



Integrated Report 2025

SONDA[®]
make it easy



Our purpose is to help improve people's quality of **life** through innovation and value creation, delivering technology solutions that drive the transformation and growth of **our clients' businesses and operations.**



Contents

01 Letter from the Chairman	4
02 SONDA at a Glance	6
03 Strategy and Innovation	13
04 Governance Excellence	54
05 Talent at SONDA	67
06 Results	83
07 General Background and Additional Information	91
08 About This Report and Indexes	136





“Digital transformation is now a structural process for economic development and competitiveness worldwide, and in Latin America in particular.”

José Orlandini Robert
Chairman of the Board

Letter from the Chairman

Dear Shareholders,

The year 2025 reaffirmed a conviction we have held for several years: digital transformation is now a structural process for economic development and competitiveness worldwide, and in Latin America in particular. It is not merely about technological modernization, but about the ability of organizations—both public and private—to operate with greater efficiency, resilience, and proximity to their users in an increasingly demanding environment.

The accelerated adoption of artificial intelligence, advanced automation, and cloud solutions is redefining entire industries. In our region, this process is also taking place amid fiscal constraints, pressure on operational efficiency, and demands for higher service standards. In this context, SONDA’s role as a technology integrator positions us as a key enabler of the critical digital infrastructure that underpins the economy and public services.

Throughout 2025, we made decisive progress in executing our 2025–2027 Strategic Plan, aimed at: (i) deepening our specialization in industry verticals; (ii) accelerating the incorporation of

higher-value-added solutions; (iii) driving growth in key geographies; and (iv) capturing operational efficiencies that strengthen profitability.

Vertical specialization across industries has enabled us to develop specialized capabilities and offer solutions tailored to the specific needs of each sector. We seek to support our clients in their digital transformation processes, equipping them with technologies that drive sustainable, efficient, and innovative growth.

Consolidated revenue reached US\$ 1.592 billion, up 2.6% year over year. Operating income totaled US\$ 73 million, down 27% compared to 2024.

This variation is due, in part, to an environment of increased competitive pressure and adjustments in our clients’ investment cycles. However, it also reflects the temporary impact of strategic investments made during 2025 to strengthen our commercial capabilities, sector-specific expertise, and the development of high-value solutions. From the Board of Director’s perspective, these decisions stem from a deliberate strategy of long-term positioning and disciplined capital allocation.

“The volume of business closed during 2025 amounted to US\$1.746 billion, representing 8.4% growth, while the pipeline of opportunities reached US\$6.026 billion, 13.6% higher than at the end of 2024.”

These investments have already begun to translate into significant contract awards during the second half of 2025 and in the first months of 2026, reinforcing our conviction on the path we have taken.

The volume of business closed during 2025 totaled US\$1.746 billion, representing 8.4% growth, while the pipeline of opportunities reached US\$6.026 billion, 13.6% higher than the end of 2024. These figures underscore the strength of our commercial portfolio and allow us to begin 2026 with greater visibility and prospects of growth.

Notable among the recently awarded projects are the operation of the technology platform for FONASA’s Complementary Coverage Modality (MCC) Administrator; the technological upgrade of Panama’s public transportation system to incorporate QR code and credit card payments on buses and metro lines; the award—currently in the process of being signed—for the implementation of the payment system for the Bicentennial Cable Car in Santiago; the implementation of all voice and data communications networks in public institutions in Mato Grosso do Sul, Brazil; and the provision and operation of electronic ankle monitors for the Chilean Gendarmerie. All of these

projects share a common element: they are highly technologically complex solutions with massive impact and structural relevance for the functioning of the state and society.

Looking ahead, the Board’s focus is on three key priorities: consolidating sector-specific expertise and deepening our competitive differentiation in strategic verticals; strengthening operational efficiency and financial discipline, safeguarding margins and cash generation; and accelerating the adoption of solutions based on artificial intelligence and advanced analytics under strict cybersecurity and technology governance standards.

We are convinced that Latin America will further accelerate the digital transformation in sectors such as transportation, healthcare, financial services, and government. SONDA is solidly positioned to be a key player in this process, supported by its deep knowledge of the region, its track record, and its ability to execute large-scale projects.

I would like to extend special thanks to our employees for their professionalism and commitment; to our clients, for trusting SONDA as

a strategic partner; and to you, our shareholders, for your continued support.

We continue to build a more specialized, more efficient company, better prepared to lead the region’s digital development.

Warm regards,



José Orlandini Robert
Chairman of the Board





02

Chapter
SONDA at a Glance



We are leaders in technology services in Latin America

Today, we are the force shaping the future, transforming lives through technology, and contributing to the reality that future generations will experience.

We are SONDA

NCG 519 (2.1)

Transforming lives with technology

For more than five decades, we have been driving technological development in Latin America, transforming the way people live, work, and connect. Today, we continue to lead that change with a human-centered and sustainable approach, aligning technology with the real needs of our customers and society.

We believe that technology has a purpose: to improve people's lives. That is why every solution we develop seeks to simplify processes, strengthen institutions, and enable new opportunities. From public transportation systems and digital

health to cybersecurity and artificial intelligence applied to business, our mission is to build tangible progress for millions of people in the region.

Our regional leadership in digital transformation is built on the trust of more than 9,500 corporate clients and the talent of over 13,900 employees who share a common conviction: to make technology simple, useful, and transformative. With a presence in 13 countries, we continue to push boundaries to deliver innovation and foster progress.

Who are we and what inspires us?

Our purpose



"To contribute to improving people's **quality of life** by innovating and adding value through technological solutions that develop and transform **our clients' businesses and operations.**"

Our Values



Commitment to service



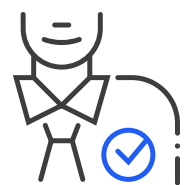
A people-oriented company



Agility



Positive attitude



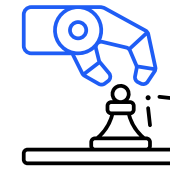
Integrity





Why SONDA?

- We are leaders in digital transformation in the region, impacting on the lives of more than 500 million people.
- We are a key player in various industries that have been transformed through the implementation of large-scale modernization projects and innovative solutions.
- We understand the challenges and demands of the region and offer a broad portfolio of business solutions tailored to the market's key industries.
- We provide technology and innovation with the goal of simplifying our clients' digital transformation. That is "Make it Easy," our concept of simplicity that inspires not only our visual identity but also the way we communicate with all our stakeholders.
- Our market experience and leadership in digital transformation across the 13 countries where we operate allow us now to simplify and address diverse demands and challenges. Our company was founded in Chile and has expanded throughout the Americas.



Capacity

- ✓ Comprehensive Offering
- ✓ Technological Expertise
- ✓ Independent Integrator
- ✓ Proven experience



Global Vision

- ✓ Market knowledge
- ✓ World-class services
- ✓ Extensive service network
- ✓ Partner ecosystem



Commitment

- ✓ Flexible
- ✓ Strategic partner
- ✓ Quick responses
- ✓ Service excellence



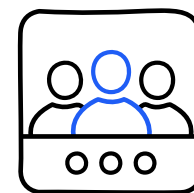
Solidity

- ✓ Financial strength
- ✓ Corporate clients
- ✓ Long-term contracts
- ✓ Open in Stock Exchange

Our Scope



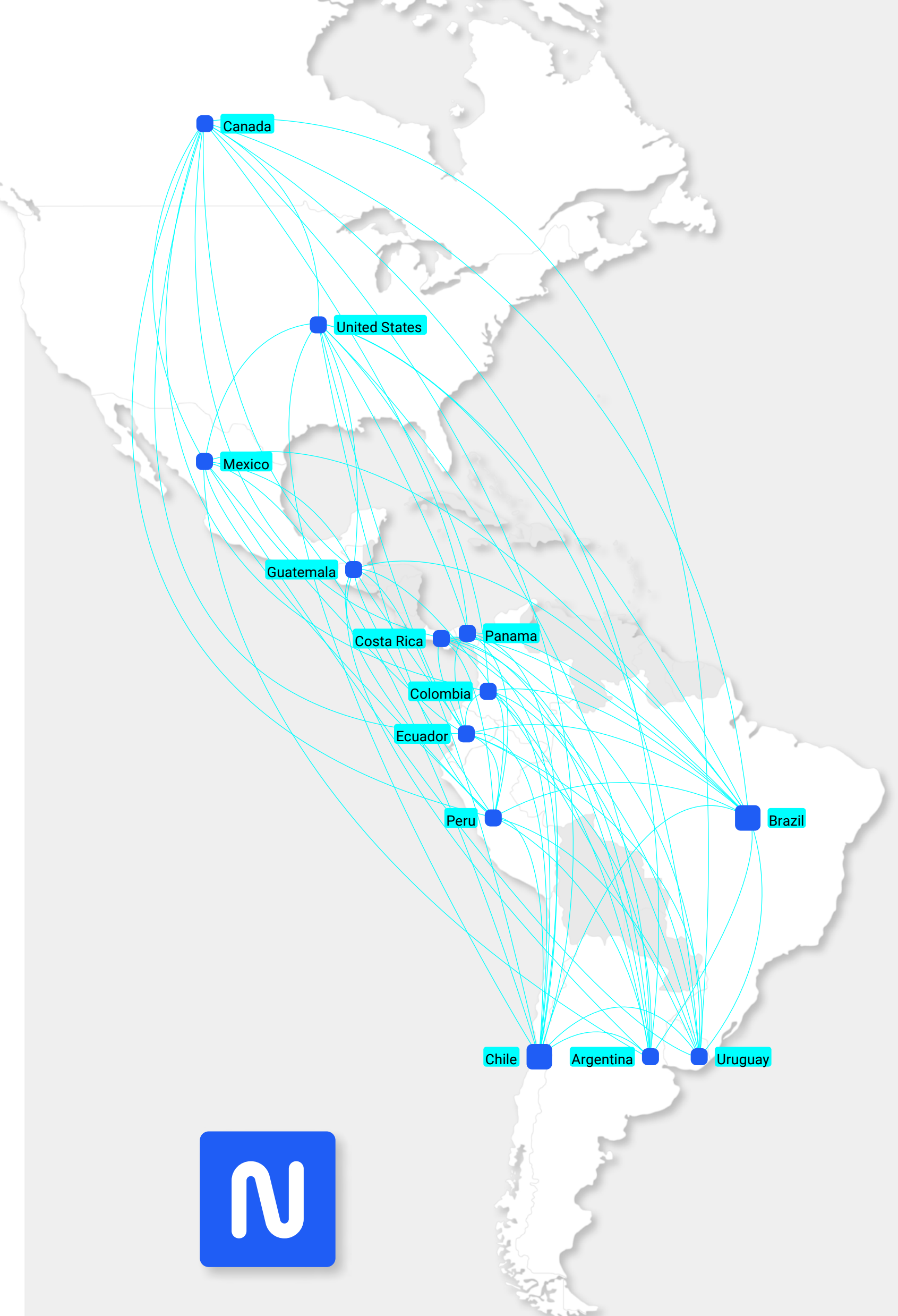
13
countries where
we operate.



Over **9,500**
corporate clients
who trust us.



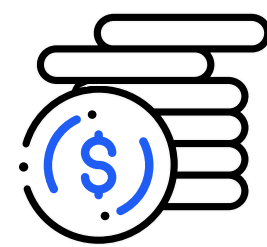
+13,900
employees across the region;
of whom **+10,800** are
IT professionals.



What Sets Us Apart?

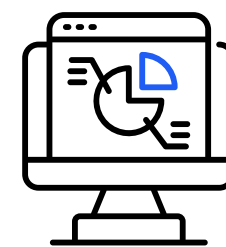
Sustained and Diversified Growth

Consolidated Revenues



1,592
US\$ million

Consolidated EBITDA



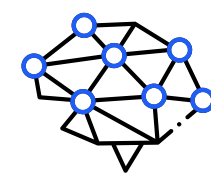
127
US\$ million

Figures as of December 31, 2025

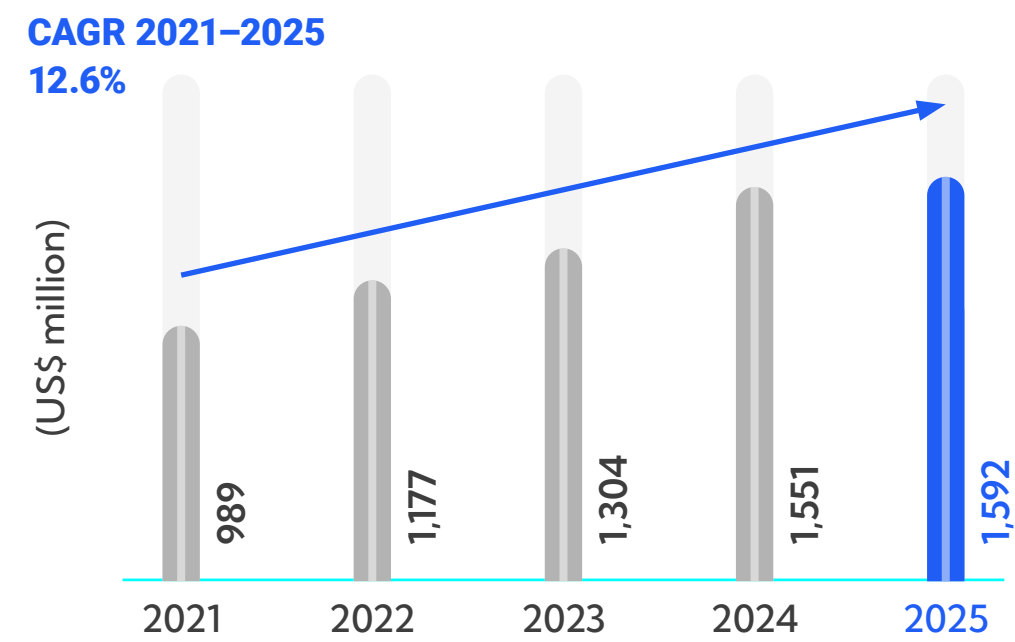


Sustained growth across all business lines

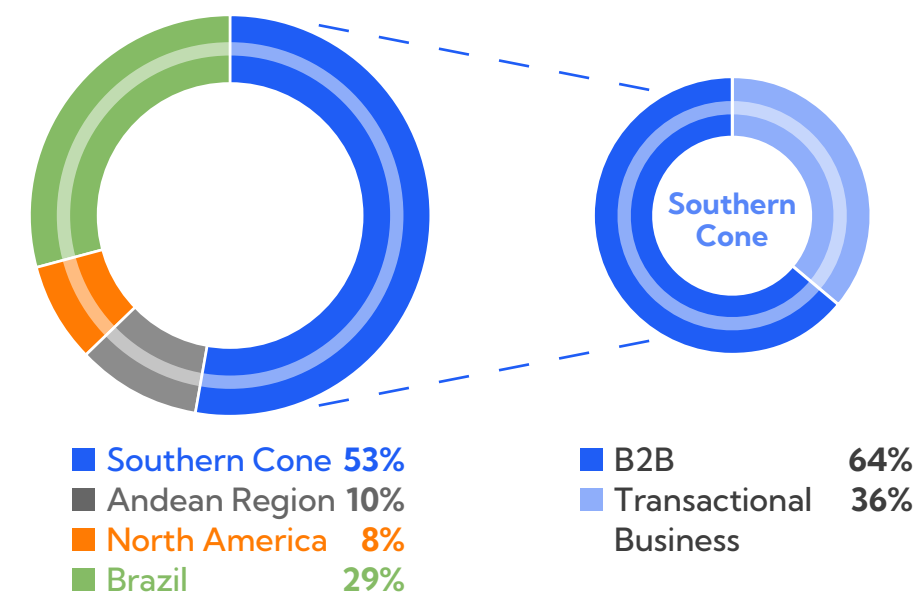
- Digital Business → CAGR 2021–2025: +12.7%
- Digital Services → CAGR 2021–2025 +17.6%
- Transactional Business → CAGR 2021–2025 +7.8%



Consolidated Revenues



Revenues by Region

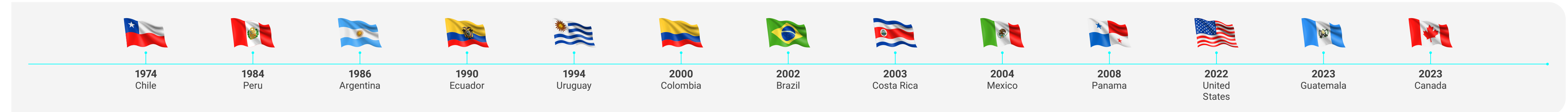
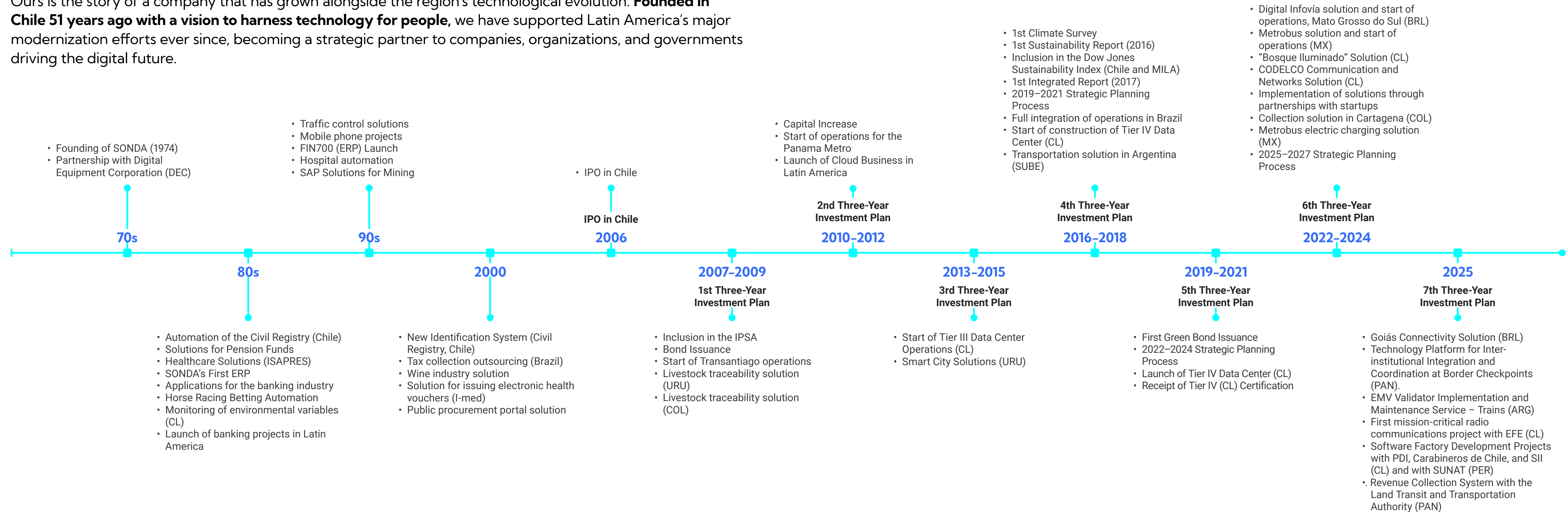


A Story of Growth

NCG 519 (2.2)



Ours is the story of a company that has grown alongside the region's technological evolution. **Founded in Chile 51 years ago with a vision to harness technology for people**, we have supported Latin America's major modernization efforts ever since, becoming a strategic partner to companies, organizations, and governments driving the digital future.



