficiency specifications, ensuring a lower environmental impact and greater resource optimization **(see pages 12 and 48).** Beyond that, we take an active role as facilitators of positive change through technology, developing innovative solutions that contribute to efficient resource management and mitigating the effects of climate change, among others **(see page 46).**

Our actions are supported by our Sustainability Declaration, which details our commitment to

Environmental, Social, and Governance (ESG) matters and explains our responsibility to prevent and mitigate negative environmental impacts. To this end, we implement monitoring, control, management, and mitigation measures when necessary and focus on energy efficiency, measuring our carbon footprint, responsible water use, and the proper management of technological waste derived from our operations. These actions are in keeping with current environmental regulations in every country where we operate in addition to the ISO 14001:2015 environmental certification, which the majority of our subsidiaries hold. This ensures a systematic approach to improving our environmental performance.

ISO 14001

Our subsidiaries in Brazil, Chile, Colombia, Ecuador, Mexico, and Peru have all certified their environmental management systems under the ISO 14001 standard.

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Environmental Management

In 2024, we strengthened all the environmental initiatives underway with the incorporation of ESG variables into the SONDA GRC Information System, ensuring a consistent and efficient approach to sustainability management globally. In 2024, all subsidiaries incorporated this solution into their management systems, and in 2025, those responsible for data management will be trained to improve data collection and maintenance processes.

This means the SONDA ESG Portal can continuously monitor relevant indicators related to our company's sustainability on a monthly basis, providing a detailed and transparent overview of our commitment to environmental protection. Furthermore, it simplifies the collection, calculation, and reporting processes, allowing for greater transparency and visibility for stakeholders through clear and timely communications.

Climate Strategy

Climate Change Mitigation

SONDA measures the carbon footprint of its subsidiaries in Brazil, Chile, Costa Rica, and Panama as part of its sustainability strategy and its commitment to climate change mitigation, through an approach focused on controlling and reducing greenhouse gas (GHG) emissions.

Starting in 2021 in Chile, we have participated in the Ministry of the Environment's HuellaChile Program, an initiative under the Framework Law on Climate Change. Thanks to this commitment, the company has earned seals of recognition as a GHG quantifying organization for three consecutive years. The objective is to expand the scope of measurements to collect data that will allow for implementing emission reduction projects in areas that were identified as top priority.

In Costa Rica, in addition to measuring its carbon footprint, SONDA has joined the Carbon Neutrality 2.0 Country Program in order to develop a reduction management plan to reach carbon neutrality. This plan will include specific activities, resource allocation, and the implementation of justified measures and techniques to sustainably achieve and maintain GHG emission reductions.

For its part, SONDA Panama is part of the Reduce Your Corporate Footprint program, promoted by the Ministry of Environment of the Republic of Panama. As part of this framework, SONDA has committed to achieving carbon neutrality by 2050, adhering to the "Top 50 Carbon-Neutral Organizations" declaration, which unites 31 leading companies around sustainability. As part of this commitment, the Company has implemented various GHG emission mitigation initiatives, developed in collaboration with various company departments, reaffirming its social and environmental commitment to the fight against climate change.

Brazil established a Greenhouse Gas (GHG) measurement system, laying the groundwork for achieving certification.

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Climate Change Adaptation

The process of adapting to climate change requires anticipating its effects by adopting measures to prevent or minimize its impacts as well as identifying and taking advantage of opportunities that may arise in this context. With this aim in mind, at SONDA we continuously assess the physical and transitional risks associated with climate change, identifying the environmental aspects linked to our activities, products, and services. This approach considers not only those factors under our direct control, but also the ones we can influence, always taking a life-cycle perspective.

To ensure effective management, assessing these environmental aspects incorporates climate change projections, associated risks, and applicable legal requirements. All of this information gets distilled into specific matrices, which facilitate the implementation of corrective actions and the development of improvement projects as needed.

The main environmental aspects identified by SONDA are:
- **Impacts** resulting from extreme weather events and prolonged periods of drought.
- **The evolution** of regulations regarding CO_2 emissions and waste management.

- **The prevention** of fuel spills during fuel loading at emergency power generator stations.

These aspects and more are proactively managed to ensure regulatory compliance and reduce the environmental impact of operations. We also develop solutions for customers so they can measure, control, and mitigate their own impacts. In this context, the Fin700 ERP solution is remarkable, as it enables both SONDA and its customers to systematize legal compliance in environmental matters and climate change mitigation. Other solutions include:

Efficient Resource Management

- **Automation and digitalization of maintenance processes:** a solution to reduce paper consumption and optimize resource use in the management of industrial lines.
- **Livestock traceability:** A platform that digitalizes the livestock process, identifying animals throughout the production cycle and serving as a tool for health and environmental assurance.

Climate Change Adaptation

- **Smart Metering** helps make the use of water resources more efficient through intelligent consumption measurement and management.
- **Smart Forest Fire Safety** is a technology for early detection of forest fires, which assists in the prevention of natural disasters.

Transition to Net-Zero Emissions

- **Smart Lighting** is a solution that optimizes energy consumption through intelligent control of lighting networks.
- **Fleet management systems** help reduce fuel use and greenhouse gas emissions, promoting more sustainable operations.

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Energy Efficiency

In 2024, we will be working on the documentation and general definitions of the policy, objectives, energy review, and baseline to obtain ISO 50001:2018 certification for the Kudos data centers in Quilicura and Teatinos, Chile. This will let us optimize the facilities' energy consumption, reduce operating costs, and improve operational resilience by minimizing the risks associated with power outages. In addition, it reinforces our commitment to sustainability, aligning us with customer expectations and global trends around energy efficiency and environmental responsibility.

This certification contributes to the implementation of an Energy Management System (EnMS) to uncover energy saving opportunities and implement specific measures, such as improved cooling systems and greater equipment efficiency. The direct result is a significant reduction in operating costs and a positive impact on the data centers' profitability, a tangible benefit in an environment where energy is one of the main expenses. SONDA has two data centers in Quilicura; DCQ1 & KUDOS, and TIER III & TIER IV. Both hold gold certification from the Uptime Institute[3] for their design, facilities, and operations. KUDOS has received LEED v4 certification, which guarantees that it meets the eco-efficiency and sustainability standards suggested by the US Green Building Council[4]. The construction process included measures to ensure it was built with seven defensive security rings in an area without any risk of flooding. It has 48 hours of operational energy autonomy and uses 100% renewable sources with lithium batteries, which last twice as long as traditional lead-acid batteries.

3. https://uptimeinstitute.com/
4. https://www.usgbc.org/

For the sixth consecutive year, KUDOS has maintained its Renewable Energy Balance certification issued by the power company Colbún and validated by EY Consulting, guaranteeing that its consumption of 31,956 MWh comes from renewable sources. This measure has prevented the emission of 7,733 tons of CO_2, equivalent to planting more than 73,651 trees in one year.

Lastly, ISO 50001 will also foster an internal culture of continuous improvement by promoting energy efficiency training programs and promoting the constant monitoring of energy consumption indicators, allowing the company to anticipate changes and make strategic decisions based on real data. This proactive approach, combined with the KUDOS Data Center's advanced capabilities in cloud, IoT, and data redundancy solutions, ensures that SONDA remains a market leader and boosts its reputation as a company committed to innovation, sustainability, and preparation for the future technological demands of the corporate sector.

We are working to get ISO 50001 certification for our data centers in Chile.

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Waste Management

In 2024, we made significant progress in waste management via strategic agreements and technological solutions to ensure compliance with current environmental regulations. One key advancement was the partnership with ReSimple in Chile, a leading Collective Management Systems (GRANSIC, *Gran Sistema Colectivo de Gestión*) for handling containers and packaging. Thanks to this agreement, we now efficiently manage the waste that comes from materials such as the paper, cardboard, and plastic film used in commercial product packaging. ReSimple not only coordinates the collection and recovery of this waste, it also constantly monitors the waste produce at SONDA Chile facilities, ensuring compliance with the goals set out in the regulations.

We have also taken significant steps regarding electrical and electronic waste (E&E). Although the Chilean Ministry of the Environment has not yet published specific collection and recovery goals for this type of waste, we have already begun preparing to comply with this regulation with the TRAEE Collective Management System. Throughout 2024, we made plans in conjunction with TRAEE to ensure a smooth transition toward full compliance with these obligations once the relevant decree is officially enacted.

To reinforce our leadership in terms of technological solutions for environmental compliance, we developed a specific module as part of our FIN700 platform. This module was implemented at SONDA S.A. and TecnoGlobal to automate the registration and reporting

Law No. 20.920, also known as the Extended Producer Responsibility Law (EPR) is the framework law for the current recycling and waste management system in Chile. This legislation requires that producers of certain priority products pay for and plan the management of waste derived from the goods they sell in the country. SONDA's applicable priority products include containers and packaging, electrical and electronic equipment (E&E), and batteries.

of priority products, ensuring that companies efficiently comply with regulatory requirements. FIN700 has specific features to record key information such as waste categories, packaging types, and product characteristics and can produce detailed reports on weight, volume, and other useful indicators.

Solid household waste and similar

We carry out recycling campaigns for office waste and promote the efficient use of resources at our subsidiaries in Argentina, Chile, Colombia, Costa Rica, Ecuador, Panama, Peru, and Uruguay. There is also a process in Chile for separating household waste at the source, with 130 containers stationed at the parent company's offices to hold paper, cardboard, plastic bottles, glass, aluminum cans, plastics, batteries, electronic waste, and organic waste.

SASB INDICATORS NCG 519 (9.1)

Environmental Footprint of Chile's Hardware Infrastructure

Code	Accounting Parameters	Response	
			2024
TC-SI-130a.1	Total Gigajoules (Gj) of energy consumed	121,864	115,700
	Percentage of electricity from the grid	100%	100%
	Percentage of energy consumption that comes from renewables	100%	100%
TC-SI-130a.2	Total water extracted from all sources (in thousands of m³).	83.6	67.5
	Total operational water consumption Percentage of water taken from: Places with high initial water stress Places with extremely high water stress	0%	0%
TC-SI-130a.3	Analysis of the integration of environmental matters into the strategic plans for data centers.	Efficient water use criteria and using only renewable energy were considered when the strategic plans were prepared. The use of renewables was realized via a multi-year contract with Colbún in Chile.	

* Scope: SONDA Chile (Quilicura 1 and KUDOS Data Centers + Teatinos 500 and 550)
** Self-generated electricity in 2024 was exclusively used during scheduled or unscheduled power outages of the electricity supplier, which came to less than 1%.

Section

04.

Governance
of **Excellence**

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We are constantly updating our governance, **management, and control systems in order to safeguard the sustainable value created for all stakeholders** and strengthen our reputation to uncover new growth opportunities.

Approach, **Policies, and Systems**

NCG 519 (3.1.i)

At SONDA, we believe that efficient Corporate Governance is essential for meeting our strategic objectives, complying with applicable regulations, and ensuring that our teams work in alignment under a shared culture. Such an approach is key for a company operating in multiple countries, as we can standardize processes, increase organizational consistency, and guarantee the provision of sustainable value. It also facilitates establishing long-term relationships of trust with customers and increases the returns that our shareholders expect.

We implemented a Compliance Model **(see page 60)** in support of this governance system. The model rests atop a set of corporate policies, guidelines, and regulations to ensure compliance across all our subsidiaries. We also have continuous training programs that support and share the SONDA culture at every level of the organization, a springboard for the responsible practices we follow in keeping with our values **(see pages 62 and 92).**
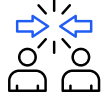
These guidelines and procedures are available to all employees on the company Intranet. Our Privacy Policy and the Integrated Management System Policy are published on the corporate website, where all other current policies can be found.

In 2024, we continued building out the areas of compliance, risk management, and internal auditing, as we focused on improving policies, procedures, and their disclosure. To this end, the Company has worked on implementing and applying new training concerning the Code of Ethics and the Crime Prevention Model (CPM), including Law No. 21,595 on Economic and Environmental Crimes and Law No. 21,649 (Karin's Law), which addresses workplace harassment, sexual harassment, and workplace violence.

We participated for the fourth consecutive year in the Fundación Generación Empresarial Integrity Barometer in Chile, which measures corporate commitment to practices around ethics and integrity. We also partnered with this organization in order to improve our training processes and achieve market best practices in compliance, risk management, corporate governance, and financial crimes.

SONDA Compliance Policies and Procedures

- Code of Ethics and Conduct
- Corporate Policy on Interactions with Public Officials for SONDA and its Subsidiaries
- Corporate Anti-Corruption Policy for SONDA and its Subsidiaries
- Corporate Policy on Gifts and Invitations
- Corporate Policy on Donations, Community Contributions, and/or Sponsorships
- Due Diligence Procedure for Suppliers to SONDA and its Subsidiaries
- Due Diligence Procedure for Customers of SONDA and its Subsidiaries

- Corporate Complaints Procedure of SONDA S.A. and its subsidiaries
- Conflict of Interest Policy
- Corporate Anti-Bribery Policy
- Whistleblower Procedure
- Fee Payment Policy for Successfully Contracting External Services
- Corporate Sponsorship and Community Contributions Policy for SONDA and its subsidiaries
- Due Diligence Procedure for New Employees

Our Corporate Governance practices and the associated risk management and compliance system were assessed once again as having some of the best sustainability measures in terms of governance, community aspects, and environmental protection in terms of:

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

The Dow Jones Sustainability Index Chile and Latin American Interconnected Markets, MILA (eighth consecutive year).

SONDA ®
make it easy

S&P IPSA ESG Tilted Index of the Santiago Stock Exchange

Board of Directors and Management

SONDA's Board of Directors is the company's main governing body and is composed of nine members, who need not be shareholders and may be re-elected indefinitely. The Board serves a three-year term, after which it must be fully renewed. The current Board of Directors was appointed at the Ordinary Shareholders' Meeting held on 12 April 2023, so its term will endure until its predetermined renewal date at the Ordinary Shareholders' Meeting to be held in 2026.

Primary responsibilities include approving the legal, economic, and financial policies along with risk assessment and monitoring business compliance. The Board is also tasked with developing the long-term strategy, following regulatory requirements, approving the budget and investment plan, appointing the CEO, and reviewing transactions with related entities. To execute these tasks, it oversees management control systems, risk management, sustainability aspects, and ethical compliance.

This collegial body holds regular monthly sessions as well as extraordinary sessions as needed. Both its election and its powers are regulated by the Chilean Corporations Act and the corporate Bylaws. During the renewal process, candidates must submit a statement of non-disqualification and a sworn statement of independence in accordance with Chilean Law No. 18,046. Directors must also declare their interests and Politically Exposed Person (PEP) status, as well as undergo annual ethics training in alignment with the Company's practices. New Board members also participate in a compliance and risk management induction process contained in the Induction Manual, which provides essential guidelines for learning about SONDA's ethical culture.

In 2024, external experts gave two presentations to the Board: one meeting focused on the new Financial and Environmental Crimes Law, and the other addressed the Karin Law. On both occasions, the most important aspects of both laws were reviewed, building knowledge and ensuring appropriate adaptation to regulatory changes.

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Board Members

1 José Orlandini Robert
Chairman
Civil Electronic Engineer, Universidad de Chile

2 Rosario Navarro Betteley
Vice-Chairman
Bachelor of Aesthetics, Pontificia Universidad Católica de Chile

3 Andrés Navarro Betteley
Board Member
Civil Industrial Engineer, Pontificia Universidad Católica de Chile

4 Rafael Osorio Peña
Board Member
Civil Industrial Engineer, Universidad de Chile

5 Jacqueline Saquel Mediano
Independent Board Member
Commercial Engineer, Universidad de Santiago de Chile

6 Ingo Plöger
Independent Board Member
Engineer, Economist and Entrepreneur, Technical University of Darmstadt and Múnich

7 Enrique Bone Soto
Independent Board Member
Civil Industrial Engineer, Pontificia Universidad Católica de Chile

8 Carlos Hurtado Rourke
Independent Board Member
Civil Industrial Engineer, Pontificia Universidad Católica de Chile; MBA from University of Oxford, England

9 Alberto Eguiguren Correa
Independent Board Member
Attorney, Pontificia Universidad Católica de Chile; Master of Laws (LLM), Duke University in North Carolina in the USA

Regional Corporate Governance

Marcelo Castiglione

Corporate CEO

Verticals

Jaime Bueso

Smart Cities & Mobility Corporate VP

Francisco Escala

Multi-Industry Corporate VP

Andrea Díaz

Banking and Insurance Corporate VP

Jorge Dinamarca

Healthcare Corporate VP

Rocío Ruiz

Retail & Commerce Corporate VP

Pía Nuñez

Business Solutions Corporate VP

C-Level

Juan Aristizábal

COO – Chief Operating Officer

Gonzalo Soto

CFO – Chief Financial Officer

Roberto Jana

CHRO – Branding & Communications

Corporate Development

Alberto Aguilera

Corporate Development VP

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Local Management

SONDA
make it easy

Javier Larenas
CEO Chile
Southern Cone Region

Heidy Bauer
CEO Argentina
Southern Cone Region

Ricardo Vilas
CEO Uruguay
Southern Cone Region

Patricio Fuentes
CEO Colombia
Andean Region

Hugo González
CEO Peru
Andean Region

Silvia Ramos
CEO Ecuador
Andean Region

Ricardo Scheffer
CEO Brazil

Maurizio Rinaldi
CEO United States
North American Region

Juan Carlos Gutiérrez
CEO Mexico
North American Region

Eduardo Sandoval
CEO Costa Rica
North American Region

Victor Betancourt
CEO Panama and Guatemala
North American Region

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2024 SONDA Organizational Chart

NCG 519 (3.1)

Board of Directors

Directors' Committee

Internal Control, Risk and Corporate Governance

Corporate CEO

Security Officer

Chief Financial Officer (CFO)

Corporate Development Department
- Customer Engagement
- Mega Deals
- Start-Up Ecosystem

Investor Relations

Chief Human Resources Officer (CHRO)

Legal

Verticals
- Smart Cities & Mobility
- Banking and Insurance
- Healthcare
- Retail
- Business Solutions
- Multi-Industries
  - Public Sector
  - Utilities
  - Technology, Media and Services
  - Mining
  - Agro-Industry
  - Manufacturing

Chief Operating Officer (COO)

Horizontals
- Data Center
- Cloud
- Platform
- Workplace Services
- Cybersecurity
- AMS
- Professional Services
- Digital Communications

Geography

Southern Cone Region
- Chile
- Argentina
- Uruguay

Andean Region
- Colombia
- Peru
- Ecuador

Brazil

North American Region
- Mexico
- Costa Rica
- Panama
- The United States
- Guatemala
- Canada

* Sustainable development efforts are carried out in the People, Customer Engagement, Corporate Governance, Risk and Internal Audit, and Investor Relations departments.

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Board Committees

In accordance with Article 50 bis of Law No. 18,056 on Corporations, the Company has a Directors' Committee that meets periodically to review, analyze, and evaluate various matters as mandated by the law and any others deemed relevant.

The Directors' Committee is composed of Alberto Eguiguren, Carlos Hurtado, and Enrique Bone, who have been reelected to their roles as members of this committee starting in 2022 with the latter as chair. Its powers and duties, in accordance with current regulations, include examining the reports of the external auditors, the company's financial statements, reviewing background information regarding transactions with related parties, conflicts of interest, remuneration systems, and compensation plans for key executives, among others.

The Committee held eight meetings in fiscal year 2024, with all members in attendance, fulfilling the requirements set out in Article 50 bis of Law 18,046 on Corporations, which includes the preparation and approval of its annual management report for inclusion in the 2023 Annual Report.

The Committee set its meeting schedule, reviewed the results of the audit as of 31 December 2023, and the individual and consolidated financial statements for that fiscal year and for the first three quarters of fiscal year 2024, and consulted with management and external auditors as appropriate. The reports were unanimously approved in full, with every member recommending that the company's Board of Directors do the same.

The Committee reviewed the transactions with related persons or entities referred to in Section 16 of Law 18,046 and reported to the Board on the matter. The Committee also issued its opinion on the Standard Operating Policies and Procedures in accordance with said law and General Standard No. 501 of 8 January 2024 of the Financial Market Commission, unanimously agreeing on its approval and recommending the Board proceed in like manner. The Committee was informed about the Audit Plan and Auditors' Letter to Management in a presentation by the auditors, who discussed the work team, scope of services, approach, schedule of principal activities, and their conclusions. The Committee reviewed the Remuneration, Compensation and Incentives Policy as well as the equity results for 2023 at the corporate level, the group's inventory of legal challenges and their provisions, and the progress report regarding compliance with the 2024 Internal Audit Plan.

The Committee submitted its recommendations to the Board along with their respective rationales regarding the selection of external auditors and risk rating agencies for 2024.

With respect to the 2024 financial year, the Board of Directors has not made any recommendations, comments, or proposals regarding the course of business for inclusion in the Annual Report. The Committee did not use the expense budget approved by the company's Ordinary Shareholders' Meeting held on 17 April 2024, and has not required professional counsel to perform its duties.

Management meets periodically in the following Committees:

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Ethics Committee: In 2023 and 2024, it was composed of two directors, one independent together with the Chairman of the Board. This Committee also includes the Corporate CEO, the Corporate People Manager, and the Internal Control, Risk, and Governance Manager. Its function is to ensure the ongoing proper application of the standards found in the ethics policies and regulations of the organization. It meets and reports to the Board as needed, depending on relevant issues that require penalization. The Ethics Committee is unpaid and did not hire external consultants in 2024

Corporate Executive Committee: This is made up of the executive staff, including the Corporate CEO, the Corporate Finance Manager, and corporate divisional managers, to name a few. Its role is to advise Management in making timely decisions to achieve the aims of the Strategic Plan, coordinating service lines, verticals, countries, and key areas, such as innovation, business solutions, and customer satisfaction. Meeting weekly, its main functions are to monitor the company's strategic management and efficiently handle internal business processes, focusing on productivity. It also monitors the company's commercial positioning, customer satisfaction, and the evaluation of new business strategies.

Regional Executive Committee: This Committee is made up of the Corporate CEO, Corporate Finance Manager, Country Manager, cluster leaders, service line managers, vertical managers, corporate managers, and the Strategy Improvement and Change Management leader. Meeting monthly, it is informative in nature with the main functions of reporting on financial and commercial results, as well as key deal closings and prospects. It is also responsible

for providing feedback from the Board to the corporate executive line, receiving ongoing feedback from regional units, issuing corrective actions, and driving improvements and corporate policies for regional implementation.

SONDA Brazil Advisory Board: It meets monthly with the task of drawing up general guidelines for management and monitoring SONDA Brazil's tactical plan to achieve objectives, corporate goals, and projects that add value to our customers' businesses. Its main functions are to report on developments and current issues in Brazil, as well as financial and commercial results. It is also responsible for the strategy's progress in Brazil and presenting flagship projects. It is made up of three directors, one of whom is independent: the Corporate CEO, the Corporate Finance Manager, and the General Manager for Brazil.

Integrity Committee Brazil: In 2023 the Integrity Committee was split into two: the Ethics Committee and the Investigations Committee. The first is made up of the Corporate Compliance Officer, the General Manager of SONDA in Brazil, the Compliance Officer, and the Director of People for Brazil. The Ethics Committee's main responsibilities include steps to strengthen the Integrity Program by sponsoring opportunities and removing obstacles. The Investigations Committee follows up on all complaints filed through the confidential channel and their respective handling. To this end, it is composed of the Corporate Compliance Officer, the Senior Vice President of People, Culture, and Branding, the Director of People in Brazil, the Labor Legal Officer, and the Compliance Officer.

More information on governance is available in the Background and Ancillary information on

Risk Management

The Board of Directors delegates to the Internal Control, Risk, and Corporate Governance Department the responsibility of supervising and coordinating the risk identification and assessment process, as well as reviewing compliance with the action plans set out for their mitigation and management. This includes risks associated with environmental, social, and governance (ESG) variables. In April 2024, the Internal Control, Risk, and Corporate Governance Department presented the new 2024-2025 strategic risk matrix to the Board of Directors.

Risk Management at SONDA
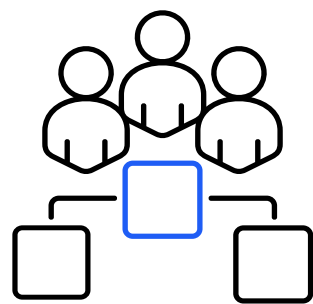
Governance: Board of Directors, Internal Control, Risk, and Corporate Governance Department.

Risk Management Policy prepared in accordance with ISO 31000:2009.
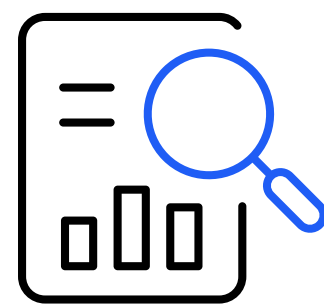
Risk Management and Control Process based on the Committee of Sponsoring Organizations of the Treadway Commission (COSO) internal control and information technology practices.

Information on the main risks, including those associated with sustainability, can be found in Background and Ancillary information on

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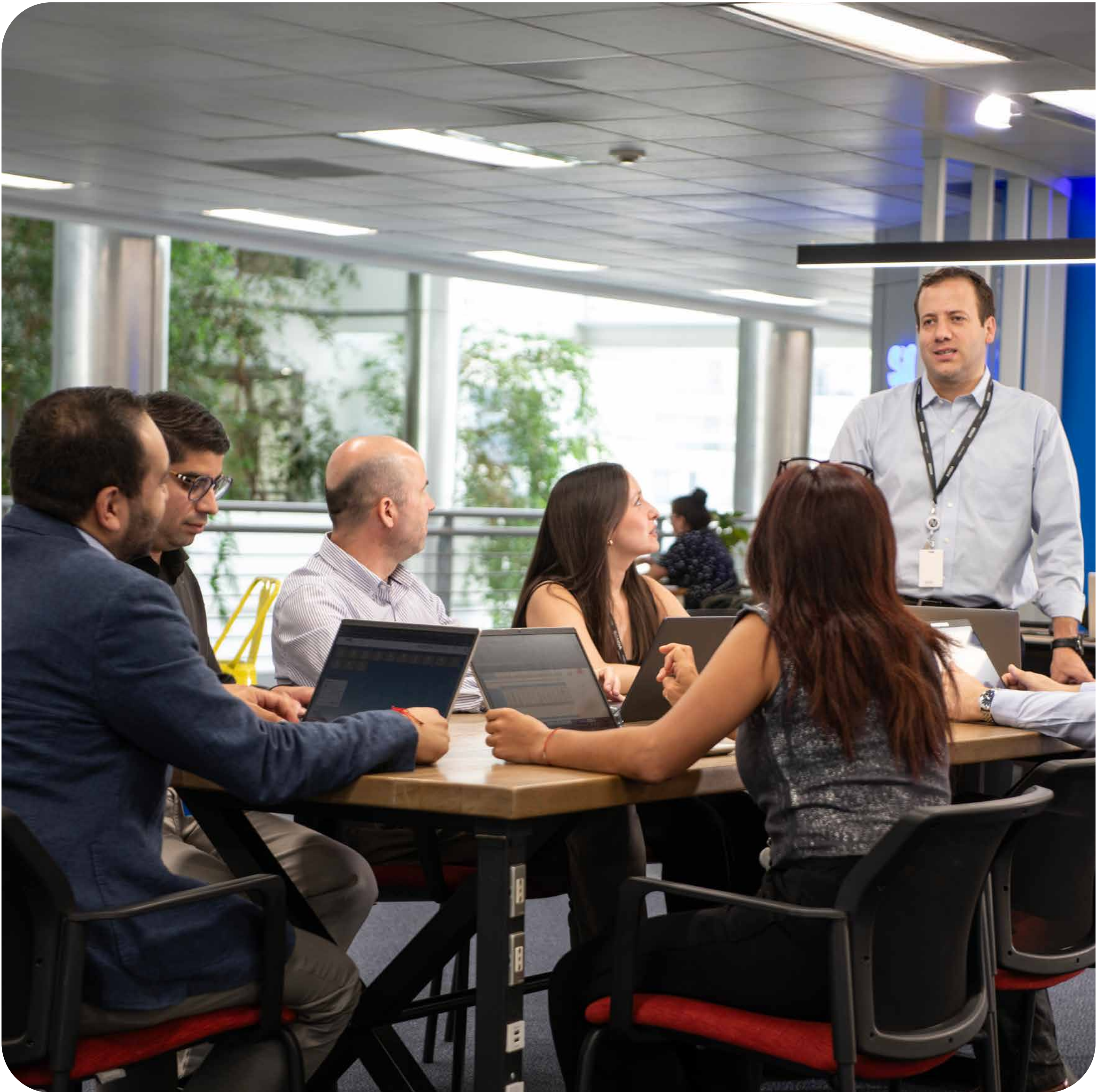
Ethics and Compliance

Ethics and compliance are essential to the success of any organization, as they ensure regulatory compliance and stakeholder trust. At SONDA, we understand that operating with transparency, respect, and rigor is key to building strong relationships with our customers, shareholders, and employees, while strengthening our reputation and market position.

Under this framework, we aim to ensure the proper pursuit of our activities from both a technical and professional perspective with an ethical foundation. To this end, we promote a transparent way of doing things based on principles that allow us to deal with challenges responsibly

and help create a fairer and more sustainable business environment.

To ensure that our operations reflect the same values and principles in all the countries where we operate, we have

implemented a Compliance System, an Ethics Management System, and a Crime, Corruption, and Bribery Prevention Model. These tools establish a clear framework for action and promote integrity and responsibility as fundamental pillars of our organizational culture. All employees must understand and adhere to these guidelines, which is why everyone who joins SONDA in either operational or executive positions takes part in awareness talks and ongoing training.

Compliance System

Our Compliance Model is designed to guarantee regulatory compliance in all of the countries where we operate. This

model is based on policies, corporate regulations, and specific guidelines that reinforce our organizational culture, assigns responsible persons, and provides ongoing training programs to ensure that the SONDA culture permeates every company department.

Our Crime Prevention Model (CPM) is aligned with Chilean Law No. 20,393 on the Criminal Liability of Legal Entities and its amendments, including Law No. 21,595 on Economic and Environmental Crimes of 2024. Together with our Anti-Corruption and Anti-Bribery Policy, these instruments serve as SONDA's main defense against acts of corruption, strengthening our commitment to business ethics and transparency. Our Compliance System contains

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Compliance Model

Crime Prevention Model

Code of Ethical Conduct
available at www.sonda.com /
SONDA Intranet

Whistleblower Channel
available at www.sonda.com /
SONDA Intranet

Policies/Procedures:
- Anti-corruption
- Anti-bribery
- Gifts and Invitations
- Donations
- Sponsorships and Community Contributions
- Interactions with Public Officials
- Due Diligence of Suppliers, Customers and Employees
- Complaints Procedures
- Conflict of Interest

Crime Prevention Officer

Statement of Interests
Directors, executives, auditing, marketing, internal control, and commercial departments
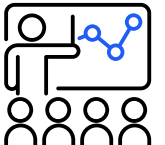
Ethics Committee

SONDA Culture Week

Only Chile
Organizational Values and Integrity Barometer
Annual measurement done by the *Fundación Generación Empresarial*

Training
- Code of Ethical Conduct
- Crime Prevention Model
- Compliance Talks
- Policies and Procedures

Risk Matrix

The Compliance Model aims to:

- **Ensure that all organizational departments function ethically.**

- **Promote a culture of compliance among the company's directors, executives, and employees, as well as shareholders, customers, and suppliers.**

- **Improve management, identify areas for improvement, and detect errors or inappropriate behavior in a timely manner.**

- **Prevent or mitigate sanctions linked to the company's criminal liability.**

- **Protect the assets, image, and reputation of SONDA and its subsidiaries.**

management mechanisms from the Code of Ethics and the CPM.

In addition, we annually conduct an external audit of the Consolidated Financial Statements and the internal controls of our subsidiaries, domestic and foreign, in compliance with International Financial Reporting Standards (IFRS) and the applicable laws in the countries where we operate. In addition, the Board of Directors receives periodic reports on compliance matters and

actively participates in the Internal Control Model assessment, reviewing our organizational structure, and identifying risks, policies, and procedures. The organizational climate survey takes measurements regarding awareness of corporate values and the whistleblowing channel.

Each year we update corporate policies and review the risk matrix to include new offenses and relevant topics, as necessary. In 2024, we began the ISO 37001 (Anti-Bribery

Management System) certification process for Chile and our subsidiaries in Costa Rica, Ecuador, and Uruguay, following in the footsteps of our subsidiaries in Peru and Brazil, which had already earned this accreditation. This certification provides practical guidance for establishing, implementing, and improving an anti-bribery management system, consolidating our commitment to the highest ethical and compliance standards in all our operations.

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Ethics Management System

We have an Ethics Management System designed to ensure compliance with high integrity standards and contribute to achieving organizational goals. This system is comprised of a Code of Ethics and Conduct, an Ethics Committee, a whistleblower mechanism, and a training program. 2024 will see us continue with the e-learning training plan focused on the Crime Prevention Model and the Code of Ethics and Conduct, with a focus on increasing awareness of proper ethical behavior in compliance with current regulations.

The Ethics Committee is made up of two directors (at least one independent): the Corporate CEO, the Corporate People Manager, and the Internal Control, Risk, and Governance Manager. Its function is to ensure that the guidelines, resolutions, and penalties set out in the Code of Ethics and Conduct get correctly applied. In 2024, it primarily addressed the monitoring and operation of the Whistleblowing Channel and supported and reinforced the Code of Ethics and Conduct training at the regional level.

The Code of Ethics is a document that sets out guidelines on topics such as fundamental principles, conflicts of interest, competition and fair competition, stakeholder relationships, and prohibited conduct. It also addresses our responsibility to the community and the environment, and applies to the whole of the organization, from directors to employees of SONDA S.A. and subsidiaries in addition to customers and suppliers. We have a

corporate-level interest verification platform to make sure the directors', managers', and executives' Statements of Interests remain up-to-date and can detect potential conflicts of interest, which are reported monthly to the Board of Directors. In 2024, the Code of Ethics and other corporate policies were updated, and the provisions of the new Economic and Environmental Crimes Law were incorporated.

The corporate Whistleblower Channel is an anonymous platform managed by a specialized external company available online to anyone, whether internal or external, who is aware of or suspects a violation of the Code of Ethics and/or current regulations in any of the countries where we operate. Anonymous whistleblowers can track the progress of their cases online. It received 189 complaints in 2024, 163 of which were analyzed and resolved, while 12 were still under investigation at year-end. Regarding Law No. 21,643, known as Karin's Law, 12 cases of workplace harassment were received in the period and submitted to the Whistleblower Channel, and another five were submitted directly to the Labor Directorate. Of these, nine were brought by men and eight by women.

Our ethics and compliance training program begins during employee onboarding and extends throughout the employee's career through ongoing awareness and refresher training. In 2024 we held compliance talks in Chile, focused on the new Crime Prevention Model (MPD) with the assistance of an external specialist from Fundación Generación Empresarial. We launched the "Ethical Dilemmas" program available in English, Spanish,

Our Code of Ethics, along with the Diversity and Inclusion and Human Rights Policy, consider the respect for the United Nations Guiding Principles on Human Rights and Businesses.

the coverage of these training sessions, ensuring that all company departments in Chile continue learning more about the new regulations.

Crime Prevention, Anti-Corruption, and Bribery
NCG 519 (3.1.iii, 3.6.xiii)

SONDA's Crime Prevention Model was implemented in accordance with Chilean Law No. 20,393, addressing issues such as bribery, receiving stolen goods, money laundering, terrorist financing, and others. This model is consistently revised to add in new legal provisions. It applies to directors, executives, and employees of SONDA and its subsidiaries. It was updated in 2024 as per Law No. 21,595, which modifies the general criminal liability regime for legal entities and expands the list of crimes for which they would be held liable in the event of committing either economic or environmental infractions.

The model includes continuous monitoring of the relationships maintained by the company and its subsidiaries with customers, suppliers, service providers, contractors, and subcontractors. Additionally, there is a special review process for Politically Exposed Persons (PEPs) in operations carried out in Chile, ensuring transparency and regulatory compliance. Furthermore, our Code of Ethics includes a specific section on conflicts of interest, which defines these concepts and determines identification criteria, detection mechanisms, and their relevant mitigation measures.

and Portuguese, which offers practical, anonymous games that test ethical values and concepts applied to everyday situations. In 2024, 612 unique players were recorded, which shows a high level of participation and commitment from the organization. Regarding Karin's Law, in 2024 we carried out various measures for

dissemination and compliance at SONDA. All executives were informed about the key aspects of this regulation, and the training process for all employees in Chile began in the last quarter of the year. In addition, we updated the Internal Regulations to align them with the Law's requirements and distributed them to all employees

so they are all aware of this change. As part of our commitment to awareness, we launched an internal communication campaign with permanent Intranet posts between October and December to promote understanding and visibility of the law throughout the organization. In 2025, we will continue working to expand

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Section

05.

Talent at
SONDA

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Value Proposal for **People**

Our company puts people at the heart of everything we do. We firmly believe that fostering internal talent is most essential because they are the ones leading the transformation of our customers' businesses. We aim to attract top talent in each market in the countries where we operate, aligned with our strategic objective of being recognized as an attractive place to work.

We strive to always be one step ahead in the labor market, pushing innovation in people management. With a view to SONDA's new three-year strategic plan, our People Value Proposition model was modernized in 2024 and guides all people-centered actions. Its objective is making SONDA an even more attractive place to work. This new model takes a circular format, highlighting every area where the VPP matters.

When we support our professionals, we are better prepared to offer solutions that transform our customers' businesses. That is why we put people at the heart of our strategy. We fully understand that they are the driving force that positions us as leaders in the IT industry throughout the region.

New VPP structure

· Competitive compensation
· Benefits
· Merit program
· Flexible internships

Total Reward

Purpose & Culture

· Strategy connection
· Culture
· Reputation / brand promise
· Societal Impact (ESG)
· Valuing Diversity
· Accolades

Employer Branding

VPP SONDA make it easy

· Promotion of physical, mental, and social health
· Workspaces
· Innovation and collaboration

Work Environment

Career & Development

· Continuous learning
· Internal mobility
· Challenging projects
· Continuous Feedback
· Career Development

SONDA has 15,134 employees working in **13 countries in Latin America and the United States.** Women account for **30%** of the workforce.

Chile
3,934 employees

Brazil
6,314 employees

Mexico
1,132 employees

Colombia
1,916 employees

Other countries in the region
1,838 employees

SONDA
make it easy ®

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Work Environment

The Work Environment concept was added as part of the 2025–2027 strategic plan. The idea is to provide collaborative, open, modern, and technologically supported physical and digital spaces, as we also improve remote work options and prioritize the physical, mental, and social health of our employees.

Promoting Physical, Mental, and Social Health NCG 519 (5.8.iv)

We have a Wellness Program on offer that has a range of options in support of a flexible, collaborative, and innovative work environment together with other measures to incentivize a more balanced and healthy lifestyle.