2025 Milestones

2025 Milestones



Solutions that strengthen critical sectors



Chile

In 2025, we consolidated key projects in transportation, healthcare, and social security, among others. We implemented RIS/PACS and BMS for the Southern Metropolitan Health Services Network and the Sótero del Río and Cordillera Hospitals, respectively, advancing clinical digitization. We migrated services from a social security entity to the private cloud and reinforced railway operations through a new radio communications system for the State Railway Company (EFE). This portfolio strengthens our position in critical infrastructure and services.



Connectivity for a Digital State



Brazil

We led the digital transformation of the State of Goiás by deploying a 9,300-km fiber-optic network. This has enabled modern public services, expanded connectivity, and increased access for citizens. One of the region's most significant projects, it strengthens our leadership in complex telecommunications and builds on earlier progress with Infovia in Mato Grosso do Sul, enabling the use of artificial intelligence and other data-intensive technologies across the country.



Urban mobility with greater operational intelligence



Mexico

We expanded our contract with the operator of the Metrobus public transportation system in Mexico, incorporating new equipment and management capabilities to improve fleet operation and control. This upselling increases service availability, strengthens operational monitoring, and consolidates our presence in smart mobility solutions in the country and the region.



Technology-driven mobility and energy



Argentina

We are strengthening our presence in mobility with Nación Servicios by modernizing the fare collection system and validators with EMV technology in public transportation, enabling payment via QR codes and bank cards. In Utilities and Oil & Gas, we implemented comprehensive IT support for more than 500 YPF service stations across ten Argentine provinces, raising standards for continuity and efficiency. These are two key sectors where we provide secure operations and high-value technology.

Awards and Achievements in Sustainability 2025

In 2025, we earned major recognition for our sustainability performance.

Overall Sustainability

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

S&P Dow Jones Best-in-Class Index Chile and MILA

For the ninth consecutive year, we were included in the Dow Jones Best-in-Class Index Chile and the Latin American Interconnected Markets (MILA) Index, positioning us as one of the companies with best practices in corporate governance, social issues, and environmental stewardship, according to S&P Global's assessment.

Environment



SONDA Panama offsets 100% of its carbon footprint

Our subsidiary in Panama offset 100% of its Scope 1 and 2 carbon footprint through energy efficiency measures, switching to LED lighting, optimizing air conditioning, and transitioning its vehicle fleet, reaffirming its commitment to a more sustainable operating model.



Renewable energy for our operations in Chile

We signed a strategic agreement with Copec EMOAC, a Copec subsidiary specializing in efficient energy solutions, to supply all our operations in Chile with 100% renewable energy for 5 years.

Customers



Improved customer satisfaction

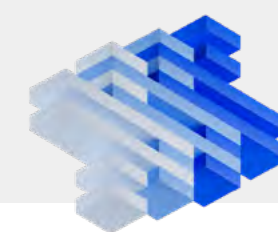
We increased our NPS by 5% in 2025, thanks to various initiatives: expanding the scope and frequency of surveys (annual and monthly); bimonthly reviews with country managers; the internal "La Voz del Cliente"; the new regional satisfaction dashboard; and the executive initiative "Vamos por Verde," which reduced the average resolution time for critical cases from 106 to 20 days.

Innovation



The AI SONDA Gallery has been recognized by SAP

SONDA Gallery has been recognized by SAP as a leader in innovation and tax technology. The software holds SAP certification for SAP BTP with generative AI capabilities, a seal granted by the SAP Integration and Certification Center (SAP ICC), which validates partner applications integrated with the BTP Generative AI Hub.



IBM 2025 Recognition – Partner Plus Award

We were recognized by IBM in the "Modernization" category at IBM Think 2025 (Boston), reflecting our commitment to technological innovation. This recognition stems from the successful implementation of IBM technology in a core systems project, which modernized the core platform and delivered new operational efficiencies for one of our strategic clients.



GT Innovation Summit 2025 Award

SONDA won the GTIS 2025 Award in the SaaS Solutions of the Year category, thanks to the development of innovative solutions such as the Comply platform, designed to adapt to the Tax Reform.



Confef 2025 Award

SONDA won the 2025 Confef Award in the Tax Determination category, which recognizes the year's leading tax solution projects, thanks to the Tax System Migration project for the client DIA Brazil.

03

Chapter
Strategy and Innovation



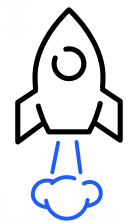
Our Dream

NCG 519 (2.1)

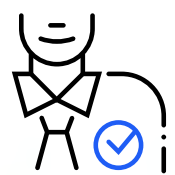
Looking ahead to 2030, our ambition to continue leading the region's digital transformation remains unchanged. Our vision shapes our operating model, guides our people at SONDA, and drives the execution of our 2025–2027 Strategic Plan—enabling us to anticipate change, create sustainable value, and contribute to sustainable development across the region.



Recognized as a **strategic partner to our clients** in their digital transformation



An **agile, digital company** delivering high-quality services



An **attractive workplace** that attracts and retains top tech talent, centered on our people



A **global IT leader** delivering innovative business solutions



Dream

2030



Building the Future of Digital Transformation in Organizations and Governments



Technology is increasingly the backbone of businesses and governments, and a key driver of their development. Public and private organizations are accelerating their modernization agendas, not only to gain efficiency but to redefine how they compete and create value. Governments are advancing digital inclusion, companies are rethinking their operational and business models, and a new generation of digital talent is transforming the business landscape. In this dynamic context, technology is no longer just an enabler: it is a strategic driver of growth and resilience.

In this scenario, SONDA has been at the forefront of implementing highly complex technology integration projects. In 2025, we began implementing the strategic plan for the 2025–2027 triennium, which focused primarily on deepening our specialization by industry vertical, as we are convinced that true digital transformation only occurs when technology is combined with a deep understanding of the challenges and business processes of each industry. During this first year of the plan, we strengthened our understanding of digital challenges across different industries and at various stages of digital transformation, bringing us even closer to our clients. This closeness has allowed us to design more relevant solutions,

anticipate needs, and position ourselves not only as service providers but as long-term strategic partners. It is not just about implementing technology, but about redesigning processes, ensuring interoperability, and generating real and sustainable impact over time.

At the same time, we are accelerating our transition toward a higher-value technology portfolio. Our roadmap is clear: we have identified strategic enablers that allow us to project sustainable growth with greater profitability in the coming years. This includes deepening our vertical specialization, strengthening project execution, and advancing high-value technology services. In line with this strategy, we are closing significant contracts in key sectors and countries, demonstrating that our approach is already yielding results. We are building capabilities and structure to compete more effectively, with greater efficiency and a focus on our clients.

Geographic focus was also a key pillar of our strategy. Latin America is not a homogeneous market, and each country has its own pace of technology adoption and competitive dynamics. We strengthened our presence in key countries and expanded our end-to-end portfolio, enabling business growth while maintaining operational

consistency and high-quality standards across the region.

Operational excellence has been another priority. Throughout the year, we worked to capture efficiencies in our delivery and support model, relying on automation, standardized methodologies, and better resource allocation.

None of this progress would be possible without our people. I would like to express my gratitude to all SONDA's people for their commitment and dedication. Thanks to their effort and teamwork, we have achieved significant milestones that reinforce our position as leaders in technological innovation in the region. Culture, talent, and the pursuit of new ways of working were central to our strategy to make SONDA a great place to work. Our ambition is clear: to build an organization that fosters talent, where ideas can thrive and teams are empowered to make a meaningful impact on our clients.

Heading into 2026 and 2027, we move forward with optimism and conviction. Investments to strengthen our core verticals, the transformation of our operating model, and the prioritization of highly complex projects have already begun to deliver results, driving greater scale and sustainable value creation.



Marcelo Castiglione
Corporate CEO, SONDA

We operate in a region with great potential, at a time when technology is transforming the way institutions and companies create value. With our defined strategy and a highly qualified and committed team, we are confident in our ability to continue leading the digital transformation.

The road ahead is challenging, but the opportunity is even greater—and we have laid the groundwork to continue supporting Latin America's transformation processes.





Strategic Vision

SONDA's growth in recent years reinforces the company's strength and proves we are on the right path to continue growing, making a real impact on people's lives.

Strategic Plan 2025–2027

NGG 519 (4.2)

The strategy for the 2025–2027 period builds on the path set forth in the 2022–2024 Strategic Plan, strengthening our vertical specialization and thereby bringing us ever closer to meeting our clients' business needs. At the same time, we are strengthening our portfolio of solutions and developing capabilities in high-growth "High Tech Stack" technologies, which will allow us to achieve greater profitability through higher-margin businesses.

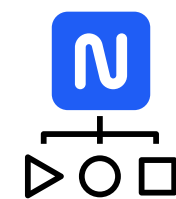
Another key aspect will be strengthening our project execution capabilities. This will help us improve our delivery model, making us more efficient and, therefore, more competitive in the market.

From an operational standpoint, we are implementing a new model in which verticals are responsible for the P&L and client relationships, while horizontals handle delivery with a focus on costs and SLAs always aligned with the technology stack. This model will allow us to capture efficiencies without diverting focus from the commercial areas.

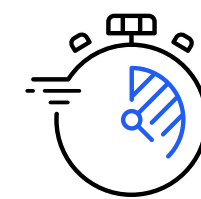
We continue working to expand our business in the markets where we operate, with a strong focus on Chile, Brazil, Mexico, and Colombia—countries where we expect demand for IT services to grow at very attractive rates.

Finally, all these points are underpinned by a fundamental pillar: continuing to cultivate our talent, enhancing the development of our capabilities, and, of course, strengthening our culture.

Growth Enablers 2025–2027



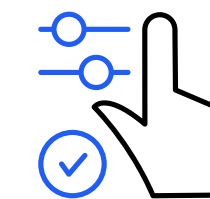
Increase **vertical specialization** to get closer to the customer



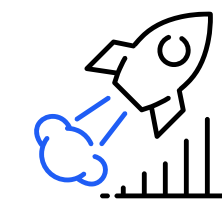
Accelerate the **shift** toward the high-tech stack



Drive **growth** in key geographies



Capture **efficiencies** in the delivery and support model



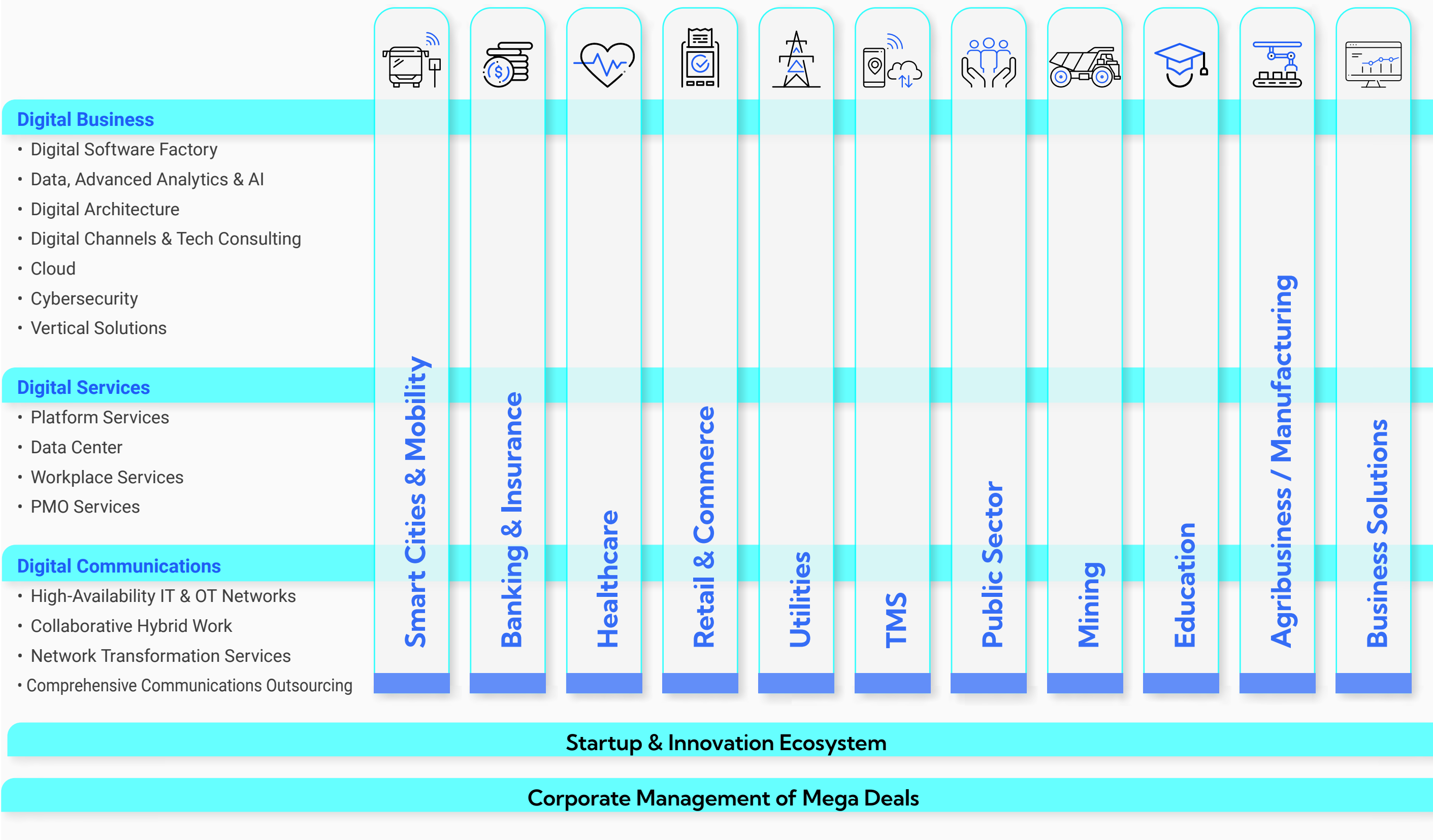
Evolve the **operating model**



Evolve **culture, talent, and ways of working**



SONDA Portfolio



Structure and Portfolio

To support these strategic priorities, we continued to evolve our operating model, bringing together specialized business verticals responsible for commercial growth and horizontal functions focused on delivery and operational efficiency.

Progress Toward 2025

The first year of the plan saw a stronger capability to support digital transformation across the region, with a clear focus on developing and implementing high-value solutions while building the internal capabilities needed to compete more efficiently and with

greater agility in an increasingly demanding environment. The addition and integration of industry-specialized commercial teams were key to sustaining this momentum.

The year's strong commercial results reflect the impact of this strategy. We expanded our presence across multiple sectors, supported

by well-established local structures in the countries where we operate and a robust portfolio spanning artificial intelligence, cloud, cybersecurity, advanced analytics, and other high-growth technologies. The award of landmark contracts across several countries in the region, together with growth in both sales and pipeline in 2025, demonstrates the strength

of our value proposition and confirms our ability to execute complex integration projects.





Vision 2026 and 2027

We aim to build on the progress achieved in the first year of our Strategic Plan by further deepening our vertical specialization and strengthening an operating model that links revenue generation with efficient service delivery. Coordination between verticals and horizontals will remain central to ensuring that our technology capabilities translate into high-value client solutions, supported by a more efficient delivery model with tighter cost control and strong SLA performance. This approach will help us expand our share of higher-value opportunities across the technology stack. At the same time, we will drive organic growth

in the countries where we operate, leveraging our industry expertise and long-standing client relationships. We will support these efforts by continuing to strengthen our people, develop technical capabilities, and foster a culture focused on operational excellence, innovation, and sustainable value creation.

Time Horizons

NCG 519 (4.1)

Since its initial public offering in 2006, the company has approached its strategic decisions with a medium-term perspective. Every three years, a Strategic Planning Process is conducted, resulting in three-year investment plans.

The 2025–2027 Three-Year Plan is currently underway.

- Short term:** < 1 year
- Medium term:** 1–3 years
- Long term:** > 3 years

Investment Plans

NCG 519 (4.3)

As part of the 2025–2027 Three-Year Plan, investments totaling US\$25 million were made in 2025, financed through a combination of equity and debt. Similar amounts are planned for 2026 and 2027, contingent upon the closing of major integration contracts.

Organization by Clusters

Throughout 2025, we maintained the cluster-based organization established in 2022, aimed at achieving autonomy, efficiency, and agility in our operations.

N Southern Cone Region
Chile, Argentina, and Uruguay

N Andean Region
Colombia, Peru, and Ecuador

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

N Brazil



SONDA Argentina: Country Context, Progress in 2025, and Challenges in 2026



In 2025, Argentina went through a period of stabilization with signs of moderate recovery, following the deep recession recorded in 2024. Economic performance varied across sectors: while sectors such as energy, mining, and agriculture grew and drove economic activity, other sectors were unable to sustain positive recovery trends. On the fiscal front, and for the first time in over a decade, the country achieved a budget surplus, marking a significant milestone in the process of macroeconomic stabilization.

This context was also reflected in the deals agreed during the period. A notable example is the signing of the agreement with YPF, the country's leading energy company and a leader in the exploration, production, and refining of oil, gas, and fuels. Through this agreement, SONDA assumes technological management of the Mendoza refinery, where approximately 105,000 barrels of crude oil are processed daily, as well as technological management of more than 500 service stations located in northwestern Argentina.

At the same time, and in line with the national government's goal of expanding payment options for public transportation, SONDA supported this initiative when awarded the contract for the technological upgrade of 9,100 buses, enabling the

incorporation of open payment methods—debit and credit cards and QR codes—in addition to the traditional SUBE card system. This transformation has a direct impact on more than 14 million regular users of public transportation.

Furthermore, the positive reception of EMV payment solutions by users led the government to expand the open payment system to trains in the province of Buenos Aires, which carry more than one million passengers daily. Following a rigorous competitive process, SONDA was once again selected to implement this initiative, which is currently underway, making a clear contribution to its mission of improving people's quality of life through technology.

Achievements like these bring our purpose to life and show that even in challenging environments, opportunities can drive growth, enabling SONDA Argentina to meet its objectives and strengthen its transport and BPO offering.

Looking ahead to 2026, in a still dynamic economic environment with macro conditions supportive of investment, we have identified the expansion of our presence in the central and northern regions of the country as a strategic priority. This focus is key to capturing the growing momentum in natural resources, oil and gas,

and extractive industries, which account for the bulk of investment flows and large-scale projects. Expanding our footprint in these regions allows us to anticipate opportunities, deepen relationships with strategic clients, and engage early in high-impact initiatives where technology plays a critical enabling role. In this context, our portfolio of solutions for AECO, transport, and hybrid infrastructure management, combined with our mining expertise, is well suited to the needs of these sectors. We deliver integrated solutions spanning design, implementation, and operations to support the sustainable development of capital-intensive projects and advance our growth strategy.



Heidi Bauer
CEO, SONDA Argentina



SONDA Peru: Country Context, Progress in 2025, and Challenges in 2026



For Peru, 2025, despite high political volatility, was a year of gradual economic recovery driven by mining, infrastructure investments, and private consumption. This translated into year-over-year growth of more than 8% for the technology services industry.

For SONDA Peru, 2025 was a turning point, as beyond meeting the financial targets set by the 2025-2027 Strategic Plan, we achieved significant growth in commercial deals, linked to the signing of SONDA's first three megadeals in the country. Three public sector entities entrusted us with their most significant projects: (i) the National Superintendency of Tax Administration, with three strategic software development projects related to the modernization and digitization of sales tax management; (ii) The Superintendency of Banking and Insurance, with the deployment of the technological infrastructure supporting its core systems; and (iii) The National Office of Electoral and Political Processes, with the logistical and IT deployment of 126 vote-processing centers nationwide.

These milestones have allowed us to expand SONDA Peru's positioning into two key areas: the design, implementation, and support of secure hybrid technology architectures capable of handling mission-critical workloads, and the

development of software leveraging artificial intelligence. These are two indispensable aspects of any industry's transformation agenda and align with the company's strategic objectives to grow within the high-value technology stack.

Today, the brands and technology partners ecosystem recognizes us as a solid and responsible integrator; as the one that possesses the necessary capabilities for the design, provision, and development of large-scale projects and maintains a vision of collaborative growth, a factor that multiplies future opportunities for SONDA Peru.

In 2025, we succeeded in increasing our customers' NPS by more than 6 points, a level of trust reflected in the renewal of major service desk and infrastructure management contracts with our installed base.

We are proud of our achievements in 2025 and aware that they would not have been possible without a skilled, enthusiastic team committed to the growth of SONDA Peru. Ensuring the well-being and professional growth of this team is the cornerstone of our business strategy.

For 2026, our goal is to continue the trend of sustainable growth, strengthening our capabilities

to capitalize on opportunities in high-value, high-growth areas such as software development, Cloud, Cybersecurity, and Artificial Intelligence, leveraging regional capabilities and the industry knowledge possessed by our verticals.

We will continue to closely monitor major technology integration projects across the market, while supporting the transformation priorities of our nearly 200 key clients to strengthen our role as their strategic partner.



María Eugenia Basauri
CEO, SONDA Peru





Innovation, Ecosystems, and Mega Deals: Levers for Growth

Innovation stems from the talent of our teams and an open ecosystem of collaboration. Together, we transform ideas into solutions that positively impact the lives of millions of people in the region.

At SONDA, we understand that innovation does not occur in isolation, but rather emerges from skills, collaboration, and diverse perspectives. Our workforce of more than 15,000 members is a constant source of ideas and improvements

that strengthen our capacity for transformation, alongside an open and innovation ecosystem that integrates startups, technology partners, universities, and knowledge centers. Large-scale transformational projects (Mega Deals) embed this value, delivering a positive impact on the quality of life of millions of people across the Americas, in line with SONDA's purpose. At SONDA, we see innovation, the ecosystem, and Mega Deals as three key value drivers in delivering our 2025–2027 Strategic Plan.

Innovation and Artificial Intelligence

Strategy and Approach

Innovation is an essential part of our identity and a competency that permeates the entire organization. Our innovation framework combines creativity, technical expertise, and the responsible adoption of new technologies continuously improving our value proposition and anticipating customer needs.

The 2025–2027 Strategic Plan assigns innovation the role of a cross-cutting enabler across four priority areas: vertical specialization, deepening of the high-tech stack, geographic expansion, and operational efficiency. We drive innovation on multiple fronts. In the **technological sphere**, we incorporate artificial intelligence, big data, and automation into our solutions. In **process optimization**, we apply agile methodologies and digital tools that improve both our internal efficiency and that of our clients. Finally, we promote collaboration with startups, universities, and technology partners to co-create high-impact solutions.

In this context, artificial intelligence (AI) has become a cross-cutting accelerator of innovation, in both our client-facing services and the optimization of internal processes. During 2025, we advanced its application across several areas, including:

- **People management**, incorporating AI into recruitment, interview, and management processes, along with data analytics for better decision-making.
- **Sales processes**, applying AI from pre-sales through proposal generation and opportunity management, improving efficiency and accuracy.
- **Software development**, using code accelerators that optimize time and quality throughout the software lifecycle, with cybersecurity as a central focus.
- **Field operations**, digitizing technicians' task management with tools that integrate assignments, geolocation, spare parts

management, and expense reporting, improving service traceability and efficiency.

SONDA has also strengthened its position as an innovation leader across multiple sectors in the region: in **public transport**, we develop digital ecosystems that enhance the user experience and improve public sector management; in **natural resources**, we modernize operations with solutions that drive efficiency and sustainability; in **government digital transformation**, we deliver connectivity projects such as INFOVIA and Goiás in Brazil; and in **smart cities**, we enhance security and improve quality of life through video surveillance, as well as fleet management and fare collection solutions for public transport.

Thus, we consolidate an open and responsible innovation model, where artificial intelligence and collaboration act as drivers to transform processes, generate efficiency, and offer solutions that create sustainable value for our clients and the communities where we operate.

Governance and Management

Innovation, the partner ecosystem, and Mega Deals at SONDA are structured in an integrated manner, to ensure strategic alignment, regional coordination, and effective management of the initiatives that drive the fulfillment of the 2025–2027 Strategic Plan.

Leadership for this management falls to SONDA's senior management, which defines strategic priorities and oversees their implementation across business units. Among these, the **Digital Operations** area plays a central role as the hub for innovation and digital transformation, integrating



platform, workplace, cloud, artificial intelligence, cybersecurity, and software development services through our **Digital Software Factory (DSF)**.

The **Innovation Council** has strengthened its role as the primary body for coordinating and monitoring innovative projects at the regional level. It is a key forum led by the CEO and his executive team, where innovation projects developed by our verticals and business units are monitored. This

Committee plays a strategic role by giving regional visibility to projects, encouraging their replication in other areas or countries, identifying the use of disruptive technologies, detecting innovation gaps, and allocating the appropriate resources to address them.

Internally, SONDA fosters a **culture of innovation** through structures that ensure visibility and oversight of strategic initiatives. These enable the replication of solutions across countries, the

sharing of best practices, and the prioritization of high-impact, scalable projects.

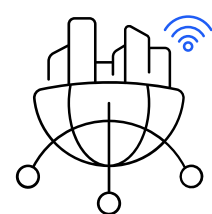
Together, this governance model enables a consistent, region-wide approach to innovation, aligning the work of our teams, technology partners, and startups within a framework that emphasizes collaboration, efficiency, and value creation for SONDA and its clients.



Responsible Artificial Intelligence Policy

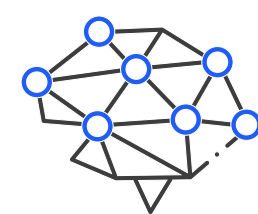
In 2025, we developed the Responsible AI Policy (see p. 37), which sets the principles and guidelines for the ethical and safe use of AI in our services and internal processes. This policy promotes transparency, traceability, and the continuous training of our teams in the use of emerging technologies, strengthening the trust of our clients and the entire organization.

Project Highlights of the Innovation Council in 2025



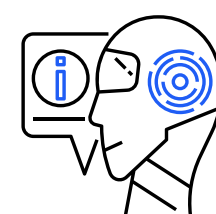
Smart Platform

It is a centralized platform that integrates advanced tools for managing resources, assets, events, devices, and technologies. Designed to meet the security and operational efficiency needs of smart cities and industries, it streamlines operations by connecting multiple systems and leveraging artificial intelligence for real-time analysis and control, improving efficiency and decision-making.



SONDA Hybrid

A cloud management and automation solution that unifies heterogeneous environments, including public, private, hybrid, and on-premises clouds. It enables efficient resource management and provisioning, automates workflows, and maintains high standards of security and compliance. Aimed at medium and large enterprises, it facilitates operations in multi-cloud environments, reducing costs and increasing operational agility.



Digital Workplace with AI

An artificial intelligence engine that provides a virtual and automation assistant designed to support end users, customers, service desk agents, and support technicians. The solution enables the management of IT, business, and administrative processes across corporate applications, expanding the range of workplace services and improving team productivity.



Digital Software Factory: Transforming Businesses Through Innovation and Automation

In an increasingly dynamic environment, companies need to innovate to remain competitive. SONDA's Digital Software Factory (DSF) drives this transformation, enabling process optimization, improved efficiency, and the scaling of operations through innovation and automation.

This division is an end-to-end development center that supports companies across the entire software lifecycle—from requirements definition and prototyping to development, testing, deployment, and continuous evolution—combining agile methodologies, artificial intelligence, machine learning, IoT, and Robotic Process Automation (RPA).

Thanks to the DSF, companies can deploy solutions more quickly, reduce operating costs, and offer personalized experiences to their customers, while maintaining seamless integration with their existing systems and a focus on business results.

Cloud: From Technology Adoption to Sustainable Competitive Advantage



Cloud computing is entering a new phase globally. After years of accelerated adoption, organizations are no longer asking whether they should migrate their workloads to the public cloud, but rather how to extract greater value from the cloud ecosystem. Today, the main trends are marked by multicloud architectures, modernization toward PaaS and SaaS services, intelligent cost management (FinOps), and a strong emphasis on governance, security, and regulatory compliance. The cloud is no longer just infrastructure: it has become a strategic platform for innovation and business growth. Furthermore, the incorporation of Artificial Intelligence tools throughout the entire lifecycle of IT services, hosted primarily in public clouds, presents an unparalleled opportunity to accelerate our clients' technological evolution.

In this context, Latin America presents unique challenges and opportunities. Companies in the region operate in highly regulated environments, with diverse economic realities and growing demands for data sovereignty. At the same time, they seek to accelerate their digital transformation to compete on a global scale. This has driven a pragmatic adoption of the cloud, where public clouds from global hyperscalers coexist with local private clouds, prioritizing control, resilience, and financial efficiency.

SONDA's perspective on this landscape is clear: the value lies not in choosing a single cloud, but in designing and operating architectures that combine the best of each model. Our cloud strategy is based on three pillars: services, integration, and deep knowledge of the regional context. SONDA has developed a multicloud service offering leveraged by proprietary tools that integrates private clouds operated in various Latin American countries with services on leading public clouds, supporting clients throughout their entire transformation cycle, from operations to technological evolution.

When it comes to innovation, SONDA focuses on enabling capabilities that directly impact the business. Modernization toward PaaS and SaaS architectures allows organizations to gain agility and accelerate innovation, while FinOps services provide visibility and control over spending, transforming cloud consumption into a strategic and predictable decision. Robust cloud governance adds on to ensure regulatory compliance, traceability, and data sovereignty—a key aspect for critical sectors in the region.

The introduction of a private cloud offering with native capabilities to process AI models locally and ensure our customers' data sovereignty will be a key differentiator in the market in the coming years.

More than just a technology provider, SONDA positions itself as a strategic partner for digital transformation in Latin America. Our value proposition combines regionally scale, local proximity, and partnerships with key players in the cloud ecosystem, enabling organizations to innovate with confidence, manage complexity, and turn the cloud into a true, sustainable competitive advantage.



Francisco Liendo
Corporate Director
of Cloud Business
Development



AI First: The vision guiding SONDA's transformation in Latin America



By 2025, we have closely observed how technological transformation has evolved from a conceptual exercise into key operational priority across the region. Today, rather than discussing trends, we focus on results, tangible value, and the responsibility we have as a leading company in Latin America to support our clients through increasingly complex and challenging processes.

We are at a unique moment: artificial intelligence has reached a level of maturity that enables us to solve real-world problems, optimize critical processes, and redesign entire operating models. Globally, the conversation is no longer about what AI can do, but how to use it in a responsible, scalable, and secure way. This is precisely the challenge we have chosen to take on with determination.

From Latin America, we see an extraordinary opportunity. Our industries face high-demand environments, productivity constraints, and growing demands for continuity and security. And it is precisely in this context that AI adds the most value: by anticipating failures, reducing costs, improving the experience of millions of people, and enabling more accurate and dynamic decision-making. As a region, we are rapidly moving toward adoption models that scale from limited pilots to

intelligent, integrated, and autonomous operational ecosystems.

At SONDA, we have decided to take it a step further. As expressed in our AI FIRST narrative—a guiding principle that encapsulates the corporate vision of Disruptive Technologies—our purpose is not to “sell AI,” but to operate with AI to transform the way our clients run their businesses. This involves integrating capabilities such as AgentIA, our generative AI agents; RobOps, our AI-powered robotics division; and Analytics, in the broadest sense of the term, which means ranging from traditional analytics of structured and unstructured data to image, video, and audio analytics—to design solutions that think, act, and anticipate.

Our unique approach is rooted in what has defined us for decades: we understand our clients' actual operations. We are present in critical industries; we understand their processes, their constraints, and their urgent needs. This proximity allows us to turn technology into concrete, measurable, and relevant impact, and the consolidation of the Regional Disruptive Technologies Unit, formally announced toward the end of 2025, reinforces this commitment to scale, collaboration, and specialization.

Throughout 2026, we will continue to move forward with a clear focus: accelerating the adoption of AI across all our regions, strengthening our regional capabilities, deepening integrated work with each vertical, and reinforcing an operational model that places applied innovation at the center of our decisions. This year will be key to demonstrating that AI is not futuristic, but a direct enabler of continuity, productivity, security, and service.

We are convinced that Artificial Intelligence will be one of the main drivers of value creation for our clients and for SONDA. Our commitment is clear: to design, integrate, and operate technologies that improve people's lives and promote the region's sustainable development.



Héctor Bravo
Director of Business
Development for
Disruptive Technologies





Value for **Startups**

- **Acceleration** and growth of their businesses.
- Commercial support from **over 400 SONDA professionals**.
- Support from the region's **leading technology partner** in digital transformation.
- Strengthening the startup's **competitive position**.
- Expansion into other **countries**.



The value for **SONDA**

- Generating **value** for our clients through co-creation.
- **Diversifying our offerings** with business solutions.
- Rapid **scalability** and replicability.
- **Attracts** new knowledge, talent, culture, and leadership to SONDA.



Ecosystems

Innovation at SONDA is driven by an open and collaborative ecosystem that connects startups, technology partners, universities, and knowledge centers to co-create solutions that deliver value to our clients and society.

Startup Ecosystem

At SONDA, we understand that innovation thrives on collaboration. Our startup ecosystem aims to incorporate solutions from technology startups that complement our market offering,

generating value for both our clients and our internal operations. Through this model, we seek to accelerate applied innovation and strengthen our capabilities, offering more agile and differentiated responses to business needs, while providing high-value joint solutions that strengthen our clients' core processes and competitiveness.

We act as business enablers, connecting startups with our clients' real-world challenges and market opportunities. To do this, we facilitate their participation in large-scale projects, drive proof-of-concept initiatives, and promote their regional

scalability, leveraging resources and capabilities that fuel their growth.

We collaborate through two complementary models:

- **Venture Client**, in which SONDA acts as a direct client of the startups, adopting innovative solutions that improve our operational and service efficiency.
- **Partnership**, in which we integrate startups' solutions into our commercial offering, combining their agility and specialization with

our scale and regional experience to accelerate our clients' digital transformation.

Since its creation in 2022, the ecosystem has grown steadily. Today we have 85 startups from Latin America, Spain, Israel, Singapore, and other countries.

In 2025, we consolidated our approach to aligning the startup ecosystem with our Business Verticals. For each vertical, we identified two to three key startups whose solutions were directly incorporated into our commercial offering. This change strengthened the connection between

the specific challenges of each sector and the capabilities of the startups, resulting in a more focused portfolio with greater commercial traction.

Among the most notable cases of 2025 is the regional replication of the project with Softys for the digitization of maintenance processes at production plants, which began as a pilot in Chile and expanded to eight countries, demonstrating the ecosystem's ability to scale successful solutions and generate tangible impact in the region.

+85

startups are already part of our ecosystem. Together, we co-create innovative solutions for the many challenges our clients face in the region.

Startup Ecosystem

Sustainability



Processes



Finance



Logistics



Business Solutions



Customer Experience



People



Partnerships with Global Partners, Universities, and Innovation Centers

Strategic alliances are a cornerstone of our innovation model. At SONDA, we build a global collaboration ecosystem that integrates the expertise of our technology partners and niche companies, academic knowledge, and the research capabilities of universities and innovation

centers to drive digital transformation in the region.

We work with leading technology partners such as IBM, Microsoft, AWS, Oracle, SAP, and Lenovo, among others, and hold cooperation agreements

with universities and innovation centers in various countries, focused on talent development, applied research, and joint solution development. These alliances strengthen our learning capacity, promote continuous innovation, and expand the impact of our solutions across the Americas.