Workspace Innovation

We remodeled seven offices of our subsidiaries between 2023 and 2024. We inaugurated one in October, which is an innovative collaborative space in Chile that truly redefines the work experience.

This space features:
- 500 m² of collaborative areas, designed to maximize productivity and creativity.
- Eight meeting rooms equipped with cutting-edge technology, including professional displays, wireless connectivity, and video conferencing systems.
- Configurable immersive audio ensures a high-quality experience throughout the space.

LinkedIn Video

The initiatives include:
- **Physical and mental health discussions** with a 95% satisfaction rate in 2024. Such activities are a mainstay of our wellness strategy. More than 1,200 people participated each month.
- **Beneflex;** In Chile, more than 50% of our employees appreciate options such as "Friday Flex," time off, and pet insurance. In 2024, we expanded pet insurance to Brazil, and the plan is to continue increasing the benefits that are tailored to the various employee profiles within our organization.
- **#ActitudWellness [#WellnessAttitude],** a campaign that inspires and motivates our employees through practical stories from SONDA colleagues across all subsidiaries.

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Purpose and Culture

The idea behind our Value Proposition for People is to strengthen their commitment, connect them with our strategy, and foster a strong culture based on diversity, continuous learning, teamwork, and trust.

Connecting to the Strategy and Culture

Our values and corporate identity are at the core of a multicultural and diverse culture. Throughout the year, we strengthened our corporate strategy's positioning

Culture

SONDA®
make it easy

Organizational Strategy
- SONDA Regional Meetings
- Strategic Plan Toolkit

Diversity & Inclusion
- "Eliminate the Label" Campaign
- Diversity & Inclusion Policy
- Building SONDA Women - new policies
- Talks with employees' children about a career in IT
- Partnerships with institutions that promote women's participation in the IT sector

Purpose and Values

Commercial Culture
- +Sales Program
- Recognition Events
- Keep Selling
- Office Campaigns

- Recognize me
- SONDA Web Cafe
- Live the Culture Campaign

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

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through internal and external initiatives to promote employee engagement and boost our employer brand. All of this becomes the hallmark of SONDA; #SoySONDA [#IAmSONDA].

A few of these corporate initiatives:
- **SONDA Regional Meetings:** Quarterly events that connect more than 2,500 employees with the organizational strategy (96% satisfaction).
- **SONDA Web Cafe:** A quarterly activity that highlights the organization's values and builds the corporate culture through practical experiences shared by our leaders (98% satisfaction).

In addition, promoting a commercial attitude in all company departments has been of great utility, a culture that is now fully supported by the +Sales Program. This initiative promotes collaboration, learning, and recognition, with the aim of sharing best commercial practices and relevant projects in the region while fostering a commercial attitude among employees.

Commercial Culture Program Initiatives

- Let's celebrate! Deal closing campaign
- +Sales Recognition Program
- Keep Selling, online meeting to share best practices
- Sales Academy, Consultative Selling skills training for the entire Sales Cluster and Solutions Architect.

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Transforming lives **with technology.**

In 1974 we began a transformative journey with a clear purpose: Improve people's quality of life through the best use of technologies. We have witnessed how our solutions have positively impacted communities, businesses, and people throughout the region over the course of this period. Passion for what we do is our driving force. We know that technological advancement is not everything. Human talent turns every challenge into an opportunity.

In October 2024, we proudly celebrated our 50th anniversary at all our subsidiaries, marking this milestone with activities that reflect our essence and commitment. This half-century of history is a testament to our ability to adapt, innovate, and continue growing as a leading technological force in the region.

SONDA was born from the vision and motivation of a group of young engineers who were determined to use technology to transform lives. What began with 11 professionals is now a network of more than 15,000 collaborators united by a common goal: to impact the future with innovation and excellence. This is how we continue to move forward, and today, we are a force shaping the future. We are the SONDA of tomorrow.

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Brand Promise

In 2024, we fully established our presence on social media as part of our brand strengthening strategy. LinkedIn was a key pillar, now standing at more than 700,000 followers.

Our Employer Brand pillar actions have been strengthened, with the implementation of the second version of the SONDA Lovers program as a key highlight. This successful program asks our employees to become the main ambassadors for our corporate activities on social media.

This was repeated on Instagram, as we boosted our presence via employee participation through SONDA Talent channels, achieving significant visibility among our target audience. As part of this strategy, we launched a revamped website, SONDA.com, available in three languages. This site offers a modern audiovisual experience with clear content. It averages 27,000 monthly visits and has been established as a key tool for connecting with our stakeholders.

We improved Internal communications using the Teams platform by creating the SONDA Link channels, designed to ease access to daily company news in line with the Make it Easy concept.

Our strategy also includes a distinctive corporate identity that enhances the employee experience from hiring to departure. We have completely digitized the onboarding process, ranging from the use of digital signatures for documents to developing induction content using artificial intelligence in the SONDA Academy. These tools mean that the more than 5,000 annual new hires experience a smooth and memorable process.

We have a satisfaction survey to monitor the SONDA selection process that helps detect key ways to improve our offering. In 2024, 86% of candidates expressed satisfaction with the selection process, and 81% stated they would apply again for a position at SONDA.

Employee Experience Touchpoints

- Connecting with Universities and Institutes
- Job Fairs
- Social Media
- SONDA Referrals

Attraction

Recruiting

- Candidate Journey: messaging throughout the entire hiring process

- Digital Experience Process

Hiring and Onboarding

Development

- SONDA Academy
- Career Pathway
- Mentoring
- Continuous Feedback
- SONDA Leaders

- Merit Program
- VPP
- SONDA Wellness
- Flexibility
- Recognition
- Corporate Events
- Climate Survey

Retention

Offboarding

New Process

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Academy–Company Program SONDA–Mining Tech Challenge 2024

ESG Impacts

As part of our commitment to talent development, in 2024 we designed strategic programs to help build the external brand, which are now recognized as exceptional tools for awareness of SONDA, keeping the company fresh in mind.

The SONDA Academy Program was launched in 2023 in partnership with the Pontifical Catholic University of Chile. Its mission is to promote research and development around technological matters in key industries and to position the

brand among future decision-makers in the sector (see page 26).

Academic Excellence Scholarships: We funded four outstanding engineering students from the Pontifical Catholic University of Chile with yearly tuition, reaffirming our commitment to quality education.

Mentoring Women in IT: We boost female representation in technology with mentoring initiatives that promote leadership and empowerment, achieving outstanding results throughout the region (see page 72).

The SONDA Academy program was launched in 2023. Its purpose is to connect our experience in technological projects with the academic vision of leading universities in the region, starting with the Pontifical Catholic University of Chile (PUC). The initiative will produce joint research, position the brand among future leaders in the sector, and develop the technological talent that can tackle the challenges of tomorrow. This program includes a number of workshops led by SONDA executives, the SONDA Scholarship, and the Women in IT Program, which is a mentoring initiative that introduces female students to the technology industry.

SONDA Academy debuted the Safety City Tech Challenge, a university competition focused on innovative solutions to improve citizen safety in Chile using advanced technologies. In 2024, we also launched the Mining Tech Challenge with the aim of optimizing water use in mining, a critical issue in the context of climate change and water scarcity. Inspired by the

success of the previous edition, we extended the invitation to engineering students from the PUC, the University of Chile, the Federico Santa María Technical University, and the University of San Sebastián. The "Aquadust" project developed by a team from the PUC won the competition out of the 46 total submissions.

The chosen solution uses technologies like machine learning, the Internet of Things (IoT), and microwave resonance sensors to optimize the leaching process in mining, thereby reducing water waste. According to the Ministry of Mining, leaching requires more than 12 million liters of water per day. The system the students designed measures variables like humidity and dissolved copper, which could lead to savings of nearly USD 85 million over five years and an operating profit of nearly USD 6 million.

The team won a trip to Silicon Valley, where they will get the chance to explore cutting–edge technologies applied to critical industry challenges.

SONDA Women – Mentoring Women in IT

The SONDA Women Program's goal is to enhance the leadership skills of tomorrow's top professionals, foster an inclusive work environment, improve organizational awareness of gender equity issues, and promote measures that build women's empowerment.

Our strategy goes beyond developing internal practices and policies. Our cause is very important: encouraging young women's interest in STEM careers, as these are some of the most promising fields on offer. Therefore, our strategy focuses on forging partnerships with institutions throughout Latin America working toward this end.

In addition to Internal Mentoring among female employees and the volunteer mentoring project, in 2024 we now mentor students from the School of Engineering at the PUC. Seven SONDA leaders have signed on to spend six months sharing their experiences with students in the field.

One program activity is the Día de las Niñas en TIC [Young Women and Girls in ICT Day], an initiative organized in conjunction with the CIISA Professional Institute in Chile to inspire and foment the participation of girls and young women in the area of technology. SONDA employees share their stories and experiences to demonstrate the diverse range of opportunities and challenges in the world of technology. The collaboration with the Red Futuro TP (Future Technology Network) directly impacted students, fostering their interest in STEM careers and promoting an inclusive vision of the sector.

Our commitment to diversity in the STEM professions is based on the conviction that a workforce with diverse skills and perspectives goes beyond enriching innovation to ensuring that technology reflects the diversity of society as a whole. The SONDA Women Program demonstrates our dedication to attracting, developing, and inspiring women to grow professionally in an inclusive environment. This effort is essential to building a more equitable technological future, one in which women's participation drives new ideas and solutions to the challenges of our time.

Recognition

Professional recognition transforms effort into inspiration and commitment into passion. That is why we have various programs to value and celebrate the dedication, commitment, and impact of those who excel at expressing SONDA's values and culture in their everyday work.

In 2024, we bolstered existing initiatives. The Recognize Me program, which honors professionals who practice SONDA's values in their daily efforts, commended more than 250 professionals throughout the region. The +Sales program also awarded the best salespeople and most outstanding projects.

Further strengthening our culture of recognition, we launched three new awards programs on our people management platform, SONDA Plus:

SONDA Women: Dedicated to acknowledging, championing, and fostering the inspiring experiences and contributions of women at SONDA.

Commercial Culture: Created to foster collaboration among sales teams, because we know that together we are stronger and can impact customers' businesses more effectively.

Tech Fan: Focused on incentivizing and recognizing collaborators in the Software Developers cluster, who excel at collaborating and pursuing continuous learning.

In 2024, more than 5,700 individuals were honored through the new programs.

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Diversity and Inclusion

Diversity is more than a value at SONDA. It is the driving force behind our capacity for innovation and adapting to a world undergoing precipitous change. That is our motivation for implementing policies and programs to promote inclusion, break down barriers, and celebrate our uniqueness.

We have a Hiring Policy that places an emphasis on women as well as a Diversity and Inclusion Policy, and we are constantly implementing initiatives to promote both and build partnerships for their advancement.

We aim to raise organizational awareness and build connections wherein people can be who they are. Our diversity talks are ongoing, and we have a Diversity and Inclusion section on the website to facilitate access and highlight the activities we promote.

Cumulatively, we have completed more than 500 volunteer hours of all the mentoring programs focused on gender equality taken together as of 2024. Notably, the SONDA Women Program promotes partnerships to encourage women's participation in the IT industry (see page 72). This initiative aims to build a movement that inspires people within the organization and in society overall, given that the average female presence in this industry is 23% at the regional level and only 18%[6] in Chile. At SONDA, this percentage stands at 30% across the entire organization.

We offer additional internal mentoring for women that consist of conversations with experienced leaders

6. LATAM 2023 Women in Technology Report

to promote knowledge management and exchange perceptions on women's leadership, with 37 pairs matched this year.

We have strengthened other partnerships to increase women's representation in the sector. As an add-on to the relationship started in 2022 with the Generation Foundation, we are working on Laboratoria to create a mapping of young people studying STEM careers throughout Latin America. This is an extension of an ongoing project in Brazil, Chile, Colombia and Mexico.

Evolution of the program for women in STEM careers

Generation

2022	70 volunteers from Brazil and Chile
2023	90 volunteers from Brazil, Chile, Mexico, and Colombia

Generation + Laboratoria

2024	105 volunteers from Brazil, Chile, Mexico, Colombia, Peru, Ecuador, and Costa Rica.

We conducted a study called *"Empleabilidad de Mujeres en Informática y Telecomunicaciones Sonda,"* [Employability of Women in Information Technology and Telecommunications] in conjunction with the Impulsa MÁS program of DUOC-UC in Chile. Its sought to delve deeper into the expectations, interests, and challenges that women in this field are facing, from their student years to their entry into the workforce. This initiative will help us better understand women's perspectives and interests, offering recommendations to reduce the industry's gender gap.

Diversity & Inclusion Objectives
Learn about our initiatives

Build and maintain a diverse and inclusive culture, free from prejudice

Mobilize and involve employees in initiatives that promote D&I

Mobilize and involve employees in initiatives that promote D&I

Educate

Take action

Impact

Initiatives

Educate
1. D&I Webinars
2. We celebrate Women's Month
3. Focused workshops and training

Take action
1. Female mentoring
2. D&I web page
3. #Eliminalaetiqueta [#Eliminate the Label] Campaign

Impact
1. Mentoring with Generation and Laboratoria

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Career and Development

We did a great deal of work on professional development in 2024, particularly insofar as the skills that a SONDA employee needs to have, from pursuing a technical career in software development to project management or sales. As a company, we support these three paths and, to that end, we work to offer experiences and tools for employees to spearhead their own development to get ready for the organizational challenges of today and tomorrow.

SONDA Academy

SONDA Academy is a platform that uses technology to offer our employees a wide range of learning experiences. Designed to foster curiosity and self-learning in a streamlined and dynamic way, this tool integrates the concept of gamification, recognizing and rewarding effort, and continuous learning. SONDA Academy covers everything from induction processes to technical training, including areas such as commercial offerings and other key aspects for professional development. To this end, we have formed partnerships with companies such as Udemy[7] and Coursera[8], which offer content related to data science, cybersecurity, and artificial intelligence and make it available to employees for the purpose of upskilling and to technically retrain based on demand and the products we provide to our customers.

7. Udemy.com
8. Coursera.org

In 2024, we developed cross-functional digital skills training, which involves understanding how any job function can be used with data analytics or artificial intelligence in order to leverage capabilities for growth as a technology company and provide a more comprehensive offering. We also offer e-learning training courses such as the Power Skills Program aimed at strengthening the management skills of professionals who want to continuously learn and improve their impact at SONDA.

SONDA Academy Achievements	
Udemy	32,765 training hours
	5,337 courses completed
	1,468 people
Digital skills	1,657 training hours
	284 courses completed
	108 employees with badges
	176 badges
Crece WPS	4,085 people
	11,911 hours
Power skills	November launch
	Decision-making: 310 people / 155 hours
	Collaboration: 170 hours / 85 people
SONDA Leaders	1,108 people (e-learning and workshops)
	3,104 hours (e-learning and workshops)
	68 trainers trained leading M1 - M3 workshops

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Career and Talent Management

`NCG 519 (3.6.x)`

Our collaborators' careers can go in either of two directions: vertical mobility with increased levels of responsibility, and horizontal mobility with the goal of expanding one's degree of knowledge within a technical specialty. By way of example, for the cluster of roles in the Software Development specialty that includes developers, software architects, systems analysts, and testers, we created a plan that includes information on internal mobility opportunities to encourage it through training and compensation management. In addition, we developed the Technical Mentoring Program, which aims to facilitate formal learning and exchange opportunities with qualified experts to acquire technical knowledge, share common interests, and strengthen networking. This initiative is divided into individual and group mentoring called Learning & Connect that is based on synchronous discussions in

Spanish and Portuguese, which are subsequently available on SONDA Academy.

Likewise, to comprehensively evaluate our leaders, considering performance variables as well as their potential to identify talent and ensure succession planning for critical positions, we have designed the Executive Talent Development Program, in which we identify potential successors and support them with specific development actions to prepare them for future challenges. These initiatives include the Executive Mentoring Program and 180° Competency Assessment, powerful tools that strengthen decision-making related to internal moves and the allocation of critical prospects. As a result, 95% of the talent has remained with the company since 2022.

Fresh Graduates is another successful program being implemented in all subsidiaries as of 2024. This initiative

seeks to recruit young professionals with recent engineering and technology degrees to support their growth through an accelerated learning process so they can take on leadership positions in the medium term. Since its inception in 2019, more than half of hired staff is still with SONDA, and 90% of graduates have subsequently been promoted at least once.

Performance Evaluation and Continuous Feedback Program

We have developed a Continuous Feedback Program that consists of providing consistent, constructive feedback to our employees with the goal of fostering their professional development and improving performance in real time.

Additionally, the performance evaluation process is designed to align organizational objectives with those

of each department and, in turn, integrate these goals into the individual development of each employee. This approach ensures sustained growth for the company and promotes outstanding performance. Furthermore, the process lets us assess the key competencies necessary for the success of our employees, identifying strengths and areas for improvement. Our evaluation system is multidimensional and distinguishes high performers from those whose performance needs improvement. Although the evaluation process is annual, it is complemented by continuous feedback throughout the year, fostering a culture of ongoing improvement and professional development.

The high-performance group is prioritized to participate in talent and development initiatives, while the low-performance group is closely monitored to improve their performance by the next cycle.

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Total Reward

For the purposes of attaining work-life balance, providing competitive benefits and recognizing each employee's contributions, we are always reviewing and analyzing SONDA's People Value Proposition by which we aim to boast a differentiated and competitive offering that attracts and retains the best professionals.
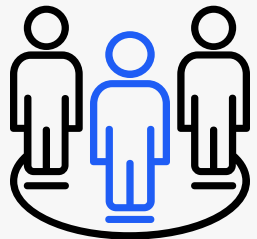
Our Compensation Procedure establishes a single corporate position table that harmonizes each person according to their roles and responsibilities, eliminating any arbitrariness in the assignment of salaries or compensation. We turn to market compensation studies in each country in order to draw up differentiated salary bands by role. These bands are essential for monitoring both our external competitiveness and internal equity.

In addition, we have been using the Merit Matching Program for the past three years, having been implemented in all subsidiaries in 2023. This program has helped build a culture of greater trust and internal mobility. Through this initiative, we recognize high-performing employees, rewarding their outstanding achievements with salary increases, promotions to roles of greater responsibility, and a direct link to the Career Path and performance evaluations.

Some of the attractive benefits we offer:

- A competitive compensation package distributed as a fixed (guaranteed) salary and variable salary (for positions eligible for a variable salary plan).
- We continue to reinforce the flexibility outlined in the Hybrid Work Policy to foster greater closeness with the organization, build a sense of belonging, and achieve a balance between the advantages of remote and in-person work styles.
- A benefits package that most often includes health and life insurance and surplus payments for things like vacation and Christmas bonuses.
- Maternity/Paternity Support Policy that considers the temporary return of maternity leave and extended maternity leave 1+1, in which SONDA offers the same period of paid leave to women who request additional vacation time. In addition, we offer two additional days of paternity leave beyond those defined by law in each country.

9% of positions in 2024 were filled through internal mobility

Climate and Engagement Survey

In order to measure the initiatives that guide the People Value Proposition strategy, we have a climate and engagement survey to gather employee perceptions of the initiatives implemented, and help generate new actions aligned with expectations, highlighting SONDA as a good company to work for.

We implemented this tool in October 2024, with 72% of employees responding. It yielded a 74% favorable climate score, up 3 percentage points compared to 2023.

Overall satisfaction was 78% and engagement was 79%. The eNPS score for this measurement was 38%, surpassing the 29% score from 2023.

SASB INDICATORS

Recruiting and Managing a Diverse, Skilled, and Global Workforce (2024)

Code	Accounting Parameters	Response
TC-SI-330a.1	Percentage of employees requiring a work visa	2%
TC-SI-330a.2	Employee Engagement Percentage	79%

Tabla TC-SI-330a.3	Under 30	Between 30 and 40	Between 41 and 50	Between 51 and 60	Between 61 and 70	Over 70	Total
Female							
Executive management	-	-	2	4	-	-	6
Non-executive management	28	172	208	101	13	1	523
Technical employees	552	419	171	49	6	-	1,197
All other employees	561	1,054	773	326	51	4	2,769
Male							
Executive management	-	1	11	18	7	-	37
Non-executive management	46	336	397	252	54	-	1,085
Technical employees	1,644	1,564	688	233	28	-	4,157
All other employees	966	1,933	1,544	690	212	15	5,360

• SONDA's Consolidated Scope

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Financial Results

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2024 Consolidated Results

Revenue
1,542,090
Figures shown in millions of CLP

2023	2024
1,300,158	1,542,090

Operating Income
90,534
Figures shown in millions of CLP

2023	2024
80,751	90,534

EBITDA
143,250
Figures shown in millions of CLP

2023	2024
124,978	143,250

Net Profit
31,901
Figures shown in millions of CLP

2023	2024
38,151	31,901

Revenue by Industry

Industry	%
Transportation	6.1%
Financial Services	10.6%
Retail	9.0%
Public Sector	10.5%
Healthcare	1.7%
Utilities	1.9%
Manufacturing	2.5%
Telecom	1.4%
Natural Resources	1.5%
Construction	0.4%
Others	54.6%

In 2024, consolidated revenue came to CLP 1,542,090 million (USD1,547.6 million); 18.6% growth compared to 2023. Operating Income reached CLP 90,534 million (USD 90.9 million), increasing 12.1% compared to 2023, while EBITDA closed at CLP 143,250 million (USD 143.8 million), growing 14.6% year-on-year.

The EBITDA margin for the year was 9.3%, down 30 bps (YoY).

Net Profit attributable to the Parent Company totaled CLP 31,901 million (USD 32.0 million), decreasing by CLP 6,250 million (USD 6.3 million) compared to 2023.

The amount of closed deals came to USD 1,764 million, while the potential deal pipeline reached USD 5,306.7 million. Of these, USD 2,103.8 million was from Brazil with USD 1,849.6 million from Southern Cone.

The Current Liquidity (1.6 times), Financial Leverage (0.6 times), and Financial Expense Coverage (3.1 times) ratios reflect a solid financial position.

The Southern Cone Region
Chile, Argentina and Uruguay

The Andean Region
Colombia, Peru and Ecuador

North America
The United States, Mexico, Costa Rica, Guatemala and Panama

Brazil

United States, Mexico, Guatemala, Costa Rica, Panama, Colombia, Ecuador, Peru, Brazil, Chile, Argentina, Uruguay

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Southern Cone Region Results

Revenue
872,963
Figures shown in millions of CLP

751,248 **2023** | **872,963** 2024

EBITDA
77,729
Figures shown in millions of CLP

68,993 **2023** | **77,729** 2024

Revenue by Industry

Industry	%
Transportation	6.1%
Financial Services	12.6%
Retail	1.6%
Public Sector	7.0%
Healthcare	1.2%
Utilities	1.1%
Manufacturing	2.5%
Telecom	0.4%
Natural Resources	1.2%
Construction	0.5%
Others	65.7%
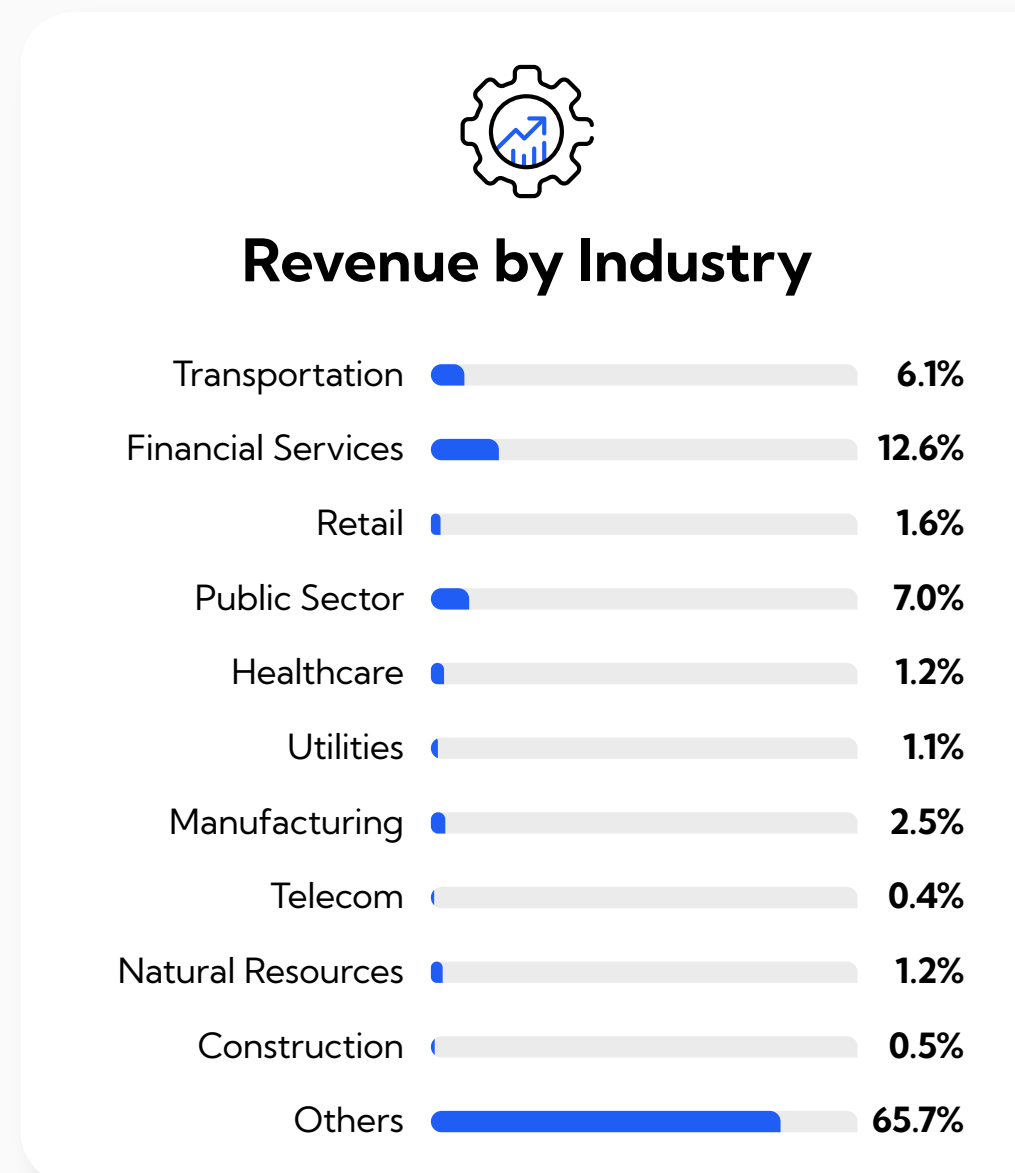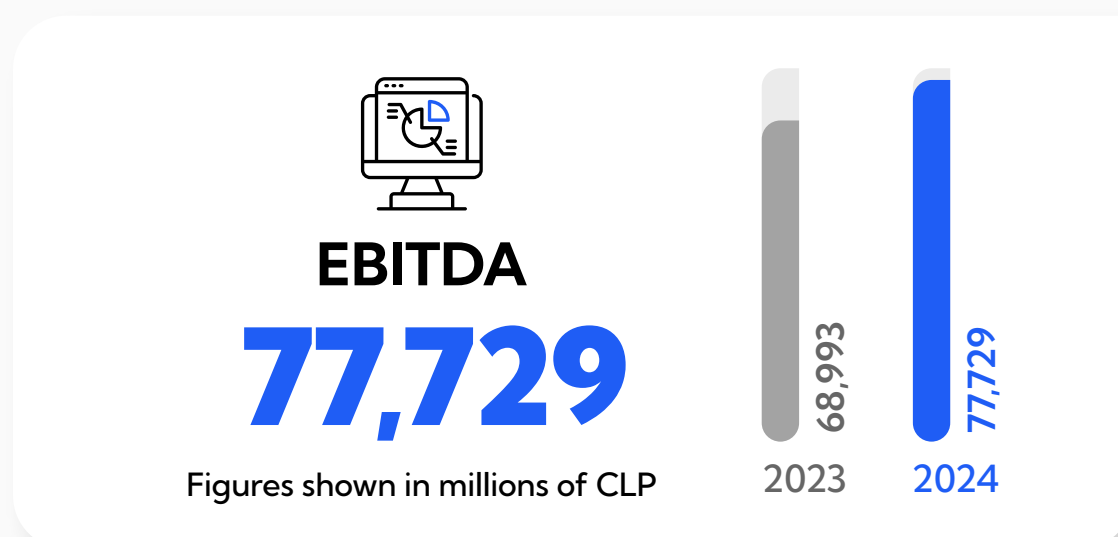
Revenue reached CLP 872,963 million (USD 876.1 million), an increase of 16.2% compared to 2023. This primarily arises from the Transactional Business and Digital Business.

Operating Income was CLP 49,850 million (USD 50.0 million / +16.0%) and EBITDA was CLP 77,729 million

(USD 78.0 million / +12.7%), respectively, compared to 2023.

Operating Margin reached 5.7% and EBITDA Margin was 8.9%.
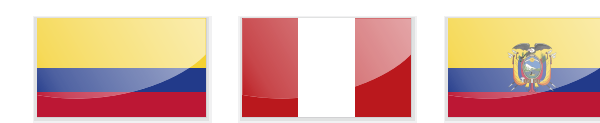
Andean Region Results

Revenue
134,861
Figures shown in millions of CLP

105,233 **2023** | **134,861** 2024

EBITDA
16.431
Figures shown in millions of CLP

13,003 **2023** | **16,431** 2024

Revenue by Industry

Industry	%
Transportation	3.0%
Financial Services	7.6%
Retail	4.5%
Public Sector	8.6%
Healthcare	2.7%
Utilities	0.6%
Manufacturing	3.7%
Telecom	4.0%
Natural Resources	3.5%
Construction	0.1%
Others	61.8%

Revenue arose to CLP 134,861 million (USD 135.3 million), an increase of 28.2% compared to 2023. The increase was driven by Digital Business (53.2%) and Digital Services (20.4%).

Operating Income was CLP 11,081 million (USD 11.1 million / 33.3%) and EBITDA came to CLP 16,431 million (USD 16.5 million / 26.4%), respectively, compared to 2023.

Operating Margin was 8.2%, up 30 bps (YoY), and EBITDA Margin was 12.2%, down 20 bps (YoY).

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North America Results

Revenue
135,917
Figures shown in millions of CLP

114,247 — 2023
135,917 — 2024

EBITDA
18,944
Figures shown in millions of CLP

14,198 — 2023
18,944 — 2024

Ingresos por industria

Industry	%
Transportation	24.2%
Financial Services	7.3%
Retail	12.2%
Public Sector	10.9%
Healthcare	1.9%
Utilities	2.3%
Manufacturing	3.2%
Telecom	3.5%
Natural Resources	0.0%
Construction	0.0%
Others	34.4%

Revenue amounted to CLP 135,917 million (USD 136.4 million), an increase of 19% compared to 2023. The increase has to do with Digital Business, associated with the Metrobús project in Mexico, and other new contracts in countries across the region.

Operating Income was CLP 11,087 million (USD 11.1 million / +8.5%) and EBITDA was CLP 18,944 million (USD 19.0 million / 33.4%), compared to 2023.
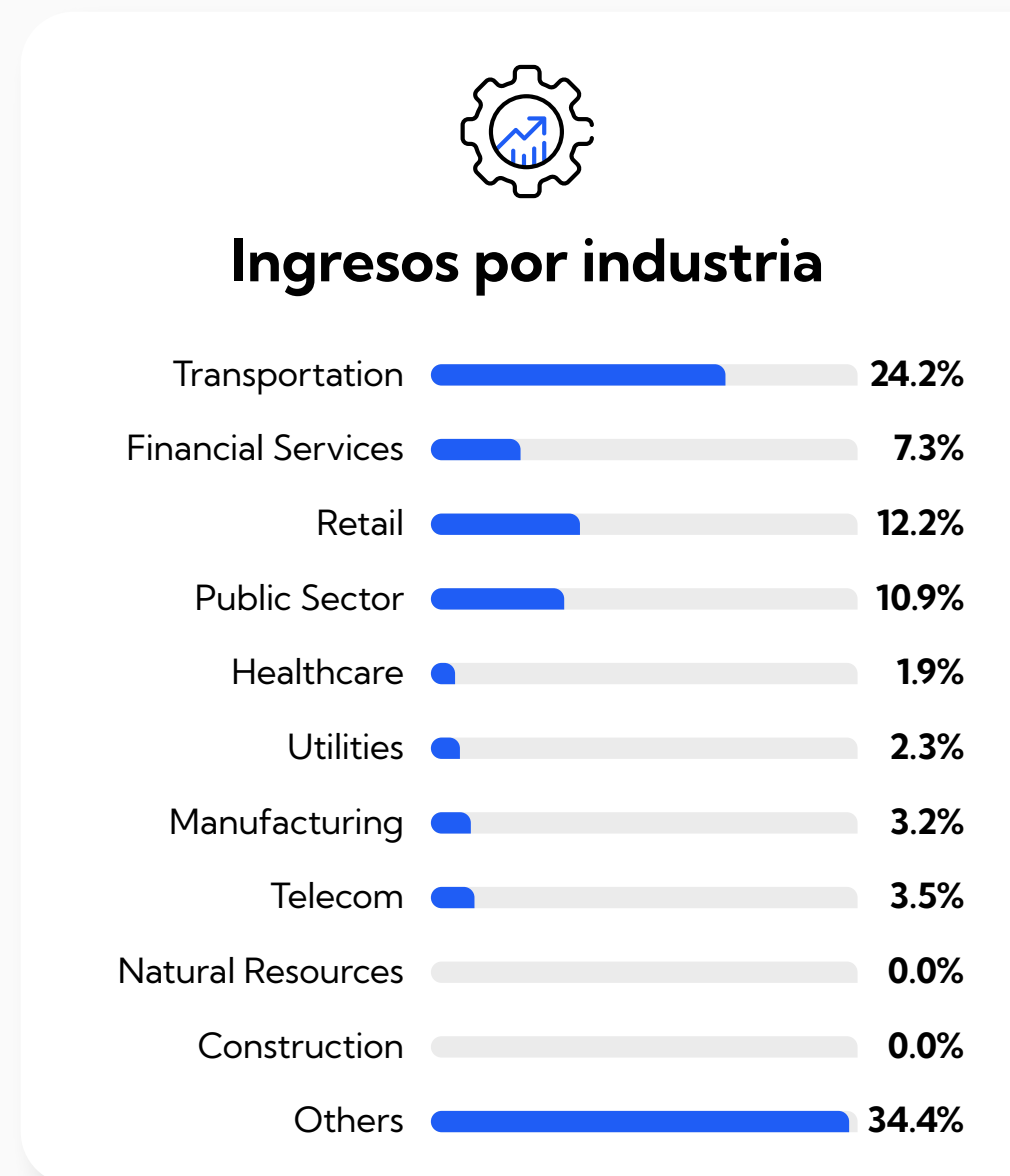
The Operating Margin was 8.2%, down 70 bps (YoY), and the EBITDA Margin was 13.9%, up 150 bps (YoY).

Brazil Results

Revenue
411,823
Figures shown in millions of CLP

338,303 — 2023
411,823 — 2024

EBITDA
30,146
Figures shown in millions of CLP

28,784 — 2023
30,146 — 2024

Ingresos por industria

Industry	%
Transportation	1.3%
Financial Services	9.2%
Retail	21.6%
Public Sector	16.7%
Healthcare	2.1%
Utilities	3.5%
Manufacturing	1.8%
Telecom	1.5%
Natural Resources	1.6%
Construction	0.5%
Others	40.3%
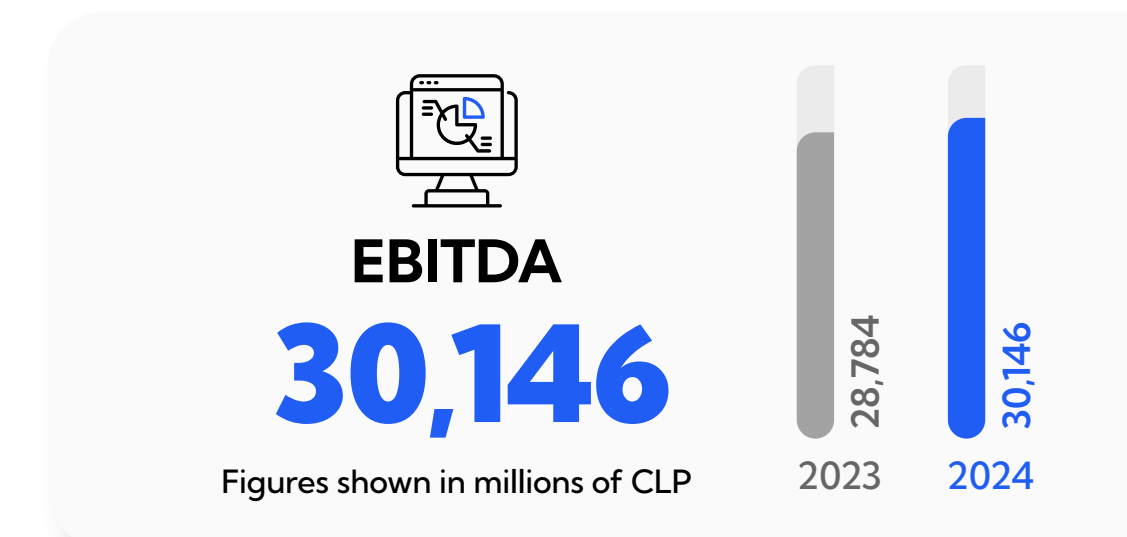
Revenue in the reporting currency came to CLP 411,823 million (USD 413.3 million), a 21.7% increase compared to 2023, primarily driven by the Digital Services line.
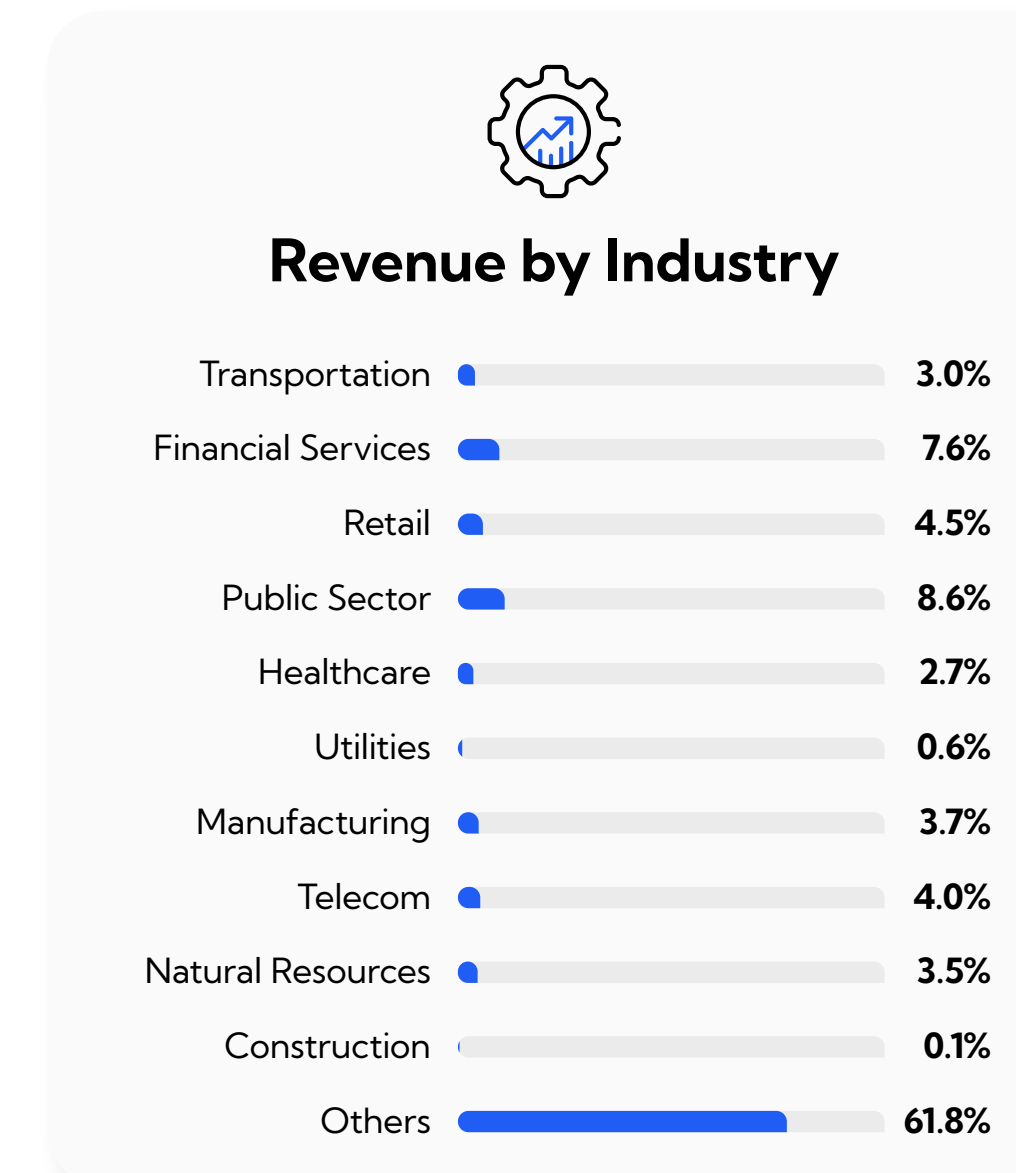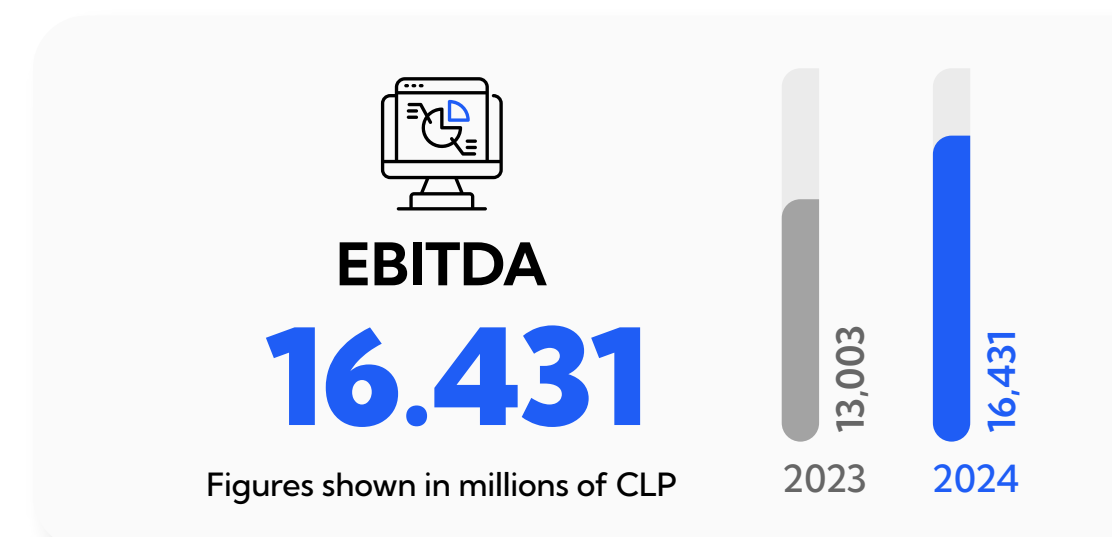
Operating Income was CLP 18,516 million (USD 18.6 million / -3.9%) and EBITDA was CLP 30,146 million (USD 30.3 million / +4.7%), respectively, compared to 2023.
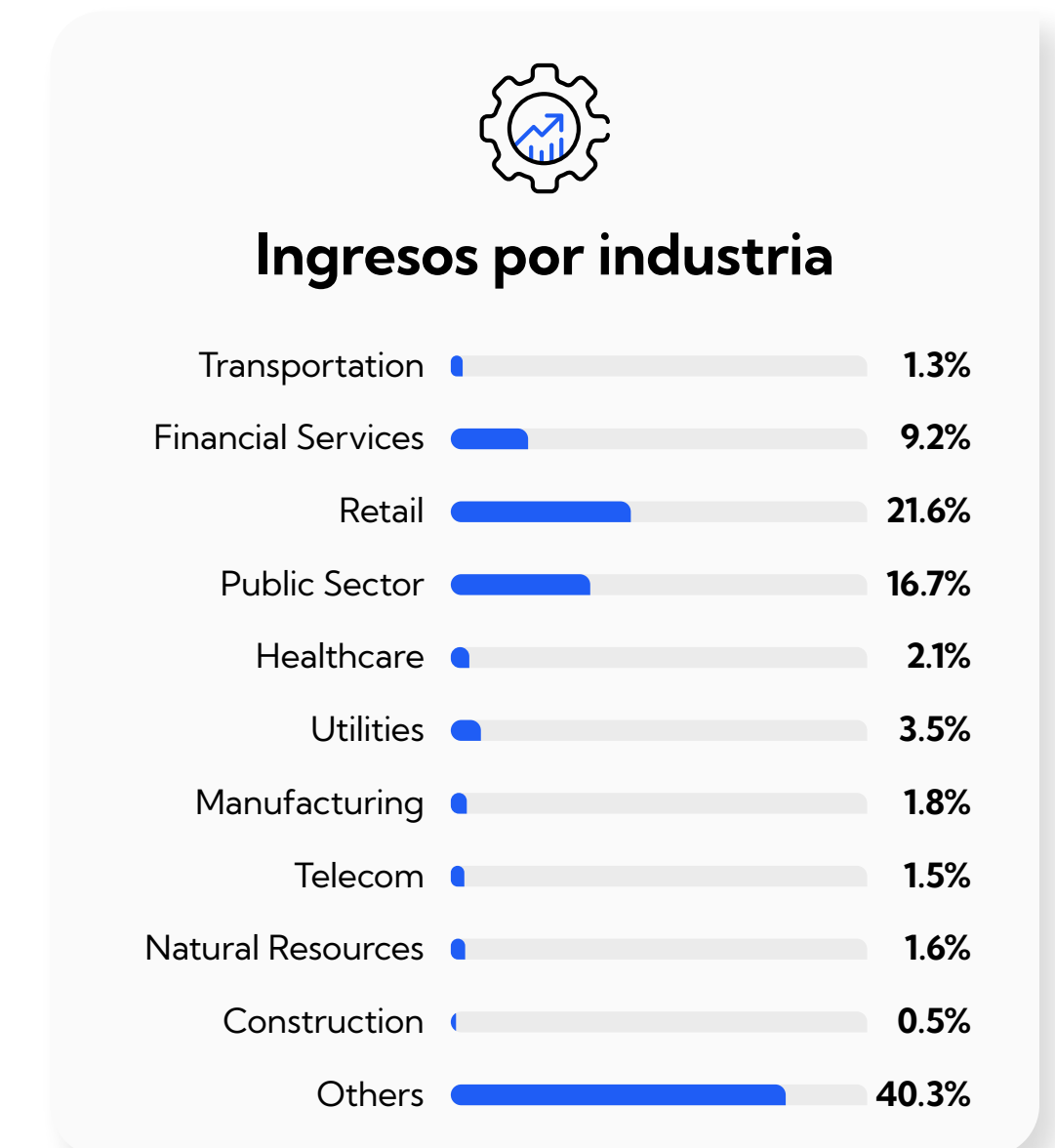
Operating Margin reached 4.5% and EBITDA Margin was 7.3%.

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Consolidated Statements of Financial Position as of 31 December 2024 and 2023

(Figures in thousands of pesos - Th CLP) NCG 519 (12)

ASSETS	31.Dec.2024 Th CLP	31.Dec.2023 Th CLP
CURRENT ASSETS		
Cash and cash equivalents	143,982,054	134,135,348
Other current financial assets	4,371,482	38,563,739
Other non-current financial assets	30,368,285	24,315,968
Commercial debts and other current accounts receivable	515,098,828	470,514,292
Accounts receivable with related entities, current	2,944,346	2,748,801
Current inventories	84,994,318	88,282,398
Current tax assets	40,199,106	32,606,598
Total current assets other than disposal assets or groups classified as held for sale or held for distribution to owners	821,958,419	791,167,144
Non-current assets or disposal groups classified as held for sale or held for distribution to owners	7,998,421	-
TOTAL CURRENT ASSETS	**829,956,840**	**791,167,144**
TOTAL NONCURRENT ASSETS		
Other non-current financial assets	9,135,704	6,634,510
Other non-current non-financial assets	18,258,036	20,772,112
Non-current accounts receivable	174,937,255	126,988,942
Accounts receivable from related entities, non-current	1,163,670	1,116,766
Investments accounted for using the equity method	169,953	97,674
Intangible assets other than goodwill	51,854,222	52,147,837
Goodwill	212,490,349	227,147,298
Property, plant and equipment	129,956,956	136,451,779
Investment property	2,316,063	8,673,077
Right-of-use assets	40,739,503	31,964,093
Deferred tax assets	37,305,591	39,287,745
TOTAL NON-CURRENT ASSETS	**678,327,302**	**651,281,833**
TOTAL ASSETS	**1,508,284,142**	**1,442,448,977**

EQUITY AND LIABILITIES	31.Dec.2024 Th CLP	31.Dec.2023 Th CLP
CURRENT LIABILITIES		
Other current financial liabilities	80,429,499	114,504,325
Current lease liabilities	28,923,088	24,398,260
Commercial accounts payable and other accounts payable	309,021,790	293,392,291
Accounts payable to related entities, current	5,830,763	7,841,624
Other short-term provisions	6,727,577	9,197,203
Current tax liabilities	22,156,970	18,312,681
Current provisions for employee benefits	46,377,067	40,815,859
Other current non-financial liabilities	31,001,195	25,449,271
Total current liabilities other than those included in disposal groups classified as held for sale	530,467,949	533,911,514
TOTAL CURRENT LIABILITIES	**530,467,949**	**533,911,514**
TOTAL NONCURRENT LIABILITIES		
Other non-current financial liabilities	253,872,856	211,209,942
Non-current lease liabilities	41,742,181	31,638,466
Non-current accounts payable	28,256,419	17,617,402
Other long-term provisions	12,504,024	13,318,307
Deferred tax liabilities	36,603,462	36,271,260
Non-current provisions for employee benefits	5,989,119	4,900,247
Other non-current non-financial liabilities	576,114	1,390,066
TOTAL NON-CURRENT LIABILITIES	**379,544,175**	**316,345,690**
TOTAL LIABILITIES	**910,012,124**	**850,257,204**
NET EQUITY		
Issued and paid-in capital	373,119,044	373,119,044
Retained earnings	320,205,731	298,461,125
Other reserves	(112,557,095)	(96,647,926)
Equity attributable to the owners of the parent company	580,767,680	574,932,243
Non-controlling interests	17,504,338	17,259,530
Total equity	**598,272,018**	**592,191,773**
TOTAL EQUITY AND LIABILITIES	**1,508,284,142**	**1,442,448,977**

Consolidated statements of comprehensive income by function for the years ended 31 December 2024 and 2023

(Figures in thousands of pesos - Th CLP)

	31.Dec.2024 Th CLP	31.Dec.2023 Th CLP
GROSS PROFIT		
Income from ordinary activities	1,542,089,858	1,300,157,592
Cost of sales	(1,317,806,538)	(1,098,947,114)
TOTAL GROSS PROFIT	224,283,320	201,210,478
Other revenue	3,061,251	9,958,124
Administrative expenses	(133,749,080)	(120,459,788)
Other expenses, by function	(9,879,187)	(13,662,934)
Total earnings from operating activities	83,716,304	77,045,880
Financial income	17,049,236	16,662,139
Financial costs	(45,719,195)	(31,310,620)
Share of profits of associates and joint ventures accounted for using the equity method	62,789	(22,497)
Foreign currency exchange gains (losses)	(2,590,035)	(4,332,714)
Results by readjustment units	186,760	(3,398,254)
PROFIT BEFORE TAX	52,705,859	54,643,934
Income (Expense) from income taxes	(19,979,122)	(15,925,081)
PROFIT FROM CONTINUING OPERATIONS	32,726,737	38,718,853
PROFIT	32,726,737	38,718,853
PROFIT ATTRIBUTABLE TO		
Profit attributable to the owners of the parent company	31,900,746	38,150,872
Profit attributable to non-controlling interests	825,991	567,981
GAINS (LOSSES)	32,726,737	38,718,853
EARNINGS PER SHARE		
Basic earnings per share		
Basic earnings (loss) per share from continuing operations (in pesos)	36.62	43.80
Diluted earnings per share		
Diluted earnings (loss) per share from continuing operations (in pesos)	36.62	43.80

STATEMENT OF COMPREHENSIVE INCOME	31.Dec.2024 Th CLP	31.Dec.2023 Th CLP
PROFIT	32,726,737	38,718,853
Components of other comprehensive income that will not be reclassified to profit or loss for the period, before tax		
Other comprehensive income, before tax, gains (losses) on remeasurements of defined benefit plans	(73,762)	28,198
Other comprehensive income, before tax, gains (losses) on investments in equity instruments	-	-
Total other comprehensive income that will not be reclassified to profit or loss for the period, before tax	(73,762)	28,198
Components of other comprehensive income that will not be reclassified to profit or loss for the period, before tax		
Exchange rate differences		
Gains (losses) on exchange rate differences, before tax	(26,620,933)	32,091,139
Cash flow hedges		
Gains (losses) on cash flow hedges, before tax	2,110,890	(3,064,631)
Total other comprehensive income that will be reclassified to profit or loss for the period, before tax	(24,510,043)	29,026,508
Other components of comprehensive income, before tax	(24,583,805)	29,054,706
Income taxes related to components of other comprehensive income that will not be reclassified to profit or loss for the period		
Income taxes related to remeasurements of defined benefit plans in other comprehensive income	-	-
Income taxes related to investments in equity instruments in other comprehensive income	-	-
Income taxes related to components of other comprehensive income that will be reclassified to profit or loss for the period	(361,415)	1,012,430
Income taxes related to exchange rate differences of other comprehensive income	-	-
Income taxes related to cash flow hedges in other comprehensive income	(361,415)	1,012,430
Total other comprehensive income	(24,945,220)	30,067,136
TOTAL COMPREHENSIVE INCOME	7,781,517	68,785,989
Comprehensive income attributable to:		
Comprehensive income attributable to the owners of the parent company	6,955,526	68,218,008
Comprehensive income attributable to non-controlling interests	825,991	567,981
TOTAL COMPREHENSIVE INCOME	7,781,517	68,785,989

Consolidated Statements of Cash Flows by function for the years ended 31 December 2024 and 2023

(Figures in thousands of pesos - Th CLP)

	31.Dec.2024 Th CLP	31.Dec.2023 Th CLP
Cash flow statement		
Cash flows provided by (used in) operating activities		
Receipts from sales of goods and services	1,674,160,385	1,382,401,248
Other proceeds from operating activities	4,771,904	8,923,875
Total for all types of receivables from operating activities	**1,678,932,289**	**1,391,325,123**
Payments to suppliers for the provision of goods and services	(1,098,973,881)	(922,087,991)
Payments to and on behalf of employees	(389,091,200)	(320,073,275)
Other spending on operating activities	(96,372,824)	(85,132,374)
Total for all types of payments	**(1,584,437,905)**	**(1,327,293,640)**
Net cash flows coming from (used in) operations	**94,494,384**	**64,031,483**
Income taxes reimbursed (paid)	(23,671,477)	(20,759,429)
Other cash inflows (outflows)	1,813,474	590,846
Net cash flows coming from (used in) operating activities	**72,636,381**	**43,862,900**
Cash flows provided by (used in) investment activities		
Cash flows used to gain control of subsidiaries or other businesses	(2,388,208)	-
Cash flows used to purchase non-controlling interests	-	(250,129)
Other proceeds from the sale of equity or debt instruments of other entities	-	1,872,632
Other payments to acquire equity or debt instruments of other entities	-	(1,613,270)
Proceeds from property, plant, and equipment sales	3,213	2,240
Dividends received	343,508	402,977
Property, plant and equipment purchases	(23,480,220)	(31,241,994)
Loans to related entities	-	(99,012)
Intangible asset purchases	(5,244,258)	(2,287,166)
Interest received	6,092,852	8,144,948
Other cash inflows (outflows)	947,044	9,022,743
Net cash flows coming from (used in) investment activities	**(23,726,069)**	**(16,046,031)**

	31.Dec.2024 Th CLP	31.Dec.2023 Th CLP
Cash flows provided by (used in) financing activities		
Proceeds from the issuance of shares	-	2,038,286
Proceeds from long-term loans	90,256,483	93,340,548
Proceeds from short-term loans	309,127,725	99,454,270
Loan repayments	(405,541,238)	(168.788.827)
Lease liability payments	(29,305,901)	(22,754,164)
Repayments of related parties' loans	(278,286)	-
Dividends paid	(13,485,634)	(22,207,673)
Interest paid	(22,619,242)	(16,950,984)
Other cash inflows (outflows)	27,571,051	(8,498,823)
Net cash flows provided by (used in) financing activities	**(44,275,042)**	**(44,367,367)**
Net increase (decrease) in cash and Cash equivalents, before the effect of exchange rate changes	**4,635,270**	**(16,550,498)**
Effects of exchange rate changes on cash and cash equivalents		
Effects of exchange rate changes on cash and cash equivalents	5,211,436	2,888,537
Increase (decrease) in cash and Cash equivalents	**9,846,706**	**(13,661,961)**
Cash and cash equivalents at the start of the period	134,135,348	147,797,309
Cash and cash equivalents at the close of the period	**143,982,054**	**134,135,348**

Consolidated statements of changes in equity as of 31 December 2024 and 2023

(Figures in thousands of pesos - Th CLP)

| | Issued capital Th CLP | Other reserves | | | | | | Accumulated gains (losses) Th CLP | Equity attributable to the owners of the parent company Th CLP | Non-controlling interests Th CLP | Total equity Th CLP |
| | | Other comprehensive income | | | | Other miscellaneous reserves Th CLP | Total other reserves Th CLP | | | | |
		Reserve for exchange rate differences Th CLP	Cash flow hedge reserves Th CLP	Reserve for actuarial gains or losses on defined benefit plans Th CLP	Other accumulated comprehensive income Th CLP						
Equity as of 1 January 2024	373,119,044	(97,747,910)	(974,062)	405,639	(98,316,333)	1,668,407	(96,647,926)	298,461,125	574,932,243	17,259,530	592,191,773
Changes in equity:											
Comprehensive income											
Profit	-	-	-	-	-	-	-	31,900,746	31,900,746	825,991	32,726,737
Other comprehensive income	-	(26,620,933)	1,749,475	(73,762)	(24,945,220)	-	(24,945,220)	-	(24,945,220)	-	(24,945,220)
Comprehensive income	-	(26,620,933)	1,749,475	(73,762)	(24,945,220)	-	(24,945,220)	31,900,746	6,955,526	825,991	7,781,517
Equity issuance	-	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	(9,570,224)	(9,570,224)	-	(9,570,224)
Increase (decrease) due to changes in ownership interests in subsidiaries that do not result in loss of control	-	-	-	-	-	-	-	-	-	-	-
Increase (decrease) due to other changes in equity	-	-	-	-	-	9,036,051	9,036,051	(585,916)	8,450,135	(581,183)	7,868,952
Total increase (decrease) in equity	-	(26,620,933)	1,749,475	(73,762)	(24,945,220)	9,036,051	(15,909,169)	21,744,606	5,835,437	244,808	6,080,245
Equity as of 31.Dec.2024	373,119,044	(124,368,843)	775,413	331,877	(123,261,553)	10,704,458	(112,557,095)	320,205,731	580,767,680	17,504,338	598,272,018

| | Issued capital Th CLP | Other reserves | | | | | | Accumulated gains (losses) Th CLP | Equity attributable to the owners of the parent company Th CLP | Non-controlling interests Th CLP | Total equity Th CLP |
| | | Other comprehensive income | | | | Other miscellaneous reserves Th CLP | Total other reserves Th CLP | | | | |
		Reserve for exchange rate differences Th CLP	Cash flow hedge reserves Th CLP	Reserve for actuarial gains or losses on defined benefit plans Th CLP	Other accumulated comprehensive income Th CLP						
Equity as of 1.Jan.2024	373,119,044	(129,839,049)	1,078,139	377,441	(128,383,469)	(4,217,270)	(132,600,739)	279,385,689	519,903,994	6,478,277	526,382,271
Changes in equity:											
Comprehensive income											
Profit	-	-	-	-	-	-	-	38,150,872	38,150,872	567,981	38,718,853
Other comprehensive income	-	32,091,139	(2,052,201)	28,198	30,067,136	-	30,067,136	-	30,067,136	-	30,067,136
Comprehensive income	-	32,091,139	(2,052,201)	28,198	30,067,136	-	30,067,136	38,150,872	68,218,008	567,981	68,785,989
Equity issuance	-	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	(19,075,436)	(19,075,436)	-	(19,075,436)
Increase (decrease) due to changes in ownership interests in subsidiaries that do not result in loss of control	-	-	-	-	-	-	-	-	-	-	-
Increase (decrease) due to other changes in equity	-	-	-	-	-	5,885,677	5,885,677	-	5,885,677	10,213,272	16,098,949
Total increase (decrease) in equity	-	32,091,139	(2,052,201)	28,198	30,067,136	5,885,677	35,952,813	19,075,436	55,028,249	10,781,253	65,809,502
Equity as of 31.Dec.2023	373,119,044	(97,747,910)	(974,062)	405,639	(98,316,333)	1,668,407	(96,647,926)	298,461,125	574,932,243	17,259,530	592,191,773

Section

07.

Background
and Ancillary
information

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Information on the Company and its subsidiaries

Incorporating documents

SONDA S.A. was incorporated as a limited liability company with the corporate name "Sociedad Nacional de Procesamiento de Datos Limitada" in a public instrument dated 30 October 1974 issued by the Notary Public of Santiago Herman Chadwick Valdés. An extract of said instrument was recorded on page 11,312, number 6,199 of the Commercial Register of the Santiago Real Estate Registrar of 1974 and published in the Official Bulletin on 28 December of the same year.

The company was converted into a corporation in a public instrument dated 16 September 1991 issued by the Santiago Notary Office of Humberto Quezada Moreno, an extract of which can be found on page 28,201 number 14,276 of the Commercial Register of the Santiago Real Estate Registrar of 1991 and published in the Official Bulletin dated 24 September 1991. It kept its corporate name and added the trade name SONDA S.A. Later on SONDA S.A. was definitively established as its corporate name in a public instrument dated 27 May 2004 issued by the Santiago Notary Office of René Benavente Cash, the extract of which can be found on page 15,640, number 11,777, in the Commercial Register of the Santiago Real Estate Registrar in 2004 and

published in the Official Bulletin number 37873 on 31 May 2004.

The company's bylaws have been amended several times since incorporating. Their current wording reads as follows:

i. Public instrument dated 4 July 2006 issued at the Santiago Notary Office of René Benavente Cash, an extract of which was recorded on page 27,555, number 19,250, in the Commercial Register of the Santiago Real Estate Registrar in 2006 and published in the Official Bulletin on 17 July 2006.

ii. Public instrument dated 31 August 2012 issued at the Santiago Notary Public of Andrés Rubio Flores, which records the capital increase agreed upon at the Extraordinary Shareholders' Meeting held on 30 August of the same year. The extract of this document can be found on page 61,522, number 42,921, in the Commercial Register of the Santiago Real Estate Registrar in 2012, and published in the Official Bulletin on 4 September 2012.

The corporate purpose is to:

1. Develop, on its own or through third parties, electronic computing, information systems, and data processing,

and any activities that have to do with information technology, automation, and communications.

2. Create, manufacture, develop, utilize, import, export, market, maintain, update, operate, install, and model hardware, software, and related services.

3. Buy, sell, import, export, model, distribute, and, in general, market any electronic computing and data processing equipment, spare parts, components, tools, accessories, and other related elements.

4. Directly use these assets, by providing services, lease contracts, or in any other way.

5. Offer professional training, especially around automation and information technology, via courses, seminars, conferences, publications, events, or any other method of systematic transfer of knowledge and technology.

6. Provide business organization and administration consulting, market and feasibility studies, and operational research.

7. Generally pursue any other activity in the areas of information technology and computing or that is directly or indirectly related to them.

Corporate Name
SONDA S.A.

Legal Domicile
District of Santiago in the Metropolitan Region

TIN
83.628.100-4

Nature of the Entity
Publicly Traded Corporation

Securities Registry Entry
No. 950

External Auditors
Deloitte Auditores y Consultores Ltda.

Main Office Address
Teatinos 500 Santiago, Chile

Telephone
(56 2) 2657-5000

Website
www.sonda.com

E-mail
corporativo@sonda.com

General Standard **No. 519**

The topics addressed in this section are numbered using the code assignments of all the requirements found in NCG 519, therefore they are not necessarily sequential, as some requirements of the standard have been addressed in above sections of this Report.

2. Organizational Profile

2.3. Ownership

Main Shareholders

Our shareholders are an essential mainstay of SONDA's institutional solvency. This gives us the strength to remain current and continue developing into the future despite economic or political ups and downs. It has supported our journey of becoming a regional leader in Digital Transformation services.

Company founder Andrés Navarro heads the Navarro Haeussler family, which has remained close to the company's ownership since 1974 in a sustained commitment to its domestic and international growth. The ongoing policy of reinvesting a significant percentage of profits has been essential for this purpose by providing the capital needed to grow and increase the customer base year after year, developing additional products and services, and undertaking entirely new projects.

The company went public in 2006, bringing in a sizeable group of shareholders to the company, including institutional investors, investment funds, pension fund administrators, and minority investors.

2.3.1. Company Control

As of 31 December 2024, control of SONDA S.A. rests with Andrés Navarro Haeussler and Pablo Navarro Haeussler as controllers of 56.0622% of SONDA S.A.'s shares (56.0622% as of 31 December 2023) as follows:
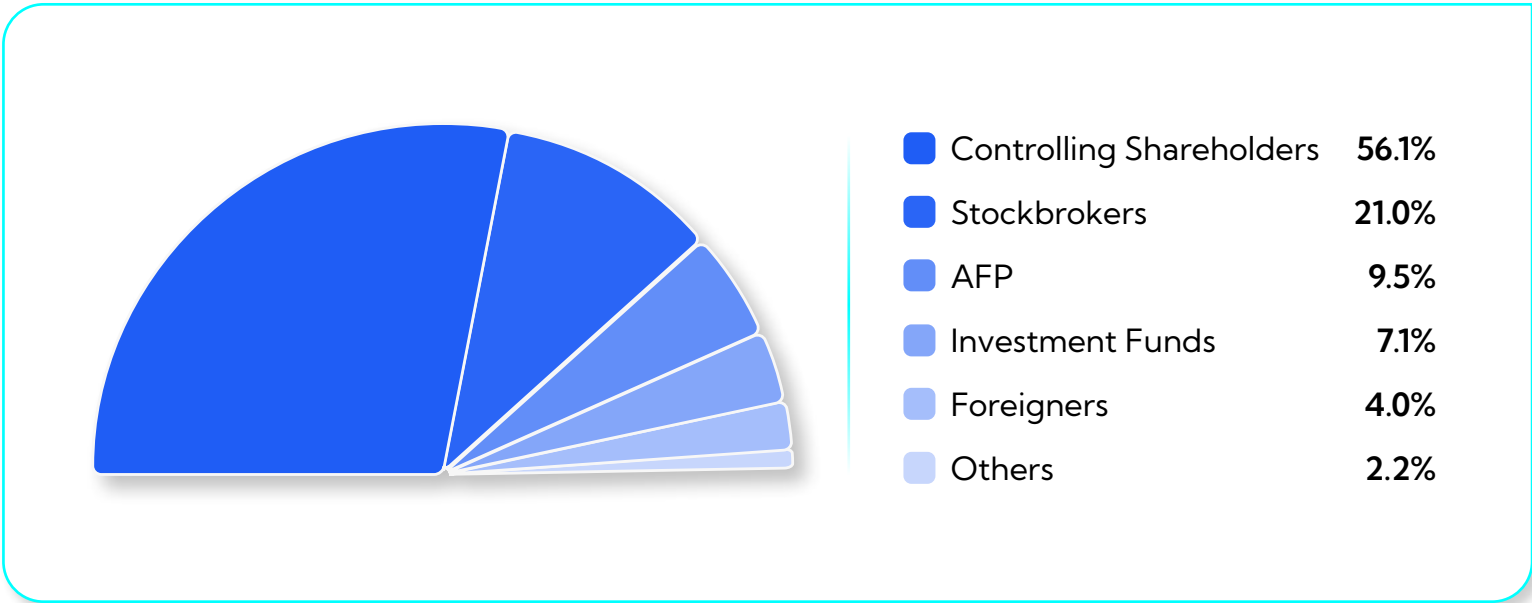
i. In their capacity as managers of Inversiones Atlántico Limitada (TIN 78.091.430-0) and Inversiones Pacífico II Limitada (TIN 88.492.000-0), companies that together with Inversiones Santa Isabel Limitada (TIN 79.822.680-0) are controlled by Andrés Navarro Haeussler, who own 96.4463% of the shares of Indico S.A. (TIN 76.413.035-9), a company that also owns 37.7740% of the total shares of SONDA S.A.

ii. Inversiones Yuste S.A. (TIN 96.688.520-3), owner of shares representing 3.5894% of the total shares of SONDA S.A., is controlled and managed by Andrés Navarro Haeussler.

iii. Another 128,035,470 shares were acquired by companies controlled by Andrés Navarro Haeussler and Pablo Navarro Haeussler, representing 14.6989% of the total shares of SONDA S.A.

iv. There is a joint venture agreement between Inversiones Yuste S.A. and Indico S.A., and both companies jointly control 41.3633% of the total shares of SONDA S.A. There are no restrictions on the ready availability of shares.

2.3.2. Significant Changes in Ownership or Control

The most significant changes in the ownership structure that took place during the fiscal year ended 31 December 2024, were as follows:

1. Increase in the stake held by Inversiones Santa Isabel LTDA, from 2.3% to 12.4% of total ownership.
2. Increase in the stake held by BICE INVERSIONES CORREDORES DE BOLSA S A, from 5.3% to 6.6% of total ownership.
3. Increase in the stake held by BOLSA DE COMERCIO DE SANTIAGO BOLSA DE VALORES, from 1.0% to 2.1% of total ownership.
4. Decrease in the stake held by BANCO SANTANDER CHILE, from 10.6% to 0.3% of total ownership.

5. Decrease in the stake held by BANCHILE ADM GENERAL DE FONDOS S.A., from 1.7% to 0.04% of total ownership.
6. Decrease in the stake held by BTG PACTUAL SMALL CAP CHILE FONDO DE INVERSION, from 1.6% to 0.1% of total ownership.

Controlling Shareholders	56.1%
Stockbrokers	21.0%
AFP	9.5%
Investment Funds	7.1%
Foreigners	4.0%
Others	2.2%

2.3.3. Identification of Partners or Majority Shareholders

As of 31 December 2024, no shareholder other than the controlling interest owns more than 10% of SONDA's capital. Likewise, there are no known natural or legal persons other than the controlling party who, alone or with others with whom they have a joint action agreement, may appoint at least one member of the company's board of directors or management.

2.3.4. Shares, their Characteristics, and Rights

i. **Description of the share series:**
   SONDA has only one class of share, and the shares have the same voting power (1 share = 1 vote).

ii. Dividend policy:

SONDA's dividend policy is to distribute an amount of at least 30% of the company's profit for each fiscal year. Compliance with this policy is subject to the company's actual profits, as well as the results indicated by the company's projections that it may periodically make, or the existence of certain conditions, as applicable. If this dividend policy undergoes any substantial change, the company will give notice of this Material Fact.

For the 2024 period, the Board of Directors informed the Ordinary Shareholders' Meeting held on 17 April of that year that it intends to distribute dividends in an amount equal to at least 30% of the earnings for the year, payable through an interim dividend at the end of the first half of the year of at least 30% of the earnings obtained by the Company as of said date, with a final dividend to be approved by the Ordinary Shareholders' Meeting at the end of the period.

iii. Statistical Information

a. Dividends:

	2022	2023	2024
No. of shares[*]	871,057,175	871,057,175	871,057,175
Earnings per share (USD)	40.76	43.80	36.62
Dividends paid (USD)	7.07[1]	22.72[2]	14.85[3]

(Figures expressed in currency as of the payment date)

[*] Subscribed and paid-in shares

[1] This is an interim dividend payment (amounting to USD 7.07 per share paid on 9 September 2022).

[2] This is the final dividend payment (amounting to USD 13.31 per share paid on 21 April 2023) and a second interim dividend (amounting to USD 9.41 per share paid on 7 September 2023).

[3] This is the final dividend payment (amounting to USD 12.49 per share paid on 29 April 2024) and the second interim dividend payment (amounting to USD 2.36 per share paid on 11 September 2024).

b. Stock market transactions:

Santiago Stock Exchange			
2024	Average Price (USD)	Units	Amount Th USD
1st Quarter Total	386.23	107,223,292	41,412,750
2nd Quarter Total	423.66	65,704,260	27,836,273
3rd Quarter Total	401.52	63,986,680	25,691,858
4th Quarter Total	350.25	55,867,557	19,567,475

Electronic Stock Exchange of Chile			
2024	Average Price (USD)	Units	Amount Th USD
1st Quarter Total	374.16	12,504	4,679
2nd Quarter Total	429.59	197,630	84,900
3rd Quarter Total	391.80	111,882	43,836
4th Quarter Total	-	-	-

According to information provided by the Santiago Stock Exchange and the Chilean Electronic Stock Exchange, SONDA S.A.'s market presence as of 31 December 2024, came to 90.00% and 90.00%, respectively, in each institution.

c. Number of shareholders:

TIN:	Main shareholders	Percentage	Shares
76413035-9	INDICO S.A.*	37.8%	329,032,953
79822680-0	INVERSIONES SANTA ISABEL LTDA.*	12.4%	107,655,768
79532990-0	BICE INVERSIONES CORREDORES DE BOLSA S.A.	6.6%	57,286,433
96688520-3	INVERSIONES YUSTE S.A.*	3.6%	31,265,345
84177300-4	BTG PACTUAL CHILE S.A. C DE B	3.4%	29,701,058
97036000-K	BANCO SANTANDER POR CUENTA DE INV. FOREIGNERS	2.3%	20,079,416
90249000-0	SANTIAGO STOCK EXCHANGE, SECURITIES MARKET	2.1%	18,324,763
76547723-9	KOYAM S.A.	1.7%	14,965,730
98000100-8	AFP HABITAT S.A. PARA FDO. PENSION C	1.6%	14,108,600
96804330-7	COMPASS SMALL CAP CHILE INVESTMENT FUND	1.5%	13,445,785
96519800-8	BCI C DE B S.A.	1.5%	13,390,790
76920676-0	INVERSIONES LA LAGUNA SPA*	1.4%	12,238,922

* Controlling shareholder

According to the shareholder registry of the Central Securities Depository, as of 31 December 2024, the company had a total of 256 shareholders.

2.3.5. Other Securities

Corporate Bonds

Series C Bond

On 18 December 2009 we issued two series of A and C bonds. Series A for CLF 1,500,000 was issued for a 5-year term at an annual interest rate of 3.5%, and Series C, for CLF 1,500,000 was issued for a 21-year term at a fixed interest rate of 4.5% per year. These issues were charged to lines 622 and 621, respectively, with a maximum par value taken together of up to CLF 3,000,000.

The company will periodically inform the bondholders' representatives on the agreed dates of the following indicators and safeguards:

- **Debt-to-Equity Ratio:** Total liabilities due less cash divided by consolidated equity must be equal to or less than 1.3 times.
- **Financial Expenses Ratio:** The ratio of EBITDA divided by net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** The minimum equity must be CLF 8,000,000.
- **Unencumbered Assets:** Keep assets free of any pledge, mortgage, or other encumbrance for a minimum amount of 1.25 times current unsecured liabilities.
- **Control over relevant subsidiaries:** Keep control of the SONDA Inf. Ltda. subsidiary.
- **Asset Disposal Prohibition:** No more than 15% of consolidated assets.

Series H Bond

On 11 July 2019, we issued a new Series H Bond charged to Line 83, for a total of CLF 3,000,000 with a 10-year bullet term. This bond is part of the financing structure of the company's investment plan for the 2019-2021 period. This bond accrues annual interest of CLF + 1.5%.

The company must periodically inform the bondholders' representatives on the predetermined dates of the following indicators and safeguards:

- **Debt-to-Equity Ratio:** Total liabilities due less cash divided by consolidated equity must be equal to or less than 1.3 times.
- **Financial Expenses Ratio:** The ratio of EBITDA divided by net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** The minimum equity must be CLF 8,000,000.
- **Unencumbered Assets:** Keep assets free of any pledge, mortgage, or other encumbrance for an minimum amount of 1.25 times current unsecured liabilities.
- **Control over relevant subsidiaries:** Maintain control over key subsidiaries.
- **Asset Disposal Prohibition:** No more than 15% of consolidated assets.

The bond issuance contracts impose limits on financial indicators along with affirmative and restrictive covenants, which is customary for this type of financing, all of which have been properly met as of 31 December 2024.

Transactions by Directors, Executive Officers, and Related Parties

In 2024, no transactions in SONDA stock by the Principal Executives or Board Members were recorded.