Our Alliances

Global Partners

- Adobe
- Apple
- Aruba
- Autodesk
- AWS
- Cisco
- Citrix
- Dell
- Epson
- Fortinet
- Furukawa
- Genexus
- Google
- HPE – Hewlett Packard Enterprise
- HP Inc. – Hewlett Packard Inc.
- Huawei
- VMware
- IBM
- Inuvika
- Kodak
- Lenovo
- Lexmark
- LG
- McAfee
- Microsoft
- NetApp
- Oracle
- Red Hat
- Ricoh
- Samsung
- SAP
- SAS
- Veritas

Niche Companies

- AnyDesk
- Aranda
- Arc Serve
- Atlassian
- Axis
- BeyondTrust
- Blueprism
- BMC
- Check Point
- Cirion
- Cloud Computing
- Cloudera
- Cloudflare
- CrowdStrike
- Dynatrace
- Enterdev
- Equinix
- Etix
- Exagrid
- Fico
- Five 9
- Formax
- Genesys
- Gigamon
- Hikvision
- Hostdime
- ICA
- Imperva
- Ivanti
- Ivvit
- KIO
- Kofax
- F5
- Liberty
- Networks
- Manage-Engine
- Nekscope
- OCI
- Odata
- Onnet
- OpenText
- Outsystems
- Page Consulting
- Park Place Tech
- PIT Chile
- Prediq
- Pure Storage
- Radware
- SmartJob
- Smartvista
- SolarWinds
- Supermio
- Teledata
- Tenable
- Trellix
- Trend Micro
- TSoft
- Ui Path
- VEEAM
- VTAL Zerto

Innovation Centers and Universities

- Innova 360, LATAM
- Santiago Innova, Chile
- Pontificia Universidad Católica de Chile
- Open Beauchef Investment Network, Chile
- Universidad Tecnológica de Panama
- Cibertec, Peru
- Universidad de Lima, Peru
- Universidad Peruana de Ciencias Aplicadas, Peru
- El Bosque University, Colombia
- Politécnico Universal, Colombia
- National Learning Service, Colombia



Academia Program – SONDA Company

Created in 2022, this program connects our experience in technology projects with the academic vision of leading universities in the region. It promotes joint research, positions the brand among future leaders in the sector, and develops technological talent to address the challenges of the future.

It includes an innovation challenge competition in which university students present solutions to issues relevant to the country, workshops led by SONDA executives, the SONDA Scholarship—which supports outstanding students at the Pontificia Universidad Católica de Chile—(see p. 74), and the Women in IT Program, a mentoring initiative that introduces female students to the world of technology and promotes their participation in the industry (see p. 76).



Innovation Challenges






The Academia - SONDA Innovation Challenge competition aims to foster young people's interest in solving real-world challenges through technology, promoting a culture of learning and applied creativity.

In its first edition, which included third- and fourth-year civil engineering students from the Pontificia Universidad Católica de Chile, the Universidad de Chile, the Federico Santa María Technical University, and the Universidad de San Sebastián, the challenge focused on generating ideas to address public safety (Safe City Tech Challenge). The following year, the focus shifted to initiatives for managing water resource use in mining (Mining Tech Challenge). By 2025, this program had not only become established in Chile but had

also expanded to Brazil and Uruguay, reaching engineering students from seven universities and receiving a total of 129 innovative ideas. In each country, the program addressed a national issue; thus, in Chile, solutions were proposed for healthcare waiting lists; in Brazil, for public safety; and in Argentina, for urban mobility.

As a result, the program has grown steadily, with student participation increasing year after year, reflecting a growing interest among young talents in engaging with SONDA. Since its first edition in 2023, the program has doubled its reach in Chile, with the number of ideas submitted by students growing 2.3-fold—from 30 ideas in 2023 to 70 in 2025.

Innovation Challenges 2025

Theme	 	 	 
Participating Universities and Innovation Centers	<ul style="list-style-type: none"> • Pontificia Universidad Católica de Chile • Universidad de Chile • Federico Santa María Technical University • Universidad de San Sebastián 	<ul style="list-style-type: none"> • Institute of Technology and Leadership (Inteli) • Pontificia Universidade Católica de São Paulo (PUC) • Mackenzie Presbyterian University 	<ul style="list-style-type: none"> • Faculty of Engineering at ORT University
Number of projects received from students	70	38	21

Winning Project

Winning University:
Universidad de Chile

Project:
A hospital digital twin that uses artificial intelligence, advanced analytics, and data interoperability to anticipate demand, optimize resources, and improve clinical and administrative management in hospitals.

Winning University:
Universidade Presbiteriana Mackenzie

Project:
An AI solution applied to cities addresses urban safety affected by reactive maintenance and poor visibility of the area: potholes that cause accidents, drains that cause flooding, rework and inefficient use of resources. The solution transforms this scenario into continuous prevention, with governance, transparency, and scalability, in line with the Smart Cities and Mobility theme of the challenge.

Winning University:
ORT University

Project:
Kinetix, an urban mobility platform that integrates and optimizes information from multiple mobility services, including public transportation (buses), taxis, and ride-sharing services such as Uber and Viatik, to offer users the best route and mode of transportation in real time.



Mega Deals Corporate Management

Mega Deals are the most tangible expression of our purpose: to improve the quality of life for millions of people through the strategic use of technology. These are large-scale transformational projects that integrate innovation, technical capabilities, and public-private collaboration to accelerate the modernization of the state and the evolution of essential services in areas such as health, public safety, transportation and urban mobility, education, smart cities and government digitization, among other strategic sectors in various countries across the Americas.

Through these projects, we drive the development of critical technological infrastructure that redefines how governments deliver services and generate public value, with tangible and sustainable impact for citizens. Mega Deals reflect our ability to lead complex initiatives, coordinating multidisciplinary teams and multinational operations, and working in an integrated manner with governments, technology partners, and multilateral organizations. This approach has positioned the company as a leading strategic partner in the digital transformation of governments across the States of the region.

Notable recent flagship projects include INFOVIAS in Brazil, which modernizes the digital infrastructure of more than 200 municipalities; the digital electrification project in Mexico, aimed at improving energy efficiency and

access to basic services; and various initiatives to modernize transportation and citizen management systems in Chile. The most recent Mega Deal is a software factory for SUNAT in Peru that nearly doubles SONDA's software development capacity and opens up new opportunities in this area.

The transformation of the public sector in the region requires effective coordination among multiple stakeholders. In this context, multilateral and international financial institutions play a key role in promoting and financing initiatives that facilitate the adoption of shared solutions and best practices across countries. SONDA actively participates in these international cooperation forums, contributing experience, leadership, and proven capabilities in the execution of high-impact public projects.

In line with our regional growth strategy, we have established a dedicated Mega Deals function focused on opportunities that meet stringent criteria in terms of scale, complexity, duration, and technological integration. In 2025, we continued to strengthen the Mega Deals Management System, which sets out standardized processes for identifying, assessing, governing, and tracking these initiatives. The model includes regional committees with executive committee involvement, supported by external experts, ensuring rigorous, strategy-aligned decision-making focused on long-term value creation.

Technologies with Impact: 51 Years of SONDA

<p>1979 (to 1985)</p> <p>Automation of Ferrocarriles del Estado (EFE) Ticketing (Chile)</p> <p>We pioneered the automation of EFE's reservation and ticket sales system, connecting ticket offices to a central computer. This modernized railway management and improved travel experience for users.</p>	<p>1981 (to present)</p> <p>Modernization of the Social Security System (Chile and later Latin America)</p> <p>We developed platforms for the new pension fund administrators, integrating accounting, financial, and investment systems that enabled more agile, secure, and scalable management, a model we later exported to other countries.</p>	<p>1987 (to date)</p> <p>Modernization of the healthcare system (Chile)</p> <p>We supported the National Health Fund in creating a single beneficiary database, interoperable with other institutions, such as the Civil Registry, and featuring electronic issuance of healthcare vouchers, thereby strengthening the efficiency and transparency of the public healthcare system.</p>	<p>1992 (to 1997)</p> <p>Centralized Traffic Light Control System (Chile)</p> <p>We implemented the country's first centralized traffic signal synchronization system, which increased the capital's traffic capacity by more than 30%, laying the groundwork for the smart city solutions we deploy in the region today.</p>
<p>1995 (to 1997)</p> <p>Mass billing systems for mobile voice services (Argentina and Brazil)</p> <p>We supported the growth of the mobile phone industry in Latin America through billing systems that enabled the efficient and reliable processing of millions of transactions, driving the expansion of connectivity across the region.</p>	<p>1997 (to 2014)</p> <p>Modernization of the Civil Registry and Identification Service (Chile)</p> <p>We led the digitization of the Civil Registry, implementing a new model for issuing ID cards and passports with high security standards. This project transformed identity management and became a regional benchmark.</p>	<p>2000 (to date)</p> <p>IMED: Electronic Health Vouchers (Chile)</p> <p>Together with the Health Insurance Institutions (Isapres), we created the IMED platform, which enabled patient authentication via fingerprint and the issuance of electronic vouchers. We eliminated paper, reduced fraud, and improved the healthcare experience.</p>	<p>2003 (to date)</p> <p>National Livestock Information System (Uruguay)</p> <p>We developed an individual livestock traceability system using RFID and georeferencing. As a result, Uruguay strengthened its export competitiveness and established a unique health management model in the region.</p>

<p>2004 (to 2010)</p> <p>Public Procurement System (Chile and Latin America)</p> <p>We designed a platform that standardized and brought transparency to government procurement, connecting more than 1,600 public agencies with thousands of suppliers. This increased efficiency, reduced costs, and opened up new opportunities for SMEs.</p>	<p>2007 (to date)</p> <p>Electronic payment and fleet management system for public transportation (Chile and the region)</p> <p>We developed the technological core of the integrated public transportation system, including electronic payment, GPS, and fleet monitoring. This solution has been replicated in several cities across the region, improving urban mobility.</p>	<p>2013 (to date)</p> <p>911 Public Safety System (Montevideo, Uruguay)</p> <p>We implemented a video surveillance system with analytics and 24/7 monitoring that helped significantly reduce crime in the Uruguayan capital, giving evidence of the social impact of technology applied to security.</p>	<p>2013 (to date)</p> <p>Panama Metro (Panama)</p> <p>We participated in the implementation of the Panama Metro's first electronic payment system, the first of its kind in Central America, integrating transportation modes and facilitating the mobility of thousands of people every day.</p>
<p>2015 (to date)</p> <p>Modernization of the SUBE System (Argentina)</p> <p>We modernized the SUBE system's validators, enabling more secure, interoperable payments that are ready for new digital technologies. In this way, we contribute to more efficient and inclusive mobility.</p>	<p>2017</p> <p>Educational connectivity in rural schools (Argentina)</p> <p>We connected rural schools and installed Wi-Fi networks so that students and teachers could access digital content, promoting educational equity and technological inclusion in isolated communities.</p>	<p>2018 (to date)</p> <p>Smart lighting (Uruguay)</p> <p>We deployed remotely managed LED streetlights with centralized monitoring software. We improved energy efficiency and the quality of public lighting, promoting the development of safer and more sustainable cities.</p>	<p>2021 (to date)</p> <p>Digital Infovía (Mato Grosso do Sul, Brazil)</p> <p>We connected 79 cities and more than 1,700 public institutions via 7,000 km of fiber optic cable. We created the state's digital infrastructure and enabled the transformation of public services throughout the region.</p>
<p>2022 (to date)</p> <p>Open Payment System for Railways (Chile)</p> <p>We modernized the rail payment system by enabling bank cards, QR codes, and digital wallets. This expanded access to rail services and delivered a more integrated, sustainable mobility experience for thousands of daily users.</p>	<p>2023</p> <p>CODELCO Comprehensive Communications Management (Chile)</p> <p>Solution designed to ensure operational continuity and resilience of critical communications (RISC, FTE, LTE), integrating radio communication platforms and IT/OT infrastructure to enable the safe and continuous operation of all CODELCO divisions.</p>	<p>2024</p> <p>METROBUS Electric Charging Infrastructure (Mexico)</p> <p>A comprehensive electromobility solution was implemented, covering the engineering, installation, and operation of the electric charging infrastructure. The platform enables real-time monitoring of energy consumption and integration with the fleet management system.</p>	<p>2025</p> <p>SUNAT Software Factory (Peru)</p> <p>Development, testing, and quality assurance (QA) of core tax systems, including collection, audit, and taxpayer management, aligned with IDB standards for modernization, security, interoperability, and institutional efficiency</p>

More information on these transformational projects can be found in the book "Technologies with Impact: SONDA 50 Years," available at: <https://www.sonda.com/libro-online-50/>





Client Experience

We continuously evolve to anticipate our clients' needs and strengthen lasting relationships, grounded in our experience, regional reach, and leadership in technology services across the Americas.

Strategy and Approach

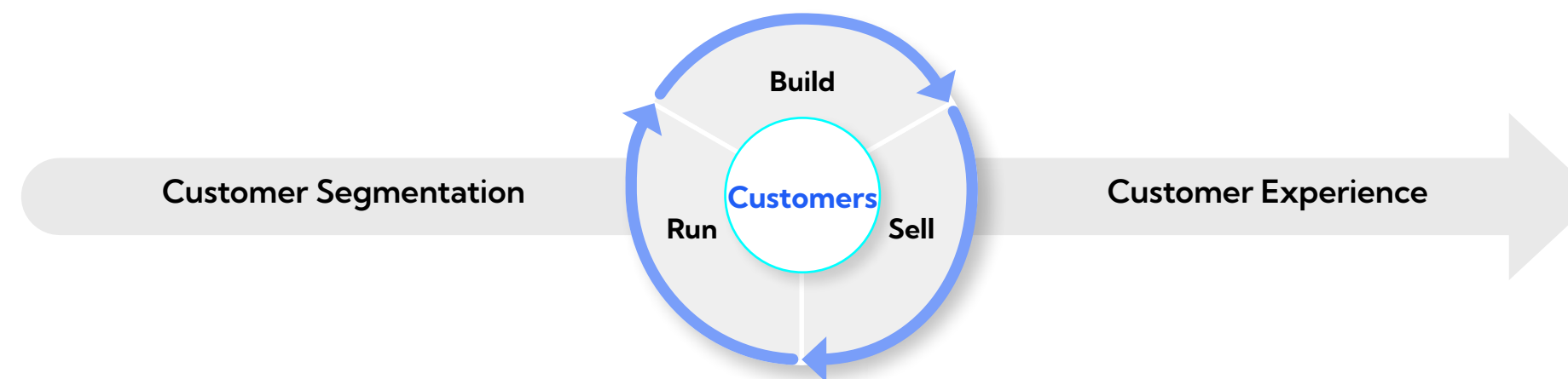
At SONDA, we understand that customer experience is the essential strategic core for building trust, strengthening our reputation, and enabling sustainable business growth. Within the framework of the 2025–2027 Strategic Plan, customer

satisfaction and loyalty are considered drivers of value creation, and their management has evolved to adapt to new organizational structures and the expectations of an increasingly demanding market.

In 2025, we reinforced our commitment to a customer-centric management model that seeks to

anticipate customer needs and provide timely, high-quality responses. Responsibility for managing the customer lifecycle was transferred to the business verticals, enabling a closer, more specialized service with industry-specific alignment. Through the Corporate Quality function, we support the integration of common processes and tools that facilitate collaboration across countries and help maintain consistent standards in service delivery.

Customer Management Model



Data & Business Analytics

Our Customer Management Model lays the foundation for effectively understanding and managing every interaction throughout the customer lifecycle, ensuring that our actions align with their expectations and needs.

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

In this context, we strengthened our strategy to adapt to customer expectations, connecting all stages of the relationship across the board: from identifying opportunities and designing solutions to operating and supporting services. This approach is based on a 360° view of the customer, which integrates information from the various points of contact—commercial, technical, operational, and support—to provide a comprehensive perspective that facilitates informed and consistent decision-making. In 2025, this vision evolved into the development of a Regional Service Management Model, aimed at unifying practices, generating efficiencies, and strengthening data-driven management, while fostering long-term relationships built on trust and continuous improvement.



This renewed approach reflects the conviction that SONDA's success depends directly on the success of its clients. For this reason, the voice of the customer has become a central input in strategic decision-making and in the development of continuous improvement initiatives throughout the organization.

Governance and Experience Management Model

The new management model mentioned above strengthens coordination across countries and promotes a unified view of the customer relationship. Through shared tools and corporate methodologies, the goal is to consolidate a regional customer management model that ensures consistency, traceability, and data-driven continuous improvement.

Each country identifies a group of key accounts, those that represent the greatest growth potential and are significant in terms of revenue. For these clients—approximately 200 across the region—bimonthly follow-up meetings are held to review satisfaction levels and implemented actions, with the direct participation of the CEO and Country Managers. This allows us to continuously monitor the status of the relationship.

In addition, quality governance has been strengthened through bimonthly reviews with the senior management to analyze indicators, perceptions, and trends. These sessions enable us to identify best practices, resolve critical situations quickly, and ensure that commitments are fulfilled to the highest standards.

Customer Satisfaction and Continuous Improvement

Customer satisfaction is a core pillar of quality management at SONDA. We measure it using the Net Promoter Score (NPS), applied annually across all countries where we operate. This metric captures customers' willingness to recommend our services and reflects their perception of service quality and how well we meet expectations. In 2025, we expanded both the scope and frequency of measurement, complementing NPS with monthly surveys and an internal satisfaction tracking process led by each business unit. We also introduced the internal "Voice of the Customer" recognition program, which enables clients to directly recognize SONDA team members for their commitment, outstanding attitude, service quality, and the positive impact of their work (see p. 73). Together, these tools provide a continuous, multidimensional view of the customer experience and how it evolves over time.

In 2025, we strengthened our systematic monitoring of satisfaction through bimonthly reviews with country managers across the region. These sessions ensure that the voice of the customer is analyzed, focusing on both country-specific results and the consolidated regional view. In this way, we keep consistent and uniform monitoring across all markets, ensuring that best practices and lessons learned are shared across the board.

Our ability to respond to incidents or complaints has also been strengthened through the executive initiative "Vamos por Verde," which analyzes critical cases weekly and coordinates their resolution.

With this set of tools, SONDA is moving toward proactive, predictive management centered on continuous improvement, transforming feedback into actionable knowledge and strengthening the trust of our customers in our services.

Customer Experience and Service Quality	2023	2024	2025
Net Promoter Score (NPS)	39%	41%	46%
Complaint Rate Number of complaints relative to the number of service orders (SO)	0.04 %	0.03%	0.01%
Digital strategies and online customers	2025		
Proportion of company revenue generated online or through e-commerce.	4%		





Service Quality and Continuity

Service Quality and Accreditations

Our commitment to excellence and service quality is reflected in a robust certified management system and a sustained expansion of international accreditations. Our Integrated Management System (IMS)—which combines ISO 9001 (Quality), ISO 14001 (Environment), and ISO 45001 (Occupational Health and Safety) standards—ensures consistent and auditable operational practices throughout the region.