Percentage of ownership interest in the company held by board members and chief executives as of 31.Dec.2024

Board Members

Board Members	
Jose Orlandini Robert	0.058%
Maria del Rosario Navarro Betteley	1.254%
Andres Navarro Betteley	1.254%
Rafael Humberto Osorio Peña	0.042%
Ingo Ploger	0.000%
Enrique Bone Soto	0.000%
Carlos Hurtado Rourke	0.000%
Jacqueline Alejandra Saquel Mediano	0.000%
Alberto Eguiguren Correa	0.000%

Chief Executives:

Chief Executives:	
Marcelo Castiglione Veloso	0.004%
Gonzalo Soto	0.00%
Javier Larenas	0.00%

Distributable profit Th CLP	2022	2023	2024
Profit attributable to the owners of the parent company	35,501,640	38,150,872	31,900,746
Retained earnings from the prior year	261,634,869	279,385,689	298,461,125
Dividends for the year (*)	-17,750,820	-19,075,436	- 9,570,224
Unrealized adjustments on first application of IFRS (**)	-3,176,754	-3,176,754	-3,176,754
Other adjustments to retained earnings	-	-	- 585,916
Distributable profit	**276,208,935**	**295,284,371**	**317,028,977**

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

(**) Unrealized adjustments relating to the first application of IFRS, that are recorded and controlled in the "Retained earnings (losses)" account, but cannot be distributed as dividends as they are unrealized gains.

Customers

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

The company's 50 largest customers account for approximately 40% of total revenues, leading to low concentration and vulnerability, while minimizing the risk that could arise from a potential crisis affecting a specific customer, country, industry, sector, or business area. No SONDA contract is responsible for more than 5% of the company's total revenues.

Customer Portfolio Concentration

Top 10	19.2%
Top 20	26.2%
Top 50	39.9%
Top 100	49.7%
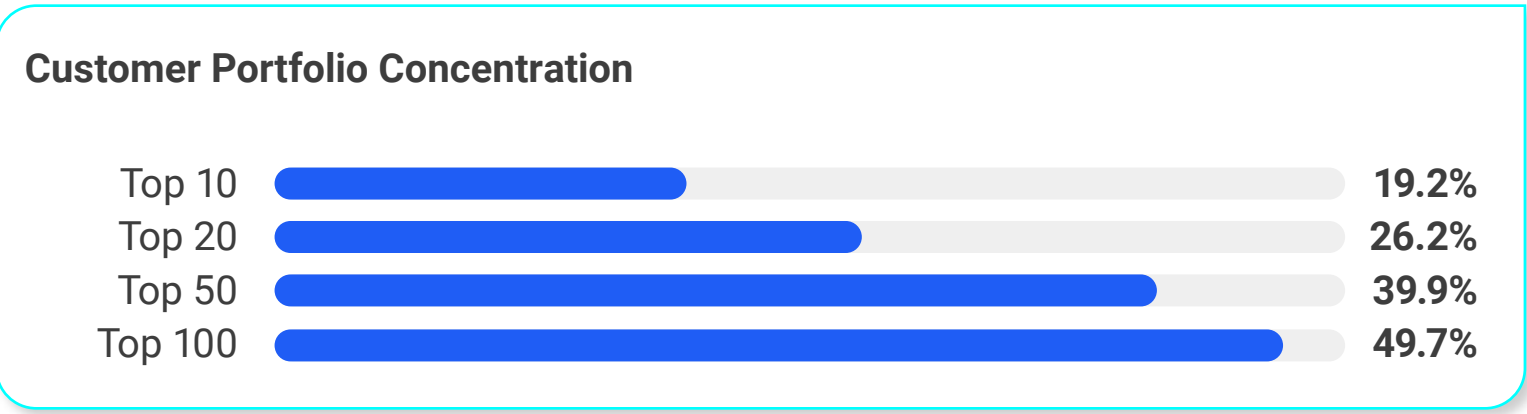
Insurance

SONDA keeps its companies in Chile and abroad insured against risks to all assets, whether hardware, infrastructure, buildings, and contents. Special attention has been paid to any case in which accidents or damages could make a significant impact on the company's economic and financial results.

The key policies are as follows:

- **All Risks Policy for Physical Assets:** This covers all risks to SONDA's and subsidiaries' assets, such as buildings, warehouses and merchandise, its own data centers and all IT infrastructure and real estate contained therein, high-cost equipment, and contracts for specific customer projects.
- **Electronic Equipment Policy:** This applies to company and/or third-party equipment covered by the electronic facilities policy, including fire, theft, and others.
- **Corporate Civil Liability Policy:** This protects SONDA employees, subsidiaries, and contractors from potential financial claims for damages caused to third parties or their property in the course of normal business activities, whether at their facilities, on public roads, or third-party premises.
- **International Transport Floating Insurance Policy:** This protects against damage to equipment and materials sent by land, sea, or air.
- **Other miscellaneous policies:** Other policies such as vehicle insurance, cabotage insurance, travel assistance insurance, personal accident insurance, and others.

Brands

SONDA and subsidiaries conduct business with several brands, whether corporate or product-specific. SONDA is the most important brand and has been or is nearly registered in every country where the company directly operates. Part of the company's regional consolidation strategy is to have a single, well-known brand in all of these markets. Quintec, FIN 700, and Klap are other key brands.

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Regulatory Framework

SONDA is consistently working toward implementing the measures needed to fully comply with the regulatory framework applicable to it. The main ones are Law No. 17,366 on "Intellectual Property," Law No. 19,039 on "Industrial Property," Law No. 19,223 on "Computer Crimes," Law No. 20,393 establishing the Criminal Liability of Legal Entities, Law No. 19,628 on "Personal Data Protection," and Law No. 21,663 on the Cybersecurity Framework. This requires that the company take the necessary precautions to prevent violations or the commission of crimes classified in the above-named regulations, culminating in the creation of a General Information Security Policy. This Policy gets discussed during the induction process with new employees and has been shared with existing company employees. It is always accessible via the corporate intranet.

Financing Policy

Our company is in a solid financial position due to steady balanced growth, consistent cash flow generation, and a balanced financing policy that allows us to maintain healthy debt and coverage ratios over time. In addition to the traditional sources of funds from financial institutions, bond issues in 2009, 2014, and 2019 have provided some of the capital needed for the company's investment plans.

Our policy on financing is to ensure that the company is sufficiently liquid with sufficient financial resources to properly handle economic fluctuations and take advantage of investment opportunities as they arise.

As of 31 December 2024, Financial Debt came to USD 335.5 million, while Cash and Cash Equivalents and Other Current Financial Assets stood at USD 148.9 million, resulting in a net financial debt of USD 186.6 million.

Investment Policy

The Executive Committee and Management are always analyzing new investment opportunities having to do with developing the IT business in order to grow and increase our regional presence, be it through implementing systems integration and outsourcing projects, pursuing value-added business lines, or acquiring other companies.

The business units present investment projects in their annual operating plans. Off-plan investments are analyzed jointly by the respective business unit and the Corporate Finance Department, Corporate General Management, and/or Executive Committee, and are then submitted to the proper Boards for approval.

Various factors are evaluated when it comes to acquisitions. These include financial position, customer and contract portfolio, cross-selling possibilities, recurring revenue volume, customer perception, product and service offerings, executive team capacity, geographic coverage, operational synergies, management style, and others.

Research and Development (R&D) investments are primarily made for developing new software products and services, evolving current products, and the ceaseless development of our professionals in cutting-edge technologies.

New investments are financed primarily through funds generated by operations and those obtained through bond issuance, bank borrowing, or capital increases. The main investments are concentrated in acquiring IT companies and executing large technological integration projects.

The primary purpose of financial investments is to maintain an adequate level of surplus to cover short-term cash needs. In general, taking positions in financial derivatives such as forwards, futures, swaps, options, and others is not part of the business. However, in cases where it is warranted, positions in financial instruments may be taken to obtain adequate hedges against exchange rates or interest rates arising from normal business operations. In any case, natural or operational hedging are always given priority.

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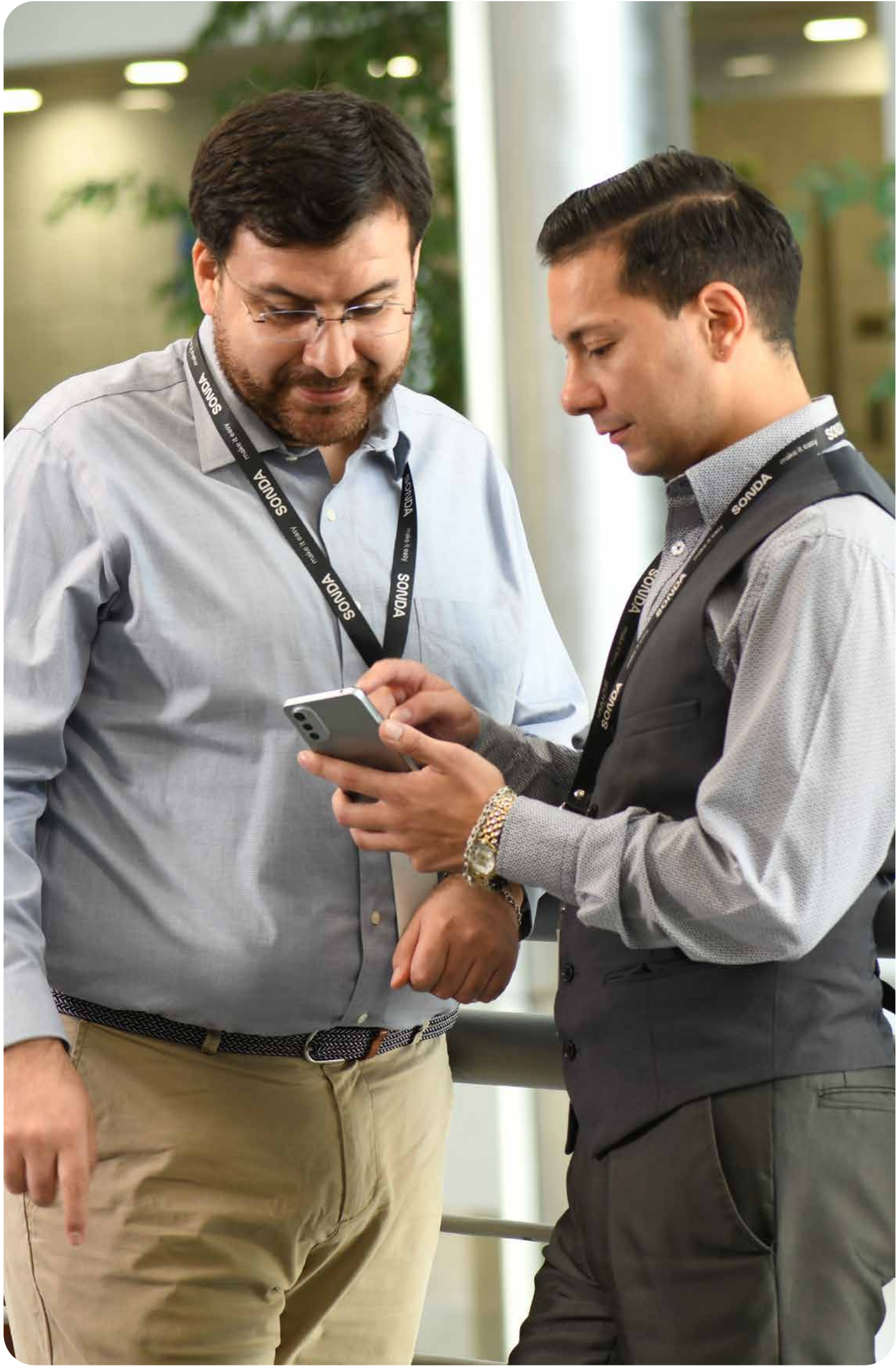
3. **Corporate** Governance

3.1 Governance Framework

3.1.ii Sustainability Approach to Business

During deliberations, the Board always takes environmental, social, and human rights issues into account, including climate change. Naturally, these matters are also important to the 2025-2027 strategic plan and the company's risk matrices. Our Sustainability Statement and Code of Ethics feature the main ESG aspects as key components. Beyond these guidelines, we also engage in a series of practices that address, appreciate, and track these areas. Due to these efforts, we were chosen as one of the companies with the best sustainability practices for the eighth year in a row through our participation in the Dow Jones

Sustainability Index Chile and the Latin American Interconnected Markets (MILA). Likewise, our ESG practices were validated by the S&P IPSA ESG Tilted Index of the Santiago Stock Exchange.

The Board of Directors is responsible for the company's strategic direction, including ESG dimensions, approving policies, monitoring value creation, efficiently using resources, and conducting oversight of company performance, risks, and management control systems. The Board ensures that SONDA is always acting in the best interests of all shareholders and takes stakeholder needs into account. General Management is responsible for managing and administering all sustainability-related issues. We steer the company in close alignment with the United Nations Sustainable Development Goals (SDGs),

insofar as our own business development reflected in our IT solutions and internal practices can achieve a great number of these objectives.

3.1. i, iii, iv Corporate Governance Practices

Proper Board functioning is ensured using various mechanisms:
- It periodically reports on matters of internal control, financial, legal and risk management, and human resources, along with commercial and project management in order to evaluate these areas and make appropriate decisions.
- Environmental, social, and human rights matters are always key components of deliberations, which are addressed in the 2025-2027 strategic plan. Given the nature of our business, environmental issues are generally linked to Data

Center operations, and social and human rights issues are addressed by People Management.

- ESG aspects are fundamental to decision-making, corporate policies are approved, and the organization's value creation and resource use efficiency are monitored.
- The Board supports correct functioning of the Compliance Model and Crime Prevention Model at the corporate level to identify and manage conflicts of interest and to prevent corruption, money laundering, and terrorist financing, among other issues.
- The Board acts in the best interests of all shareholders, bearing in mind stakeholder needs through the spokesperson of the Corporate General Manager, who is responsible for communicating stakeholder interests to the Board of Directors. Find more information on .

SONDA's Board makes certain that any conflicts of interest are properly identified and addressed, that free competition is promoted, and that criminal behavior is thoroughly prevented through various governance initiatives. The Crime Prevention Model strictly adheres to Chilean Law No. 20,393 and the subsequent amendments set out in Law 21,515. At the close of 2024, SONDA was in the process of obtaining ISO 37001 (anti-bribery management system) certification for SONDA Chile, Ecuador, and Costa Rica to support us in preventing, detecting, and managing bribery and all other forms of corruption. Our crime prevention model addresses topics such as bribery, receiving stolen goods, money laundering, terrorist financing, bribery, corruption, and more. The Model is constantly revised to include new legal provisions, which are all applied to directors, executives, and employees of SONDA and its subsidiaries. Additionally, the relationship between the company and its subsidiaries and all customers, suppliers, service providers, contractors, and subcontractors is actively monitored. Potential relationships with Politically Exposed Persons are considered when reviewing our operations in Chile. Our Code of Ethics contains a section on conflicts of interest, which defines what they are and sets identification criteria, detection mechanisms, and any relevant obligations.

Ongoing training on the Model's guidelines and the Code of Ethics is provided during the induction process and throughout professional development to make certain that all employees are aware of these matters and remain in compliance.

3.1.v Spurring Innovation

Innovation is the driving force of our strategy, making it a core component of our business. We foster a dynamic ecosystem that connects startups, niche companies, innovation centers, universities, and technology partners, driving the co-creation of disruptive solutions. Our approach helps address global challenges like climate change, natural resource optimization, and public service modernization through cutting-edge technologies such as artificial intelligence, IoT, edge computing, big data, cloud computing, and robotic process automation.

Since 2022, our Startup and Innovation Ecosystem department has been key to evolving our portfolio, orchestrating the necessary resources to generate an environment conducive to experimentation and the streamlined development of new ideas. We employ structured innovation initiatives to promote the adoption of emerging technologies, accelerate solutions validation, and generate synergies that enhance market transformation and sustainable value creation.

3.1.vi, vii Detecting and Removing Barriers

Diversity and plurality are key mainstays for the business development of information technology at SONDA. Our corporate culture is founded on ethical principles and education to ensure a consistent technical and professional baseline standard throughout the region. For overcoming organizational, societal, and cultural barriers, we rely on:

- An Ethics Management System, organizational climate measurements, and performance evaluations.
- Training programs that encourage a wide range of diverse ideas and strengthen our organizational culture.
- The SONDA Women Program that promotes female participation in STEM fields and supports professional development in an inclusive environment.
- A Diversity and Inclusion Policy that fosters both internal and external equality through various talks, webinars, and training.

All candidate interviews are geared toward identifying these and other elements in order to identify the diverse abilities, knowledge, and skills of potential

employees. The targeted selection process for senior roles aims to go beyond identifying professional competencies, employing additional techniques to elucidate a candidate's managerial competencies as well. This is one of many reasons we conduct the company performance evaluations. Find more information on

3.2. Board of Directors

3.2.ii Board of Directors' Compensation; 3.3.iii Board Member Income

Board Members	31.Dec.2024		31.Dec.2023	
	Th CLP	Th CLP	Th CLP	Th CLP
	Allowances[1]	Others[2]	Allowances[1]	Others[2]
Bone Soto, Enrique	54,050	-	51,855	-
Eguiguren Correa, Alberto	54,050	-	51,855	-
Hurtado Rourke, Carlos Alberto	54,050	-	51,855	-
Navarro Betteley, Andrés	40,538	-	38,891	-
Navarro Betteley, María del Rosario	40,538	-	38,891	-
Navarro Haeussler, Andrés [3]	-	-	19,147	-
Orlandini Robert, José [3]	81,075	420,561	58,635	259,756
Osorio Peña, Rafael [4]	40,538	181,755	29,318	126,692
Pavón Robinson, Mario [5]	-	-	9,574	-
Plöger Ingo	40,698	52,250	43,990	46,997
Saquel Mediano, Jacqueline [4]	40,538	-	29,318	-
Véjar Olea, Raúl [5]	-	-	9,574	-
Total	**446,075**	**654,566**	**432,903**	**433,445**

(1) Includes attendance at Board and Directors' Committee meetings.
(2) Payments for contracted services at SONDA or subsidiaries, while serving on the current board.
(3) On 10 April 2023 at an extraordinary board meeting, Andres Navarro Haeussler's resignation was announced. Jose Orlandini Robert took his place.
(4) Appointed as a board member at the Shareholders' Meeting held 12 April 2023.
(5) Served on the board until the Shareholders' Meeting held 12 April 2023.

3.2.iii Policy on Hiring Experts

The Board has a suitable policy for hiring experts. There is no veto option since all Board resolutions have a defined quorum, members are sufficiently experienced and educated on financial and accounting matters, and the company also provides ongoing accounting, financial, legal, and tax advice.

The Policy on Hiring Experts includes the option for any director to request that one be hired, which can go ahead provided that the requirements are met (quorum, a lack of conflicts of interest, fee quotes have been sought beforehand, etc.). Additionally, in 2024, a fee payment policy was approved for successfully contracting external services, which also regulates the hiring of third parties.

The policy only authorizes the Board to share the consultancy outcomes with Management. There is no provision for discussing requested consultancies that were ultimately not contracted, nor the reasons for making such a decision. Advisory services are meant to serve the Board of Directors, and whatever it wishes to do with any particular advice is only germane to the Board. Hiring an expert who is a related party must first be approved, placing this on record in the meeting minutes in keeping with legislation. This would also need to be disclosed via a note to the Financial Statements and reported at the Shareholders' Meeting. Shareholders must also be able to access such information, given that it is their right to review the company's books prior to the Shareholders' Meeting as per the Corporations Act and its Regulations. No consulting services were hired by the Board in 2024.

José Orlandini R.
Chairman
Civil Electronic Engineer
University of Chile

He has chaired SONDA's Board of Directors since 2023 and is a director of the Santiago Chamber of Commerce and the Chilean Institute of Engineers. His career with SONDA began in 1985 when he was a Project Engineer leading automatic control operations for mines. His responsibilities in commercial and technical management increased thereafter, which includes some of the largest projects ever for the company. In 2020, he was appointed Corporate CEO, at which time SONDA was growing at an annual rate of 20% with organic expansion and operations launched in new geographies, like the United States. Under his leadership, SONDA has secured major contracts for automation and digital transformation projects in Chile, Colombia, Mexico, Brazil, Uruguay, and Panama. He also served as director of Acepta, e-Cert, Artikos, and Chileproveedores.

Rosario Navarro B.
Vice-Chairman
Bachelor's in Aesthetics
Pontifical Catholic University of Chile

President of SOFOFA, the Sociedad de Fomento Fabril (Manufacturing Development Corporation), Senior Partner at IDEMAX Business Consulting, Advisor to the MOKITA Project. She was Director of the Fundación Chile's Technologies for Education department and its Educarchile portal, as well as Director of Web Development and later Director of Marketing and Communications at Andrés Bello National University. She joined SONDA's Board of Directors in 2013.

Andrés Navarro B.
Director
Civil Industrial Engineer
Pontifical Catholic University of Chile

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

Rafael Osorio P.
Director
Civil Industrial Engineer
University of Chile

He is currently corporate Director and Chief Technology and Operations Officer at KLAP and CEO of its Iswitch arm. He worked at SONDA for 41 years, having joined in 1981 as a Research Engineer. He became Deputy Manager of Finance and Planning in 1985 and CFO at SONDA Argentina in 1989. In 1996, he served as Corporate CFO until June 2022, responsible for the areas of Corporate Finance, Strategic Planning, Management Planning and Control, Treasury, Accounting, Taxes, Corporate Governance, Internal Auditing, Risk Management, Internal IT, M&A, and Investor Relations. He was a Director of Subsidiaries both in Chile and abroad, and a member of the Steering Committee and Corporate Business Units Committee. He was also Director of the Catholic University Athletics Club and President of the Club's Sports Commission. He joined SONDA's Board of Directors in 2023.

Jacqueline Saquel M.
Independent Director
Commercial Engineer
University of Santiago de Chile

A business director and executive with more than 25 years of business experience in Latin America in the forestry and energy industries, both private and public. She has filled significant roles in strategic and financial management at various Chilean companies, and received the Female Executive of the Year Award in 2021. She has been a senior executive at Empresas CMPC and a member of the board of directors of its subsidiaries Papeles Cordillera S.A., Envases Impresos Roble Alto S.A., Chilena de Moldeados S.A., Forsac S.A., CMPC Cartulinas S.A., Servicios Compartidos S.A., and Bioenergías Forestales S.A. She is currently a director of Embotelladora Andina, Cintac S.A., Icafal S.A., Fundación Don Bosco, and Universidad Católica Silva Henriquez. She is a member of the Board of Directors of Cintac S.A. and chairs the Culture, Ethics, and Sustainability Committee of Coca-Cola Andina. She joined Sonda's Board of Directors in 2023.

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

He is currently President of IPDES and a member of the Board of Directors of Robert Bosch LAC, Melhoramentos, VW Bus and Truck LAC, ABAG, AHK, CNI, and the Brazilian-German Chamber of Commerce. He has served as CEO of various companies and institutions and a team member at the Ministry of Industry and Commerce in Brazil. He is a member of the FEI Educational Foundation, ITACI Treatment of Childhood Cancer, and the German charity Arbeiter-Samariter-Bund Deutschland. From 2014 to 2016, he was International President of the Latin American Business Council (CEAL) and is the current President of CEAL's Chapter in Brazil. Vice-chairman of ABAG. He joined SONDA's Board of Directors in 2020.

Enrique Bone S.
Independent Director
Civil Industrial Engineer
Pontifical Catholic University of Chile and Master's in Philosophy, University of Los Andes

Founding partner and chairman of the board of CIS Consultores. He currently chairs the board of directors of Nialem S.A. real estate group and Inversiones Niágara S.A., and is also a member of the board of directors of Empresas Hites, ESE Business School, and Paz Corp S.A., and serves on the board of governors of the University of Los Andes. He was a director of ALVI Supermarkets, the El Teniente Health Foundation, Express S.A., and IDESSA, a subsidiary of Endesa. He was an advisor to the Director of the Civil Registry and Identification system in Chile during its modernization process. He joined SONDA's Board of Directors in 2017.

Carlos Hurtado R.
Independent Director
Civil Industrial Engineer
Industrial Civil Engineer, Pontifical Catholic University of Chile, and an MBA from the University of Oxford, England

He is a Senior Advisor at Bain & Company, a director at Grupo de Empresas Navieras S.A., Inversiones Petrohué S.A., and EmuChile S.A., and a member of several Investment Committees, including the San Agustín Foundation of UC Engineering. He was a director of Hipotecaria La Construcción S.A., Compass AGF, Comercial ZAP Spa, and Salmones Blumar S.A.; Vice President of Global Investment Banking at Deutsche Bank Chile, founder and director of Idesasupply.com, associate at McKinsey Chile, and corporate finance manager at the stockbroker Larraín Vial S.A. He joined the SONDA Board of Directors in 2020.

Alberto Eguiguren C.
Independent Director
Attorney
Pontifical Catholic University of Chile with a Master of Laws (LLM) from Duke University, North Carolina, USA (Presidential Scholarship)

He was a partner at Carey y Compañía Limitada and is currently a partner at Russi & Eguiguren Limitada. He served as Chairman of the Board of Directors for Laboratorio Chile S.A., Laboratorios Armstrong Syncro S.A.C.I.F. in Argentina, Newpharm S.A. in Peru, Walmart Chile SA; CFR Pharmaceuticals S.A., Clinica Las Condes S.A., and he currently serves as a director of Parque Arauco S.A., Aguas Nuevas S.A., Aguas Décima S.A., Procaps S.A., Medismart S.A., and others. He joined SONDA's Board of Directors in 2020.

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3.2.v Induction Procedure for New Board Members

The Board has an Induction Manual (the "Manual") that lays out the induction procedure and contains the information that every new Board Member needs to have sufficient knowledge and a full understanding of the company's business, including meetings with chief executives. The Manual also addresses how to access company information: financial statements and reasoned analysis, annual reports, and other documents and background information, including relevant risks and the reasons for their consideration by the Board

3.2.vi, vii Board Meetings with Specialized Departments in Risk Management, Internal Auditing, and Corporate Responsibility

The Sustainability Statement explicitly states, "Our corporate governance principles and practices guide SONDA's development, ensuring the creation of sustainable value for the company. Likewise, our Board is responsible for properly identifying and managing the risks to which we are exposed, including sustainability risks, and establishing controls and accountability to prevent and mitigate them." Issues related to environmental and community concerns are reported to the CEO and senior executives when warranted, and the Board gets involved if need be. Regarding decision-making, the Board periodically meets with various departments to gain insight into specific areas of risk management, internal auditing, and social responsibility in order to assess and manage contingencies.

- **With the external firm that audits the financial statements:** The Board of Directors meets quarterly to analyze a range of matters, including the Audit Program or Plan and its results, service coverage, earmarked equipment, relevant matters for review, and internal control recommendations. All of these topics are presented to the Directors' Committee and the Board of Directors for review and approval. The Corporate CEO and CFO participate in these meetings.

- **With the Risk Management Unit:** Meetings are held twice yearly since risks do not evolve significantly over quarterly periods, given the company's particular line of business. They address the risk matrix and indicators for monitoring and ensuring that identified risks do not materialize. The methodology for determining and following up on these risks is also reported. Presentations are made to General Management and the Board of Directors.

- **With Internal Auditing:** This meeting is held twice yearly to report on compliance with the Audit Plan and to approve the following fiscal year's plan. The Board of Directors, the Corporate CEO and CFO participate in the presentations.

- **With the social responsibility department or service:** We do not have a dedicated social responsibility department because this is a key focal area of all company divisions and in every employee's day-to-day work. The particular administrative tasks that have to do with this matter are carried out primarily by the Internal Control, Risk, Corporate Governance, and People Management Departments, together with the Investor Relations team.

3.2.viii On-site visits by the Board of Directors to Offices and Facilities

Site visits have not been deemed necessary since the company's line of business and its most important facilities include the corporate building and principal Data Center located in Santiago, Chile. All areas within the Data Center have very clear security restrictions to prevent unauthorized access. All directors have an open invitation to tour this facility.

3.2.ix Board Performance Evaluation

Our Board of Directors is made up of professionals who have the necessary and sufficient vision, training, and experience to adequately perform their duties, all of which is considered by shareholders when proposing candidates. To date, we have not conducted any performance evaluations, nor do we have

formal procedures in place for collective and/or individual performance reviews or in-service training procedures. However, the Induction Manual contains the necessary information for new Board Members to become adequately informed about the company's business in order to fully understand their roles and duties. Lastly, whenever a new regulatory matter comes up for review, presentations are arranged to fully apprise the Board

3.2.x Commitment to the Role of Director

Although the Board does not have specific a policy around minimum periods of exclusive dedication to the role of director, nor deadlines for sending a summons or background information prior to the respective meeting, their duties are clearly laid out in the Bylaws. Accordingly:

- Ordinary board meetings are held monthly.
- Directors actively partisipate in the ordinary monthly meetings and the extraordinary sessions of the Board of Directors as called for in the Bylaws regarding their frequency. Independent directors regularly attend the ordinary and extraordinary sessions of the Directors' Committee they are on.
- In addition to participating in Board and Committee meetings, directors receive and review information provided to them, maintain sustained and open communication with the Corporate CEO and CFO, request analysis or supplementary information, and as applicable, prepare reports and questionnaires for discussion at the respective meetings, executing their duties with great dedication and diligence.

3.2. xi Board Functioning During Emergencies

Legislation and Bylaws determine how the Board of Directors should be organized and operate, with the latitude to determine how many and what type of extraordinary sessions the Board needs to hold when determining how to address a contingency or crisis. Eight of the nine directors reside in Chile, facilitating open communication among them. Remote meetings mean that everyone can use mobile devices to attend from wherever they may be located.

32.xiii – a, b, c, d, e. Board of Directors Makeup
(As of 31 December 2024)

			2024	
			Directors	
			Men	Women
Board Diversity	Sex		7	2
	Nationality	Chilean	6	2
		Foreigners	1	-
	Age	Under 30	-	-
		Between 31 and 40	-	-
		Between 41 and 50	1	1
		Between 51 and 60	2	-
		Between 61 and 70	2	1
		Over 71	2	-
	Seniority	Less than 3 years	2	1
		From 3 to 6	3	1
		More than 6 and less than 9 years	2	-
		From 9 to 12 years	-	-
		More than 12 years	-	-
	Independence	Independent	4	1
		Not Independent	3	1
	People with disabilities		-	-

Note: We do not have any alternate directors.

32.xiii.f Pay Gap by Sex

Directors' fees are the same for all directors that do not have any committee responsibilities, which means there is no remuneration gap.

Given the above, the company has not planned for special operations during urgent situations or crises.

3.2.xii The Board Information System

The company has had a remote information system since January 2013 with a platform containing the Board meeting minutes. All directors have a username and password to gain access, and the records are arranged chronologically. The summons, minutes, and other background information are sent and delivered to the directors, typically five days prior to the respective meeting. The final text of the minutes gets uploaded to the information system once it has been signed by every director.

Directors also have access to the company's Ethics Committee, where they can get information about complaints filed using the Whistleblower System. Resolved complaints are reported to the Board of Directors, with greater detail provided in cases of a more serious and consequential nature.

Whistleblower Channel: https://sonda.ines.cl/sonda/formulario/

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3.4 Chief Executives

3.4.i, iv Senior Executives and their Ownership Stake

TIN	Name	Profession	Position Chief Executive	Appointment Date	Ownership Stake in the Company
10.854.322-1	Marcelo Castiglione Veloso	Civil Industrial Engineer	Corporate CEO	01-Mar-2024	0.004%
10.033.471-2	Gonzalo Soto Serdio	Civil Industrial Engineer	Corporate CFO	01-Jul-2022	0.000%
10.995.511-6	Javier Larenas Bucchi	Civil Electronic Engineer	General Manager SONDA Chile	01-Mar-2024	0.000%

34.ii, iii Remuneration for Chief Executives

Th CLP	2024	2023
Fixed Remuneration	5,566,174	4,915,492
Variable Remuneration (*)	1,725,866	1,641,197
Total	7,292,040	6,556,689

(*) These are variable bonuses set annually and based on an assessment of plan compliance and performance.

These figures pertain to all of the company's top executives at the regional level. There are no other executive compensation plans or special benefits.

In 2024, SONDA made severance payments to senior executives in the amount of Th CLP 861,418 (Th CLP 1,723,494 in 2023).

3.5 Adherence to National and International Codes

We do not currently have a corporate governance code. Instead, we use international ESG guidelines and codes to steer our corporate governance. Our Code of Ethics follows the United Nations Guiding Principles on Human Rights and Business, and our societal contributions are aligned with the United Nations Sustainable Development Goals (SDGs), which constitute humanity's roadmap to 2030.

Our risk management policy and system are based on the best practices in internal control and information technology, such as those of the Committee of Sponsoring Organizations of the Treadway Commission (COSO). Our Crime Prevention Model and compliance system are further based on applicable regulations as well as national and international best practices.

We have a number of management systems and certifications that help us ensure service quality and all of SONDA's operating standards in terms of health, safety, the environment, quality, business continuity, ethical business practices, bribery, data protection, information security, and others.

In 2024, SONDA Brazil signed the UN's Call-to-Action Global Compact on the occasion of the 20th Anniversary of the United Nations Convention against Corruption (UNCAC).

Of note in this area is the ISO 37001 certification for anti-bribery work at the subsidiaries in Chile, Costa Rica, Ecuador, Uruguay, Peru, and Brazil.

3.6 Risk Management

3.6.ii Risks and Opportunities that Could Materially Affect Business Performance and Financial Conditions

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

The risk identification process looks at operational, financial, labor, human rights, social, and environmental issues. These include physical and transition risks related to climate change. Upon evaluation, the latter were not classifiable as the most significant ones facing our company. To conduct this analysis, we considered the definitions, guidelines, and recommendations on risk management, including those related to climate change, issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and the International Organization for Standardization (ISO).

Climate change–related risk identification:

Extreme weather and droughts: Extreme weather can cause flooding and affect employee access to the workplace or customers' businesses. Flooding can cause power outages, affecting our data centers. We have backup generators to handle these problems, thereby reducing potential impacts on seamless facilities operations. We have other contingency plans, backups, procedures, and processes, among other actions, to prepare for scenarios like these.

Climate change–related opportunities identification:

Climate change offers opportunities to SONDA, as an IT solutions company, given that we are technology "promoters" that spur our customers' digitalization. SONDA has developed a wide range of technological solutions that mitigate environmental impacts and contribute to smarter and more sustainable cities

Governments are supporting global agreements to limit CO^2 emissions, ensure fresh water supplies, promote recycling initiatives, and reduce humanity's impact on the Earth. Most of them aim to increase their monitoring of production processes and activities, automation in general, and other areas. These initiatives are beneficial to the IT industry as they help boost technology adoption in the public and private sectors alike. Regulatory changes or the forward march of climate change might even lead to increased growth rates for SONDA, more new business deals, improved margins, and increased value of in-demand services.

b. Information security risks

At SONDA, we are committed to following best practices for risk management, as part of the organization's various management systems, such as ISO 9001 (Quality Management), ISO 45001 (Occupational Health and Safety) ISO 27001 (Information Security), ISO 22301 (Business Continuity), ISO 20000-1 (Service Management), and ISO 37001 (Anti-Bribery). These systems are maintained via annual follow-up audits conducted by certification firms that issue the pertinent certificates. Additionally, the attestation audits conducted by these firms

generate reports such as AT 205, AT 320, and SOC2, which we share with our customers, including the Chilean Association of Banks and Financial Institutions (Asociación de Bancos e Instituciones Financieras de Chile, A.G.).

Key policies have been developed for each of these systems, including the Information Security Policy, the Personal Data Processing Policy, and the Continuity Policy, which promote the adoption of risk management methodologies based on the ISO 31000 standard, as well SONDA's incident management, operational continuity, and data management processes. More information on

c. Risks to free competition

There are bodies such as the Ethics Committee, the annual review of the risk matrix, and the integrated report materiality assessment process, among others, that monitor, identify, and evaluate potential risks related to human rights, ESG aspects, competition, and the matters covered by the CPM. The Ethics Committee monitors compliance with these matters, especially through the Whistleblowing Channel

d. Risks related to consumer health and safety

Given the nature of our business, risks to consumer health and safety are not part of our strategic risk matrix, as they are not material.

e. Other risks and opportunities arising from the company's impacts and operations

Given the nature of our business, our operations do not generate significant negative environmental impacts. To the contrary, information technologies present significant opportunities for positive impacts on society and the environment. Our main focus is supporting our customers in their digital transformation, offering technological services that present new ways of doing things and positively impact the development of organizations, the environment, and society at large.

Our contribution to society and the environment are aligned with the United Nations Sustainable Development Goals (SDGs). We understand that information technologies play a central role in achieving many of these goals, which is why we develop technological innovations and solutions that contribute to, for example, improving people's quality of life through efficient and sustainable public services and transportation systems, enhancing the provision of comprehensive and efficient healthcare services, improving access to and the quality of education, and efficiently using natural resources and opportunely responding to the effects of climate change, among others.

3.6.iii, iv, v, vi Detecting Risks and Significant Risks

In accordance with our corporate risk management model, the Board of Directors is responsible for identifying and managing risks, delegating to the Internal Control, Risk, and Governance Department the task of supervising and coordinating the process of identifying and assessing risks at the corporate level, including sustainability risks, as well as reviewing compliance with the action plans established to mitigate or eliminate them.

To do so, we have a Risk Management Policy developed under the framework of the ISO 31000:2009 standard and a formal Risk Control and Management process based on internal control and information technology best practices, such as those of the Committee of Sponsoring Organizations of the Treadway Commission (COSO). This includes concepts, definitions, and tools used to identify, categorize, and assess the strategic risks of SONDA and its subsidiaries, reporting the results to the Board of Directors.

There are other tools such as the Ethics Committee, the annual review of the risk matrix, and the materiality assessment of the reporting process, among others. All of these allow for monitoring, identifying, and assessing potential risks/issues related to human rights and other ESG aspects. Likewise, the Ethics Committee monitors compliance with these dimensions, especially through the Whistleblowing Channel.

The Internal Audit Department focuses its efforts and expertise on each cluster in order to maintain universal, standardized practices throughout the region. This department is responsible for reviewing the progress of the risk matrix's plans and verifying the effectiveness and compliance of internal risk management policies, procedures, and codes.

3.6.xi Board Procedures for Reviewing the Salary Structures and the Compensation and Indemnification Policies of Senior Executives

The Directors' Committee, comprised of independent directors pursuant to Article 50 bis of Law No. 18,046, meets once a year to review the remuneration systems and compensation plans of the company's managers, senior executives, and employees. This committee did not retain outside counsel for these purposes.

3.6.xii Board Procedures for Submitting Salary Structures and the Compensation and Severance Policies of Senior Executives for Shareholder Approval

We do not have any procedures for submitting the salary structures and the compensation and severance policies of the CEO and other senior executives for shareholder approval.

3.7 Engagement with Stakeholders and the General Public

3.7.i Stakeholder Engagement Department

Our relationship with the market and shareholders is based on current legislation and regulations, which set out the deadlines and criteria for dissemination as well as the appropriate standards. The purpose of our Investor and Stakeholder Engagement Department is to address any concerns and provide information

regarding the company's main risks, as well as its financial, legal, and business situation.

Since 2022, the Corporate Marketing and External Communications Department has been responsible for relations and communication with the media, customers, and business partners. The Corporate Engagement and Internal Communications Department is responsible for all employee communications.

Communication with these groups is done by email, telephone, in-person and remote meetings, or directly on the company's website.