In 2025, new certifications expand our scope and strengthen customer confidence:

- **ISO 37001** (Anti-Bribery Management) in Uruguay and Brazil.
- **CMMi Level 3 (v3)** in Peru, which certifies the maturity of our software development processes.
- **ISO 27001** (Information Security) in Ecuador.
- **INTE G46** (Project Management) in Costa Rica, aligned with the ISO 21502 standard.

These accreditations are part of the Three-Year Certification Plan approved in 2025, which guides capacity building across the region and directly addresses our clients' most critical needs. In this way, we ensure that our growth is supported by certified processes.

In addition, we have begun implementing a Knowledge Capital strategy aimed at strengthening service maturity and quality management throughout the region. This strategy includes a short- and medium-term certification

plan aligned with key market demands, along with the development of artificial intelligence projects applied to the Quality function. These initiatives will increase customer confidence, optimize

complaint and audit management, and advance toward more agile, predictive, and data-driven continuous improvement models.

2025 Certification Table (Dec-2025)

Corporate Certifications	
ISO 9001:2015	Quality Management System
ISO 14001:2015	Environmental Management System
ISO 14064-1:2018	Greenhouse Gas Quantification and Reporting
ISO 19600:2014	Compliance Management System (Guidelines)
ISO 22301:2019	Business Continuity Management System
ISO 37001:2016	Anti-Bribery Management System
ISO 37301:2021	Compliance Management System
ISO 45001:2018	Occupational Health and Safety Management System
ISO 20000-1:2018	IT Service Management System
ISO 27001:2022	Information Security Management System
ISO 27017:2015	Security Controls for Cloud Services
ISO 27018:2019	Personal Data Protection in the Public Cloud
CMMI v2.0 Nivel 3	Capability Maturity Model
FIRST	Membership in the Security Incident Response Teams Forum
ISAE 3000	Assurance of Non-Financial Information such as Sustainability and Internal Controls
ISAE 3402	Service Organization Controls Report
PCI DSS v4.0	Data Security Standard for the Payment Card Industry
SICEP	Supplier Rating System
SOC 2 Tipo II	Security, Availability, Integrity, Confidentiality, and Privacy Controls

Service Continuity

At SONDA, we understand that the operational continuity of our clients' technology systems is crucial to the success of their businesses. Any interruption can impact their critical processes, such as service delivery, financial transactions, billing, and IT security, among others.

For this reason, we have robust Business Continuity Policies and Plans (BCP), integrated into the Business Continuity Management System (BCMS) certified under ISO 22301:2019, which undergoes regular testing and audits to ensure a timely response to any contingency.

The Service Management System (SMS), certified under ISO 20000-1:2018, enables us to efficiently integrate and manage the processes underpinning our solutions, reducing deviations that could affect service availability.

Processes are continuously monitored and undergo periodical audits that facilitate the early identification of potential risks. Additionally, we have highly trained teams ready to act quickly and effectively in any situation that may affect operational continuity.

Under Chilean Law No. 21,663 on Cybersecurity, the National Cybersecurity Agency (ANCI) has classified SONDA as an Essential Service Provider and a Vital Operator in the areas of digital infrastructure, digital services, and managed IT services. This designation has required reviewing and adapting incident response plans, integrating them into the Business Continuity Plan through early warning

procedures and coordination with the Crisis Committee, to ensure a timely response in accordance with current regulations. Given that systems processing personal data are among the incidents with the greatest impact, security measures have been strengthened by consolidating access control tools, modernizing

the technological infrastructure, and expanding awareness campaigns on information security. Likewise, a multidisciplinary committee was created to ensure compliance with Law 21,719 on the Protection of Personal Data in Chile, which will take effect in December 2026.

Service Continuity

Service Availability			Availability Claims			Component Uptime		
Service Availability Index (SAI): Percentage of time services are available relative to total time			Number of customer complaints regarding system availability failures			$(1 - ((T_d - T_m) / T_a)) * 100\%$ Td: Downtime for the period. Tm: Scheduled maintenance time for the period. Ta: Agreed service time for the period.		
2023	2024	2025	2023	2024	2025	2023	2024	2025
99.6%	99.4%	99.9%	2	10	1	99.6%	99.6%	99.7%

SASB INDICATORS TC-SI- 550a.1 NCG 519 (9.1)

Management of systemic risks arising from technological changes

Code	Accounting parameter	Response
TC-SI- 550a.1	Number of performance issues in the 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 risks to business continuity related to business disruption	Page 35

Note: The scope of these metrics includes those incidents in cloud services identified by SONDA as "major," which correspond to the highest priority category of an incident, under which the customer's business depends entirely or significantly on the measured service.





Wilson España
Corporate CISO

Cybersecurity and Data Protection

In an increasingly interconnected digital world, cybersecurity and data protection have become strategic pillars for businesses, governments, and individuals.

Growing awareness among users and governments regarding the importance of having secure technological ecosystems—which ensure adequate protection of personal data, high resilience against cybercrime threats, and availability levels commensurate with current needs—has led organizations to raise their minimum standards for information security and cybersecurity.

Furthermore, the growing scale and sophistication of cybercrime only serve to widen the capability gap between organizations and cybercriminal groups. According to estimates by Cybersecurity Ventures, the global cost of cybercrime reached US\$10.5 trillion in 2025 and could exceed US\$11.9 trillion in 2026, making the cybercrime industry the third-largest economy in the world, trailing only the United States and China.

In this scenario, we are convinced that having robust cybersecurity strategies and solid data protection practices is not only a regulatory and requirement but a fundamental condition for ensuring more resilient technological ecosystems that enable human development through digital trust and innovation.

Cybersecurity and Data Protection Management Framework

Strategy, Approach, and Regulatory Framework

At SONDA, internal cybersecurity and data protection are enablers of our 2025–2027 Strategic Plan, crucial for ensuring resilient operations and the development of reliable solutions for clients throughout the region. Cybersecurity provides the technical and organizational foundation for preventing and mitigating threats. Data protection, in turn, ensures the legitimate and responsible use of personal information.

Cybersecurity is key to protecting information and ensuring the operational continuity of SONDA and our clients. Our corporate vision supports robust systems aligned with the highest standards. Our commitment to continuous improvement is reflected in our ongoing adaptation to new regulations and global trends, aligned with the complexity of today’s challenges.

We are committed to adopting best practices and ensuring regulatory compliance in all countries

where we operate. Our management is aligned with the Cybersecurity Framework Law (Law 21,663), enacted in Chile in April 2024, which establishes key standards to protect critical assets in the digital environment, regulating information security, risk management, and data protection. Within this framework, SONDA has been designated as an Essential Service Provider (PSE), as any disruption to our services could significantly affect the functioning of critical sectors and infrastructure across businesses and the country.

In Brazil, we apply the principles of the General Data Protection Law (LGPD), strengthening systems, processes, and staff training to meet the highest standards. In Ecuador, Panama, Colombia, and Uruguay, we are consolidating our alignment with local regulations on personal data protection. In Chile, we continue to strengthen our internal policies and procedures, preparing our operations for the entry into force, at the end of 2026, of Law 21,719 on Personal Data Protection.

In all the countries where we operate, we view data protection not only as a legal obligation but as a commitment to our clients, colleagues, and communities, who place their trust in SONDA



to safeguard their information in an ethical and responsible manner.

Additionally, we comply with specific regulations for the financial sector, such as Chapters 20-10 and 20-7 of the RAN, as well as Circulars 3.629/2017 and 2.245/2019, which establish guidelines for cybersecurity management, cloud computing, and critical services. These regulations complement our internal policies, allowing us to anticipate risks and strengthen operational resilience.

Integrated Cybersecurity and Data Management

We have a vulnerability management program designed to detect and mitigate breaches in internal and external assets, which is complemented by an internal process for all team

members to report incidents, vulnerabilities, or suspicious activities.

Cybersecurity Framework and Certifications

Our cybersecurity framework is based on internationally recognized frameworks, such as the NIST Cybersecurity Framework¹ and the CIS Critical Security Controls², applicable to all our operations in the Americas. In addition, many of our services and processes hold ISO 27001:2013 certifications for information security management, and others comply with industry-specific standards such as PCI, NERC CIP, and local regulations related to personal data protection. These certifications and frameworks enable us to provide clients with clear, practical

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



Internationally Recognized Excellence

In 2025, we maintained an “A” rating on Security Scorecard—the highest available—along with favorable evaluations from FortifyData, Riskrecon, and BlueVoyant.

This is the result of the strategic investments we have made in key areas such as secure asset configuration, access control, vulnerability management, network infrastructure, and security training.



Vulnerability Management

All operating systems and applications have vulnerabilities inherent to their nature; the difference lies in how they are managed. At SONDA, we have systematically reduced exposure times, narrowing the window in which a vulnerability can be exploited, by establishing a strict timeline for maximum vulnerability resolution times based on their severity level. This performance reflects continuous improvement in the protection of our assets and our resilience against threats.



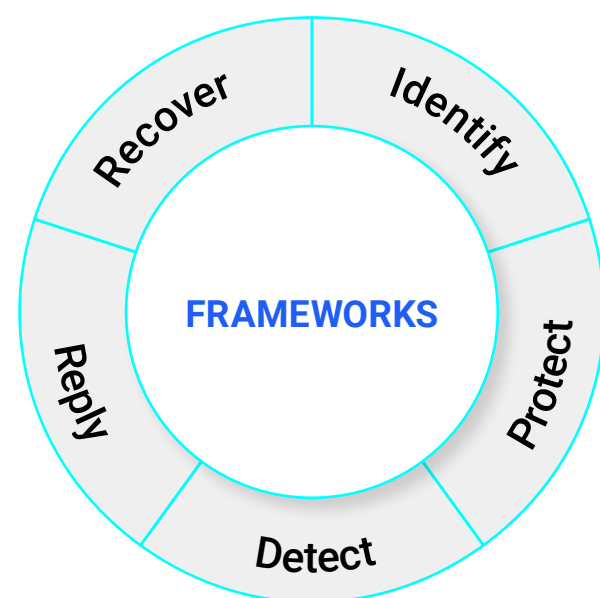
A Stronger Digital Culture

The Regional Internal Cybersecurity Education Program, launched in 2024, evolved in 2025 to incorporate new topics and practical tools. It includes awareness campaigns, specialized workshops, and phishing simulations, continuously adapting to emerging threats.

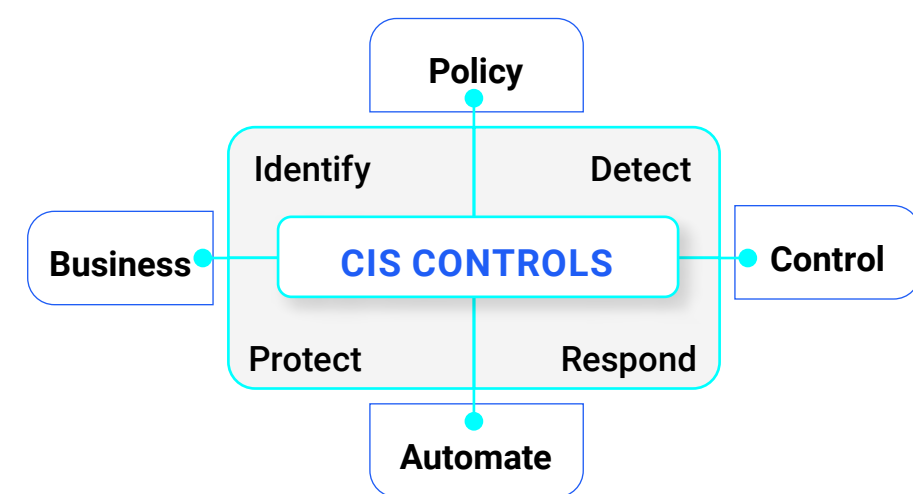
Cybersecurity Frameworks

Industry Models

NIST Cybersecurity Frameworks



CIS Center for Internet Security*



guidance on which controls to implement, how to implement them, and how to prioritize them—maximizing efficiency and agility in execution.

Políticas

We have corporate information security policies and measurable objectives, subject to internal and external audits that ensure compliance and continuous improvement. These include the General Information Security Policy³, Personal Data Protection Policy⁴, Privacy Policy⁵, and

3. Available in www.sonda.com/documentos-corporativos
 4. Available in www.sonda.com/documentos-corporativos
 5. Available in https://www.sonda.com/docs/sondanewsitlibraries/home/footer/politicas-privacidad-web_sonda_esp.pdf

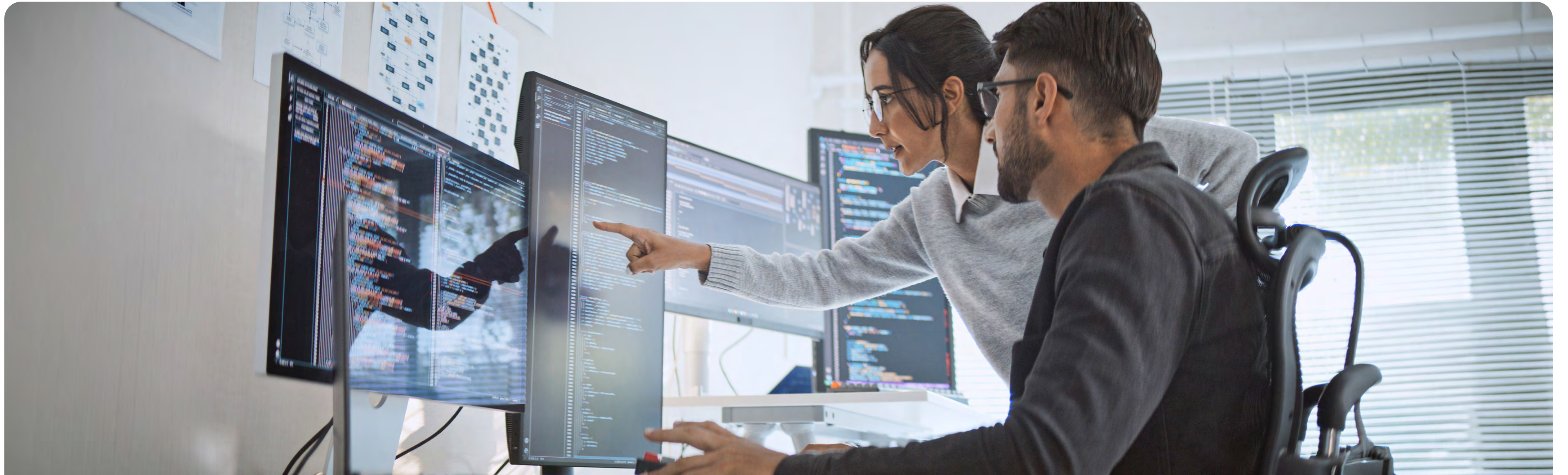
Artificial Intelligence Policy⁶, which promote the adoption of risk management methodologies based on ISO 31000, as well as SONDA’s incident management, business continuity, and data handling processes.

The **General Information Security Policy** governs the preservation of the confidentiality, integrity, and availability of its clients’ and the company’s information. Confidentiality ensures that information is accessed only by authorized individuals. Integrity ensures the accuracy and completeness of the information. Availability refers to access and use only when requested by an authorized person. This Policy is part of and is

implemented in accordance with the Information Security Management System and the Service Management System, which are certified under the international standards ISO 27001 and ISO 20000-1.

Regarding the processing of personal data, and considering the upcoming entry into force—in December 2026—in Chile of the new Personal Data Protection Law No. 21,719, an assessment and gap analysis process was launched during the second half of 2025, with the goal of defining and implementing an internal compliance plan during 2026. This work enables the updating of associated frameworks, policies, and practices, reaffirming the company’s





commitment to regulatory compliance and data protection standards aligned with those already implemented in other countries in the region. In line with the above, the updated **Internal Personal Data Privacy Policy** was published earlier this year, establishing general guidelines for the use, safeguarding, and protection of personal data in the conduct of our operations, in accordance with current regulations. In this regard:

a. **Scope:** This Policy is mandatory and applies across the entire organization and its

subsidiaries, extending to team members, executives, contractors, and third parties, including suppliers who process personal data on behalf of the company, ensuring compliance throughout the supply chain.

b. **Responsible Party:** We have a Data Protection Officer (DPO) who is responsible for overseeing compliance with the policy and applicable regulations, advising senior management and business units, coordinating impact assessments, managing data subject requests, and acting as the point of contact with the competent authority.

c. **Integration into risk management and compliance:** privacy management is integrated into our corporate risk management and compliance system, aligned with ISO/IEC 27001 and ISO/IEC 27701 standards, incorporating privacy impact assessments, security controls, and a continuous improvement approach at the organizational level.

d. **Disciplinary actions:** Violation of this policy constitutes a serious offense and results in disciplinary measures that may include warnings, suspension, termination, and legal action, in accordance with applicable

regulations and the company's internal policies.

e. **Third-party audits:** The policy establishes the periodic conduct of external audits as part of the Information Privacy Management System to verify compliance, the effectiveness of controls, and the identification of opportunities for improvement.

f. **Internal compliance audit:** We conduct periodic internal audits to assess effective compliance with the privacy policy and associated controls, as part of the continuous improvement cycle of the privacy management system.

In addition, there is the **Privacy Policy**, which sets forth the terms under which the company uses and protects the information provided by its users to when using its website, establishing guidelines regarding the type of information collected and its use, the use of cookies, third-party links, and the control of personal information.

Furthermore, as a leading company in technological solutions and digital transformation, we recognize the growing importance of Artificial Intelligence (AI) tools as a driver of innovation, efficiency, and



competitiveness in the business environment. Aware of both their transformative potential and the challenges these technologies pose, the company has defined a **Responsible Use of AI Policy** that establishes principles and guidelines aimed at ensuring that its implementation at SONDA drives productivity and innovation in an ethical, secure, and transparent manner, consistent with corporate values, current regulations, and international best practices.

Customer Information on Privacy Protection

We inform our customers and users, through the Privacy Policy and the Personal Data Processing Policy, about how personal data is collected, used, stored, and protected, in compliance with current privacy protection legislation.