3.7.ii Procedure for Continuous Improvement

Although we do not have a continuous improvement procedure to detect and implement ways to enhance the processes for preparing and disseminating market disclosures, we do have a Crisis and Communications Protocol that is revised annually in view of the new spokespersons and leaders within the organization. It provides corporate guidelines to specify and guide the ways in which executives should interact with the media.

For the purpose of sharing information on key events, financial results, and/ or announcements by SONDA's Board of Directors, our Expert Engagement Policy was created to support the hiring of specialized agencies to provide advice, analysis, execution, and reporting on the information to be disseminated to the market. Information is shared by issuing statements of Material Facts, which presuppose four investor meetings every year with quarterly regularity. The external communications agency, SONDA's Investor Team, and SONDA's Marketing and Communications Team all participate in this discussion.

3.7.iii Procedure for Informing Shareholders in Advance of the Shareholders' Meeting

The Board of Directors has a procedure for nominating and electing directors. It stipulates that a candidate's professional profile must be published on the

company's website, provided that it has first been sent to the CEO, at least two days before the Shareholders' Meeting. The profile includes their experience, education, and specialization. In the event it were not possible to inform shareholders of this list in advance, shareholders would receive it at the start of the Meeting. The Board of Directors adopted this procedure by resolution. It does not provide for giving shareholders more advance notice with greater detail of the diverse capabilities, qualifications, and experience of the director candidates.

The Board of Directors believes that, given the specific circumstances of the company, appropriate processes and policies are in place, and the legal and regulatory framework is sufficient in this regard. Furthermore, due to the caliber of the shareholders who are entitled to propose candidates and the past experience and expertise they typically have, changing the procedure has never been viewed as necessary. We aim to refrain from undue influence regarding candidate selection, primarily as concerns the opinions of minority shareholders. No specific mechanisms have been created for search and selection, nor have recommendations been issued on a maximum percentage of candidates of a specific sex.

3.7.iv Shareholder Participation Using Remote Means

In March 2020, SONDA's Board of Directors approved a method and procedure for remote participation and voting concurrent with the other shareholders, either physically present or being represented. This mechanism was implemented at the Ordinary Shareholders' Meeting held on 1 April 2020, with 100% of attendees participating remotely. As of the next Ordinary Meeting held in 2021, a system had been set up that enables account creation using a password to register, participate, and vote remotely, all done entirely online with adequate security measures in place (Captcha, biometric validation, and authentication of the shareholder's legal identification document). Attendees also participated in this meeting entirely remotely. Meetings held in 2022 and 2023 were attended entirely in person.

Any of the foregoing procedures and mechanisms may be used again in the future at the discretion of the Board of Directors, depending upon the prevailing conditions and circumstances. The systems used for remote participation so far do not include the option of real-time participation by the general public, as the Board of Directors acknowledges that meeting participation is a right of the shareholders. This is without prejudice to the publication of meeting minutes on the company's website in keeping with current regulations.

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5. Personnel

We have compiled personnel information using the organization's current files for the 2024 reporting process.

5.1. Staffing

5.1.1 and 5.1.2 Personnel by Sex and Nationality

Number of employees by nationality	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Argentina	1	2	3	18	11	15	-	-	4	14	20	14	-	1	1	2	34	256
Bolivia	-	-	-	-	1	1	-	-	-	-	-	-	1	-	3	4	-	2
Brazil	-	3	43	122	124	236	-	-	254	360	150	52	14	26	873	2,200	466	1,391
Chile	4	26	61	153	75	233	8	25	269	335	183	192	3	32	299	1,071	98	531
Colombia	-	-	22	25	84	94	-	1	26	23	67	23	3	10	120	365	294	768
Costa Rica	-	1	1	5	3	6	-	-	7	7	11	-	-	3	1	23	7	13
Cuba	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	3	-	2
Ecuador	1	-	1	5	3	2	-	-	7	3	1	3	1	3	14	25	24	126
Egypt	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
USA	-	-	-	-	-	-	-	-	2	4	-	-	-	-	1	-	-	-
Guatemala	-	1	-	1	-	3	-	-	1	-	-	-	-	-	1	2	-	8
Italy	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Mexico	-	-	5	29	23	41	-	-	9	12	-	-	-	2	40	143	179	553
Panama	-	-	4	5	11	19	-	-	10	9	11	14	148	22	26	26	11	81
Paraguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	3
Peru	-	1	5	8	7	17	1	1	4	17	2	-	-	-	21	57	21	201
Portugal	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	1	4	10	16	19	-	-	2	6	3	1	-	-	29	77	35	148
Venezuela	-	1	5	2	9	11	10	1	15	25	11	7	-	-	38	81	27	74
Poland	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
France	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Algeria	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spain	-	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
El Salvador	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Ukraine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Israel	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Total	**6**	**37**	**156**	**386**	**367**	**699**	**19**	**28**	**610**	**815**	**499**	**336**	**173**	**99**	**1,468**	**4,082**	**1,197**	**4,157**

Scope: Corporate
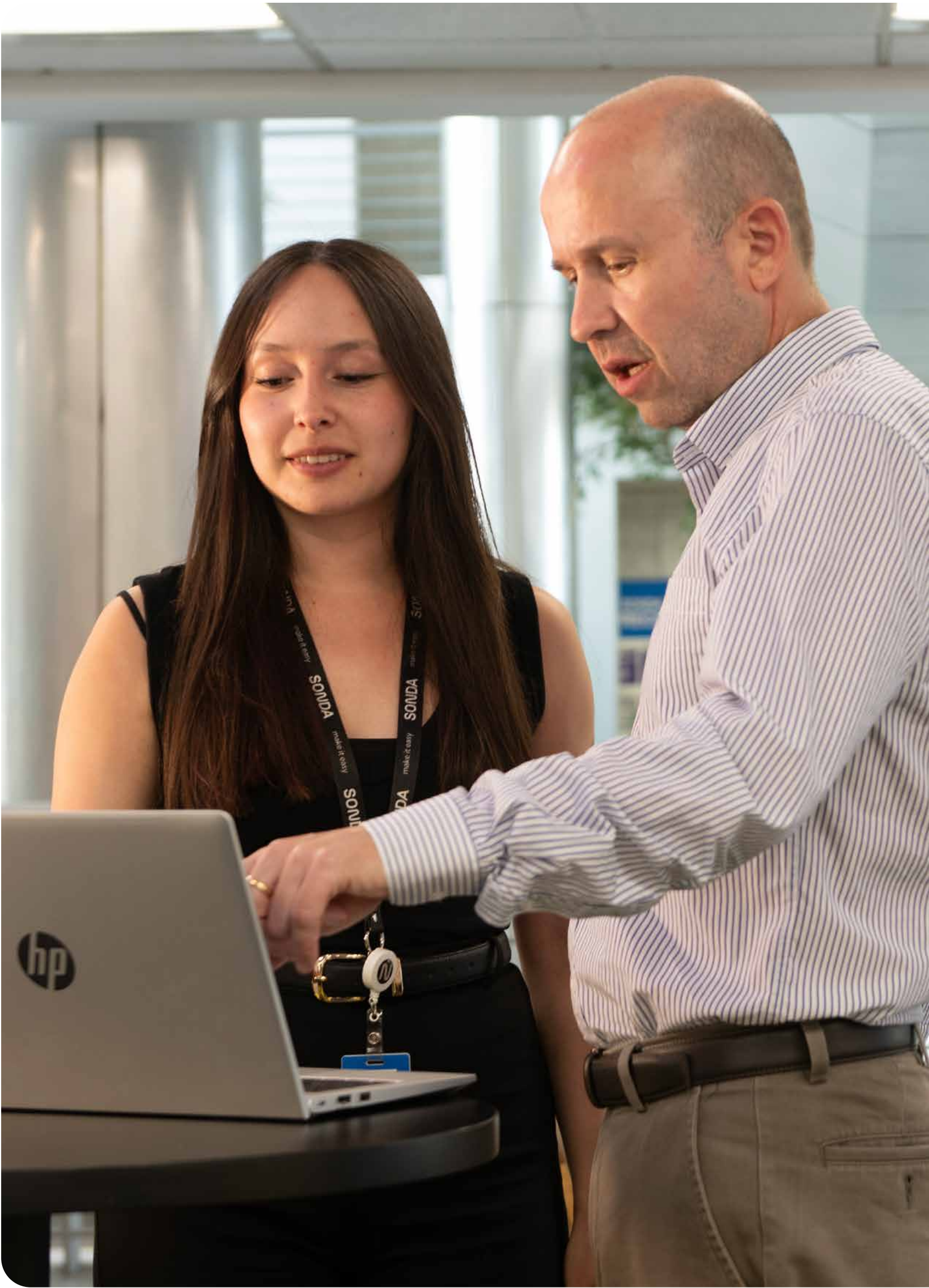
5.1.3. Personnel by Age Group

	Job categories by sex																	
	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Under 30	-	-	1	1	27	45	8	4	127	143	147	107	40	28	239	684	552	1,644
Between 30 and 40	-	1	25	59	147	277	7	8	255	310	182	129	57	30	553	1,456	419	1,564
Between 41 and 50	2	11	75	156	133	241	4	9	154	223	101	65	48	22	466	1,225	171	688
Between 51 and 60	4	18	50	142	51	110	-	5	66	115	58	26	22	13	180	531	49	233
Between 61 and 70	-	7	5	28	8	26	-	2	8	23	8	9	5	6	30	172	6	28
Over 70	-	-	-	-	1	-	-	-	-	1	3	-	1	-	-	14	-	-
Total	**6**	**37**	**156**	**386**	**367**	**699**	**19**	**28**	**610**	**815**	**499**	**336**	**173**	**99**	**1,468**	**4,082**	**1,197**	**4,157**

Scope: Corporate

5.1.4. Seniority Breakdown

	Job categories by sex																	
	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Less than 3 years	1	17	27	109	121	245	10	12	429	573	263	194	44	44	784	2,333	753	2,569
From 3 to 6	1	5	27	74	94	169	1	5	95	132	103	61	35	21	341	904	266	1,042
Between 6 and 9	-	1	16	33	33	67	8	2	33	42	52	30	40	8	93	230	81	228
From 9 to 12 years	1	4	19	33	34	67		4	20	25	32	22	36	2	65	193	41	138
More than 12 years	3	10	67	137	85	151		5	33	43	49	29	18	24	185	422	56	180
Total	**6**	**37**	**156**	**386**	**367**	**699**	**19**	**28**	**610**	**815**	**499**	**336**	**173**	**99**	**1,468**	**4,082**	**1,197**	**4,157**

Scope: Corporate

5.1.5 People with disabilities

	Job Category																	
	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Chile	-	-	-	-	-	1	-	-	2	3	3	3	1	-	4	3	1	5
Brazil	-	-	1	2	2	2	-	-	-	2	2	3	1	-	6	15	4	9
Colombia	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	5
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Peru	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Ecuador	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	**-**	**-**	**1**	**2**	**2**	**4**	**-**	**-**	**2**	**5**	**5**	**6**	**2**	**2**	**10**	**19**	**10**	**18**

Scope: Corporate

	Total	
	Women	Men
Number of individuals	32	56

Scope: Corporate

5.2 Employment Type

Staff with permanent contracts

Staff with permanent contracts	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Chile	4	24	66	158	85	248	19	27	285	363	192	190	5	33	343	1158	120	590
Brasil	-	4	43	121	124	236	-	-	254	360	150	52	14	26	873	2203	465	1389
Colombia	-	1	20	25	84	94	-	-	22	21	64	19	2	10	119	368	296	771
México	-	3	11	31	24	41	-	-	10	11	40	31	3	2	42	147	181	555
Argentina	1	-	2	18	10	15	-	-	2	9	18	17	-	-	-	-	36	281
Uruguay	-	1	3	8	16	19	-	-	2	6	3	1	-	-	29	77	35	148
Perú	-	1	4	7	6	15	-	-	4	18	2	-	-	-	18	49	8	72
Ecuador	1	-	2	4	3	2	-	-	7	3	1	3	1	3	13	25	23	86
Panamá	-	1	4	7	11	19	-	-	10	9	11	15	148	22	26	26	11	81
Costa Rica	-	1	1	5	3	6	-	-	6	7	11	-	-	3	1	23	7	13
USA	-	1	-	1	-	0	-	-	3	6	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	3	-	-	-	1	-	-	-	-	-	1	2	-	8
Total	**6**	**37**	**156**	**385**	**366**	**698**	**19**	**27**	**606**	**813**	**492**	**328**	**173**	**99**	**1.465**	**4.078**	**1.182**	**3.994**

Scope: Corporate

Staff hired for fixed terms

Staff hired for fixed terms	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Chile	-	-	-	-	-	-	-	1	4	2	3	4	-	-	-	-	1	1
Brazil	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Colombia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peru	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecuador	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**1**	**4**	**2**	**3**	**4**	**-**	**-**	**-**	**-**	**1**	**1**

Scope: Corporate

Staff hired using temporary job service companies

Staff hired using temporary job service companies	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Chile	-	-	-	-	-	-	-	-	4	4	-	-	-	-	-	-	-	-
Brazil	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Colombia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peru	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecuador	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**4**	**4**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**

Scope: Corporate

Staff hired by jobsite / project

Staff hired by jobsite / project	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Chile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brazil	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Colombia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peru	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	3	13	124
Ecuador	-	-	-	1	-	-	-	-	-	-	-	-	-	-	2	1	1	38
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	**-**	**-**	**-**	**1**	**1**	**1**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**3**	**4**	**14**	**162**

Scope: Corporate

5.3 Workplace Flexibility

Type	Senior Management		Management		Supervisors		Operators		Sales Force		Administrators		Assistants		Other professionals		Other technicians	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Standard Workday (no. of people) (*)	6	33	146	366	323	656	19	28	525	758	417	311	171	94	945	2,638	828	3,475
Standard Workday (%)	15%	85%	29%	71%	33%	67%	40%	60%	41%	59%	57%	43%	65%	35%	26%	74%	19%	81%
Flex Agreements (no. of individuals)	-	-	-	-	-	-	-	-	-	-	12	11	-	-	-	-	-	-
Flex Agreements (%)	-	-	-	-	-	-	-	-	-	-	52%	48%	-	-	-	-	-	-
Entirely Remote Work (no. of individuals)	-	4	10	20	44	43	-	-	23	18	69	14	2	3	519	1,443	353	644
Entirely Remote Work (%)	0%	100%	33%	67%	51%	49%	-	-	56%	44%	83%	17%	40%	60%	26%	74%	35%	65%
Part Time (no. of individuals)	-	-	-	-	-	-	-	-	62	39	1	-	-	2	4	1	16	38
Part Time (%)	-	-	-	-	-	-	-	-	61%	39%	100%	-	-	100%	80%	20%	30%	70%

Scope: Corporate

(*) Includes eligibility for hybrid work arrangements, which for the purposes of regulatory requirements is understood as remote work, and (**) Includes individuals with flexible arrival/ departure times since they are caring for children up to 12 years of age.

5.4 Gender Pay Equity

5.4.1. Equity Policy

SONDA's Compensation Procedure sets out norms and a single table for the company that standardizes everyone's roles in accordance with their particular position and associated duties. We also get information from studies that assess and compare salaries at high-tech companies globally. These studies help us draft particular salary bands for each position, whether back / front office, support, or sales, and to keep abreast of our external competitiveness and internal equity regardless of an individual's physical sex. Our Recruitment Policy expressly states that at least one woman must be included on the shortlist for each process. Although we do not have particular salary gap targets, we seek to reduce gaps year over year with monthly monitoring using a salary gap report submitted to the CMF.

We took this information plus inputs from the performance and internal mobility to implement assessments to craft a merit-based adjustment process in 2021. The point is to recognize high-performing employees by rewarding sustained outstanding performance and promotions that entail increased responsibilities.

In terms of compensation, all employees hired for an indeterminate period receive a competitive package consisting of a fixed (guaranteed) salary or variable salary (for eligible positions) plus benefits.

5.4.2. Pay Gap

	Job Category			
	Managers and Senior Executives	IT Professionals	Sales and Marketing	Administrators
Average (% of women's gross salary compared to men's gross salary, as defined by the CMF)	80.31%	93.70%	71.10%	84.50%

Scope: Corporate

5.5 Workplace and Sexual Harassment

Our Code of Ethics and Conduct includes a chapter on workplace and sexual harassment. All new employees receive a copy of the Code to get familiarized with its mandatory contents. The Code is also taught in ongoing online trainings. There is an anonymous Whistleblower Channel where all inquiries, complaints, and requests sent in will get reviewed, investigated, and promptly resolved.

Workplace and sexual harassment	Quantity
Total staff trained on ethics and conduct	75%
Complaints	
Number of sexual harassment complaints:	9
Filed to the Whistleblower Channel	9
Filed to the Labor Directorate	0
Number of workplace harassment complaints:	89
Filed to the Whistleblower Channel	86
Filed to the Labor Directorate	3

Scope: Corporate, with no gender-based reporting, as complaints are anonymous, with the exception of those filed directly with the Labor Directorate (M:2, W:1) and those related to the Karin Law, which were submitted directly to the Whistleblowing Channel (16%) (M:7, W:7).

5.6 Occupational Safety

Occupational health and safety issues are discussed in the Integrated Management System (IMS) Policy. It states that SONDA is responsible for providing safe and healthy working conditions for all employees to prevent injuries and health problems. To this end, it provides proper technologies and physical spaces to effectively protect physical integrity and health at all times through risk control and mitigation and by implementing preventive measures for effective emergency responses. There is an annual Health and Safety procedure for the workplace that enables better overall development with mechanisms for communicating important information in a timely manner.

Our Occupational Health and Safety Standards and evaluation criteria extend to all collaborating companies, ensuring that emphasis is placed on the quality, occupational health and safety and environmental procedures that get applied to all activities engaged in by workers of contracted companies, which is part of the standards stipulated by the Integrated Management System. Special regulations for contractors and subcontractors are kept up to date that contains company standards and current legislation for compliance with the health and safety of all internal and external employees.

Occupational safety goals and indicators are part of the corporate integrated management system's admin panel.

2024 Occupational Health and Safety Indicators

Indicator	Formula	Contractors	Company employees	Merged
Accident rate	(N work-related accidents / N workers) *100	0.20	0.70	0.68
Fatality rate	(N work-related fatalities / N workers)* 100,000	0.00	6.83	0.01
Occupational disease rate	(N occupational diseases / / N workers) *100	0.00	0.31	0.30
Average days lost due to accidents	Days lost due to work-related accidents / N work-related accidents	7.00	75.31	74.65

5.7 Postnatal Leave

SONDA has a Maternity and Paternity Support Policy that adds more benefits to the legal leave period following the birth of a child. This policy includes the transitional return after maternity leave and the 1+1 extended maternity leave program, which allows women to extend their leave period with additional vacation time while maintaining the same period of paid leave

Regarding parental co-responsibility, the policy includes the option to extend postnatal leave for fathers by two additional days of paternity leave beyond what is established by law in each country where we operate. In this way, SONDA incentivizes the active participation of fathers in caring for their children in their first days of life.

At this point the policy does not include additional leave in cases of adoption or legal guardianship of a minor beyond what is stipulated in current legislation. Our organizational culture supports work-life balance, encouraging both parents to make use of available leave time.

Percentage of personnel who have used postnatal leave

| | By sex | | | | | | | | | | | | | | | | | | | | | | | |
| | Chile | | Brazil | | Colombia | | Mexico | | Argentina | | Uruguay | | Peru | | Ecuador | | Panama | | Costa Rica | | USA | | Guatemala | |
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Number of collaborators who made use of postnatal leave	52	10	44	82	9	-	10	1	1	8	-	-	1	3	2	5	11	-	-	-	-	-	-	-
Average number of collaborators in 2024 (eligible for leave)	344	841	1,923	4,391	16	22	267	865	67	342	-	-	-	341	41	134	264	-	29	58	-	-	2	13
Postnatal leave (% of total employees eligible for this benefit)	15.12%	1.19%	2.29%	1.87%	-56.25%	-	3.75%	0.12%	1.49%	2.34%	-	-	-	0.88%	4.88%	3.73%	4.17%	-	-	-	-	-	-	-

| | All | | OPLA and the USA | |
	Women	Men	Women	Men
Total number of employees who made use of postnatal leave	130	109	24	14
2024 Average of All Employees (Eligible for leave)	2,953	7,007	670	1,412
Total Postnatal Leave (% of total employees eligible for this benefit)	4.40%	1.56%	3.58%	0.99%

| | By sex | | | | | | | | | |
| | Brazil | | Chile | | Colombia | | Peru | | OPLA and the USA | |
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
Postnatal leave (% of total employees eligible for this benefit)	2.29%	1.87%	15.12%	1.19%	56.25%	-	-	0.88%	3.58%	0.99%

Postnatal leave

| | Job Category | | | | | | | | | | | | | | | | | |
| | Senior Management | | Management | | Supervisors | | Operators | | Sales Force | | Administrators | | Assistants | | Other professionals | | Other technicians | |
	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave	5-day post-natal leave	12-week post-natal leave
Postnatal Leave (average number of leave days taken during the year by job category)	-	-	-	147	-	-	-	-	-	141	-	-	-	-	-	99	-	93

Scope: SONDA Chile

5.8 Training and Benefits

Benefits packages vary depending on the country and local circumstances; however, most of them offer health and life insurance as well as benefit payments such as vacation and Christmas bonuses, which applies only to permanent contracts. In addition, we offer a flexible range of benefits aligned to the individual needs of each SONDA employee (a detailed list of benefits is available for review).

Amount spent on training		
5.8.i. Total monetary resources allocated to training (USD)		680,148
Annual Revenue (USD)		1,547,568,250
5.8.i. Percentage of annual revenue spent on training out of the organization's total regular spending allocated to education and professional development		0.04%
58.ii. Total number of personnel trained		6,441
	Women	Men
Senior Management	1	1
Management	123	276
Supervisors	280	521
Operators	-	-
Sales Force	15	26
Administrators	211	176
Assistants	2	29
Other professionals	416	1,200
Other technicians	638	2,526
5.8.ii. Percentage of total staff trained		47.93%

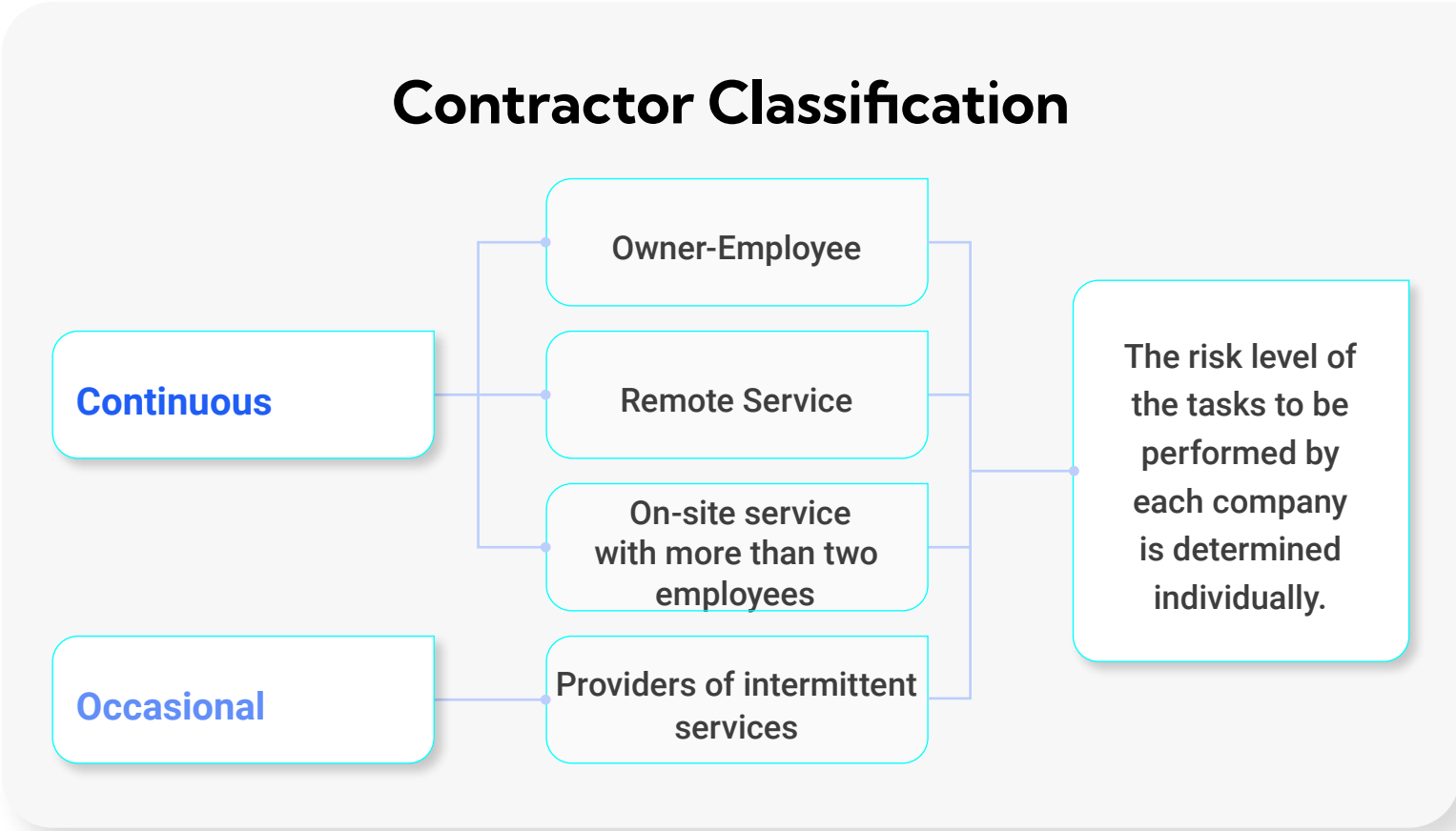| 58.iii. Average number of training hours allocated? by staff to the company? by gender and job category		
	Women	Men
Senior Management	3	1
Management	6.5	9.7
Supervisors	6.9	9.6
Operators	-	-
Sales Force	4.5	6.4
Administrators	5.3	7.6
Assistants	3.5	6.3
Other professionals	15.5	21.0
Other technicians	4.8	6.2
Total	8.00	10.50

* The corporate scope excluding Chilean subsidiaries (Quintec Distribución, Item, Novis Chile, Tecnoglobal, Wireless, Microgeo) and Novis México.

5.9 Subcontracting Policy

SONDA has policies and procedures for contracting and subcontracting suppliers, which are laid out in the Evaluation, Accreditation, and Registration Procedure for Suppliers, the Purchasing Policies, and Special Regulations for Contractors and Subcontractors.

Contractors are categorized according to their company type, service delivery method, and risk level. This will determine the number and frequency of operational controls the contractor must comply with. Factors like the service location, frequency, and consistency are used to classify service providers as Occasional, Continuous, or Remote. Every year they take part in an evaluation and accreditation process that involves several Company stakeholders, such as Compliance, Risk Prevention, Credit, and Tax, to verify compliance with the provisions stipulated in current legislation, and with regard to risk management, sustainability best practices, and other key considerations.

Contractor Classification

Continuous
- Owner-Employee
- Remote Service
- On-site service with more than two employees

Occasional
- Providers of intermittent services

The risk level of the tasks to be performed by each company is determined individually.

A company categorized as "continuous, in-person services with more than two employees" must provide evidence each month of compliance with its own

Operational Control Program. The contractor must prepare such programs in accordance with the Occupational Health and Safety, and Environmental Standards set by SONDA. The Operational Control Program must get authorization from SONDA's Risk Prevention Department to verify and monitor compliance with all standards.

Companies categorized as "occasional contractors and subcontractors" must have a Work Permit on hand that was authorized by the SONDA Project Manager and Risk Prevention Department. This permit authorizes workers to enter the facility and identifies the risks of a particular activity.

Depending on their classification, SONDA's suppliers must formalize their business relationship through a Purchase Order or Contract and have a mandatory Operational Control Program or Work Permit, depending upon the type of relationship according to the Supplier Classification and Operational Control Policy defined in the Company's Purchasing Policy.

According to these guidelines, all external companies must be accredited according to the Management System (IMS) standards and in compliance with the Subcontracting Law and all regulations pertaining to safety, occupational health, and the environment in each country. The process starts with an initial meeting that requires the participation of SONDA's counterpart, the contracting company's representative, and SONDA's Risk Prevention Department. The meeting's purpose is to specify the service in question in order to set the subcontracting requirements to be executed immediately and throughout the contracting company's performance of the services.

The suppliers', contractors', and subcontractors' compliance with these standards set by SONDA is verified via review and approval of the Work Permit and/or Operational Control Program.

All suppliers, contractors, and subcontractors must comply with the Special Regulations, as they establish preventive measures to guarantee sufficient
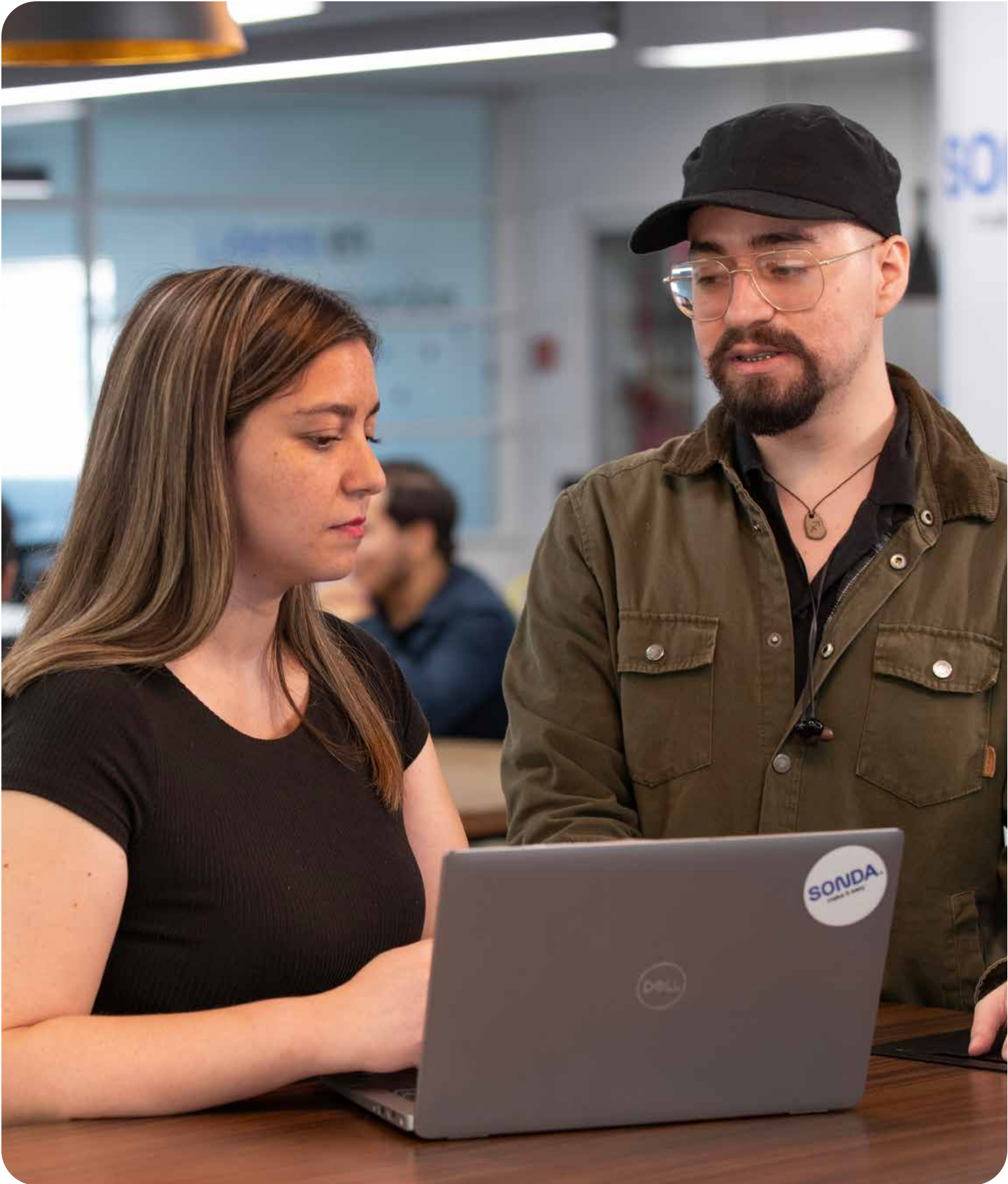
occupational health and safety conditions. It also lays out verification mechanisms to ensure compliance with legal provisions related to their labor and social security obligations to employees. It is mandatory that these companies comply with the procedures, standards, and controls set by SONDA regarding accident and fire prevention as well as caring for health and safety, material assets, and the environment.

SONDA 2024 Integrated Report

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6. **Business** Model

6.1 Industrial Sector

According to the Sustainable Industry Classification System (SICS), SONDA operates in the industrial sector of: Software & IT Services

The products and services marketed by the entity are primarily IT solutions and services aimed at meeting customers' business and technological needs, accompanied, as appropriate, by the provision of technological infrastructure.

These are described in detail in Section 6.2 of GS No. 519.
The competition the company faces is strong, varied, and fragmented, comprising both local and global companies that also seek to meet the needs described.

SONDA, as an issuer of publicly offered securities, is regulated by the Financial Market Commission (CMF) in Chile. Both its main Stakeholder Groups and its affiliations with unions, associations, or organizations are described in detail in Section 6.3 of GS No. 519.

6.2 Business Lines

6.2.i SONDA's Main Lines of Business:

a. Digital Business

SONDA's Service Line (business unit) focuses on accelerating the technological evolution and digital transformation of its customers' businesses and IT departments through the design, implementation, and support of software solutions based on traditional, emerging, and disruptive technologies. Its service offering and value proposition are supported by talent, knowledge, experience, quality, and reliability, transforming the business value chain and helping to improve the user experience in a robust and scalable manner.

Digital Business services are designed to provide end-to-end coverage of the business solutions lifecycle. From the Rethink (technological reflection and design process), to the Build (development, integration, and implementation), to the Operate (operation, maintenance, and evolution) stages, we offer a modular and integrable offering tailored to each customer's unique challenges and objectives:

- **Digital Software Factory:** We handle the development, implementation, testing, digital automation (low-code and RPA), operation and maintenance, and evolution of the technology stack that supports our customers' business processes. We also provide specialized technical knowledge to complement internal capabilities and peak demand.

- **Data & Advanced Analytics and AI:** We support companies' evolution toward a data-driven management model that enables capturing the maximum possible value from data (governance), visualization for decision-making, and advanced analytics and AI to improve performance and boost critical business drivers (sales, productivity, customer satisfaction, among others).

- **Digital Architecture:** We design and implement digital architectures to address the challenges of integration, performance, robustness, flexibility, elasticity, and scalability of data and applications in on-premise, hybrid, and multi-cloud modalities.

- **Digital Channels & Tech. Consulting:** We redefine, develop, and implement the customer journey, incorporating techniques and technologies that enable a surprising, multi-channel, multi-device user experience that is streamlined, intuitive, and consistent. We collaborate with customers to co-design their technological evolution roadmap.

We offer solutions by industry vertical aimed at meeting specific and/or particular business needs that are highly value-added and offer industry expertise.

In short, Digital Business positions SONDA as its customers' Strategic Technology Partner to support their businesses' technological evolution and digital transformation processes, affording them all of SONDA's capabilities.

b. Digital Services

Service line that aims to generate value through the best use of hardware and software tools, communications, and applications, and to maintain the operational continuity of our customers' businesses. It covers a wide range of services, including: Cloud & Data Center, Cybersecurity, Workplace Services, and Platform Services.

- **Cloud & Data Center**: These services are designed to help customers manage the technological solutions that support their business and maximize execution through services based on security, availability, and performance. Services include hosting, monitoring, managing, operating, and maintaining basic services, servers, connectivity, data, and software in both the public cloud and traditional on-premise environments, ensuring operational continuity and information security. The goal of Cloud & Datacenter is to offer the best choice of public virtual services and/or on-premise physical and/or virtual infrastructure services using a flexible and scalable model with a pay-per-use option to implement solutions quickly, efficiently, and conveniently.

SONDA has four data centers: one Tier IV data center in Santiago, two Tier III data centers, one in Santiago and the other in Minas Gerais, Brazil, and one data center located on the company's corporate premises. These data centers

are among the most reliable and modern in Latin America, and each has its own respective NOC (Network Operation Center), meaning we can ensure the quality, security, and availability of provided services.

With a focus on increasingly hybrid services, our enterprise cloud services, be they on-premise or in the various public clouds, are evolving daily to meet the needs of different businesses. We aim to deliver the service or solution that best suits the customer's needs and leverage the benefits of the public, private, or hybrid cloud under a Multicloud Operation and Governance model.

- **Cybersecurity**: The target is to protect the integrity of the IT infrastructure and the information stored and managed within it. Service towers have been developed based on a set of maturity models, including those from NIST (National Institute of Standards and Technology) and CIS (Center for Internet Security Critical Security Controls), supported by ISO 27001 and industry-specific models such as PCI and NERC CIP as well as regulatory models like personal data protection laws.

These maturity models enable us to give our customers recommendations on which controls to use, how, and in what order to implement them, so they can do so quickly and efficiently without overinvesting. This development is designed to support our customers so they can focus on their business and entrust the solution to a trusted technology partner. The services cover traditional Managed Detection and Response Services such as: Cybersecurity Asset Management; Threat and Vulnerability Detection; Advanced Cybersecurity Services as well as Consulting and Testing Services.

SONDA operates regionally, and we provide cybersecurity services with expert personnel in SONDA's operations centers, achieving greater proximity to our customers. In pursuit of efficiency and improving the services we provide, we have centers of excellence in some of the countries where we operate.

We have built regional partnerships with world-class cybersecurity manufacturers, and incorporated new and innovative technologies into our portfolio.

- **Workplace Services:** Its top aim is to maintain the operational continuity of our customers' businesses by providing specialized and timely technical assistance to meet the requests made by our customers' users.

This line has the following divisions:

- **Service Desk:** Operates as a single point of contact for a customer's users for all their IT needs, capable of resolving queries, incidents, or IT Service requests online or escalating them to other resolution groups. It provides various communication channels such as: Telephone, email, and web ticketing, with 24/7 support hours if the customer so requests.

- **Field Service:** Provides specialized technical assistance for on-site support and resolution of incidents affecting components of the technological infrastructure available to users, such as notebooks, PCs, printers, and operating systems. It also performs preventive maintenance and repair of faulty servers and communication equipment, ensuring operational continuity for users and core platforms.

- **Platform Services:** Offers infrastructure solutions to address multi-industry business needs through partnerships with leading technology providers, innovating and ensuring the highest standards of quality and service user experience and generating value for customers' businesses.

This line has the following divisions:

- **Products:** Primarily to sell valuable infrastructure and associated services, and to manage brand relationships, solutions architecture, and portfolios.

- **Managed Services:** Mainly for delivering comprehensive IT solutions under an outsourcing services model that runs from infrastructure provision to outsourcing all of the technology platforms for the customer's business, while offering relevant support, maintenance, and administration services that have a single, transparent total monthly fee.

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SONDA's solutions ensure that service levels are tailored to the company's needs in order to attain user satisfaction, reduce IT costs, free up working capital (CAPEX through OPEX or XaaS), guarantee sustained access to cutting-edge technologies, and prevent losses due to obsolescence or accidents in the process.

c. Transactional Business

Service line subdivided into the following businesses:

SONDA's subsidiary **Tecnoglobal S.A.** sells computing infrastructure, both hardware and software, targeting the wholesale market. Products include servers, workstations, tablets, PCs, printers, storage and backup equipment, communications equipment, and system software underlying software (databases, operating systems, and others). The sale of these technological elements may include the provision of additional services such as asset implementation, maintenance, and warranty management.

This subsidiary has agreements with the industry's leading manufacturers, and we have a team of specialized professionals that match the most appropriate solutions to our customers' needs. These agreements ensure that we provide the technology that meets the highest quality standards every time. Our independence from suppliers means we can advise customers with confidence and be certain we are recommending the right platform in every case.

We offer in-person and e-commerce financial payment services in Chile. Customers range from large retail and mass e-commerce chains to small businesses and micro-SMEs, done via our subsidiary **Multicaja S.A.**

With our subsidiary **Microgeo S.A.,** we provide the market with technology and integrated solutions for large-format digital printing, engineering and manufacturing (CAD/CAM/GIS, 3D printing), geodesy, CAD/CAM, and document management.

The company also represents and sells Apple products in Chile through its subsidiary, **Quintec Distribución S.A.**

The company's main services and products include:

- The development, either independently or through third parties, of information and data processing systems and other activities generally having to do with computing, automation, and communications;
- The creation, manufacturing, development, application, import, export, marketing, maintenance, updating, operation, installation, and modeling of hardware, software, and related services;
- The purchase, sale, import, export, representation, distribution, and, in general, the marketing of computing and data processing equipment, its spare parts, components, tools, accessories, and other related elements;
- The direct use of these assets, whether through service provision, leasing, or any other method;
- Training and coaching, primarily around automation and computing, done via courses, seminars, conferences, publications, events, or other forms of systematic transfer of knowledge and technology;
- Offering consulting services for business organization and administration, market and feasibility studies, and operational research;
- Generally engaging in any other activity in the realm of information technology and computing or any that are directly or indirectly related.

6.2.ii Sales and Distribution Channels

There are in-person and virtual channels for the IT solutions and services business, one of which is a sales force composed of roughly 700 people at the regional level. Specifically for Quintec Distribution, sales channels are both in-person and virtual, with physical stores distributed nationwide.

6.2.iii, iv Suppliers and Customers Representing Less than 10% of the Total

There were no customers with a concentration exceeding 10% in 2024. A single supplier represented more than 10% of the company's total purchases in 2024.

6.2.vii Main Licenses, Franchises, Royalties, and Concessions

Licenses: SONDA has strategic technology partnerships for the purposes of licensing or facilitating the marketing or provision of services related to equipment, software, subscriptions, extended warranties, and manufacturer support, on a resale basis, as-a-service, or as managed services with annual renewals and with the highest level of certification (Regional: Gold, Titanium, Platinum, and others). The main licenses are: Apple, Aruba, Autodesk, AWS, Cisco, Dell, Epson, Fortinet, Google, HP Inc., HPE, Huawei, IBM, Lenovo, Lexmark, Microsoft, NetApp, Oracle, Red Hat, SAP, Veritas, VMware.

Concessions: Infovia Digital Project, 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 of governmental public agencies. SONDA has the right to operate other B2B businesses over the network during the same period.

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6.1.v, 6.3 Stakeholders

We have identified five priority stakeholder groups, whose relevance to SONDA lies in the respective connection each has with the company's value creation.

The following table presents their identities, interests, and expectations together with our responses:

Interests and Concerns	Our Response
Customers	
• Technology to ensure the continuity of their business processes. • Streamlines timely response to their needs. • Experience and satisfaction with the service and effectiveness of the solutions we offer. • Use of IT to improve organizational efficiency. • Opportunities and threats occasioned by the digital transformation of a business. • Solutions in automation, simplification, and/or the generation of new business models. • Specific knowledge of their industry.	• SONDA Customer Engagement Center, lifecycle approach, Customer Management Model, and Innovation Framework. • Specialized teams by industry, sector, and customer. • End-to-end solutions that take a broad perspective of customer needs. • Certifications that guarantee quality and continuity of service. • World-class cybersecurity model. • Our transformation model aims to offer new and improved solutions.
Partners and Suppliers	
• Search for new customers. • Account plan development. • Positioning of new business solutions. • Accessibility and implementation of developed solutions. • Expanding presence in strategic markets.	• Periodic certification of our team working on services regarding brands. • SONDA Startup Ecosystem. • Joint work plans with our suppliers and technology partners. • Scheduled presentations to customers on the new solutions for the brand. • Periodic review of new products and solutions that the brands propose.
Employees	
• SONDA's Purpose. • Employee Value Proposition. • Human Relations and Inclusion. • Work-Life Balance. • Personal and Professional Growth. • Recognition.	• Value Proposition for People, which puts SONDA's Purpose at the center. • Talent development to create agile, well-prepared teams and professionals. • SONDA Academy, a corporate platform for self-managed learning and career development. • Benefits and Wellness Program. • SONDA Women Program to promote female leadership. • More inclusive spaces for people with disabilities. • Diversity and Inclusion Policy.
Shareholders and Investors	
• Company performance, management, and financial position. Particularly in countries with complex macroeconomic, social, and/or political scenarios. • Deepening and deploying our strategy. • Growth and investment plans, especially regarding acquisitions. • Contract closing rates and revenue generation.	• Three-year Strategic Plan. • Maintain fluid and transparent relationships and channels with the financial market in order to provide accurate and up-to-date information on SONDA's financial, business, and strategic aspects.
Society	
• Contribute with information technologies to the development of countries and the quality of life of their residents. • Data security and information privacy. • Cybersecurity	• SONDA is aligned with the United Nations 2030 Agenda, the roadmap for our contribution to safeguarding the sustainability of the societies in which we operate, as well as their residents. • SONDA GRC (Governance, Risk Management, and Compliance) and data protection systems. • Portfolio of solutions to safeguard customers' cybersecurity.

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6.1.vi Organizations and Institutions in Which We Participate

We participate in various organizations and institutions with the aim of adding to the discussion and reflection on matters of IT, innovation, and business development.

Sustainable Development

- **Association of Entrepreneurs for the Comprehensive Management of Electronic Waste** (ASIGIRE, Costa Rica).
- **Pact for a Green Digital Footprint** (Grupo Ekos, Ecuador)
- **TRAEE Collective Management System** (Transforming your electrical and electronic equipment waste - Chile)

Innovation and Transformation

- **Innova 360** LATAM
- **Open Beauchef, Center for Innovation and Entrepreneurship of the Faculty of Physical and Mathematical Sciences at the University of Chile.**
- **SONDA Academy with the School of Engineering at the Catholic University of Chile.**
- **Computer Science and Information Company of the Municipality of Belo Horizonte** SONDA Innovation hub for Smart Cities, in collaboration with Prodabel (Brazil).
- **Inovabra Habitat:** a co-innovation space between Banco Bradesco and a SONDA innovation hub.
- **Joinville and Regional Technology Innovation Park** for the development of disruptive technology projects, consulting, and software quality (Brazil).
- **Technological Research Club** (Costa Rica).

More information on partnerships with innovation agents and universities

Trade and Commerce Organizations

Chile
- Acti
- Sofofa
- ICARE
- Santiago Chamber of Commerce
- Chilean Argentine Chamber
- AMCHAM
- Chilean Cybersecurity Alliance
- Digital Country Summit
- Fintech
- Insurtech

Brazil
- Brazilian Association of Information Technology and Communication Companies (Brasscom)
- SAP Users Association of Brazil
- Brazilian Agricultural Association
- Brazilian Petroleum and Gas Institute
- Brazilian-American Chamber of Commerce

Mexico
- Mexican-Chilean Chamber of Commerce
- AMITI - Mexican Association of the Information Technology Industry

Panama
- Chamber of Commerce, Industries and Agriculture of Panama
- National Council of Private Enterprise
- American Chamber of Commerce and Industries of Panama

- National Merchants Association
- Panamanian Association of Shopping Centers
- Panamanian Direct Sales Association
- Association of Merchants and Distributors of Food and Similar Items of Panama
- Pan American Institute of Law and Technology
- National Secretariat of Science, Technology and Innovation
- PanaCyber
- Cybersecure Panama
- Panamanian Association of Law and New Technologies
- Panamanian Association of Freight Agencies

Argentina
- CESSI – Chamber of the Argentine Software Industry
- CEPERA - Petro-Energy Chamber of the Republic of Argentina

Uruguay
- CUTI – Chamber of Information and Communication Technologies companies
- Chamber of Commerce of Uruguay

Colombia
- Bogotá Chamber of Commerce (CCB)
- Colombian-Chilean Chamber
- Fenalco

6.4 Property and Facilities

The property and facilities that constitute the company's main fixed assets consist of real estate such as corporate buildings and data centers. These are maintained by SONDA and its subsidiaries and are in good working order or preservation, as applicable. The company's main properties for its activities in Latin America are the following:

Chile:
- **SONDA INMOBILIARIA:** Av. Victor Uribe 2211 Quilicura.
- **SONDA INMOBILIARIA:** Catedral N° 1335.
- **SONDA INMOBILIARIA:** Teatinos N° 500 y 550 y Santo Domingo N° 1334-1336.
- **SONDA INMOBILIARIA:** Edificio Plaza Santo Domingo # 1243, Santiago.
- **SONDA INMOBILIARIA:** Conquistador del Monte 4844 + Camino La Colina 1423, Huechuraba.
- **SONDA INMOBILIARIA:** Camino La Colina # 1431, Huechuraba.
- **SONDA INMOBILIARIA:** Santo Domingo 1725, Santiago (1721-1735-1739).
- **SONDA INMOBILIARIA:** Av. La Dehesa N°1987, sitio N°6, Lo Barnechea.
- **Inmobiliaria SERVIBANCA:** Catedral Nº 1888, Santiago.
- **Inmobiliaria SERVIBANCA:** Fanor Velasco Nº 8 Y 10, Santiago.
- **Inmobiliaria SERVIBANCA:** Caupolican 346 DP.A, Concepción.
- **nmobiliaria SERVIBANCA:** Caupolican 346 DP.B, Concepción.
- **Inmobiliaria SERVIBANCA:** Caupolican 346 DP.D, Concepción.

- **Inmobiliaria SERVIBANCA:** Antonio Varas Nº 920 DP.701, Temuco.
- **Inmobiliaria SERVIBANCA:** Blanco Nº 903 of.201, Valparaiso.
- **Servicios Financieros Uno S.A.:** Santa Isabel 1156 y 1120, Providencia.
- **Servicios Financieros Uno S.A.:** Juan A Barriga 1160, Providencia.
- **MICROGEO S.A.:** Camino Del Cerro # 5154 Huechuraba.
- **MICROGEO S.A.:** El Rosal # 4765 y Av. Las Torres # 1328 Huechuraba.

Argentina:
- **SONDA Argentina S.A.:** ubicado en Alsina N° 772, Buenos Aires, Argentina.

Colombia:
- **SONDA de Colombia S.A.:** ubicado en Avenida Carrera 45 (autopista norte) N° 118 – 68, Bogotá Colombia.
- **SONDA Servicios S.A.S.:** Lotes 44M, 44N, 44º Etapa 4 de la agrupación Zona Franca de Tocancipá.
- **Compufácil S.A.S.:** ubicado en Autopista Medellin Km 1.5 via Siberia Parque Agroindustrial de occidente – Cota. Colombia.

Brazil:
- **SONDA Procwork Informática. Ltda.:** ubicado en Rua Dom Aguirre N° 576, Sao Paulo.
- **ATIVAS Datacenter LTDA.:** ubicado en Rua Agenério Araújo, 20 – Camargos, Belo Horizonte – Minas Gerais.
- **SONDA Procwork Informática. Ltda.:** ubicado en Alameda Europa, 1206 – cidade Tamboré, Santana de Parnaíba.

6.5. Subsidiaries, Associates and Investments in Other Companies

6.5.1. and 6.5.2. Subsidiaries, Associates and Investments in Other Companies

TIN	Subsidiary Name	Country	Functional Currency	Ownership Percentage of the Subsidiary							
				31.Dec.2024				31.Dec.2023			
				Direct Ownership Percentage	Indirect Ownership Percentage	Total Controlling Interest	Ownership Share of Non-controlling Interests	Direct Ownership Percentage	Indirect Ownership Percentage	Total Controlling Interest	Ownership Share of Non-controlling Interests
Foreign	SONDA ARGENTINA S.A.	Argentina	ARS: Argentine Pesos	10.740%	89.260%	100.000%	0.000%	10.740%	89.260%	100.000%	0.000%
76.240.462-1	INMOBILIARIA SERVIBANCA S.A.	Chile	CLP: Chilean Pesos	0.000%	86.750%	86.750%	13.250%	0.000%	86.750%	86.750%	13.250%
88.579.800-4	MICROGEO S.A.	Chile	USD: United States Dollar	0.000%	80.000%	80.000%	20.000%	0.000%	80.000%	80.000%	20.000%
76.828.790-2	MULTICAJA S.A. & SUBSIDIARIES	Chile	CLP: Chilean Pesos	69.502%	0.000%	69.502%	30.500%	69.502%	0.000%	69.502%	30.500%
76.376.955-0	QUINTEC FILIALES OPERATIVAS S.A.& SUBSIDIARIES	Chile	CLP: Chilean Pesos	0.000%	99.823%	99.823%	0.180%	0.000%	99.823%	99.823%	0.180%
96.571.690-4	SERVIBANCA S.A.	Chile	CLP: Chilean Pesos	0.080%	99.920%	100.000%	0.000%	0.080%	99.920%	100.000%	0.000%
78.072.130-8	VERTICAL RETAIL S.A.	Chile	CLP: Chilean Pesos	0.674%	99.326%	100.000%	0.000%	0.674%	99.326%	100.000%	0.000%
76.903.990-2	SOC. PROD. Y SERV. REDES MOVILES S.A. Y FILIAL	Chile	CLP: Chilean Pesos	0.000%	67.000%	67.000%	33.000%	0.000%	67.000%	67.000%	33.000%
96.725.400-2	SOLUCIONES EXPERTAS S.A. Y FILIALES	Chile	CLP: Chilean Pesos	0.000%	50.000%	50.000%	50.000%	0.000%	50.000%	50.000%	50.000%
76.039.505-6	SONDA FILIALES CHILE LTDA.	Chile	CLP: Chilean Pesos	99.995%	0.005%	100.000%	0.000%	99.995%	0.005%	100.000%	0.000%
96.987.400-8	SONDA INMOBILIARIA S.A.	Chile	CLP: Chilean Pesos	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
77.122.745-7	SONDA INVERSIONES INTERNACIONALES S.A.	Chile	CLP: Chilean Pesos	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%
99.496.560-4	SONDA SERVICIOS PROFESIONALES S.A.	Chile	CLP: Chilean Pesos	0.077%	99.923%	100.000%	0.000%	0.077%	99.923%	100.000%	0.000%
76.035.824-K	SONDA SPA	Chile	CLP: Chilean Pesos	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%	100.000%	0.000%
96.823.020-4	TECNOGLOBAL S.A.	Chile	USD: United States Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA URUGUAY S.A.	Uruguay	USD: United States Dollar	28.450%	71.550%	100.000%	0.000%	49.898%	50.102%	100.000%	0.000%
Foreign	CTIS TECNOLOGÍA LTDA.	Brazil	BRL: Brazilian Real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	PARS PRODUTOS DE PROCESSAMENTO DE DADOS LTDA.	Brazil	BRL: Brazilian Real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA DO BRASIL LTDA. Y FILIALES	Brazil	BRL: Brazilian Real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA PROCWORK INF. LTDA. Y FILIALES	Brazil	BRL: Brazilian Real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	TELSINC COMERCIO DE EQUIPAMENTO DE INF. LTDA	Brazil	BRL: Brazilian Real	0.950%	99.050%	100.000%	0.000%	0.950%	99.050%	100.000%	0.000%
Foreign	CONSORCIO SONDA COLOMBIA	Colombia	COP: Colombian Pesos	20.000%	80.000%	100.000%	0.000%	20.000%	80.000%	100.000%	0.000%
Foreign	SONDA DE COLOMBIA S.A.S. Y FILIALES	Colombia	COP: Colombian Pesos	4.981%	95.019%	100.000%	0.000%	4.981%	95.019%	100.000%	0.000%
Foreign	CONSORCIO SONDA ECUADOR	Ecuador	USD: United States Dollar	70.000%	30.000%	100.000%	0.000%	70.000%	30.000%	100.000%	0.000%
Foreign	SONDA DEL ECUADOR ECUASONDA S.A.	Ecuador	USD: United States Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA DEL PERU S.A.	Peru	PEN: Peruvian Sol	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA INC	Canada	CAD: Canadian Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA TECNOLOGIAS DE COSTA RICA S.A.	Costa Rica	USD: United States Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA USA INC.	The United States	USD: United States Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA GUATEMALA S.A.	Guatemala	USD: United States Dollar	0.500%	99.500%	100.000%	0.000%	0.500%	99.500%	100.000%	0.000%
Foreign	SONDA MEXICO S.A. DE C.V. Y FILIALES	Mexico	MXN: Mexican Peso	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA PANAMA S.A.	Panama	USD: United States Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%

Information about Subsidiaries

Sonda Filiales Chile Ltda.	Sonda SpA	Consorcio Sonda Ecuador	Sonda Inversiones Internacionales S.A.	Multicaja S.A. y Filiales	Sonda Inc
Direct Relationship	Direct Relationship	Direct Relationship	Direct Relationship	Direct Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**	**Corporation Type**	**Corporation Type**	**Corporation Type**
Limited liability company	Simplified corporation	Consortium	Closed Corporation	Closed Corporation	Incorporated (Capital Corporation)
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
76.039.505-6	76.035.824-K	Foreign	77.122.745-7	76.828.790-2	Foreign
Legal Domicile	**Legal Domicile**	**Legal Domicile**	**Legal Domicile**	**Legal Domicile**	**Legal Domicile**
Catedral 1301, Piso 9 Santiago - Chile	Teatinos 550 Santiago - Chile	Av. República del Salvador N34-107 y Suiza, Edificio Brescia, Quito - Ecuador	Teatinos 550 Santiago - Chile	Teatinos 500 Piso 7, Santiago - Chile	1200 Avenue McGill College, Suite 700 Montreal, QC H3B 4G7, Canada
Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**
Th CLP 14,400,199	Th CLP 101	Th CLP 9,965	Th CLP 631,350,133	Th CLP 26,056,944	Th CLP 69
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
-	100	-	816,213,407	230,742	100
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**	**The Corporate Purpose**	**The Corporate Purpose**	**The Corporate Purpose**
Its purpose is to make investments in all types of assets, whether movable or immovable, tangible or intangible, including the acquisition of shares, rights in partnerships, bonds, negotiable instruments, and, in general, all types of securities and investment instruments, and to manage these investments and their proceeds. In order to fulfill its purpose, the Company may set up or join other companies.	Its purpose is to make investments in all types of assets, whether movable or immovable, tangible or intangible, including the acquisition of shares, rights in partnerships, bonds, negotiable instruments, and, in general, all types of securities and investment instruments, and to manage these investments and their proceeds.	The corporate purpose of the Sonda Consortium is exclusively for the settlement of all obligations to which it commits pursuant to signing contract No. LICS-EPMAPS-003-2015, for contracting the "EPMAPS Virtual Private Cloud Infrastructure Service, which includes SAP NetWeaver administration, management and delivery of backups and communication links."	The Company's sole purpose is to acquire all types of assets in United States dollars or other foreign currencies, whether movable, immovable, tangible or intangible, securities, shares, or rights, for the purpose of obtaining the income derived therefrom, including civil or other benefits derived from the sale of its assets. The Company may not make investments in Chilean pesos.	Implement and manage transactional network operations.	Holding company
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**	**Chairman:**	**Chairman:**	**Chairman:**
Not applicable	Not applicable	Not applicable	Marcelo Castiglione Veloso		
Directors:	**Directors:**	**Directors:**	**Directors:**	**Directors:**	**Directors:**
Not applicable	Not applicable	Not applicable	Gonzalo Soto Serdio, José Orlandini Robert	Cristina Etcheberry Sommerhoff, Gonzalo Soto Serdio, Marcelo Castiglione Veloso, José Concha Ureta, Raimundo Steidle Alcaino, Jaime Bueso Castañeda	Marcelo Castiglione Veloso, Gonzalo Soto Serdio
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**
José Orlandini Robert	José Orlandini Robert	Silvia Ramos Bustán	José Orlandini Robert	Raúl Sapunar	
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
16.68%	0.002157%	0.00104%	44.853%	1.264%	0.000007%
Total Controller's Interest	**Total Controller's Interest**	**Total Controller's Interest**	**Total Controller's Interest**	**Total Controller's Interest**	**Total Controller's Interest**
100%	100%	100%	100%	69.5%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
There is no business relationship.	There is no business relationship.	There is no business relationship.	There is no business relationship.	Sonda S.A., provides Software Licensing, Comprehensive Data Center Services	There is no business relationship.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts have been signed between the parties.	No contracts have been signed between the parties.	No contracts have been signed between the parties.	No contracts have been signed between the parties.	Software Licensing Contract, Comprehensive Data Center Services	No contracts have been signed between the parties.

SONDA 2024 Integrated Report

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Sonda Guatemala S.A.	Sonda México S.A. de C.V. y Filiales	Quintec Filiales Operativas S.A y Filiales
Indirect Relationship	Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**
Closed Corporation	Closed Corporation	Closed Corporation
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
Foreign	Foreign	76.376.955-0
Legal Domicile	**Legal Domicile**	**Legal Domicile**
Edificio Campus TEC Torre II Of. 604 - Guatemala	Avenida Insurgentes Sur 1271 Piso 15 Oficina 1501 Colonia Extremadura Insurgentes, Benito Juárez C.P. 03740 Ciudad de México.	Teatinos 550 Piso 9, Santiago - Chile
Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**
Th CLP 26	Th CLP 24,450,200	Th CLP 34,207,232
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
200	1,168,436	15,700,000
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**
IT Consulting and IT Facility Management	The company's purpose, among other things, is to manufacture, process, assemble, import, and market computer equipment, provide data processing services, and develop, implement, support, and ensure operations of computer equipment and/or software or systems.	The purpose of the Company is to: 1) Develop, on its own or through third parties, electronic computing, information systems, and data processing, and, in general, information technology and communications activities; 2) Create, manufacture, develop, implement, import, export, market, maintain, update, operate, install, and model hardware, software, and related services; 3) Purchase, sell, import, export, model, distribute, and, in general, to market electronic computing and data processing equipment, its spare parts, components, tools, accessories, and other related elements; 4) Directly exploit these assets, whether through the provision of services, leasing, or any other means; 5) Provide occupational training, primarily in the areas of automation and information technology, through courses, seminars, conferences, publications, events, or other forms of systematic transfer of knowledge and technology; 6) Provide consulting services on business organization and administration; market and feasibility studies; and operational research; 7) Carry out, in general, any other activity in the areas of information technology and computing, or any that are directly or indirectly related; and 8) Invest in all types of assets, whether movable or immovable, tangible or intangible, rights in partnerships, bonds, negotiable instruments, and, in general, all types of securities and investment instruments, and to manage these investments and their proceeds. In order to fulfill its purpose, the Company may set up or join other companies.
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**
Not applicable	Jose Orlandini Robert	José Orlandini Robert
Directors:	**Directors:**	**Directors:**
Not applicable	Francisco Escala Korenblit, Gonzalo Soto Serdio	Gonzalo Soto Serdio, Marcelo Castiglione Veloso
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**
Victor Betancourt (Sole Adm.)	Juan Carlos Gutierrez Botero	Marcelo Castiglione Veloso
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
0.017%	7.410%	6.788%
Total Controller's Interest	**Total Controller's Interest**	**Total Controller's Interest**
100%	100%	99.82%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
Sonda S.A. provides enterprise cloud services for projects. Sonda S.A. provides management and support services for the collection software solution.	Sonda S.A. provides administration, IT platform operation, and computer systems implementation services. Sonda S.A. provides software customization and integration services. Sonda S.A. provides Help Desk services for its customer Metlife. Sonda México S.A. provides technological infrastructure monitoring services. Sonda S.A. provides support and integration services for the SCO application developed by SONDA for its customer CCK. Sonda S.A. provides help desk services used by the Walmart Project Manager.	There is no business relationship.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
Enterprise Cloud Service for the Guatemala Brazaletes Project. Support Contract for the Collection System and Devices.	IT Infrastructure Management and Operations Services. Self-Checkout Development and Integration. Metlife On-Site Support and Service Desk Services. IT Infrastructure Monitoring Service Contract. CCK App Development Services Contract. Walmart Project Contract.	No contracts have been signed between the parties.

Vertical Retail S.A.	Sonda Inmobiliaria S.A.	Sonda Servicios Profesionales S.A.	Sonda Tecnologías de Información de Costa Rica S.A.
Indirect Relationship	Indirect Relationship	Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**	**Corporation Type**
Closed Corporation	Closed Corporation	Closed Corporation	Closed Corporation
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
78.072.130-8	96.987.400-8	99.496.560-4	Foreign
Legal Domicile	**Legal Domicile**	**Legal Domicile**	**Legal Domicile**
Apoquindo 5583 Of. 101 Piso 10 Las Condes - Chile	Teatinos 550 Piso 9, Santiago - Chile	Teatinos 550 Piso 7, Santiago - Chile	SIGMA Business Center, Edificio B, 2do Piso - San Pedro Montes de Oca - Costa Rica
Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**
Th CLP 395,635	Th CLP 321,487	Th CLP 12,681	Th CLP 1,307,635
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
1,890,127	1,025,000	3,901	1,000
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**	**The Corporate Purpose**
Provide all types of services, advisory services, and consulting services in economic, financial, technological, administrative, planning, management, and business and industrial control matters in all their forms; produce, design, integrate, develop, purchase, sell, import, export, market, distribute, maintain, and support all types of items, products, systems, solutions, and computer programs; organize, promote, and provide training courses and seminars, including teacher training courses, related to the aforementioned activities; market, promote, and engage in loyalty-building activities, brand development for companies; and any other activity that the partners agree upon, be it directly or indirectly related to the above.	Acquire, dispose of and utilize all types of assets, especially real estate property, build on them, independently or through third parties, exploit them, directly or through third parties, in any way, manage such investments independently or through third parties, obtain income from them, invest in all types of movable, tangible and intangible property, such as shares, promises of shares, bonds, and debentures, quotas or rights in all types of companies, whether commercial or civil, communities and associations, or any other type of securities or transferable securities within and outside Chile.	To 1) provide the following services to individuals or legal entities, Chilean or foreign: a) software design, development, implementation, deployment, adaptation, and maintenance; b) consulting in the domains of finance, business, risk analysis, and other administrative matters; c) services and advising around portfolio management for customers, suppliers, debtors, and other related groups; d) accounting, legal, and related services and advising, especially as regards business, contracts, tax, labor, and social security services and counsel; e) labor and occupational training services; 2) to invest in all types of assets, whether movable or immovable, tangible or intangible, including the acquisition of shares, rights in partnerships, bonds, commercial paper, and in general, all types of securities and investment instruments, and the management of such investments and their proceeds.	Electronics, information systems, commerce, industry, livestock, tourism, agriculture, may participate in trusts, as well as issue all kinds of bonds and guarantees in benefit of partners and third parties.
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**	**Chairman:**
José Orlandini Robert	José Orlandini Robert	José Orlandini Robert	José Orlandini Robert
Directors:	**Directors:**	**Directors:**	**Directors:**
Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Gonzalo Soto Serdio, Marcelo Castiglione Veloso
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**
Felipe Maristany	Marcelo Castiglione Veloso	Marcelo Castiglione Veloso	Eduardo Sandoval Obando
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**
-0.059%	1.565%	1.292%	1.501%
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.**
There is no business relationship.	Subsidiary company that acts as a provider of real estate services to Sonda S.A. Sonda works to provide comprehensive administrative services.	A subsidiary company that provides systems development and customization services, implementation support services, and professional consulting. Sonda S.A. provides professional administrative and accounting services and consulting.	Sonda S.A. provides software implementation and development. Sonda S.A. provides Project Asset Manager Support and Hosting Services. Sonda S.A. provides Professional Services and Project Supervision.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts have been signed between the parties.	Real Estate Lease Agreement Comprehensive Administrative Services Contract.	Consulting and Professional Services Contract Administrative and Accounting Contract.	Project Implementation Contract Project Asset Manager Support and Hosting Services Contract Professional Services Contract and Project PMO Supervision

Sociedad Proveedora de Productos y Servicios para Redes de Datos Móviles S.A. (Wireless-IQ S.A.) y Filial	Sonda de Colombia S.A.S y Filiales
Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**
Closed Corporation	Closed Corporation
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**
76.903.990-2	Foreign
Legal Domicile	**Legal Domicile**
Teatinos 550 Piso 8, Santiago - Chile	Ak 45 No. 118 - 68 Bogotá - Colombia
Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**
Th CLP 197,726	Th CLP 29,960,464
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**
1,000	52,430,198
The Corporate Purpose	**The Corporate Purpose**
To 1) develop, on its own or through third parties, telecommunications, information systems, and data processing, and in general, activities in the areas of computing, automation, and mobile and/or fixed telecommunications; 2) create, manufacture, develop, apply, import, export, market, maintain, update, operate, install, and/or modeling of hardware, software, and services related to telecommunications; 3) purchase, sell, import, export, represent, and in general, market equipment for computing, data processing, mobile and fixed telecommunications, their spare parts, components, tools, accessories, and other related elements; 4) directly exploit these assets, whether through the provision of services, leasing, or any other method; 5) provide commercial and technical consulting in the area of telecommunications; 6) develop, in general, any other activity in the areas of telecommunications, IT, and computing, or that is directly or indirectly related; 7) carry out the legal and commercial measures conducive to the purposes expressed, which may include representing national and foreign natural or legal persons; 8) provide products and services for fixed and/or mobile telecommunications operators and/or end users specifically for increasing the use of fixed and/or mobile data networks; and 9) make investments in all types of assets, whether movable or immovable, tangible or intangible, including the acquisition of shares, rights in partnerships, bonds, negotiable instruments and, in general, all types of securities and investment instruments, and the management of these investments and their proceeds.	Program, analyze, develop, acquire, transfer, lend, operate, and market all types of computer-based information processing and management systems; conduct studies for the planning and implementation of systematization programs; manage computer service and maintenance programs; provide and sell consulting services and technical assistance in the aforementioned areas; manage processing systems; represent, distribute, broker, supply, or operate all types of goods or services related to its purpose that were produced, patented, or registered by domestic or foreign companies. Perform all types of operations related to the purchase, sale, manufacturing, assembly, import, export, and distribution of computer equipment and systems, office communications equipment, and any related tools, parts, and supplies; as well as all accessories for the proper functioning of the aforementioned equipment, such as: Voltage stabilizers, power inverters, uninterruptible power supplies (UPS), emergency power systems, batteries, raised floors, control panels, electrical installations, and similar; and provide preventive and corrective maintenance services for all of the aforementioned equipment. Provide all types of services in the field of computer systematization, telematics, multimedia, online and web-based information systems, including data processing. Perform all types of operations related to the recording, transmission, and electronic processing of data. Sell, purchase, import, export, and manufacture materials specific to the photography industry or other types, related to or simply useful for the production of such materials. Install, expand, renew, broaden, or modify telecommunications networks and their various components, for private or public use, with or without connection to state telecommunications networks, which may be used to provide various telecommunications services, subject to compliance with the requirements set by current legislation. Provide basic telecommunications services, carrier services, broadcast teleservices, telematic services, value-added services, auxiliary support services, and in general, any type of telecommunications services to the company itself, its partners, or third parties, subject to compliance with the requirements set by current legislation. These services may be provided indirectly through a state concession or directly through public entities, having first been authorized by the governing administrative authorities. The company may provide these services alone or in partnership with other public or private entities through any form of permanent or temporary association. The company may provide telecommunications services at the international, national, departmental, municipal, and Capital District levels, or with any other coverage level in accordance with the respective administrative permits and authorizations. Technical training and instruction in the management and use of the products and services provided by the company. Import, marketing, leasing, and installation of surveillance and security equipment.
Board of Directors	**Board of Directors**
Chairman:	**Chairman:**
José Orlandini Robert	Patricio Fuentes Aros
Directors:	**Directors:**
Marcelo Castiglione Veloso, Víctor Coronado Román	Jose Orlandini Robert, Gonzalo Soto Serdio
Chief Executive Officer	**Chief Executive Officer**
Víctor Coronado Román	Patricio Fuentes Aros
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**
0.025%	4.028%
Total Controller's Interest	**Total Controller's Interest**
67%	100%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**
Sonda S.A. provides professional administrative and accounting services and consulting. Subsidiary company, provides SMS services.	Sonda S.A. provides help desk services, technical project consulting, and maintenance and integration services. The Subsidiary provides Remote Help Desk services. Subsidiary provides management services for supervision and monitoring, IT tools, SQL database operations, operating systems, storage and backup, products, and the middle layer of big data. The subsidiary provides professional services, consulting, software development, and certification services for the HIS solution modernization project.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**
Accounting and Professional Administrative Services and Consulting Contract, SMS Services Contract	On-site support services and service desk contract. Implementation services contract. Technical consulting contract. Maintenance services contract. Application design and development services contract. Remote Help Desk services contract. Administration services contract for supervision and monitoring, IT tools, SQL database operations, operating systems, storage and backup, products, and the middle layer of big data. Professional services contracts. Consulting, development, and software certification services contract for the HIS Solution Modernization Project.

CTIS Tecnología Ltda.	Sonda Do Brasil Ltda. y Filiales	Sonda Procwork Inf. Ltda. y Filiales
Indirect Relationship	Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**
Limited liability company	Limited liability company	Limited liability company
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
Foreign	Foreign	Foreign
Legal Domicile	**Legal Domicile**	**Legal Domicile**
Q Scs Quadra 08 BL B Lotes 50/60 N°50 - Edificio Venancio 2,000 Loja 14 Subsolo 02 Parte A - Brasilía - Brazil	Al. Europa 1.206 - 1.º E 3.º Andares Bloco B - Santana de Parnaíba - Brazil	Rua Dom Aguirre 576 - BLOCO II - 1.º A - Sao Paulo - Brazil
Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of pesos)**
Th CLP 125,281,706	Th CLP 64,376,047	Th CLP 177,931,033
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
545,797,401	219,158,184	964,677,308
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**
Information Technology Services: 1) Software development and related services, software installation, updating, and maintenance; consulting, systems analysis and development; data modeling, analysis, and management; database support and administration; solution design and architecture; analysis and production of decision-support information and statistics (data warehouses/data markets) in computer science and data processing; consulting, training, supply, and temporary use of specialized labor in computer science, data processing, engineering, installation, management, and data communication, and voice network maintenance, including technological adaptation (customization) of computer software and hardware engineering, installation, management, and maintenance services. 2) Outsourcing: outsourcing of printing and reprographics management and operation solutions through printers and multifunction printers (Print Outsourcing); outsourcing of call center and customer relationship management solutions (Contact Center); Administration of outsourcing solutions and remote technical support and teleservice operation centers (Help Desk), and outsourcing of hardware management and operation solutions (computers, routers, modems, and related equipment). 3. Software and Databases: Distribution, sale, resale, licensing, and sublicensing of software and databases, whether owned or purchased from manufacturers or intellectual property owners, and associated support and consulting services. 4. Commercial Representation: Representation of computer and information technology products for its own use or through third parties. 5. Asset Leasing: Rental of machinery, equipment, and movable and immovable property. 6. Off-Set and Laser Printing Industry: Provide the graphics industry with continuous services and manufacturing of paper, plastic, newspapers, printing presses, and publishing, tax forms, books, magazines, periodicals, printed matter, tax documents, and other general documentation. 7. Computer equipment (hardware): Distribution, sale, and resale of computer equipment (hardware) owned or purchased from manufacturers, such as servers, applications, tape libraries, storage, workstations, and the components of said equipment.	Hardware and software marketing; provision of services for consulting, training, and system and program development; IT asset agency; information technology in telecommunications and other related economic activities, including the import and export of goods and services; rental of computers, software, peripherals, and other equipment; computer equipment and peripheral maintenance and 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) Systems analysis and development; (ii) programming; (iii) data processing and similar services; (iv) development of computer programs, including video games; (v) licensing or rights to use computer programs; (vi) information technology consulting and advisory services; (vii) technical support in information technology, including the installation, configuration, and maintenance of computer programs and databases; (viii) planning, preparation, maintenance, and updating of web pages; (ix) business management; (x) information technology training; (xi) provision of general information technology services, including consulting, analysis and development of custom software programs and data processing; (xii) administrative services; (xiii) licensing of third-party software; (xiv) technical assistance in information technology and hardware and software maintenance; (xv) development, implementation and maintenance of structured cabling systems; (xiv) retail sale of computer equipment 3 ent and materials; and (xviii) reprographic printing operations using printers and multifunction printers (print outsourcing).
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**
Not applicable	Not applicable	Not applicable
Directors:	**Directors:**	**Directors:**
Not applicable	Not applicable	Not applicable
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**
Ricardo Scheffer de Figueiredo	Ricardo Scheffer de Figueiredo	Ricardo Scheffer de Figueiredo
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
2.110%	3.850%	7.811%
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.**
There is no business relationship.	Subsidiary provides support and maintenance for Digital Business Brazil resources, Itaú project	Sonda S.A., provides migration services, monitoring, operating system administration and backup of virtual servers.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts have been signed between the parties.	Sonda S.A., provides migration services, monitoring, operating system administration and backup of virtual servers, support and maintenance contract for Digital Business Brazil resources, Itaú project.	Contract - IaaS service for Sodexo's Portuguese CA.