- a. **Nature of the information collected:** We inform customers about the types of personal data that may be collected, such as name, contact information (email), demographic information, and other data necessary for the provision of services, processing of requests, billing, or delivery of products.
- b. **Use of collected information:** The personal data collected is used for the proper provision of services, user and customer management, record keeping, improvement of products and services, and sending informational or commercial communications when appropriate.
- c. **Customers' ability to decide how their data is collected, used, stored, and processed:** We respect and guarantee the rights of personal data subjects, informing our customers that they may exercise the following rights:

- c.1 **Opt-out option:** Customers may cancel the receipt of commercial or advertising communications at any time.
- c.2 **Opt-in consent:** The processing of personal data occurs only with the data subject's express consent or when authorized by law.
- c.3 **Access to data:** Customers may request access to the personal data that SONDA maintains about them.
- c.4 **Data portability:** Data subjects may request the transfer of their personal data, in accordance with applicable regulations.
- c.5 **Data correction:** Customers may request the correction of personal data that is erroneous, inaccurate, or incomplete.
- c.6 **Data deletion:** Data subjects may request the deletion or erasure of their personal data when legally applicable.
- d. **Data retention period:** We inform customers that personal data is retained only for as long as there is a legal basis for its processing or as long as it is necessary to fulfill the purposes for which it was collected, and we proceed to delete it when such data expires or lacks a legal basis.
- e. **Data protection:** We implement appropriate technical and organizational measures to protect personal data against unauthorized access, loss, alteration, or improper disclosure, using up-to-date security systems and exercising due diligence in safeguarding the information.
- f. **Third-Party Disclosure Policy:** SONDA hereby states that it does not sell, transfer, or distribute personal data to third parties without the data subject's consent, except when required by a competent authority or by law. In the case of

links to third-party sites, these are governed by their own privacy policies.

- g. **Use of Data for Secondary Purposes:** SONDA states that its customers' personal data is not used for secondary purposes other than those for which it was collected. Consequently, the percentage of customers whose data is used for secondary purposes is 0%.

Cybersecurity Governance and Risk Management

Governance

Cybersecurity governance at SONDA is designed to ensure comprehensive, efficient management that is aligned with current challenges. A board member with expertise in information security oversees matters related to this area, while the Information Security Committee is responsible for its operational management. This committee is composed of the Chief Information Security Officer (CISO), the Chief Information Officer (CIO), and the Chief Operating Officer (COO), along with corporate and regional heads of the main business units. This committee meets weekly and reports directly to SONDA's CEO, as well as quarterly to the company's Executive Committee.

At the operational level, each unit implements the regional plan's guidelines with designated technical teams. The regional governance model ensures the uniform application of policies and practices, while the internal technology audit provides an independent perspective when evaluating cybersecurity risks and controls, helping to identify opportunities for improvement.



Risk Management NCG 519 (3.6.ii.b)

Approach, Tools, and Controls

Our approach integrates risk assessment methodologies, incident management, privacy consent, and business continuity plans. In addition to ISO 27001, we hold additional certifications such as ISO 22301, ISO 20000-1, and PCI; we issue AT 205, AT 320, and COSO reports for the financial industry; and we conduct annual external audits.

We also rely on tools such as the SONDA GRC (Governance, Risk Management, and Compliance) system, which incorporates advanced controls to protect client and employee data, along with multi-factor authentication for critical systems—further strengthening data protection.

Our internal technology audit team’s role is crucial in identifying and mitigating cybersecurity risks, evaluating the adequacy of existing controls, and proposing continuous improvements to control processes.

Our membership in FIRST (see p. 39) has also strengthened our cybersecurity posture, directly

benefiting our data protection practices by improving our ability to respond to incidents related to privacy and information security.

Collaboration and Strengthening the Ecosystem

Participation in FIRST

SONDA is a member of the Forum of Incident Response and Security Teams (FIRST)⁷, the most prominent global incident response network, which connects us with over 700 teams across five continents. This membership expands our capabilities for analyzing, anticipating, and responding to global threats. Thanks to advanced services such as threat intelligence and threat hunting, we can analyze global attacks, identify patterns in the region, and implement proactive protection measures for our clients.

Collaboration for the Cybersecurity of the Ecosystem

In Chile, our technical connection with the National Computer Security Incident Response Team⁸ (CSIRT), which operates under the

7. <https://www.first.org>
8. <https://csirt.gob.cl>

National Cybersecurity Agency (ANCI)⁹, allows us to systematically exchange indicators of compromise (IoC)—such as IP addresses or detected malicious patterns—facilitating early threat detection, coordinated incident response, and the continuous improvement of cyberdefense capabilities. Furthermore, it strengthens public-private collaboration and contributes to compliance with the principles of interoperability and resilience established by ANCI, aligning critical entities with international threat management standards.

Furthermore, we actively participate in cooperative forums such as the Cybersecurity Committee of the Santiago Chamber of Commerce (CCS) and the Chilean Association of Information Technology Companies (ACTI), where we share experiences, anticipate trends, and collaborate on the development of common standards. In doing so, beyond providing services, SONDA promotes a comprehensive vision of digital security as an enabler of trust, operational continuity, and innovation.

9. <https://anci.gob.cl>

SASB NCG INDICATORS NCG 519 (9.1)

Data Security

Code	Accounting parameter	Response
TC-SI- 230a.1	Total number of data breaches identified during the period.	0
	Percentage of data breaches that are personal data breaches.	0%
	Total number of individual customers affected by data breaches, including all those whose personal data was compromised in a breach.	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 p. 39

Data protection and freedom of expression

Code	Accounting parameter	Response
TC-SI- 220a.1	Description of policies and practices related to behavioral advertising and user privacy.	See pages 36–38
TC-SI- 220a.2	Number of users whose information is used for secondary purposes.	Approximately 5,000 contacts from our existing contact database. At the primary level, this includes users who share their information via our SONDA.com contact forms and social media campaigns and agree to be contacted by SONDA; at the secondary level, it includes email marketing and call center activities.
TC-SI- 220a.3	Total amount of monetary losses resulting from legal proceedings related to user privacy.	0
TC-SI- 220a.4	Total number of unique user information requests, 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
TC-SI- 220a.5	Percentage of government and law enforcement requests that resulted in disclosure to the requesting party.	0%
	List of countries where products and services are monitored, blocked, or content is filtered or censored due to government, judicial, or law enforcement requests or requirements.	0

Information Security (2025)

Cases of customer data loss	Customer security complaints	Security complaints from regulators	Fines for customer data security breaches	Amount of fines for customer data security breaches
Number of cases involving customers with privacy issues and/or data loss	Number of customer complaints regarding privacy and data loss	Number of complaints from authorities/regulators regarding customer data security, privacy, and data loss	Number of breaches	Amount of fines (US\$)
0	0	0	0	0



Cybersecurity Services for Clients

In an environment where digital threats are evolving rapidly, on a large scale, and with increasing sophistication, cybersecurity has

become a cross-cutting enabler of business and digital transformation. In 2025, the widespread use of artificial intelligence by malicious actors, the automation of attack vectors, and the professionalization of ransomware significantly increased risk exposure across all economic

sectors. This scenario demands dynamic defense models, supported by advanced intelligence, automation, and coordinated capabilities that enable anticipation, detection, and response with speed and precision.

At SONDA, we embrace this challenge by reinforcing our position as a long-term strategic partner, supporting our clients in building secure, resilient digital environments that align with increasingly demanding regulatory frameworks. Our approach combines strategic vision, operational excellence, and continuous technological evolution to protect critical assets and ensure operational continuity.

Strategic Approach and Value Proposition

Cybersecurity plays a key role in SONDA's Strategic Plan, serving as a core component in strengthening its digital solutions and services. In our perspective, security is not an additional layer of technology, but rather a structural capability integrated into the processes, platforms, and services that enable our clients' digital operations.

Our approach is based on a comprehensive model that encompasses governance, risk management, regulatory compliance, advanced technological protection, early detection, effective response, and recovery. This full-cycle vision allows us to support organizations at different levels of maturity, tailoring solutions to their operational and regulatory realities, and maximizing the return on investment in security.

SONDA's value proposition is grounded in a distinctive combination of coordinated regional

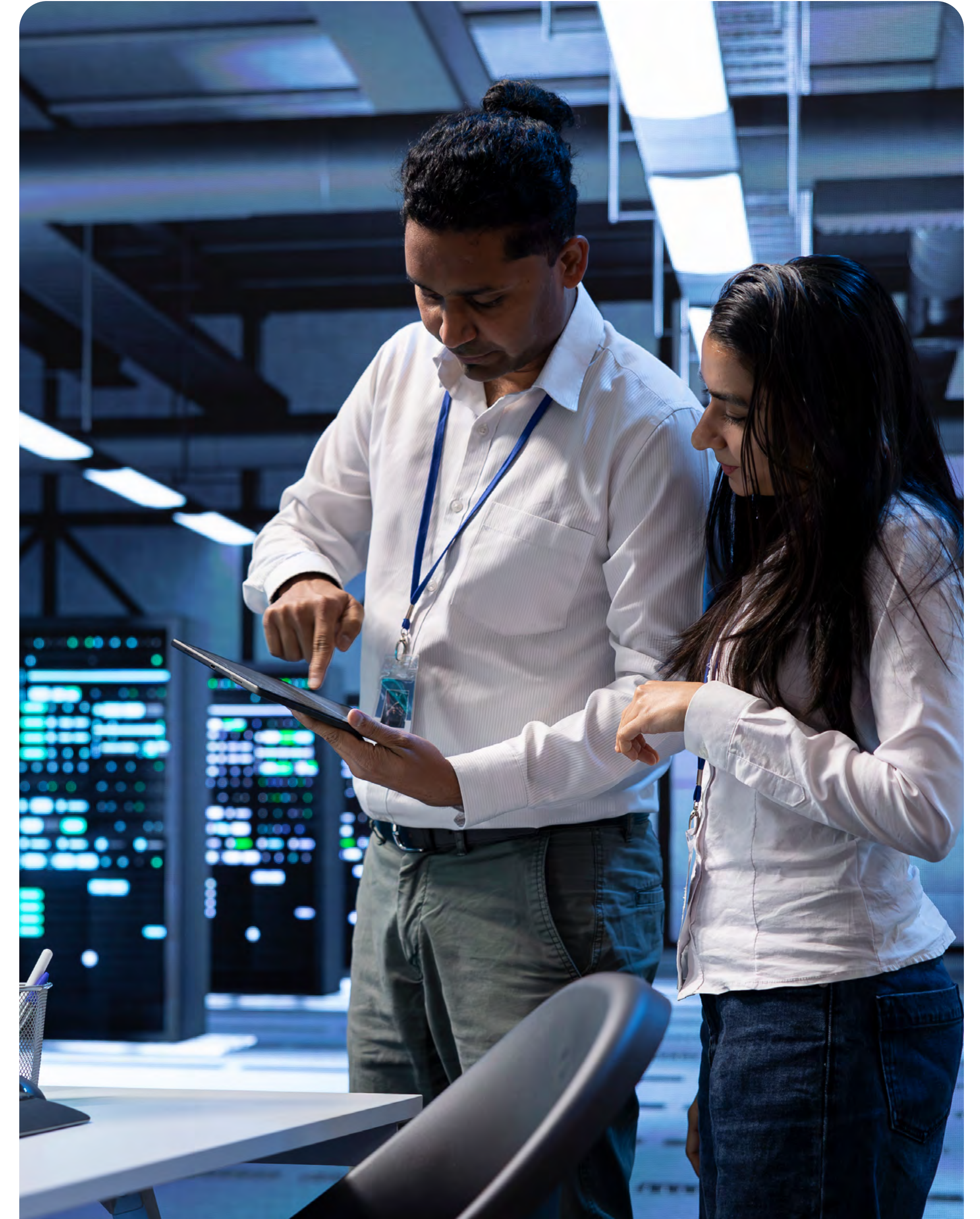


Regional Federated SOC

The consolidation of the Federated Regional Security Operations Center model is one of the key advancements in SONDA's cybersecurity strategy. Our SOC's in Brazil, Colombia, and Chile operate under a unified model of processes, governance, and platforms, as an integrated network that provides 24/7 coverage at the regional level. This framework standardizes service levels, shares intelligence in real time, and optimizes specialized capabilities, ensuring operational continuity. Unlike isolated models, it functions as a coordinated

regional platform that strengthens prevention, detection, and response to threats in real time.

The regional SOC operates using advanced automation and integration technologies, leveraging artificial intelligence and advanced analytics to prioritize alerts, reduce false positives, and significantly shorten detection and response times. This evolution supports a predictive security model that anticipates risks and strengthens digital resilience, ensuring operational continuity and protecting business value.





presence, specialized talent, deep understanding of the business and industry-specific risks, adoption of international standards, and an ongoing strategy for incorporating new technologies that elevate the level of protection against emerging threats.

2026 Outlook and Regional Consolidation

Looking ahead to 2026, our strategy is focused on deepening automation and applied intelligence within the Federated SOC, advancing toward higher levels of AI-assisted autonomous response, and continuing to incorporate cutting-edge technologies that increase our clients' digital resilience. The focus will be on strengthening security models designed to reduce ongoing risk exposure, expanding capabilities in identity

protection and Zero Trust architectures, bolstering security in OT environments and critical infrastructure, and advancing preparedness for scenarios associated with quantum computing, particularly regarding encryption and the protection of strategic information.

This process of constant evolution consolidates SONDA as a leading regional provider of managed cybersecurity services, capable of offering a scalable, resilient platform aligned with global trends.

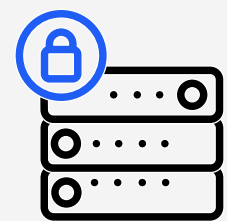
Comprehensive Service Portfolio

SONDA's cybersecurity portfolio integrates strategy, technology, and operations into a comprehensive model that combines governance and compliance, the design and implementation

of security architectures, continuous operations through the Federated SOC, and specialized solutions for cloud, data, identities, and industrial environments.

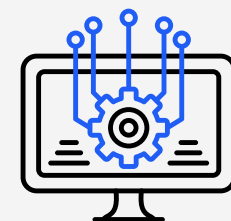
This integration enables us to support our clients from the definition of their security strategy to the ongoing operation of their defensive capabilities, ensuring effective protection, operational continuity, and resilience in an ever-evolving threat landscape.

Our Cybersecurity Services



Cybersecurity Platform Management

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



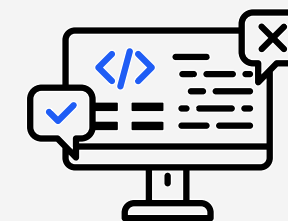
Threat and Vulnerability Detection

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



Response services

Threat hunting, forensic analysis, and response services for critical incidents.



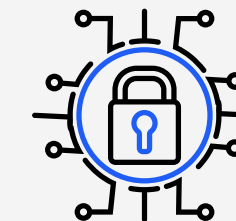
Defense quality testing

Advanced simulations such as intrusion, phishing, and penetration tests to identify and fix 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 the IT infrastructure of companies operating 24/7.

Strategic Focus Areas of Cybersecurity for the New Digital Era



Cybersecurity has become a strategic pillar for organizations, driven by hyperconnectivity, accelerated digitalization, and the critical convergence of information technology (IT) and operational technology (OT). This phenomenon has expanded the attack surface, dissolving traditional security perimeters and increasing risk exposure. Simultaneously, critical assets have moved beyond local infrastructure to span hybrid and multi-cloud environments, SaaS applications, digital supply chains, and third-party ecosystems, fragmenting control and visibility.

Over the past year, we have observed how the emergence of artificial intelligence acts not only as a powerful business enabler, optimizing the efficiency, speed, and scalability of processes, but also introduces new vulnerabilities. AI has democratized the sophistication of threats, facilitating the development of more effective, automated, and hard-to-detect attack vectors.

2025 has been a challenging year in terms of cybersecurity for Latin America, positioning it as one of the most targeted regions globally. Threats such as ransomware and advanced social engineering, exacerbated by generative AI, dominated the landscape. Attacks increasingly targeted critical infrastructure, the financial sector, and essential services, evidencing that risk no longer resides solely within the organization but extends to its entire value chain and third

parties. On the regulatory front, the region made progress in defining regulatory frameworks and incident reporting obligations, with Chile emerging as a regional leader, though facing significant implementation challenges due to capacity gaps and demanding deadlines. Finally, the shortage of specialized talent remains a structural challenge for the sector, driving the adoption of managed services and cementing a definitive paradigm shift: cybersecurity has evolved from a technical IT function into strategic risk management, with a focus on financial impact, operational continuity, and business resilience.

Facing this dynamic risk landscape, SONDA implements a comprehensive and unified strategy for the region, designed to support organizations throughout the entire security lifecycle: from strategy, governance, and regulatory compliance to continuous operations and advanced threat management. Our approach goes beyond technical protection to position cybersecurity as a cross-cutting enabler of digital business.

This vision is realized through our Regional Security Operations Center (SOC), which is ISO 27001 certified and an active member of FIRST. It operates under a federated model from its locations in Chile, Colombia, and Brazil, ensuring coordinated, consistent, and 24/7 coverage across the region. This strategy is enhanced by a robust ecosystem of alliances with leading global and

regional technology partners, enabling SONDA to quickly incorporate innovation, advanced capabilities, and industry best practices. Through this, we integrate world-class technologies in areas such as detection and response, identity protection, cloud security, OT/ICS, and automation, ensuring interoperable, scalable solutions aligned with the most demanding international standards. This ecosystem approach allows us to tailor our offerings to the maturity, regulation, and operational reality of each country and industry, maximizing value for our clients.

At SONDA, cybersecurity is conceived as a cross-functional capability fully integrated into our Digital Operations offerings, including Data Center, Cloud, Application Development and Modernization, Systems Integration, and the Operation of Platforms. This integration enables us to incorporate security by design and throughout the entire lifecycle of digital services, ensuring resilient, continuous, and reliable environments. By doing so, SONDA delivers a differentiated offering that breaks down traditional silos, aligning operations, technology, and security under a unified vision of risk management and operational continuity.

In a context of growing threats and accelerated digital transformation, SONDA builds on cybersecurity as a strategic pillar of resilience and trust. Through an integrated offering, an



Ernesto Tachoures
Corporate Director
of Cyber Business
Development

ecosystem of strong partnerships, and deep integration with Digital Operations, we support organizations in protecting their critical assets

and ensuring business continuity. In doing so, we strengthen digital trust as the foundation for sustainable growth in the new digital era.





Technologies with **Impact**

In line with our purpose of improving people's quality of life through technological solutions, we continue to consolidate our role as a strategic partner in the sustainable development of the Americas.

In recent years, we have led and driven high-impact initiatives in the digital transformation of public services, sustainable mobility, energy efficiency, digital inclusion, and the modernization of strategic sectors such as healthcare, education, transportation, and agribusiness.

These actions are directly aligned with the Sustainable Development Goals (SDGs) promoted by the United Nations.

Solutions with Social and Environmental Impact Implemented by 2025

Our commitment to social development is reflected in projects that seek to bridge the digital divide, strengthen public safety, and transform access to essential services such as healthcare,

thereby raising quality-of-life standards across the region.