Telsinc Comercio de Equipamiento de Inf. Ltda.	PARS Productos de Procesamiento de Datos Ltda.	Sonda del Perú S.A.
Indirect Relationship	Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**
Limited liability company	Limited liability company	Closed Corporation
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
Foreign	Foreign	Foreign
Legal Domicile	**Legal Domicile**	**Legal Domicile**
Al. Europa N° 1206 - Santana de Parnaíba - Brazil	Av. Das Americas Nº 700 Bloco 01 SALA 229 A 239 - Río de Janeiro - Brazil	Av. Javier Prado Este No. 444 Oficina 1601 Torre Javier Prado, San Isidro. Lima – Peru
Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**
Th CLP 15,020,517	Th CLP 47,319,606	Th CLP 473,855
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
61,964,030	192,338,333	233,853
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**
Exploration of the business of trading, importing, exporting, representing, leasing, developing, implementing, and developing software, integrated microcomputer, minicomputer, mainframe, and logic processor systems, supplying, maintaining, repairing, and installing equipment, consulting on computer systems projects and remote implementations, including the sale and purchase of all property and any type of computer, telephony, and data communications equipment (hardware), resale of software, and training and education in computer science and telecommunications.	Marketing, commercial representation, importing and exporting software, non-personalized multiple copies, licensing and termination of rights to use computer programs, computer technical support services, computer training, and consulting, engineering services, and technical activities related to engineering and architecture.	To 1. Purchase, sale, import, operation, distribution, and leasing in any of the modalities permitted by law, including financial leasing of electrical and electronic equipment, as well as its components, parts, and pieces that are used in information processing, process automation, and communications. 2. Provide installation, repair, maintenance, operation, and administration services for electrical and electronic equipment, as well as its components, parts, and pieces that are used in information processing, process automation, and communications. 3. Purchase, sell, provide information, export, distribute, process, and lease under any of the modalities permitted by law, including financial leasing, as concerns computer applications and software packages, whether proprietary or under concession. Provide respective use licenses or those of third parties, as well as their components, programs, and procedures used in information processing, process automation, and communications. 4. Provide installation, maintenance, operation, and administration services for computer applications and software packages, as well as their components, programs, and procedures used in information processing, process automation, and communications. 5. Offer training and consulting services in the selection, use, operation, administration, and optimization of computer equipment, packages, and programs, automation, and communications. 6. Make available value-added services in solutions integration, business consulting, information technology, software customization, application development, support, and technical training in the areas of systems integration, networks, connectivity, and communications. 7. Offer outsourcing services for information processing operations, which includes the necessary human resources, equipment, and knowledge for the various activities involved in the process, whether consulting, analysis, programming, operation, installation, maintenance, or administration.
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**
Not applicable	Not applicable	Jose Orlandini Robert
Directors:	**Directors:**	**Directors:**
Not applicable	Not applicable	Gonzalo Soto Serdio, Marcelo Castiglione Veloso
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**
Ricardo Scheffer de Figueiredo	Jairo Aparecido Guimarães dos Santos	Hugo Gonzalez Castañeda
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**
1.805%	3.962%	4.293%
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.**
There is no business relationship.	There is no business relationship.	The subsidiary provides specialized resources for software implementation development. The subsidiary provides a remote hands-on service contract and specialized network resources for Carozzi. The subsidiary provides memory replacement services and specialized server resources for Carozzi. Sonda S.A. provides specialized for software implementation development. The subsidiary provides specialized network services. The subsidiary provides specialized resources for cloud computing platforms for DCC Chile. Sonda S.A. provides an IT help desk for SOLGAS.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
No contracts have been signed between the parties.	No contracts have been signed between the parties.	Specialized resource contract for developing software implementation. Remote Hands Service Contract and specialized network resources for Carozzi. Memory Replacement Service Contract and specialized server resources for Carozzi. SW Contract IT Help Desk Service Contract for SOLGAS Peru. Professional Services Contract for network equipment for BVL:NUAM. Specialized Resource Contract for Cloud Computing Platforms for DCC Chile.

Sonda del Ecuador Ecuasonda S.A.	Sonda Argentina S.A.	Sonda Uruguay S.A.
Indirect Relationship	Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**
Closed Corporation	Closed Corporation	Closed Corporation
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
Foreign	Foreign	Foreign
Legal Domicile	**Legal Domicile**	**Legal Domicile**
Av. República del Salvador N34-107 y Suiza, Edificio Brescia, Quito - Ecuador	Alsina 772 Ciudad de Buenos Aires - Argentina	Río Negro No. 1320 Piso 6 & 7 Montevideo - Uruguay
Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**
Th CLP 492,503	Th CLP 20,046,329	Th CLP 21,293,036
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
12,356,306	2,129,580,336	936,359,534
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**
a) Contracting and sale of computing services to natural or legal persons, or commercial or industrial companies, public or private. Such services include programming and automatic data processing for accounting purposes, in particular. b) Selling, buying, importing, or exporting computing equipment or materials and related services. c) Designing and installing computer networks. d) Technical assistance in the areas of programming, systems engineering, and mechanization of computing. e) Consulting, training, computer package development, and everything related to computing. f) Occupational training, primarily as concerns automation and computing, through courses, seminars, conferences, publications, events, or other means of systematic knowledge and technology transfer. g) Direct operation of electronic computing and data processing equipment and the creation, manufacturing, development, and application of hardware and software. h) Representation of national and foreign firms related to its objective. In general, the company will be vested with all powers to perform acts and enter into contracts permitted under the law, whether civil, commercial, or business, with public or private entities in the country or abroad, in accordance with what is required for the fulfillment of the corporate purpose, without prejudice to the conditions established in Ecuadorian law. To fulfill its purpose, the company may intervene as a partner or shareholder in the formation of all types of corporations or companies, contribute capital to them, or acquire, hold, and possess shares, bonds, or interests in other companies. In general, the company may perform all types of acts, contracts, and operations permitted by Ecuadorian law.	The company's purpose is the promotion, sale, rental, leasing, repair, purchase, sale, exchange, export, import, modeling, recovery, maintenance, design, manufacturing, programming, instruction and training of and/or for equipment and systems for data processing (computers) including, but not limited to, central processing units, their peripherals, auxiliary equipment, consumption elements, spare parts, interfaces, interconnectors and other elements that current or future technology requires for all types of use to which they may be intended. Automatic data processing service, and any service that can be provided to individuals, companies, organizations or institutions by means of automatic data processors or otherwise	1) Develop, for itself or on behalf of others, electronic computing, information systems and data processing, and, in general, activities in the domains of computing, automation, and communications. 2) The purchase, sale, import, export, representation, distribution and, in general, the marketing of computer, electronic and data processing equipment, their spare parts, pieces, tools and accessories and other related elements. 3) The direct exploitation of such assets, whether through the provision of services, leasing or any other method. 4) Occupational training, primarily in the areas of automation and computer science, through courses, seminars, conferences, publications, events, or other forms of systematic transfer of knowledge and technology. 5) Generally pursue any other activity in the fields of information technology and computing or related ones, and to enter into all contracts and conventions that are directly connected to the company's purposes.
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**
Jose Orlandini Robert	Heidy Bauer	José Orlandini Robert
Directors:	**Directors:**	**Directors:**
Daniel Jimenez (Secretary)	José Orlandini Robert, Gerardo Cruz, Marcela Varela (suplente)	Ricardo Andres Vilas Gimena, Gonzalo Soto Serdio, Marcela Varela Loggia
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**
Silvia Ramos Bustán	Heidy Bauer	Ricardo Andres Vilas Gimena
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**
1.265%	1.453%	2.319%
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 operating system migration and administration services for EPMAPS. Sonda S.A. provides IFS implementation services for CELEC. Sonda S.A. provides SAP ERP consulting and technical support.	Sonda S.A. provides maintenance and support services. Sonda S.A. provides help desk services to Walmart.	The subsidiary provides development, implementation, support and licensing of the Event Manager product for projects. Sonda S.A. provides professional services for software development. Sonda S.A. provides consulting and support services.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
Operating System Administration Service Contract for EPMAPS. IFS Implementation Project Management Service Contract for CELEC. SAP ERP consulting and technical support service contract.	System support and maintenance services contract. Walmart Help Desk Contract	Development, implementation, support and licensing of the Event Manager product for projects. Professional software development services contract. Consulting and support services contract.

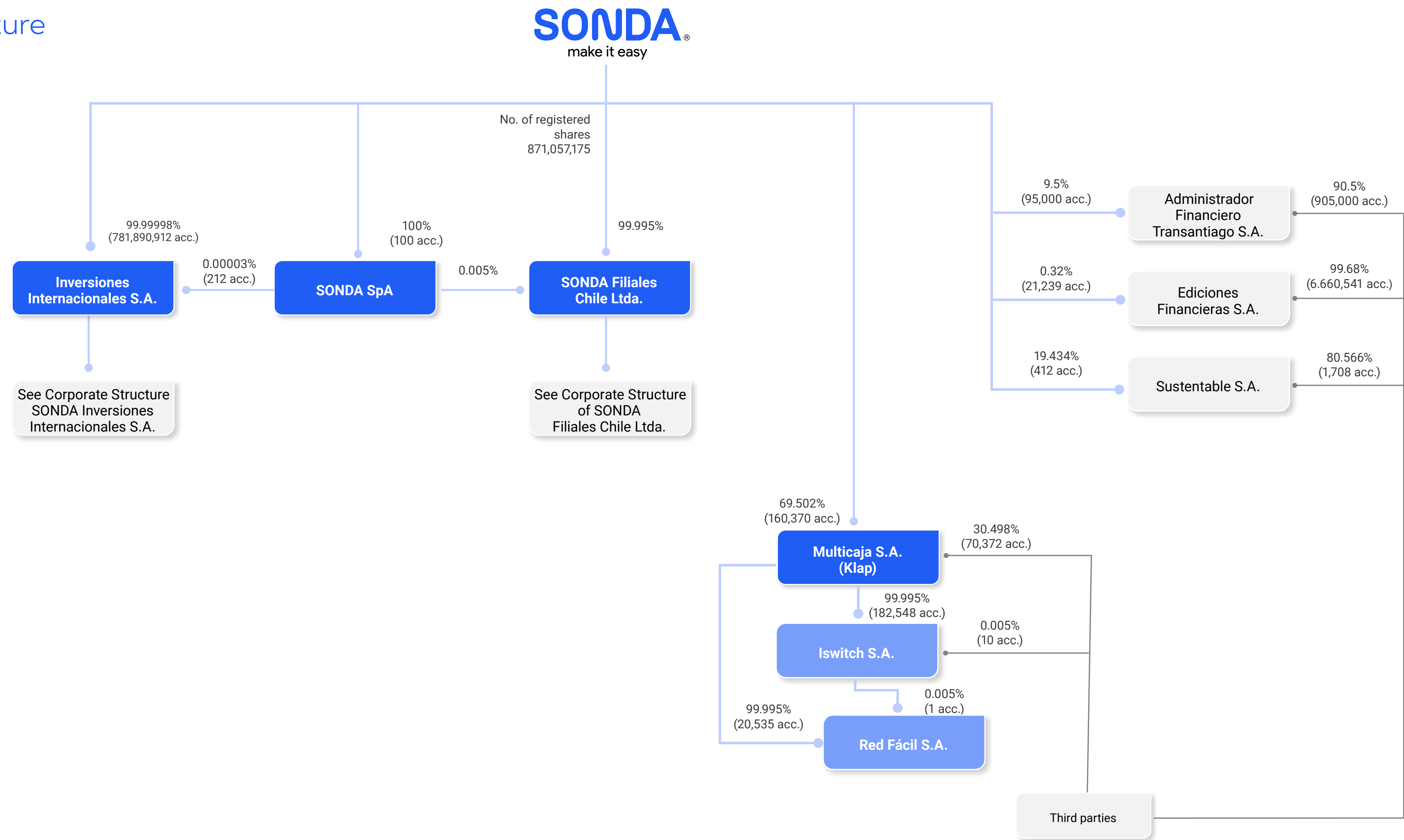SONDA 2024 Integrated Report

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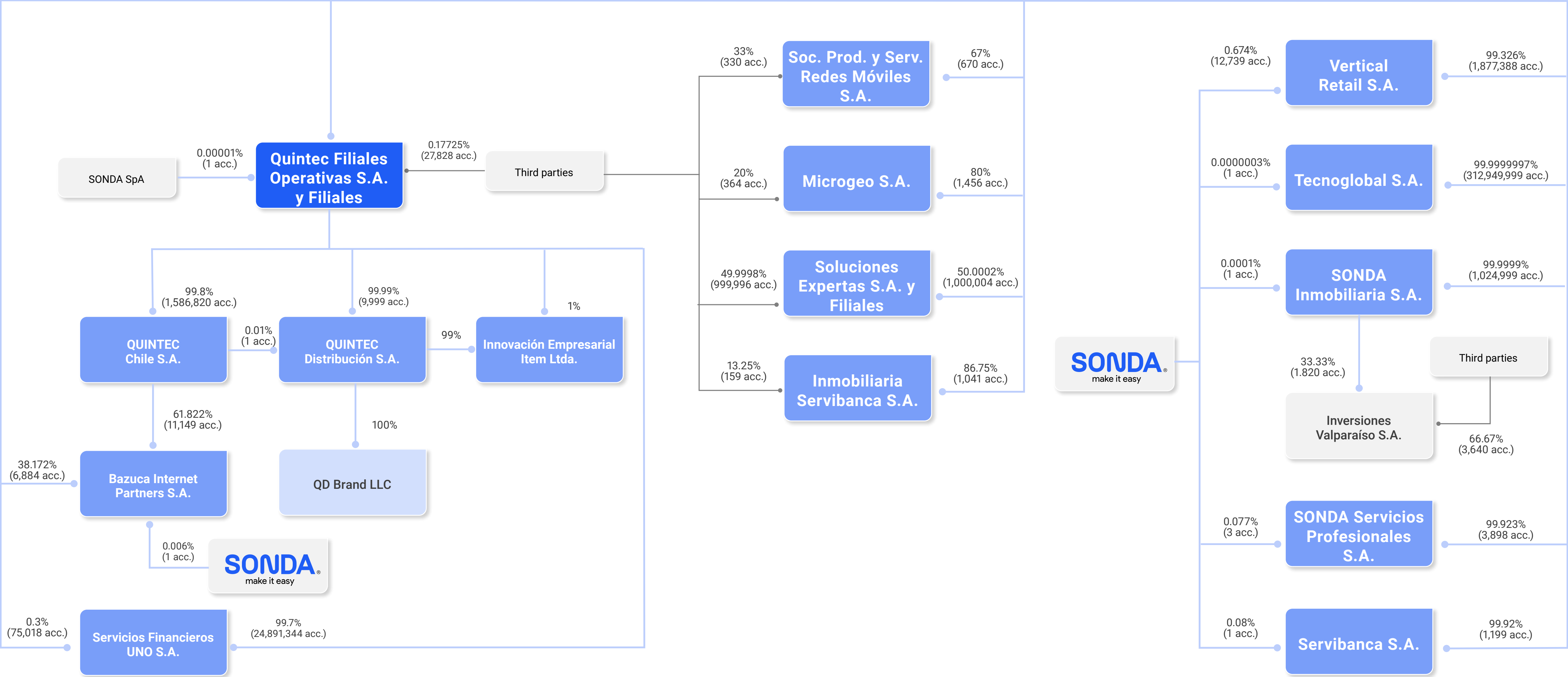| Sonda USA INC.	Tecnoglobal S.A.	Microgeo S.A.	Soluciones Expertas S.A. y Filiales
Indirect Relationship	Indirect Relationship	Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**	**Corporation Type**
Incorporated (Capital Corporation)	Closed Corporation	Closed Corporation	Closed Corporation
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
Foreign	96.823.020-4	88.579.800-4	96.725.400-2
Legal Domicile	**Legal Domicile**	**Legal Domicile**	**Legal Domicile**
2626 Cole Ave, suite 300TX, Texas 75204 The United States	Camino del Monte No. 4848, Huechuraba - Chile	Camino el Cerro 5154, Huechuraba, Chile	Avenida Vitacura 2736 # 502 Las Condes, Santiago - Chile
Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**
Th CLP 5,385,474	Th CLP 22,489,185	Th CLP 2,935,098	Th CLP 8,910
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
1,000	312,950,000	1,820	2,000,000
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**	**The Corporate Purpose**
IT Services	a) Acquire, represent, distribute, import, export, and generally market and exploit, in any manner, all types of electronic, office, telephone, communications, and computer equipment, their spare parts, components, and other complementary, related, or ancillary items. b) Design, develop, produce, maintain, launch, or market software products or applications, and generally exploit them in any manner. c) Provide occupational and educational training, among others, in the areas of automation and computer science, through courses, seminars, conferences, or other forms of systematic transfer of knowledge and technology. d) Store, process, and market information. e) Provide all types of professional advice, consulting, and services that are directly or indirectly related to the company's business areas.	Purchase, sale, import, and distribution of equipment, software, and supplies.	a) Design and implement expert systems and solutions; b) Buy, sell, import, export, represent, and market, in Chile or abroad, any type or class of computer software and/or computer, electronic, or telecommunications equipment; c) Provide all types of consulting and services in the field of information technology, especially with respect to the computer software marketed by the company; and d) Provide all types of training services, such as courses, seminars, and staff training workshops.
Board of Directors	**Board of Directors**	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**	**Chairman:**
José Orlandini Robert	Raul Sapunar Kovacic	Jose Orlandini Robert	Mario Pavón Robinson
Directors:	**Directors:**	**Directors:**	**Directors:**
Gonzalo Soto Serdio	Gonzalo Soto Serdio, Francisco Escala Korenblit, José Orlandini Robert	Raul Sapunar Kovacic, Stefano Sigala Romele, Robert Richter Stein, Gonzalo Soto Serdio	Jorge Díaz Fernández, Francisco Garcia Donoso, Jorge Hoyl Moreno
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**	**Chief Executive Officer**
Maurizio Rinaldi	Rodrigo Hermosilla Bobadilla	Alberto Merino Pohl	Jorge Hoyl Moreno
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
0.151%	3.590%	1.024%	0.117%
Total Controller's Interest	**Total Controller's Interest**	**Total Controller's Interest**	**Total Controller's Interest**
100%	100%	80%	50%
Description of the Business Relationship with Sonda S.A.	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**	**Description of the Business Relationship with Sonda S.A.**
Sonda S.A. provides marketing, management, and administrative services.	A subsidiary company dedicated to the marketing of computer equipment and acting as a supplier to Sonda S.A. Sonda S.A. provides consulting and professional administrative and accounting services.	The subsidiary provides comprehensive information technology services.	The subsidiary sells software solutions and support with continuous improvement.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
Marketing, Management and Administration Services Contract.	Administrative and Accounting Contract	Software licensing, subleasing, and comprehensive services contracts.	Software solutions contract.

Servibanca S.A. y Filial	Inmobiliaria Servibanca S.A.	Sonda Panamá S. A.
Indirect Relationship	Indirect Relationship	Indirect Relationship
Corporation Type	**Corporation Type**	**Corporation Type**
Closed Corporation	Closed Corporation	Closed Corporation
Tax ID No. (Chilean)	**Tax ID No. (Chilean)**	**Tax ID No. (Chilean)**
96.571.690-4	76.240.462-1	Foreign
Legal Domicile	**Legal Domicile**	**Legal Domicile**
Catedral 1888, Santiago - Chile	Catedral 1888, Santiago - Chile	Corregimiento Parque Lefevre, Costa del Este, Ave. Centenario, Torre Towerbank, PH Centenario, Piso 18 - Panama, district of Panama
Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**	**Subscribed and paid-in capital as of 31.12.2024 (thousands of Chilean pesos)**
Th CLP 714,574	Th CLP 411,341	Th CLP 9,965
No. Subscribed and Paid-in Shares	**No. Subscribed and Paid-in Shares**	**No. Subscribed and Paid-in Shares**
1,200	1,200	10,000
The Corporate Purpose	**The Corporate Purpose**	**The Corporate Purpose**
Professional technical and computer services	Investment companies and investors in capital assets in general	Develop, on its own or through third parties, electronic computing, information systems, and data processing, and in general, activities in the areas of information technology, automation, and communications; creation, manufacture, develop, implement, import, export, market, maintain, update, run, install, and model hardware, software, and related services; buy, sell, import, export, represent, distribute, and in general, market equipment for electronic computing and data processing, its spare parts, pieces, tools, accessories, and other elements for such purposes; directly exploit these assets, whether through the provision of services, leasing, or via any other method; provide occupational training, primarily in the areas of automation and information technology, through courses, seminars, conferences, publications, events, or other methods of systemic transfer of knowledge and technology; offer business organization and administration consulting, market and feasibility studies, and operational research; and, in general, develop any other activity in the areas of information technology and computing or any that is directly or indirectly related.
Board of Directors	**Board of Directors**	**Board of Directors**
Chairman:	**Chairman:**	**Chairman:**
José Orlandini Robert	José Orlandini Robert	Victor Betancourt
Directors:	**Directors:**	**Directors:**
Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Jaime Bueso, Heidi Caballero, Juan Ossul, José Orlandini Robert, Marcelo Castiglione Veloso
Chief Executive Officer	**Chief Executive Officer**	**Chief Executive Officer**
Marcelo Castiglione Veloso	Marcelo Castiglione Veloso	
The investment as a percentage of the parent company's assets	**The investment as a percentage of the parent company's assets**	**The investment as a percentage of the parent company's assets**
0.108%	0.146%	0.016%
Total Controller's Interest	**Total Controller's Interest**	**Total Controller's Interest**
100%	86.75%	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 provides information technology services.	There is no commercial relationship.	There is no business relationship.
Contracts with Sonda S.A.	**Contracts with Sonda S.A.**	**Contracts with Sonda S.A.**
Contract for implementation and ongoing support services, advisory services, maintenance, and support for BPO processes.	No contracts have been signed between the parties.	No contracts have been signed between the parties.

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Corporate Structure

As of 31 December 2024

SONDA
make it easy

No. of registered shares
871,057,175

99.99998%
(781,890,912 acc.)

100%
(100 acc.)

99.995%

Inversiones Internacionales S.A.

0.00003%
(212 acc.)

SONDA SpA

0.005%

SONDA Filiales Chile Ltda.

See Corporate Structure SONDA Inversiones Internacionales S.A.

See Corporate Structure of SONDA Filiales Chile Ltda.

9.5%
(95,000 acc.)

Administrador Financiero Transantiago S.A.

90.5%
(905,000 acc.)

0.32%
(21,239 acc.)

Ediciones Financieras S.A.

99.68%
(6.660,541 acc.)

19.434%
(412 acc.)

Sustentable S.A.

80.566%
(1,708 acc.)

69.502%
(160,370 acc.)

Multicaja S.A. (Klap)

30.498%
(70,372 acc.)

99.995%
(182,548 acc.)

Iswitch S.A.

0.005%
(10 acc.)

99.995%
(20,535 acc.)

0.005%
(1 acc.)

Red Fácil S.A.

Third parties

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SONDA Filiales Chile Ltda.

SONDA SpA

0.00001%
(1 acc.)

Quintec Filiales Operativas S.A. y Filiales

0.17725%
(27,828 acc.)

Third parties

33%
(330 acc.)

Soc. Prod. y Serv. Redes Móviles S.A.

67%
(670 acc.)

20%
(364 acc.)

Microgeo S.A.

80%
(1,456 acc.)

49.9998%
(999,996 acc.)

Soluciones Expertas S.A. y Filiales

50.0002%
(1,000,004 acc.)

13.25%
(159 acc.)

Inmobiliaria Servibanca S.A.

86.75%
(1,041 acc.)

99.8%
(1,586,820 acc.)

QUINTEC Chile S.A.

0.01%
(1 acc.)

99.99%
(9,999 acc.)

QUINTEC Distribución S.A.

99%

Innovación Empresarial Item Ltda.

1%

61.822%
(11,149 acc.)

100%

38.172%
(6,884 acc.)

Bazuca Internet Partners S.A.

QD Brand LLC

0.006%
(1 acc.)

SONDA make it easy

0.3%
(75,018 acc.)

Servicios Financieros UNO S.A.

99.7%
(24,891,344 acc.)

SONDA make it easy

0.674%
(12,739 acc.)

Vertical Retail S.A.

99.326%
(1,877,388 acc.)

0.0000003%
(1 acc.)

Tecnoglobal S.A.

99.9999997%
(312,949,999 acc.)

0.0001%
(1 acc.)

SONDA Inmobiliaria S.A.

99.9999%
(1,024,999 acc.)

33.33%
(1.820 acc.)

Inversiones Valparaíso S.A.

Third parties

66.67%
(3,640 acc.)

0.077%
(3 acc.)

SONDA Servicios Profesionales S.A.

99.923%
(3,898 acc.)

0.08%
(1 acc.)

Servibanca S.A.

99.92%
(1,199 acc.)

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SONDA Inversiones Internacionales S.A.

As of 31 December 2024

SONDA Inversiones Internacionales S.A.

SONDA.
make it easy

- 72.629% (169,845 acc.) — SONDA del Perú S.A.
- 27.371% (64,008 acc.) — SONDA Serv. Prof. S.A.
- 0.0001% (1 acc.) — SONDA México S.A. de C.V. y Filiales
- 99.9999% (1,168,435 acc.)
- 99.9% (999 acc.) — SONDA Tecnologías de Costa Rica S.A.
- 14.800% (75,000 acc.) — Serv. de Aplicación e Ing. Novis S.A. de C.V.
- 75.334% (381,767 acc.)
- 9.866% (50,000 acc.)
- Third parties
- 100% (10,000 acc.) — SONDA Panamá S.A.
- 39.999% (24,095 acc.) — Novis Corp US Inc
- 1.992% (1,200 acc.)
- Third parties
- 57.254% (34,488 acc.)
- 0.755% (455 acc.) — SONDA Filiales Chile Ltda.
- 99.993% (14,199 acc.)
- 0.007% (1 acc.) — Novis S.A.

- SONDA SpA
- 0.1% (1 acc.)
- 100% (100 acc.) — SONDA Inc
- 100% (1,000 acc.) — SONDA USA Inc.

- 99.999992% (12,356.305 acc.)
- 0.000008% (1 acc.) — SONDA del Ecuador Ecuasonda S.A
- 0.00003% (16 acc.) — Tecnoglobal S.A.
- 0.00003% (16 acc.) — SONDA Inmobiliaria S.A.
- 0.15280% (80,114 acc.) — SONDA Serv. Prof. S.A.
- 4.98138% (2,611,749 acc.) — SONDA de Colombia S.A. — 94.86575% (49,738,303 acc.)
- 17.412% (300,000 acc.) — 100% (5,516,335 acc.)
- SONDA Servicios S.A.S. — 82.588% (1,422,909 acc.) — Compufácil S.A.S.
- 10.740% (228,721,050 acc.) — SONDA Argentina S.A. — 89.260% (1,900,859,286 acc.)
- 28.562% (267,438,176 acc.)
- 28.448% (266,369,358 acc.) — SONDA Uruguay S.A. — 42.989% (402,552,000 acc.)
- 0.5% (1 acc.) — SONDA Guatemala S.A. — 99.5% (199 acc.)

- 99.9999998% (545,797,400 acc.)
- 0.0000002% (1 acc.) — CTIS Tecnología Ltda.
- SONDA Procwork Inf. Ltda. — 5% (1,812,500 acc.) — 5% (1,812,500 acc.) — SONDA INFOVIAS Digital do Estado do MS S.A.
- 90% (32,625,000 acc.)
- 0.000002% (5 acc.) — SONDA do Brasil Ltda. — 99.999998% (219,158,179 acc.)
- 4.485897% (8,409,845 acc.)
- 0.315894% (592,215 acc.) — SONDA Cidade Inteligentes e Mobilidade Ltda. — 95.198208% (178,470,902 acc.)
- 0.000001% (2 acc.) — SONDA Procwork Inf. Ltda.
- 0.000002% (1 acc.)
- Telsinc Comercio de Equipamiento de Inf. Ltda. — 99.421698% (61,605,691 acc.)
- 0.578300% (358,338 acc.)

- 99.999999% (192,338,332 acc.) — Pars Produtos de Processamento de Dados Ltda.
- 0.0000002% (1 acc.)
- 99.999871% (964,677,184 acc.) — SONDA Procwork Inf. Ltda.
- SONDA Servicios Profesionales S.A.
- 0.0000128% (1acc.)
- 0,0000001% (123 acc.) — SONDA Cidade Inteligentes y Mob. Ltda.
- 99.9999999% (182,062,551 acc.)
- ATIVAS Data Center Ltda.
- 0.0000001% (1 acc.) — SONDA do Brasil Ltda.

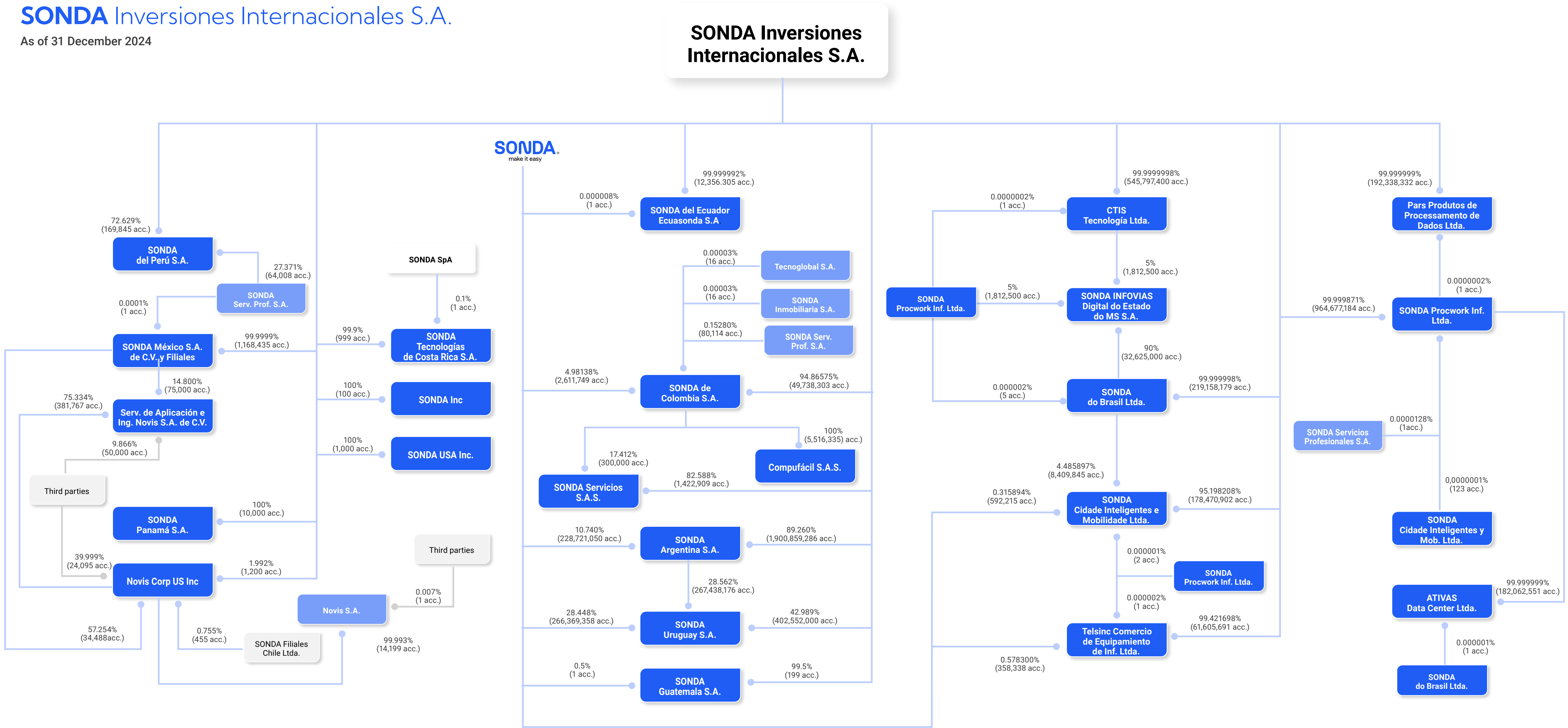# 7. **Supplier** Management

At SONDA, we have a systematic and standardized purchasing model that set outs the general criteria and guidelines for acquiring and supplying goods and services. It ensures timely management under competitive market conditions, optimizing the value for money. Our policies and procedures intend to identify, quantify, and manage risks associated with purchases and acquisitions, while promoting a collaboration framework and on-time payment. This enables us to build strong, responsible, and long-term business relationships of mutual benefit with suppliers and contractors.

The purchasing process with its pertinent documents and risk identification methodology reflect the organizational commitment of every SONDA division. We want to work with team members, suppliers, contractors, and strategic partners who share and promote the sort of ethical behavior that is aligned with our Code of Ethics and Conduct. We adhere to the Chilean Crime Prevention Model, which covers money laundering, terrorist financing, corruption, bribery of public officials, as well as other legal and regulatory standards.

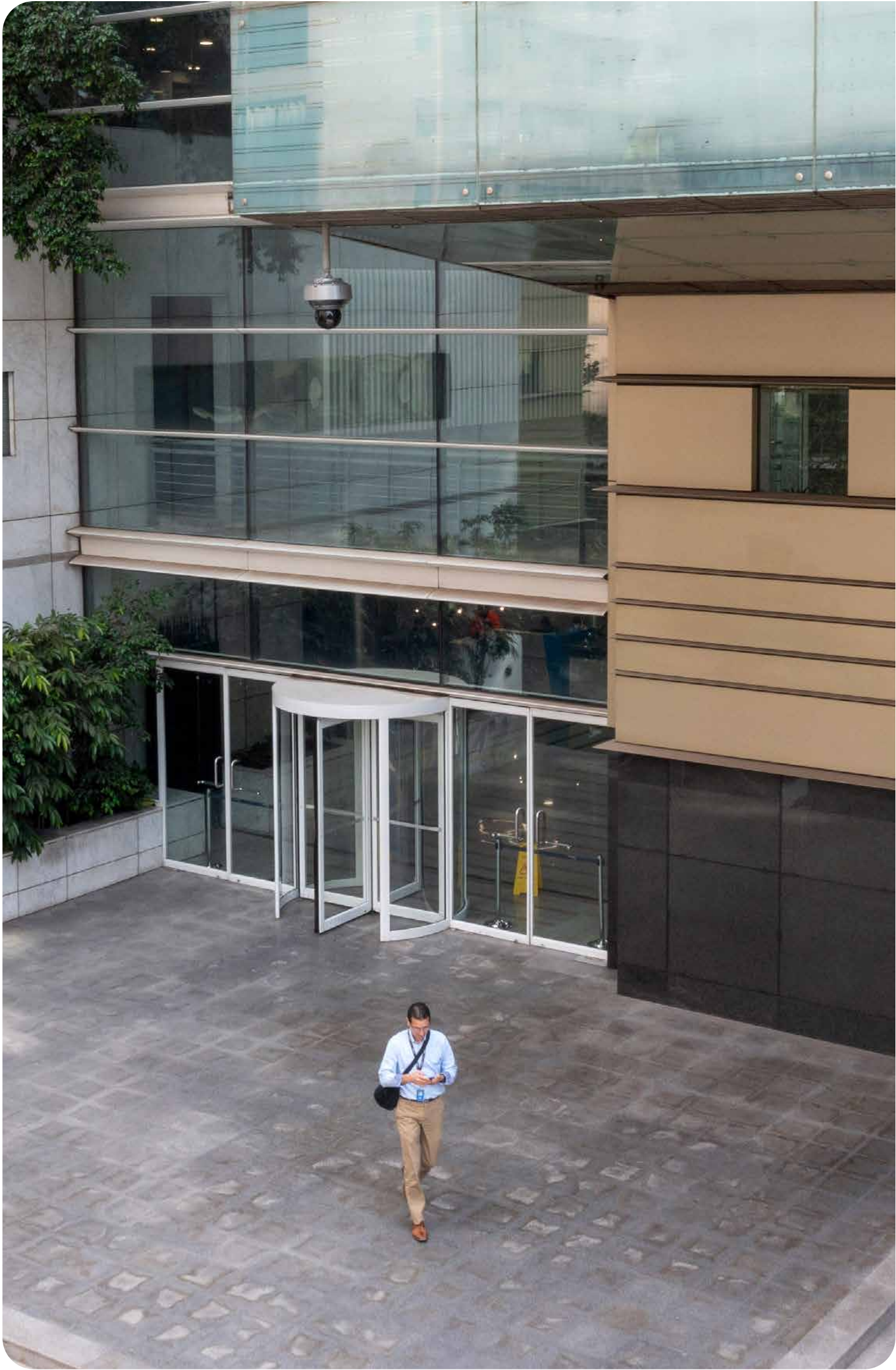Our Integrated Management System is certified under international standards for Quality (ISO 9001), the Environment (ISO 14001), and Occupational Health & Safety (ISO 45001). The requirements and policies of these certifications extend to our contractors to prevent workplace accidents, occupational diseases, and environmental impacts as a result of their operations.

We assess and accredit our suppliers based on the legislation in force in each country to ensure they follow the sustainability practices, safety standards, and labor regulations that protect their employees, our team members, and all customers.

As a policy, we settle debts promptly with a payment deadline 30 days out from the invoice receipt date. In the case of critical suppliers whose products or services have a significant impact on producing SONDA's end service or product that might also negatively affect compliance with end-customer requirements, as well as applicable legal and regulatory standards, exceptions may be made with and Advance Payment that occurs less than 30 days out or on pre-determined payment dates.

7.1 Pago a proveedores

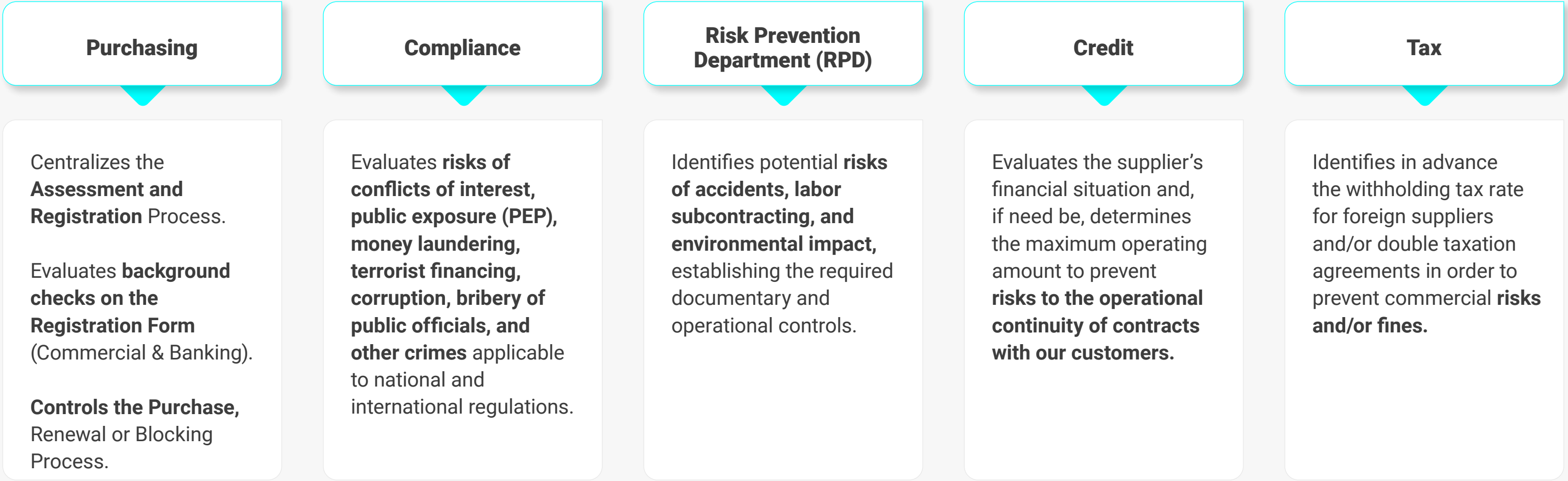| Paying Suppliers	30 days		Between 31 and 60 days		More than 60 days	
	Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
i. Number of supplier invoices paid during the course of the year.	45,787	2,914	16,153	11,927	4,608	4,076
ii. Total sum (millions of pesos) from invoices paid during the year.	229,596	27,424	252,197	94,009	37,351	45,137
iii. Total amount of interest for late payment of invoices (millions of pesos) that were paid or must be paid due to late payment or simple delay for invoices issued during the reporting period.	-	-	-	-	-	-
iv. Number of suppliers whose invoices were paid during the year.	2,471	229	655	81	258	46
v. Number of agreements entered in the Registry of Agreements with Exceptional Payment Terms maintained by the Ministry of Economy, as applicable.	-	-	1	-	-	-

Scope: SONDA Chile

7.2 Supplier Evaluation

The methodology, activities, responsibilities, and general guidelines for the initial evaluation, risk identification, qualification, and registration of suppliers are described in the Evaluation, Accreditation, and Registration Procedure for Suppliers and are applied according to the supplier's classification that is based on the category and characteristics of the product or service offered.

Depending on whether the supplier's offer corresponds to goods or services, and considering characteristics such as location of provision, regularity, and continuity, suppliers are classified into the categories of Products, Occasional Services, Ongoing Services (Contractors), or Remote. Based on this classification, an evaluation and accreditation process is carried out annually. Stakeholders participate to verify compliance with the established risk control and management provisions, as well as other relevant considerations.

This process ensures compliance with current legal provisions and promotes best practices in occupational risk management, subcontracting, sustainability, environmental impacts, and other key aspects. It ensures the validity of suppliers, who must comply with the required technical specifications and adhere to the ethical behavior guidelines in our Code of Ethics, Crime Prevention Policy, Politically Exposed Persons (PEP) guidelines, and applicable legal provisions, such as Law No. 20,393, Law No. 16,744, and all other local regulations.

In 2024, 423 suppliers participated in this evaluation process, of which 331 were approved (57 foreign suppliers), which is a 24% increase with respect to the previous year. These suppliers accounted for 17% of the total number in the Supplier Registry at year-end. Likewise, the Supplier Invoicing Procedure has clear guidelines for proper invoicing, receipt, accounting, and timely invoice payment, in accordance with previously agreed-upon terms and deadlines.

Risk Assessment & Control for Supplier Accreditation and Registration

Purchasing	Compliance	Risk Prevention Department (RPD)	Credit	Tax
Centralizes the **Assessment and Registration** Process. Evaluates **background checks on the Registration Form** (Commercial & Banking). **Controls the Purchase,** Renewal or Blocking Process.	Evaluates **risks of conflicts of interest, public exposure (PEP), money laundering, terrorist financing, corruption, bribery of public officials, and other crimes** applicable to national and international regulations.	Identifies potential **risks of accidents, labor subcontracting, and environmental impact,** establishing the required documentary and operational controls.	Evaluates the supplier's financial situation and, if need be, determines the maximum operating amount to prevent **risks to the operational continuity of contracts with our customers.**	Identifies in advance the withholding tax rate for foreign suppliers and/or double taxation agreements in order to prevent commercial **risks and/or fines.**

8. Legal and Regulatory Compliance

8.1 Regarding Customers

In order to prevent and detect non-compliance with consumer rights, we have drafted a procedure in accordance with Chilean Law No. 19,496 on the Protection of Consumer Rights. To this end, there is a conflict resolution process as part of the Customer Service Office with the following preventive controls for its execution:

- We are always informing, training, and updating our Customer Service teams regarding the Consumer Law and its scope, as well as the procedures to follow regarding every point stipulated in the legislation.
- We share MacOnline's sales policies and legal terms in our website terms and conditions so that customers can review and agree to them before purchasing.
- We also publish the website terms and conditions and MacOnline's sales policies and legal terms in our stores.
- We maintain open channels, including social media, the Call Center, and customer email, so they can submit any inquiries and get a proper response in a timely manner.

8.2 Regarding Employees

We strictly adhere to the current labor and legal regulations in all the countries where we operate. We have procedures in place to prevent and detect regulatory non-compliance regarding our employees' rights in all the countries where we operate, such as the corporate complaints procedure. The fact that no labor protection actions have been taken reflect the effectiveness of these control measures.

The internal audit department conducts reviews for detecting and preventing regulatory non-compliance when it comes to employees' rights.

8.3 Regarding the Environment

To date, there is no specific corporate compliance program addressing environmental matters, as they have not been classified as material to the business. However, we are working to achieve ISO 14001 certification in all the countries where we operate. This means we will have an environmental management plan that includes environmental objectives and goals, policies and procedures to achieve these goals, defined responsibilities, training activities, documentation, and a progress monitoring system. Right now the system has been implemented and certified in Brazil, Chile, Colombia, Ecuador, Mexico, and Peru, and is being extended to the other countries as well.

8.4 Regarding Antitrust

The Legal Department is comprised of lawyers trained in antitrust regulations. This department is responsible for examining and reviewing each of the company's businesses and contracts among other tasks. Our Code of Ethics and Conduct contains specific conduct guidelines regarding competitors and antitrust. This includes promoting and respecting free competition. Entering into verbal or written agreements with competitors, customers, or suppliers that restrict the exercise of free trade is prohibited. The company's competitiveness is based on the ethical management of its business. Relations with competitors and their collaborators must be conducted with respect and compliance with legal regulations. Statements that could affect the image of competitors or contribute to spreading rumors about them must never be made. Competitors must always be treated with the same respect the company would like to receive. Providing strategic, confidential, or otherwise harmful information to the company's business or third parties is prohibited.

8.5 Regarding Crime Prevention

The Compliance System of the Crime Prevention Model, implemented in accordance with Chilean Law No. 20,393, addresses issues such as bribery, receiving stolen goods, money laundering, and financing terrorism. The Model is constantly revised to include new legal provisions, which are all applied to directors, executives, and employees of SONDA and its subsidiaries. Additionally, relationships among the company and its subsidiaries and their customers, suppliers, service providers, contractors, and subcontractors are monitored, and the relationship with Politically Exposed Persons is considered when reviewing our operations in Chile. We updated this framework in 2024 in accordance with Law No. 21,595, which modifies the general criminal liability regime for legal entities and expands the list of economic and environmental crimes for which they may be held liable.

The Code of Ethics and Conduct includes a section on conflicts of interest, which defines them and establishes their identification criteria, detection mechanisms, and associated obligations. Ongoing training is provided to ensure that all employees are aware of and comply with the model's guidelines. This also entails training on the Code of Ethics during induction and professional development processes. In 2024, we also provided training on the Karin Law on workplace and sexual harassment.

2024 Legal and Regulatory Compliance

NCG 519 (8.1, 8.2, 8.3, 8.4, 8.5)

	Customers 2024	Employees 2024	Free Competition 2024	Crime Prevention 2024
Number of enforceable penalties	0	68	0	0
Penalty Amount (MM CLP)	0	1,325	0	0

Scope: Corporate

	2024 Environment
Number of enforceable penalties	0
Penalty Amount ($)	0
Number of approved compliance programs	0
Successfully implemented compliance programs	0
Environmental damage remediation plans submitted	0
Environmental damage remediation plans successfully implemented	0

Scope: Corporate

SASB INDICATORS NCG 519 9.1

Intellectual Property Protection and Competitive Behavior

Code	Accounting Parameters	Response
TC-SI-520a.1	Total amount of monetary losses resulting from legal proceedings related to unfair competition laws.	0

Scope: Corporate

9. Sustainability

9.1 SASB Metrics

Sector: Software and Information Technology Services (Version 2023–Dec)

Topic	Code	Metric	Response (pg.)
Environmental Footprint of Hardware Infrastructure	TC-SI-130a.1	(1) Total energy consumed (2) Percentage of electricity from the grid (3) Percentage from renewable sources	49
	TC-SI-130a.2	1) Total water withdrawn (2) Total water consumed; percentage of each in regions with high or extremely high water stress	49
	TC-SI-130a.3	Discussion on integrating environmental considerations into strategic planning for data center needs	49
Data Privacy and Freedom of Expression	TC-SI-220a.1	Description of policies and practices related to targeted advertising and user privacy	39
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	39
	TC-SI-220a.3	Total amount of monetary losses resulting from legal proceedings related to user privacy	39
	TC-SI-220a.4	1) Number of law enforcement requests for user information (2) Number of users whose information was requested (3) Percentage resulting in disclosure	39
	TC-SI-220a.5	List of countries in which major products or services are subject to government-required monitoring, blocking, content filtering, or censorship	39
Data security	TC-SI-230a.1	(1) Number of data breaches (2) Percentage of personal data breaches (3) number of affected users	39
	TC-SI-230a.2	Description of the approach to identifying and addressing data security risks, including the use of third-party cybersecurity standards.	39
Recruiting and managing a global, diverse, and skilled workforce	TC-SI-330a.1	Percentage of employees requiring a work visa	76
	TC-SI-330a.2	Employee engagement percentage	76
		Percentage by (1) sex and (2) diversity group representation among (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	76

Topic	Code	Metric	Response (pg.)
Intellectual property protection and competitive behavior	TC-SI-520a.1	Total amount of monetary losses resulting from antitrust proceedings	127
Managing systemic risks arising from technological disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service interruptions; (3) total customer downtime.	35
		Description of business continuity risks related to operational interruptions	35

Activity Parameters

Code	Metric	Response (pg.)
TC-SI-000.A	(1) Number of licenses or subscriptions (2) Percentage that are cloud-based	9
TC-SI-000.B	1) Data processing capacity (2) Percentage outsourced	9
TC-SI-000.C	(1) Amount of data stored (2) Percentage outsourced	9

9.2 Independent Verification

Although the information and metrics related to sustainability have not been subject to an independent third-party verification process, calculating the carbon footprint in Chile follows the standards issued by the Ministry of the Environment through the HuellaChile Program. This is a government initiative that promotes the quantification, reporting, and management of greenhouse gas (GHG) emissions in public and private organizations. It incentives the voluntary management of these emissions through standardized calculation tools, reporting formats, and monitoring mechanisms. Different levels of recognition are issued by the program, including the Quantification certification, for organizations measure and report their emissions in accordance with recognized standards, such as NCh-ISO 14064:2019. This certification reflects the organization's commitment to transparency and environmental management, which we have earned at SONDA for three consecutive years. The full set of certifications we have obtained is available on page 34 of this report, all of which were obtained from and validated by accredited certification bodies.

All of the financial information has been audited by Deloitte Auditores y Consultores Limitada.

10. **Material** or Essential **Facts**

Material Fact dated 26 January 2024

In compliance with the provisions of Articles 9 and 10 of Law 18,045 and General Regulation No. 30 of the Financial Market Commission, having been duly authorized by the Board of Directors, I hereby inform you of the following as an ESSENTIAL FACT: The Board of Directors of SONDA S.A., at an ordinary session held on 25 January this year with all members in attendance, unanimously agreed to appoint Marcelo Castiglione Veloso as the company's new Chief Executive Officer, effective 1 March 2024, replacing Luis Alberto de la Cruz Laborada, who is retiring. Mr. Castiglione is a civil engineer with extensive experience in the industry and the company. He currently holds the position of Southern Cone Manager and has accepted his new appointment.

Material Fact dated 22 March 2024

In compliance with the provisions of Articles 9 and 10 of Law 18,045, as well as those of Circular No. 660 and General Regulation No. 30 of the Financial Market Commission, and duly authorized by the Board of Directors, I hereby inform you of the following ESSENTIAL FACT: In its Ordinary Session held on 21 March 2024, the Company's Board of Directors agreed to propose at the Ordinary Shareholders' Meeting to be held on 17 April the payment of a final dividend totaling CLP 19,075,437,866, charged to profits for the fiscal year ending 31 December 2023. It is hereby noted that on 7 September 2023, an interim dividend of CLP 9.41058 per share was paid to shareholders, charged against

profits for the fiscal year accumulated as of 30 June 2023. Therefore, a dividend distribution of CLP 10,878,284,636 will be proposed to the Ordinary Shareholders' Meeting, which represents an amount of CLP 12.48860 per share, to be paid to shareholders registered in the Shareholders' Registry at midnight on the fifth business day prior to the date established for settlement, in accordance with Articles 81 of Law 18,046 on Corporations and 10 of its Regulations.

Material Fact dated 22 August 2024

In compliance with the provisions of Articles 9 and 10 of Law 18,045 and General Regulation No. 30 of the Financial Market Commission, and having been duly authorized by the Board of Directors, I hereby inform you of the following as an ESSENTIAL FACT: At the Ordinary Board Meeting held today, and following a decision by the Directors' Committee on 20 August of this year, SONDA S.A.'s Policy on Related Party and Regular Transactions was approved, in compliance with the provisions of Law 18,046 on Public Limited Companies and General Regulation No. 501 of the Financial Market Commission. This Policy will be available to interested parties at the Company's registered offices located at Teatinos 500, Santiago, and published on its website www.sonda.com

Material Fact dated 22 August 2024

In compliance with the provisions of Articles 9 and 10 of Law 18,045 and General Regulation No. 30 of the Financial Market Commission, and having been

duly authorized by the Board of Directors, I hereby inform you of the following ESSENTIAL FACT: This is in regards to the Essential Fact dated 29 September 2023 concerning the indirect participation of SONDA S.A. in Microgeo S.A., which amounts to 80% through SONDA Filiales Chile Limitada. At that time it had announced the commencement of a process to evaluate strategic alternatives regarding said stake. In light of the limited synergies with the Company that were found, official notice is hereby given of the termination of said process, since no offers were finalized during that time.

Material Fact dated 22 August 2024

In compliance with the provisions of Articles 9 and 10 of Law 18,045 and General Regulation No. 30 of the former Superintendency of Securities and Insurance, and duly authorized by the Board of Directors, I hereby inform you of the following as an ESSENTIAL FACT: This is in regards to the announcement made in Essential Fact dated 29 September 2023 concerning the indirect participation of SONDA S.A. via SONDA Filiales Chile Limitada, SONDA Inversiones Internacionales S.A. and SONDA México S.A. de C.V. of 60% in NOVIS S.A., Servicios de Aplicación e Ingeniería NOVIS S.A. de C.V. and NOVIS CORP US INC., incorporated under the laws of Chile, Mexico and the State of Delaware (USA), respectively, signaling the start of a process to evaluate strategic alternatives regarding said participation. In light of the limited synergies with the Company that were found, official notice is hereby given of the termination of said process, since no offers were finalized during that time.

Material Fact dated 13 September 2024

In compliance with the provisions of Articles 9 and 10 of Law 18,045 and General Regulation No. 30 of the Financial Market Commission, and duly authorized by the Board of Directors of SONDA S.A., I hereby inform you of the following as an ESSENTIAL FACT:

Concerning the essential fact published on 6 January 2023, and its update on 29 September of the same year, it is hereby reported that, following a period of exploration and negotiation with potential strategic partners, the Board of

Directors has decided to bring this process to a close and continue developing this business internally for the time being. Although various investors expressed interest, they did not adequately align with the company's strategic objectives.

The company has also decided to directly expand the KUDOS data center, and contracted detailed phase two engineering studies.

11. **Shareholders'** Remarks

Durante el ejercicio terminado al 31 de diciembre de 2024 no hubo comentarios y/o proposiciones formuladas por los accionistas relativos a la marcha de los negocios de la Sociedad.

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Statement of **Liability**

The undersigned Directors and Chief Executive Officer of SONDA S.A. hereby declare that they are responsible for the veracity of all information contained in this 2024 Annual Report, Corporate Responsibility and Sustainable Development ("2024 Integrated Report"), in accordance with the provisions of General Regulation No. 30 of the Financial Market Commission.

José Orlandini Robert
Chairman
ID No. 7.599.934-8

María del Rosario Navarro Betteley
Vice-Chairman
ID No. 12.720.922-7

Andrés Navarro Betteley
Director
ID No. 13.830.732-8

Rafael Osorio Peña
Director
ID No. 7.923.570-9

Jacqueline Saquel Mediano
Independent Director
ID No. 8.820.053-5

Ingo Plöger
Independent Director
ID No. 2.885.436-6

Enrique Bone Soto
Independent Director
ID No. 6.056.216-4

Carlos Hurtado Rourke
Independent Director
ID No. 10.724.999-0

Alberto Eguiguren Correa
Independent Director
ID No. 9.979.068-7

Marcelo Castiglione Veloso
Corporate CEO
ID No. 10.854.322-1

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Risk Analysis

The main risks SONDA and its subsidiaries face are the following:

Market Risk

This risk has to do with potential financial fluctuations due to changes in market prices, such as interest rates, exchange rates, or price levels.

Given the current macroeconomic context, Management has decided to ensure the composition of its liabilities remains in balance with the financial system in order to optimize current financial conditions and reduce volatility in its financing flows. At the end of the reporting period, 51.5% of the Company's loans were at fixed rates and 48.5% at variable rates.

Additionally, natural exchange rate hedging is prioritized by securing financing in the functional currency of each country. Having first received approval from the Corporate Finance Department, SONDA S.A. may enter into derivative financial instruments to manage its exposure to exchange rate risk. The Company may conduct transactions in currencies other than the Chilean Peso for project-related assets.

Regarding price-level risk, SONDA's exposure to the effects of inflation due to its financial obligations in Chile is lower, given that part of its Obligations with the Public expressed in *Unidad de Fomento* (UF, ISO code: CLF) (unit of inflation-indexed debt in Chile) were partially converted to CLP through cross-currency swap contracts, and that a significant component of its revenue is denominated in CLF, which offsets cost increases due to inflation (mainly salaries).

Natural inflation coverage is provided through costs for the remainder of the region, as the prices of contracts with customers are mostly indexed to the inflation rate in each country and regularly adjusted, although occasional temporary mismatches may arise.

Credit Risk

This refers to the possibility of default on third-party obligations contracted with SONDA S.A. or its subsidiaries. The Company has credit policies that include assessing its customers credit and periodically reviewing its trade receivables to help manage, control, and mitigate loss risks due to bad debts, in accordance with IFRS 9 criteria.

SONDA S.A. has a base of more than 11,500 customers distributed across 12 countries, comprised of leading companies in the region from many different industries in diversified markets. No single customer represents more than 5% of consolidated revenue.

The Company and subsidiaries have collection policies and divisions that periodically manage debtors to reduce the risk of late payment and/or bad debts.

Liquidity or Financing Risk

This relates to the inability of SONDA S.A. or subsidiaries from meeting their payment obligations to third parties due to a lack of available cash or sufficiently liquid assets.

Management remains focused on properly managing cash flow, sound financial planning and ongoing monitoring in order to anticipate future obligation maturities and financing needs, which, in conjunction with maintaining an appropriate maturity profile and fixed-rate financial obligations, mitigates the aforementioned risks.

The Company also makes certain to have an adequate cash level for the proper performance and development of its businesses, along with bank credit lines and bond lines available in the capital market, which are on hand to generate liquidity if needed.

Country Risk

Country risk refers to the possibility of financial or economic loss that may arise due to political, economic, and social factors in a given country.

SONDA S.A. and its subsidiaries have a presence in various countries in the Americas, and therefore annually assess whether its assets are subject to any impairment in accordance with the accounting policy described in Note No. 3 of the Consolidated Financial Statements, in addition to constantly monitoring macroeconomic policies and variables that could affect the Company's business.

Litigation Risk

During the course of its regular activities, SONDA S.A. and subsidiaries are exposed to litigation and claims, whether from employees, subcontractors, third

parties, suppliers, tax authorities, competition authorities, or customers, among others, and are subject to the legislation of each country. Uncertainty about the outcome of litigation and claims leads to the possibility that a judicial outcome could adversely affect the Company's business or reputation.

SONDA S.A. and subsidiaries consistently quantify and qualify these risks based on the best information available at any given time, estimating possible scenarios and the probability of occurrence, and making the appropriate provisions on a case-by-case basis. Furthermore, the Company mitigates this risk by maintaining a focus on adherence to applicable regulations and legislation in each country and to corporate best practices, and following SONDA's Code of Ethics and Conduct and the Corporate Compliance model as a preventive and mitigating tool against the commission of crimes and as an instrument of good Corporate Governance practices.

Business Risks

Operational risk refers to the possibility of financial or non-pecuniary losses due to failures or deficiencies in its processes, internal procedures, human resources, technological systems, or external events that affect a company's ability to carry out its activities effectively and efficiently.

In its unwavering quest to systematically mitigate this risk, SONDA S.A. has a set of international certifications and management systems relevant to its business, including: ISO 22301, "Business Continuity Management System"; ISO 27001, "Information Security Management System"; ISO 20000, "IT Service Management System"; ISO 9001, "Quality Management System"; ISO 14001, "Environmental Management System"; ISO 45001, "Occupational Health and Safety Management System".

In a highly specialized sector like IT, a lack of skills and competencies may pose a risk to business operations. To mitigate this risk, SONDA has implemented

talent attraction and retention programs for young professionals, offers training and professional development programs, and fosters an inclusive and flexible culture in a bid to establish market best practices. At SONDA, the main resource is the people who make up the organization, including an experienced board of directors, solid corporate governance, management, and highly qualified personnel across the organization.

Interruptions or malfunctions of IT services can cause financial losses and damage the Company's reputation. To mitigate this risk, SONDA has a resilient IT infrastructure under the highest international certifications in conjunction with redundant services and backup systems.

Similarly, one of the company's inherent business risks is the cybersecurity incidents to which the Company is exposed in the normal course of business. Therefore, it has taken various measures to mitigate this risk, including access and identity control processes, the use of strong passwords and MFA, in addition to protecting remote access and our office networks. Additionally, asset identification and discovery are performed, allowing us to identify vulnerabilities, security levels, and update status. This allows for continuous monitoring of security agents, navigation protection, and EDR to maintain adequate coverage and updates in the environment. Our environment is monitored 24/7 to identify alerts and abnormal behavior associated with cyberattacks so that we can respond to incidents in a timely manner. We also have policies and procedures in place to address the comprehensive needs of information security and acceptable use of our devices, and to train our employees on the risks, use, and care of our own information and that of our customers.

We have a diversified supplier base in order to mitigate dependency. The most relevant are the leading global brands of IT products and devices with whom SONDA maintains long-standing business partnerships. Regular evaluations are conducted, and they are required to adhere to the Company's Code of Ethics and Conduct.

Regarding the risk associated with business assets, SONDA remains at the forefront of the latest trends and technological advancements to mitigate the risk of technological obsolescence. It also implements strict inventory policies and monitoring to reduce inventory deterioration.

In terms of fixed assets, SONDA has built its properties in full compliance with current regulations and, in some cases, has also made further improvements in order to increase resilience. All companies in Chile and abroad are insured against risks to hardware, infrastructure, buildings, and content due to fires and/or natural events, with special emphasis placed on those items whose loss ratio could have a significant impact on the Company's results.

The Company has implemented various action plans to ensure operational continuity, compliance with the SLAs established in customer contracts, monitoring delinquency by type of debtor and portfolio, and analyzing future capital and liquidity requirements.

The Company is subject to the various aforementioned risks as a result of the ordinary course of business. The details of the main risks are explained in Note No. 39 of the Consolidated Financial Statements.

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About This Report

About This Report

This Integrated Report was prepared in accordance with the guidelines of General Standard No. 519 of the Chilean Financial Market Commission (CMF), using the GRI standards, the SASB sustainability accounting standards for the Software and IT Services sector (version 2023-12), and the Dow Jones Sustainability Index (DJSI) indicators as a reference. It focuses on the most significant matters for SONDA and its stakeholders, which have been determined by following the requirements of these guidelines.

The presented information addresses the management of our entire company in 2024, spanning all of SONDA's operations in the 13 countries where it operates. Data from previous years is also included to provide greater context, as well as the main events that occurred up to the date of the report's publication.

A company-wide team, led by the Corporate Finance Department, participated in its preparation with advice from external experts. The team ensured compliance with the GRI principles, Standard 519, and SASB, and was responsible for collecting and validating the reported information.

Important Matters

At the end of 2022, SONDA conducted a Double Materiality analysis to assist in developing the corporate strategy. The most relevant environmental, social, and governance (ESG) topics for the Company were identified, analyzed, and ranked in a workshop with Senior Management. The materiality analysis was the basis for this report, which was updated with the focus areas and aspects that arose in 2024. Relevant topics from a financial, commercial, and business development perspective were added in.

The Double Materiality analysis addressed the following matters:

- **Financial market ESG requirements for the information technology sector:** DJSI (Information Technology Services Sector) and General Standard No. 461 of the CMF in Chile. The latter includes SASB requirements for the Information Technology Software and Services sector as well as TCFD[9] guidelines regarding climate change.
- **The changing needs of society and emerging challenges specific to information technology companies:** The World Economic Forum's Global Risk Report, the Chilean government's roadmap on climate change and the benchmarking practices of leading companies in the sector around the world.
- **Strategic and priority issues for SONDA** that came out of the 2022-2024 Strategic Plan and the risk matrix.

This exercise produced a list of issues, which were then prioritized using two dimensions; namely, the impacts on SONDA's financial value creation and those

9. https://www.fsb-tcfd.org

on environmental sustainability. This was done during a workshop with the company's senior management in attendance.

This analysis was updated in 2024 to include the following perspectives:

- Changes or new focal points in SONDA's strategy and the current situation it is facing.
- Main risks emerging for companies worldwide over the short and medium terms[10] and their potential impact on SONDA.
- Analysis and studies conducted by SONDA and external organizations.

10. WEF-Global Risk Report 2024.

- New national and international ESG disclosure requirements pertinent to SONDA (GS 519 IFRS S1 and S2, SASB, CSRD/ESRS, TNFD).
- Preliminary draft of the Taxonomy of Environmentally Sustainable Economic Activities (T-MAS) from the Chilean Ministry of Finance (December 2024).

Subsequently, working meetings were held with SONDA managers and executives to address some of the material issues and define the management approach, the key aspects to report on, as well as the featured initiatives and indicators.

Most relevant ESG topics

Environment

- **Technological solutions with environmental impact**
- **Environmental responsibility at SONDA:**
  - Climate strategy (mitigation and adaptation)
  - Energy efficiency
  - Waste management
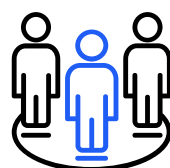
Community

- **Technological solutions with social impact (SDGs)**
- **Talent Management at SONDA:**
  - Work environment, purpose, culture
  - Knowledge development and management
  - Diversity and inclusion
  - Benefits and compensation

Governance

- **Innovating customer service**
- **Customer experience**
- **Cybersecurity and data protection**
- **Governance**
- **Risk management**
- **Ethics and compliance**
- **Responsible procurement**

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Sustainability Indicators

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Indicator	Calculation method	2022	2023	2024
SONDA AT A GLANCE				
Revenue				
Amount of Revenue	Millions of USD	1,248	1,482	1,548
Percentage of revenue from emerging markets	% of revenue from emerging markets compared to total revenue. According to S&P Global: Brazil, Chile, Colombia, Mexico and Peru	90.0%	91.0%	92.2%
% Revenue by business line				
Digital Business	% of total revenue	34.6%	33.1%	33.3%
Digital Services	% of total revenue	36.6%	31.4%	31.7%
Transactional Business	% of total revenue	28.8%	35.5%	34.9%
% of revenue by cluster				
Southern Cone	% of total revenue	57.7%	57.4%	56.1%
Brazil	% of total revenue	25.0%	25.8%	26.5%
The Andean Region	% of total revenue	8.9%	8.0%	8.7%
North America	% of total revenue	8.3%	8.7%	8.7%
EBITDA	Millions of USD	141	143	144
Capitalization	Millions of USD Market capitalization at year-end	330	391	321
Investment	Millions of USD Amount of investment made during the year	67	49	31
Suppliers				
Payments to suppliers	Millions of USD Total amount paid to suppliers	912	1,067	1,103
IT HUMAN CAPITAL				
Human Capital Development in IT				
No. of IT professionals	No. of IT professionals (of the company)	10,520	11,302	11,679
% of IT professionals	% with regard to total number of company employees	76%	76%	77%
TRANSFORMATION				
Amount invested in R&D	Millions of USD Amount of investment made during the year	6	3	5
Percentage of investment in R&D with respect to sales	% of investment in R&D with respect to sales	0.4%	0.2%	0.3%

Indicator	Calculation method	2022	2023	2024
GOVERNANCE AND ETHICS				
Board of Directors' composition and diversity				
Number of directors with executive positions in the company	No. as of 31 December every year Independent directors are not included.	0	0	0
No. of independent directors	No. as of 31 December every year	4	5	5
No. of female directors	No. as of 31 December every year	1	2	2
Under 30 years of age	No. of directors as of 31 Dec	0	0	0
Between 31 and 50 years	No. of directors as of 31 Dec	2	2	1
Over 51 years of age	No. of directors as of 31 Dec	7	7	8
Average seniority of directors	Average number of years on SONDA's board	6	3	5
Average attendance of directors	Average attendance of Directors at SONDA Board meetings	98%	98%	94%
Directors with IT industry experience	No. as of 31 December every year Includes only non-executive directors	8	8	8
Reach of the Code of Ethics				
Percentage of employees it includes	% of employees included as of 31 December each year	100%	100%	100%
Code of Ethics				
Complaints received	Number of complaints received throughout the year	65	150	189
% of complaints resolved	No. of complaints resolved in the period / No. of complaints received in the period	100%	100%	100%
Incidents of discrimination	No. of discrimination incidents	0	1	0
Corruption				
Cases of corruption	No. of confirmed corruption cases	0	0	1
Cases resulting in employee dismissal	Total number of confirmed cases in which an employee was dismissed or another disciplinary action taken due to corruption	0	0	1
Cases that led to the termination of contracts with business partners	Total number of confirmed cases in which contracts with business partners were broken off or not renewed because of corruption-related violations	0	0	0
Legal cases against the company	Number of public corruption-related legal cases filed against the company	0	0	0

Indicator	Calculation method	2022	2023	2024
Unfair competition	Number of legal proceedings pending or completed due to unfair competition, monopolistic or antitrust practices in which the organization was involved	0	0	0
Compliance				
Fine amount	Monetary value of significant fines due to non-compliance with laws and regulations around social or economic matters. Millions of USD	0	0	0
Number of non-monetary penalties	No. of non-monetary penalties for non-compliance concerning social or economic matters	0	0	0
Number of cases	Number of cases submitted to dispute resolution mechanisms related to social or economic matters	0	0	1
Contributions to Political Parties	Millions of USD Total amount of contributions to political parties	0	0	0
Economic value generated and distributed among various economic agents				
Direct operating costs	Millions of USD Cost of sales for platforms and applications	610	658	687
Economic value generated	Millions of USD Sales revenue - Direct operating cost	638	824	861
Value retained in the company	Millions of USD Includes depreciation and amortization for the year, plus undistributed profits.	65	49	65
Economic Value Distributed	Millions of USD (Economic Value Generated - Value retained in the company) = Value distributed to various economic agents (Remunerations and benefits to employees + collaborating companies + state taxes + dividends to shareholders + payments to financiers)	574	776	796
Employees	Millions of USD Operating and administrative costs	332	382	412
Partner companies	Millions of USD (service providers)	86	93	85
State	Millions of USD Payments in taxes and other duties to the State	21	18	20
Shareholders	Millions of USD Dividend payments	21	22	13
Financiers	Millions of USD Interest and amortization payments	28	36	46
Other operating expenses	Millions of USD	85	225	220

CUSTOMERS

Indicator	Calculation method	2022	2023	2024
Customer satisfaction				
% customer satisfaction measurements	% of customers whose satisfaction levels were measured	88%	90%	87%
Complaints	Complaint rate (No. of complaints / No. of Service Orders)	0.03	0.03	0.001
Service quality	% prevention of help desk abandonment	94.8%	93.9%	94.3%
	% SLA compliance OS service	94.9%	94.6%	95.7%
Customer data security				
Fine amount	Amount in USD for customer data security breaches	0	0	0
Number of fines	Total No. of infractions for customer data security breaches	0	1	0

Indicator	Calculation method	2022	2023	2024
Customer data loss cases	Number of cases with customer privacy issues and/or data loss	0	0	0
Complaints	Number of customer complaints about privacy issues and customer data loss	0	0	0
	No. of complaints to the authority/regulator about customer privacy issues and data loss	0	0	0
Service continuity				
Service availability	Percentage of service availability/Total time	99.7%	99.5%	99.4%
Complaints about availability	Number of customer complaints due to system availability failures	0	2	10
Component uptime	(1- ((Td-Tm)/Ta))* 100% Td: Downtime for the period Tm: Scheduled maintenance time for the period Ta: Agreed length of service for the period	99.8%	99.6%	99.7%

EMPLOYEES

Indicator	Calculation method	2022	2023	2024
Employee total				
No. of employees	No. as of 31 December every year	13,855	14,823	15,134
Permanent and temporary employees				
Permanent employees	No. as of 31 December every year	13,855	14,823	15,134
Temporary employees	No. as of 31 December every year	158	165	127
Number of contractor employees	No. as of 31 December every year	158	165	127
Employees by age				
Employees under 30 years of age	No. as of 31 December every year	3,734	3,742	3,808
Employees between 31 and 50	No. as of 31 December every year	8,377	9,171	9,252
Employees over 51 years of age	No. as of 31 December every year	1,744	1,910	2,074
Employees by sex				
Men	No. as of 31 December every year	9,798	10,366	10,639
Women	No. as of 31 December every year	4,057	4,457	4,495
	% women out of the total	29%	30%	30%
Women in executive roles				
No. of female employees in executive positions	No. of female executives (Senior Management, maximum two levels removed from the CEO)	35	41	36
No. of women in executive roles	No. of female executives (Senior Management, maximum two levels removed from the CEO)	2	3	4
Breakdown of female employees by age				
Women under 30	No. as of 31 December every year	1,172	1,135	1,141
Women between 31 and 50	No. as of 31 December every year	2,521	2,841	2,799
Women over 51	No. as of 31 December every year	364	481	555

Indicator	Calculation method	2022	2023	2024
Employees by age range				
Employees under 30	No. of employees	3,734	3,742	3,808
Employees between 31 and 50	No. of employees	8,377	9,171	9,252
Employees over 51 years of age	No. of employees	1,744	1,910	2,074
Employees by country				
Chile	No. of employees	3,079	3,831	3,934
Brazil	No. of employees	5,849	6,123	6,314
Mexico	No. of employees	1,385	1,272	1,132
Other Latam countries	No. of employees	3,542	3,597	3,754
Employees by seniority range with the company				
Less than 3 years	No. of employees	7,641	8,452	8,505
From 3 to 6	No. of employees	3,076	3,174	3,429
More than 6 and less than 9 years	No. of employees	784	776	787
From 9 to 12 years	No. of employees	1,012	999	917
More than 12 years	No. of employees	1,342	1,422	1,496
Pay gap by sex				
Executives and managers	Percentage salary shortfall collected by women compared to men in the same category	24%	25%	20%
Professionals, Technicians, and Administrators	Percentage salary shortfall collected by women compared to men in the same category	12%	13%	8%
Leadership and soft skills training				
Training hours	Average training and development hours per employee	3.1	5.3	9.9
Total amount invested	USD invested in training	743,711	729,353	680,184
Training Index	USD invested in training compared to the number of employees	54	49	45
Unionization				
Trade union	No. as of trade unions as of 31 December	46	36	37
Unionization	Percentage of unionized employees as of 31 December in relation to total employees	23%	11%	10%
Strikes	Number of strikes lasting more than one week	0	0	0
Workers under collective bargaining agreements	Percentage of employees covered by collective bargaining agreements	70%	62%	63%
Accident rate				
No. of fatalities (for the company and contractors)	No. of fatalities in the year (company's and contractors' workers)	0	0	1
Frequency Index (company and contractors)	No. of lost-time work accidents over the year per million hours worked Both the company and contractors	2.7	2.8	3.3

Indicator	Calculation method	2022	2023	2024
Turnover and satisfaction				
Total worker turnover	Percentage of total employees leaving the company	41%	30%	31%
Climate survey	% employee reach	79%	78%	72%
	% favorable work environment	74%	71%	74%
	% satisfied employees	77%	74%	78%
	% committed employees	76%	76%	79%
Departures	Number of employees who left SONDA	5,624	4,515	4,889

ENVIRONMENT

Indicator	Calculation method	2022	2023	2024
Environmental management				
ISO 14001 certification	Number of employees working under ISO 14001 certification	5,965	4,864	5,032
Eco-efficiency				
Water	Volume (m3) of water consumed	41,208	78,656	39,282
Energy	MWh of electricity consumed	38,422	33,851	31,072
NCRE consumed	MWh of renewable energy consumed	35,103	31,955	29,428
	% NCRE consumed / Total electricity consumption	91%	94%	95%
Eco-efficiency at the Data Centers				
Data Center consumption	% of energy consumed by the DC compared to the total energy consumed at SONDA	91%	91%	95%
PUE	Ratio between the total energy consumption of the facilities and the consumption of IT equipment within that facility	1.7	1.9	2.0
IT Waste				
IT waste generated	Kilograms	60,823	136,437	54,392
Data Center waste generated	Kilograms	4,786	26,176	525
IT waste recycled	% of IT waste generated that is recycled	74%	44%	30%
IT waste to safe final destination	% of IT waste generated and sent to a safe final disposal site	70%	42%	70%

SUPPLY CHAIN

Indicator	Calculation method	2022	2023	2024
Supply chain				
Supplier training	% of suppliers trained	33%	33%	60%
Contractor training	% of contractors trained	33%	50%	40%

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GRI Content Index

Statement of Use	SONDA has presented the information cited in this GRI Content Index for the period from 1 January to 31 December 2024, using the GRI Standards as a reference.
GRI 1 used	Foundation 2021

GRI standard	Contents	Location
GENERAL CONTENTS		
	1. The organization and its reporting practices	
GRI 2: 2021 General contents	2-1 Organizational details	7-9, 86 The head office is in Santiago, Chile.
	2-2 Entities included in the sustainability reporting	This document is an Integrated Report, so the same scope applies to the financial and sustainability information.
	2-3 Reporting period, frequency, and contact point	135, 145 The Integrated Report is published annually.
	2-4 Updating information	The effect of any update or restatement of information with respect to the previous report and the reasons for doing so along with any changes in scope are found in the footnotes to the respective indicators in the event of occurrence.
	2-5 External audit	128 The financial statements in this integrated report have all been verified.
	2. Activities and Employees	
	2-6 Activities, Value Chain, and Other Business Relationships	8, 20, 27, 28, 30, 87, 89, 125
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	2-11 Chair of the Highest Governing Body	The Chair of the Board of Directors does not hold any executive positions in the company.
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Occupational Health and Safety 2018	403-9 Work-related injuries	104, 139

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