This commitment also drives the transition toward a lower-carbon economic model, promoting energy efficiency, clean mobility, and the digitization of key processes across various productive sectors. These solutions enable governments and companies to respond to the climate challenge with concrete actions that reduce emissions, improve resource management, and advance toward more sustainable cities and operations.

Major initiatives:

SDGs



More efficient and safer rail transport in Chile

We implemented a new mission-critical radio communications system for the State Railway Company (EFE) in Chile; a key solution to strengthen the operation and safety of the national railway system. This project reinforces the company's position in the transportation and critical infrastructure sector.

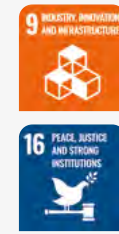
SDG



Digitization of the State of Goiás with Connectivity

Implementation of a modern 9,300-km fiber-optic network to improve connectivity and bridge digital divides in a state that currently lacks advanced infrastructure. This initiative benefits 125 municipalities and 5.1 million people and complements the Infovia Digital contract signed in 2022 in the state of Mato Grosso do Sul, connecting the service points of public institutions.

SDG



Improved Border Controls in El Salvador and Panama

We are implementing the digitization and automation of processes at the General Directorate of Customs, upgrading border controls and procedures through digital platforms and advanced technologies. These projects improve efficiency and transparency in customs processes while reducing processing times.

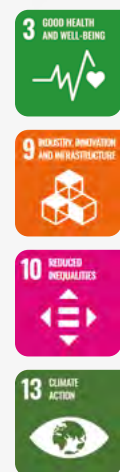
SDG



Modernization of public transportation payment methods in Argentina and Panama

Implementation and maintenance service for EMV validators on more than 4,000 validators in public transit trains in Buenos Aires, incorporating open payments (credit cards), and technological upgrades for QR code and credit card payments on buses and metro lines in Panama, making public transit more accessible in the region.

SDG



Digital healthcare at the service of people

In Chile, we developed and implemented a cloud-based RIS/PACS system for the Southern Metropolitan Health Service network, enabling the digitization and management of medical images in public hospitals under a Software as a Service model. Additionally, we integrated a Building Management System (BMS) solution to optimize the infrastructure and energy efficiency of hospital facilities at the Sótero del Río and Cordillera hospitals. These technologies enhance clinical efficiency, improve operational continuity, and facilitate access to quality diagnostics within the country's public health system.

SDG



Smart Video Surveillance in Chile

In 2025, we implemented a cloud-based smart video surveillance platform that integrates municipal video surveillance cameras with the Integrated Smart Video Surveillance System (SITIA) of the Undersecretariat for Crime Prevention and the CENCO system of the Carabineros de Chile. The solution enables real-time monitoring of more than 1,500 cameras across different municipalities, using artificial intelligence for automated video analysis and early detection of risky situations. This system strengthens public safety and coordination among institutions, helping to build safer, more connected, and more resilient cities.

Healthcare Industry in Latin America: Context, Trends, and Opportunities



Healthcare is undergoing a period of deep global change, with trends that impact the sustainability of the healthcare system, where technology plays an essential role in the pursuit of improvements.

Globally, we have an aging population, and by 2030, one in six people is expected to be over 60 years old¹, generating greater demand for healthcare services. Adding to this demographic trend, there is an increase in chronic and noncommunicable diseases such as diabetes and hypertension, as well as oncological, cardiovascular, and neurodegenerative conditions, which strain access and coverage in various countries striving for Universal Health Coverage.

In line with these trends, healthcare spending is rising worldwide, and compared to other industries and markets, it is having a greater impact on low- and middle-income countries—a reality evident in Latin America, where spending is growing at 6% annually versus 4% in developed countries; however, per capita spending is only \$60 versus \$250 in developed countries².

In this context, the action strategy encompasses various areas aimed at improving access,

1. <https://www.who.int/es/news-room/fact-sheets/detail/ageing-and-health>
2. Public spending on health report. WHO <https://www.who.int/publications/i/item/WHO-HIS-HGF-HFWorkingPaper-18.3>

coverage, and system efficiency, with digital technologies and technological infrastructure playing a cross-cutting role in achieving the set objectives. As SONDA, we have collaborated across the board throughout Latin America.

In 2025, we worked in Chile on three health network integration projects, enabling timely diagnosis of critical conditions through RISPACS technologies with our partner AGFA Healthcare, impacting the lives of more than 3 million people by delivering imaging diagnostics enhanced by artificial intelligence and strengthening primary healthcare. In the private sector, we also implemented the telemedicine platform for Atrys Health, serving more than 100 clinics in Chile.

It is important to highlight our strategy to improve healthcare infrastructure through the implementation of the Building Management System (BMS) project at the Sotero del Rio and Cordillera Hospitals (over 300,000 square meters). There, we monitor the hospitals' security, networks, and operational efficiency, helping to reduce nosocomial infections by more than 15%.

In Colombia and Brazil, our growth in our client portfolio and solutions has led us to work with leading Latin American clinics such as Fundación de Santa Fe and H. Albert Einstein in the provision

of managed services and Hospital Information Systems (HIS), as well as to expand our health insurance services through our proprietary Beyond Health solution, serving more than 14 million members by 2025.

As SONDA, and the healthcare team, we will continue working for people's well-being as technology partners to our public and private clients. By 2026, we expect to deploy solutions for interoperability, patient traceability, and artificial intelligence to improve administrative and clinical processes, apart from preventive medicine, among others, with the goal of leveraging technology as an accelerator for better health in Latin America.



Jorge Dinamarca
Corporate VP,
Healthcare Vertical



Smart Cities & Mobility: Global Trends and a Regional Perspective



Smart cities and urban mobility are redefining life in our cities, and electromobility, digitalization, and sustainability are the major global trends.

In recent years, we have observed how the concept of the smart city and urban mobility has become a strategic pillar of urban development, where the resilience and sustainability of cities have become top priorities, with projects aimed at transforming cities into more efficient, sustainable, and safe ecosystems. All of this is complemented by a people-centered approach, where accessibility and inclusion are just as important as the technology itself. From this perspective, innovation is not an end in itself, but a means to improve the quality of life for our citizens.

In Latin America, development follows a distinct path shaped by the region's own characteristics, with nuances that call for world-class solutions that are also adaptable to the diverse policies, regulatory frameworks, and multicultural realities across the region. There is no single universal formula for success; rather, it depends on a set of solutions tailored to our specific contexts.

Major cities across the region face structural challenges such as congestion, pollution, public safety, and access to basic services, compounded by infrastructure and urban management constraints. In this context, our value proposition addresses these challenges through integrated solutions that optimize transport, public safety, and public services, along with AI-based predictive maintenance tools and an ecosystem of strategic partners that help tailor technology to the specific needs of each city and its mobility and service operators. We believe this offering makes a meaningful contribution to building more efficient, sustainable, and people-centered cities.

The combination of regional vision, technological capability, and a commitment to people's quality of life positions SONDA as a key partner in bringing about the transformation that Latin American cities require.

With this vision, we reaffirm that the development of our cities is not merely a technological challenge, but a historic opportunity to transform

our region into more connected, inclusive, and sustainable spaces, where innovation translates into tangible well-being for all.



Jaime Bueso
Corporate VP, Smart
Cities & Mobility





Environmental Responsibility

We recognize that protecting the environment is a core pillar for achieving sustainable development and generating long-term value for our customers and society.

Focus and Governance

We are committed to conducting our operations responsibly, integrating sustainability as an essential part of our corporate management. Through our Sustainability Statement, we commit to preventing and mitigating environmental

impacts, achieving greater energy efficiency, using natural resources responsibly, and properly managing technological waste generated by our operations and those of our customers.

To support this commitment, we operate an Environmental Management System (EMS)

certified to ISO 14001:2015, first implemented in 2013 and continuously audited as part of our Integrated Management System (IMS). In 2025, we underwent a follow-up audit by TÜV Rheinland, which confirmed compliance with the standard and its latest amendments, including those related to climate change preparedness. We currently maintain this certification in Chile, Brazil, Colombia, Ecuador, Mexico, and Peru, reaffirming our commitment to environmental sustainability across the region.



We manage energy, carbon footprint, water consumption, and waste, our primary environmental impacts.

We also consolidated our environmental initiatives by integrating ESG variables into the SONDA GRC platform used across all subsidiaries, ensuring a consistent and efficient approach to sustainability management at a global level. The SONDA ESG Portal, part of SONDA GRC, enables continuous monitoring of key sustainability indicators. It also streamlines data collection, calculation, and reporting, enhancing visibility and transparency through clear, timely communication.

In waste management, we consolidated reporting in Chile under the Extended Producer Responsibility (REP) Law for packaging through the ReSimple

collective scheme and continued filing the required declarations for electrical and electronic products. We also played an active role in establishing the TRAE collective system, which will support the recovery and valorization of this waste once targets are defined by the authorities. In parallel, we are enhancing our Enterprise Resource Planning (ERP) system to improve inventory management and product traceability, enabling faster and more reliable reporting in line with REP requirements. We also established a REP Committee, bringing together representatives from different areas to align criteria, coordinate actions, and strengthen environmental compliance across the organization.

Performance and Metrics

SASB INDICATORS NCG 519 (9.1.)

Environmental footprint of hardware infrastructure in Chile

Code	Accounting Parameter	Response	
		2024	2025
TC-SI-130a.1	Total energy consumed in gigajoules (GJ)*	115.70	94.66
	Percentage of electricity from the grid	100%	100%
	Percentage of energy consumed from renewable sources	100%	100%
TC-SI-130a.2	Total water withdrawn from any source (in thousands of m ³)	67.5	54.9
	Total water consumed in operations Percentage of water withdrawn from: (i) Locations with high initial water stress (ii) Locations with extremely high water stress	0%	0%
TC-SI-130a.3	Analysis of the integration of environmental considerations into strategic planning for data center needs.	In the development of strategic plans, criteria for efficient water use and the use of 100% renewable energy have been considered. The latter has been implemented through a multi-year contract with the company Emoac in Chile.	

Note: SONDA Chile scope (Quilicura 1 Data Center and KUDOS + Teatinos 500 and 550)

* SONDA measures electricity consumption in megawatt-hours (MWh); therefore, to report this indicator, the conversion to gigajoules (GJ) has been used, applying a factor of 1 MWh = 3.6 GJ

Application of the TCFD framework in climate risk and opportunity management

The company manages risks and opportunities associated with climate change through practices and measures integrated into its environmental and operational management. These actions include mitigation initiatives, such as energy efficiency in data centers, efficient water use, measurement of the organizational carbon footprint, and compliance with the REP Law for responsible waste management.

In terms of adaptation, environmental and human health risks are addressed through emergency preparedness and response plans, climate change training programs, and the development of products and services that contribute to customers' climate adaptation.

Although the company has not formally adopted the TCFD framework as a reporting standard, some of this information is documented and publicly available in corporate reports and policies.

Revenue Generation from Sustainable Products or Services

The company generates revenue through a portfolio of technological solutions that support its clients' sustainability objectives, contributing, among other aspects, to energy efficiency, process digitization, resource optimization, and emissions reduction. These solutions are part of SONDA's value proposition and are aligned with its responsible growth strategy.





Management of Relevant Environmental Issues

To manage our environmental impact, we implement monitoring, control, and mitigation measures focused on energy efficiency, carbon footprint measurement, responsible water use, and the management of technological waste generated by our operations. These actions ensure compliance with current environmental regulations in all countries where we operate.

We also promote the development of technological solutions that enable our customers to manage and mitigate their own environmental impacts, thereby expanding the positive impact of our solutions and contributing to the transition to a low-carbon economy across the entire value chain (see p. 44).



Our environmental management efforts are guided by continuous improvement, regulatory compliance, and the progressive incorporation of ESG criteria into corporate decision-making.

Climate Strategy

The oversight of risks and opportunities associated with climate change at SONDA is part of the corporate governance system and comprehensive risk management. The Board of Directors is responsible for overseeing the strategic risk matrix, which explicitly incorporates environmental and climate change risks, and periodically receives information on their evolution and management.

Senior Management, through the Internal Control, Risk, and Corporate Governance Department and the Corporate Executive Committee, is responsible for identifying, assessing, and managing these risks, integrating them into planning, control, and decision-making processes. This approach ensures that climate-related matters are addressed at the highest level of the organization, in accordance with ISO 31000 guidelines.

We address climate change through two complementary approaches: mitigation, aimed at reducing emissions and optimizing resource use; and adaptation, focused on anticipating and managing the risks associated with its effects.

Mitigation

Measuring our carbon footprint is a core element of our sustainability strategy and one of the main tools for managing the impacts of our operations on climate change. For this reason, as part of a regional approach aimed at controlling and reducing greenhouse gas (GHG) emissions, we measure the carbon footprint at our subsidiaries in Chile, Costa Rica, and Panama.

Since 2021, we have been part of the Ministry of the Environment's Huella Chile Program, through which we prepare an annual GHG emissions inventory in accordance with ISO 14064. This process is audited by AENOR, and in 2024, we obtained the Quantification Seal, which recognizes our commitment to climate action and continuous improvement in environmental matters. Additionally, in response to a new requirement from the Financial Market Commission (CMF), we incorporated measurement in accordance with the two main international standards: ISO 14064-1 and the GHG Protocol, thereby strengthening the traceability and comparability of the results. Thus, in 2025, the Quantification Seal reflected both methodologies, meeting regulatory requirements and reaffirming the transparency of our environmental performance.

In Costa Rica, we manage environmental issues by determining and quantifying greenhouse gases (GHG) since 2020. For this, we obtained ISO 14064-1 certification through an independent third-party verification that guarantees a reasonable assurance level of less than 5% for the materiality of direct emissions and 10% for indirect emissions from imported energy, transportation, and products used by the organization. In 2024, we offset 27 tCO₂e through Carbon Credits certified by the National Forest Financing Fund (FONAFIFO). These credits are tied to projects consisting of payment-for-environmental-services contracts and reforestation activities. In addition, we manage waste comprehensively through the proper disposal of more than 3,300 kilograms of electronic and hazardous waste. We are also part of the Costa Rican Government's Carbon



Neutrality Country Program (PPCN), developed by the Ministry of Environment and Energy (MINAE) through the Climate Change Directorate (DCC). This program awarded us recognition in the organizational category of “Carbon Inventory,” acknowledging our environmental commitment through processes that enable adaptation to climate change.

Adaptation

The process of climate change adaptation is based on the identification and structured management of physical and transition risks, using matrices that are part of corporate risk assessments. Currently, the company does not conduct a formal analysis of climate scenarios

in accordance with specific frameworks such as the TCFD. However, the risks and opportunities associated with climate change are considered within the corporate risk management system, including physical risks (extreme weather events) and transition risks (regulatory, operational, and technological).

The organization monitors relevant environmental variables, such as energy consumption, GHG emissions, and resource efficiency, and implements mitigation actions aimed at reducing its environmental footprint.

Among the main risks identified are extreme weather events and prolonged droughts, regulatory changes regarding CO₂ emissions and waste management, fuel spills in emergency power generators, and the accumulation of hazardous waste, such as UPS batteries.

The company currently does not have a formal climate change adaptation plan specifically focused on the identified physical risks. However, potential impacts associated with physical risks—which have been assessed as limited and low-probability—are managed through operational and environmental procedures integrated into daily management. These actions include, among others, the containment and remediation of fuel spills, the removal of contaminated soil or sand, and the management of hazardous waste through specialized and authorized entities, in compliance with current regulations and the corresponding reporting processes at the Single Window in Chile. In this regard, management relies on operational responses to specific situations rather than on a structured long-term climate adaptation plan.

Carbon Footprint NCG519 (9.1)

Emissions Source Category	Total Emissions (tCO ₂ e)			
	2023 (Reported 2024)	Percentage of total	2024 (Reported 2025)	Percentage of total

Total CO₂ emissions Chile

Scope 1	376.1	2.0%	566.5	3.8%
Scope 2	7,733.1	41.1%	5,947.5	40.1%
Scope 3	10,699.0	56.9%	8,314.7	56.1%

Total	18,808.2	100.0%	14,828.7	100.0%
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Total CO₂ emissions Panama

Scope 1	26	20.0%	23	19.2%
Scope 2	110	80.0%	96	80.78%
Scope 3	Not applicable	Not applicable	Not applicable	Not applicable

Total	136	100.0%	119	100.0%
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Total CO₂ emissions Costa Rica

Scope 1	11.6	32.5%	9.6	8.8%
Scope 2	12.6	35.3%	17.2	15.8%
Scope 3	11.5	32.2%	82.5	75.5%

Total	35.6	100.0%	109.3	100.0%
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In 2024, and in line with the amendments introduced by ISO regarding climate change, we incorporated the environmental risks associated with our internal and external context into the Integrated Management System (ISO 14001:2015). This approach allowed us to strengthen our ability to anticipate, assess, and respond to the effects of climate change in a systematic manner aligned with international environmental management standards.

Externally, we observe an increasingly regulated environment, where authorities impose stricter requirements to reduce the effects of climate change and customers demand the same level of environmental commitment from their suppliers. This context also represents an opportunity for innovation, driving the development of technological products and services that help organizations adapt and move toward more sustainable models. At SONDA, we are addressing this challenge through the solutions we provide to governments, companies, and organizations (see p. 44).

Internally, climate change entails new operational requirements, primarily related to waste management, carbon footprint measurement, and energy consumption. Furthermore, extreme weather events can impact infrastructure, the supply chain, or water availability; therefore, we have preventive measures and emergency response protocols in place, along with training and knowledge management initiatives that strengthen organizational resilience.



KUDOS is one of the first TIER IV data centers in the world

Energy Efficiency

Energy efficiency is essential, as a significant portion of our operations depends on the continuous operation of data centers, which account for the company's highest electricity consumption. In technology companies, the environmental impact is not driven by the intensive use of raw materials, but primarily by the energy consumption required to power the digital infrastructure and ensure the continuity of technology services. In this context, while we do not have a formal energy efficiency program, we

constantly seek to optimize energy consumption and transition to renewable sources to reduce greenhouse gas (GHG) emissions and strengthen the business's competitiveness.

In Chile, for example, we have two data centers in Quilicura: DCQ¹ and KUDOS, certified by the Uptime Institute¹ at the Gold level for design, facilities, and operations, with TIER III and TIER IV classifications, respectively. Additionally, from the outset, KUDOS was designed with sustainability and efficiency in mind, incorporating the necessary features to meet international

1. <https://uptimeinstitute.com/>

standards for sustainable building. As a result, upon commencement of operations, it obtained LEED Silver (v4) certification in the Building Design and Construction: Data Centers category, awarded by the U.S. Green Building Council². Consequently, it became one of the world's first TIER IV data centers whose design solutions account for factors such as lower operating costs (resource and energy efficiency) and waste reduction.

Furthermore, since KUDOS went live in 2018, we have led the way in using 100% renewable energy, setting a precedent in the regional technology

2. <https://www.usgbc.org/>

industry. For six years, this commitment was verified annually through certifications that guaranteed the traceability and clean origin of the energy used in our data center. In 2025, we took a decisive step by extending this standard to all operations in Chile through a partnership with Copec EMOAC, a subsidiary of Copec specializing in sustainable energy solutions. This milestone marks a new phase in the company's energy strategy, ensuring a renewable, traceable, and transparent energy supply that reinforces our leadership in innovation and corporate sustainability. According to this certification, our





Strategic partnership with **Copec EMOAC** for sustainable operations

In line with our commitment to sustainability and energy innovation, we signed a strategic agreement with Copec EMOAC, a subsidiary of Copec specializing in efficient energy solutions, to supply all our operations in Chile with 100% renewable energy for five years.

The contract, structured under the open market customer model, provides for an annual supply of 60 GWh, which will enable us to operate data centers, offices, and services throughout the country using a clean, traceable, and certified energy mix. The energy will come from renewable sources such as solar, wind, and hydroelectric power and will be backed by international I-REC and CER certifications, which guarantee the green origin of the supply.

In addition to the electricity supply, the agreement includes access to online monitoring platforms, customized reports, and ongoing technical support, enabling more efficient and transparent energy management that aligns with SONDA's environmental goals.

It is estimated that, over the term of the agreement, we will avoid the emission of more than 60,488 tons of CO₂, marking a tangible step toward the decarbonization of our operations and strengthening SONDA's leadership as a technology company committed to sustainable development.

Partnership with **Copec EMOAC** marks a milestone in the company's energy strategy

company's consumption of 28,605,474.82 MWh of electricity came entirely from renewable sources, which prevented the emission of nearly 9 million tCO₂, equivalent to planting approximately 410 million trees in a year.

Waste Management

Waste management at SONDA is based on formal programs aimed at minimizing the environmental and social impacts of our operations, prioritizing reductions at the source, reuse, recycling, and material recovery, and avoiding final disposal whenever technically possible. This approach seeks to progressively close material cycles, reduce operational and regulatory risks, and strengthen the efficiency and sustainability of the business.

In line with the technological nature of our operations, our management prioritizes the handling of electrical and electronic waste, hazardous and non-hazardous waste, as well as packaging materials. These waste streams are managed in accordance with the guidelines of our **ISO 14001-certified Environmental Management System**, ensuring their traceability through information systems, certified operators, and collective management schemes, in compliance with current regulations in the countries where we operate.





Throughout 2025, we made steady progress in consolidating comprehensive waste management, strengthening monitoring, control, and traceability processes through strategic agreements and technological solutions. In Chile, this was reflected in the consolidation of monthly waste reporting through the **ReSimple** collective scheme for packaging management, as well as in our active role in establishing the **TRAEE** system, which will support the future recovery and valorization of electrical and electronic waste once targets come into force in 2027. In addition, in 2025 we established a **REP Committee**, bringing together representatives from across the organization to

align criteria and strengthen internal environmental compliance.

The management of waste generated by our operations in Chile is carried out in accordance with **the Regulations of the Registry of Emissions and Transfers of Polluting Substances (RETC)**, through the declaration of hazardous and non-hazardous waste on the Ventanilla Única platform. For collection, recycling, and final disposal, we work with certified companies, which issue the respective delivery certificates, ensuring the traceability of each waste stream. This information is additionally incorporated into the Greenhouse

Gas (GHG) Inventory, strengthening the consistency of our environmental management.

In addition, we promote source separation and the efficient use of resources through ongoing recycling campaigns in our offices. In Chile, we have a sorting system with 130 containers at our headquarters, designated for the collection of paper, cardboard, plastics, glass, metals, batteries, electronic waste, and organic waste.

Although the company has not yet established quantitative corporate goals for waste reduction or recycling, it systematically monitors the volumes

and disposal destinations of the various waste streams generated. This information allows us to establish a baseline, evaluate trends, and prepare for future regulatory requirements, particularly those associated with the Extended Producer Responsibility (EPR) Law. This approach reinforces continuous improvement and progressive advancement toward greater material recovery.

Water Management

Water efficiency is a material consideration, given its importance in the operation and cooling of data centers. From the outset, our data centers in Chile

have been designed and built with high-efficiency cooling systems that enable water reuse and significantly reduce consumption.

These systems combine technologies such as chilled water, free cooling, and complementary adiabatic solutions, eliminating the need for traditional evaporative methods and minimizing water loss during cooling. We also monitor water efficiency across our data centers using the Water Usage Effectiveness (WUE) metric, allowing us to further optimize resource use and advance toward more sustainable operations across the region. As a result of this design, water discharge is minimal and largely limited to domestic uses.



04

Chapter
Governance of Excellence





Approach, Guidelines, and Regulatory Framework

We have a solid and transparent corporate governance structure that promotes the organization’s sustainable development and guides decision-making at all levels.

Our model ensures that we meet our strategic objectives, comply with applicable regulations, and operate consistently across the countries where we are present. Its strength also helps us build trust with our clients, strengthen our corporate reputation, and deliver sustainable value to our shareholders. This performance has

been recognized for nine consecutive years, both nationally and internationally, through the Dow Jones Sustainability Index Chile and the Latin American Integrated Market (MILA).

■ NCG 519 (3.1.i) Additionally, our governance framework is based on an Integrated Management

System (IMS) that sets common standards for all subsidiaries and consolidates SONDA’s commitments to quality, information security, the environment, occupational health, and social responsibility, in accordance with leading international standards. This system is complemented by a Compliance Model that brings together policies, standards, and procedures to foster an ethical, transparent, and compliant culture across the organization.

In 2025, we strengthened our risk management, internal audit, and regulatory compliance efforts, with a focus on the annual update of policies, team training, and the dissemination of best practices. In this context, we continued to organize courses on the Code of Ethics, the Crime Prevention Model (MPD), Law No. 21,595 “Economic and Environmental Crimes,” and Law No. 21,649 (the Karin Law), which addresses the prevention of workplace harassment, sexual

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

For the past nine years, we have been included in the Dow Jones Sustainability Index Chile and the Mercados Interconectados Latinoamericanos (MILA)










harassment, and violence in the workplace. In addition, we address the topics required by General Standard (NCG) 519 of the Financial Market Commission in Chile to ensure our work remains aligned with regulatory standards, while also guaranteeing traceability and transparency in our reports.

In addition, for the fifth consecutive year, we maintained our partnership with the Fundación Generación Empresarial through our participation in the Integrity Barometer, a tool that assesses organizations' commitment to corporate ethics. This collaboration has allowed us to access best market practices and continue refining our compliance, risk management, and corporate governance model.

Furthermore, in 2025 we published the Corporate Tax Strategy and Governance Policy, setting the principles that guide tax planning and decision-making in all countries where we operate, ensuring that these activities are conducted ethically, in accordance with applicable laws, and aligned with the business's strategic objectives. It also promotes consistency and traceability in tax management, the ongoing assessment of tax risks, and the application of international best practices in governance.

Corporate Documents and Policies

SONDA has the following corporate documents and policies designed to guide internal best practices, among others:

-  • Code of Ethics and Conduct
-  • SONDA's Crime Prevention Model
-  • SONDA and Subsidiaries' Corporate Policy on Relations with Public Officials
-  • SONDA and Subsidiaries' Corporate Anti-Corruption and Anti-Bribery Policy
-  • Corporate Policy on Gifts and Invitations
-  • Corporate Policy on Donations and/or Sponsorships
-  • Corporate Conflict of Interest Policy
-  • Policy on Success Fees for the Contracting of External Services
-  • Corporate Policy on Sponsorships and Social Contributions by SONDA and its Subsidiaries
-  • Supplier Due Diligence Procedure for SONDA and Subsidiaries
-  • Due Diligence Procedure for SONDA and Subsidiaries' Customers
-  • Corporate Whistleblowing Procedure for SONDA S.A. and Subsidiaries
-  • Diversity, Inclusion, and Human Rights Policy
-  • Corporate Tax Strategy and Governance Policy

Board of Directors and Management

The Board of Directors is at the heart of corporate governance defining strategy, overseeing performance, and ensuring regulatory compliance in all jurisdictions where we operate.

The Board's role is to ensure responsible, transparent management aligned with the organization's long-term objectives, guaranteeing the creation of sustainable value for our shareholders and stakeholders. It consists of nine members, who need not necessarily be shareholders and may be reelected indefinitely. The Board of Directors serves a three-year term and is fully renewed at the end of this period. Thus, the current Board was elected at the Annual Shareholders' Meeting held in April 2023, and its term extends through 2026.

Its main responsibilities include approving financial policies and strategies, approving the strategic risk matrix, appointing the CEO, overseeing management control systems, and analyzing reports related to the Internal Audit Plan as well as the company's control processes. It also ensures ethical compliance, sustainability, and the comprehensive management of corporate risks. To carry out its duties, it meets monthly and, as needed, holds special sessions in accordance with Chile's Public Limited Companies Act No. 18,046 and the Company's Bylaws. Minutes and supporting documents are stored in a dedicated digital repository, ensuring traceability and transparency in its decision-making.

NCG 519 (3.1.i) Furthermore, to strengthen its operations and the quality of its management, a systematic reporting process was established

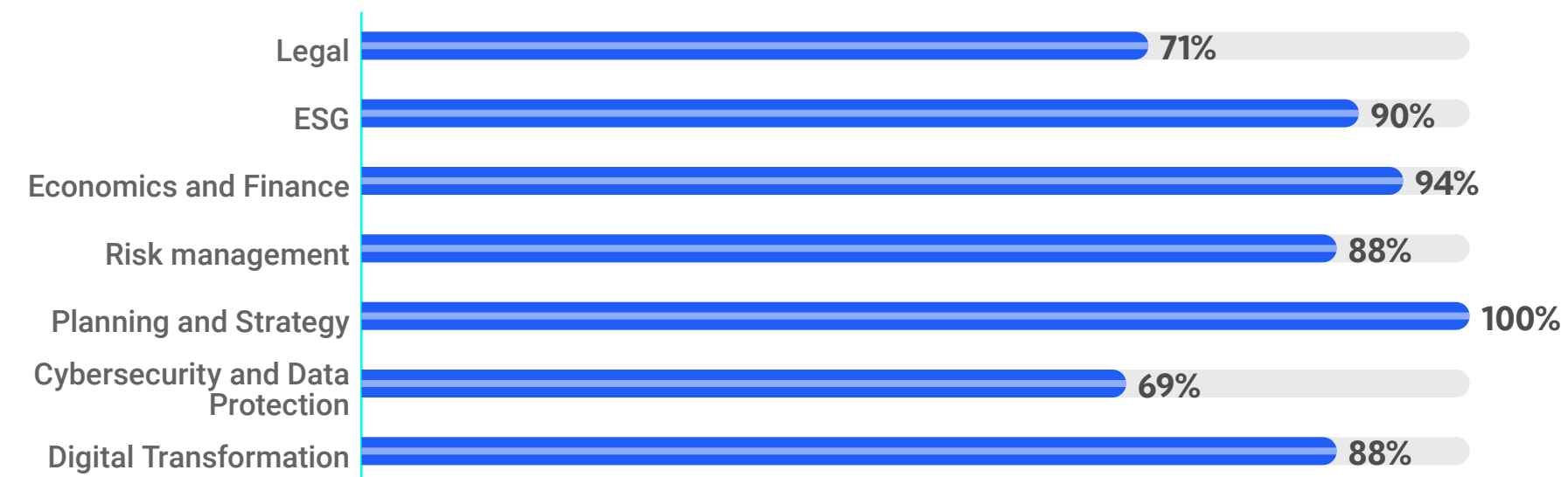
during the period, in line with the requirements of NCG 519. This mechanism includes semi-annual presentations on the whistleblowing channel, risk management, and internal audit. Likewise, all sessions begin with a review of compliance issues, reinforcing the institutional commitment to ethics, transparency, and traceability in decision-making. The Internal Audit Department has consistently delivered on its annual plan, with no additional critical risks identified for the company. These periodic reviews help identify improvement opportunities and provide recommendations that strengthen internal controls and processes, supporting more efficient and proactive management.

While there is no formal process to assess the Board's performance, its effectiveness

is reflected in the rigorous planning of its meetings, the timely review of information, and the active participation of its members. The directors' experience, expertise, and track record further support the soundness of their decisions and the effective oversight of SONDA's corporate governance (see Directors' Knowledge Matrix).

In addition, in 2025, presentations and informational sessions were held on topics relevant to the company, such as personal data protection, artificial intelligence, the Code of Ethics and Conduct, the Crime Prevention Model, and Chilean Laws No. 21,595 on Economic and Environmental Crimes and No. 21,649 (the Karin Law). While these sessions do not constitute formal training processes, they allow directors to be informed about regulatory changes and best practices, strengthening their oversight role and SONDA's corporate governance.

Directors' Skills Matrix
Directors with experience in each skill (in %)



Board Members

NCG 519 (3.2.i)

- José Orlandini Robert**
Chairman
Electrical Civil Engineer, Universidad de Chile
- Rosario Navarro Betteley**
Vice President
Bachelor of Aesthetics, Pontificia Universidad Católica de Chile
- Andrés Navarro Betteley**
Director
Industrial Civil Engineer, Pontificia Universidad Católica de Chile
- Rafael Osorio Peña**
Director
Industrial Civil Engineer, Universidad de Chile
- Jacqueline Saquel Mediano**
Independent Director
Business Engineer, Universidad de Santiago de Chile
- Ingo Plöger**
Independent Director
Engineer, Economist, and Entrepreneur, Technical University of Darmstadt and Munich
- Enrique Bone Soto**
Independent Director
Industrial Civil Engineer, Pontificia Universidad Católica de Chile
- Alberto Eguiguren Correa**
Independent Director
Law Degree, Pontificia Universidad Católica de Chile; LLM from Duke University, North Carolina, USA



Administration

NCG 519 (3.2.i)

Regional Corporate Governance



Marcelo Castiglione
Corporate CEO

Verticals



Jaime Bueso
Corporate VP of Smart Cities & Mobility



Francisco Escala
Corporate VP, Multi-Industry



Andrea Díaz
Corporate VP, Banking and Insurance



Jorge Dinamarca
Corporate VP, Healthcare



Emmanuel Branchesi
Corporate VP, Retail



Pía Nuñez
Corporate VP of Business Solutions

C-Level



Juan Aristizábal
COO – Chief Operating Officer



Gonzalo Soto
CFO – Chief Financial Officer



Roberto Jana
CHRO – Branding & Communications

Corporate Development



Alberto Aguilera
VP of Corporate Development

SONDA
make it easy



Local Administration



Javier Larenas
CEO Chile
Southern Cone Region



Heidi Bauer
CEO Argentina
Southern Cone Region



Ricardo Vilas
CEO Uruguay
Southern Cone Region




Patricio Fuentes
CEO Colombia
Andean Region



María Eugenia Basauri
CEO Peru
Andean Region



Pedro Sánchez
CEO Ecuador
Andean Region



Ricardo Scheffer
CEO Brazil



Alberto Aguilera
CEO United States
North America Region



Rivaldo Ferreira
CEO Mexico
North America Region



Eduardo Sandoval
CEO Costa Rica
North America Region



Victor Betancourt
CEO Panama and Guatemala
North America Region



SONDA 2025 Organizational Chart NCG 519 (3.1)



* Sustainable development activities are integrated across the People, Customer Engagement, Corporate Governance, Risk and Internal Audit, and Investor Relations functions.





Board Committees

In accordance with Article 50 bis of Chilean Law No. 18,046 on Corporations, SONDA has a Board Committee, which meets periodically to review, analyze, and evaluate the matters established by the regulations, as well as others that the Board deems relevant to the fulfillment of its responsibilities.

NCG 519 (3.3.i, ii) In 2025, the Directors' Committee comprised its Chairman, Enrique Bone Soto, along

with Alberto Eguiguren Correa and Carlos Hurtado Rourke. The latter resigned in November 2025 and was succeeded by Jacqueline Saquel Mediano, in accordance with paragraph 4 of Article 32 of Chile's Law No. 18,046 on Corporations.

The committee's main responsibilities include reviewing external auditors' reports, analyzing the company's separate and consolidated financial statements, overseeing related-party transactions, addressing potential conflicts of interest, and evaluating senior executive compensation, among other duties established by law.

NCG 519 (3.3.iv, vii) In 2025, the committee continued to perform its duties in line with applicable legislation and its own work plan. It held nine meetings, all attended by its members, to review the results of external audits, quarterly financial statements, and related-party transaction reports, making the relevant observations and submitting its recommendations to the Board of Directors.

Among its activities, it set its meeting schedule, reviewed the audit results as of December 31, 2025, and the separate and consolidated financial statements for the year, raising the appropriate queries with management and the external auditors. It then approved them unanimously and submitted them to the Board of Directors for approval.

The committee also reviewed and reported to the Board on related-party transactions; issued an opinion on the engagement of external auditors to prepare a report in accordance with the final paragraph of Article 242 of Chile's Law No. 18,045 on the Securities Market; and reviewed the Audit Plan, including the audit team, scope of services, approach, key milestones, and conclusions. It also reviewed the Remuneration, Compensation, and Incentives Policy, along with its variable compensation outcomes for 2025 at the corporate level, as well as the group's litigation inventory and related provisions.

NCG 519 (3.3.v, 11) The Committee fully performs the duties set out in Law No. 18,046, including the preparation and approval of its annual report, which is incorporated into the corresponding Integrated Report. In 2025, all members attended the scheduled meetings, fulfilling their legal and

statutory obligations. The Committee did not submit any recommendations, comments, or proposals regarding the company's operations for inclusion in the 2025 Integrated Report. Nor did it use the expense budget approved at the Ordinary Shareholders' Meeting held on April 23, 2025, or engage external advisory services in the performance of its duties.

NCG 519 (3.3.vi) The Board of Directors meets twice a year with Risk Management to review the strategic risk matrix and its corresponding management indicators; twice a year with Internal Audit to review and approve the internal audit plan and its implementation; and twice a year with Corporate Governance Management. Additionally, it meets separately three times a year with the external audit firm to review the audit plan, interim results, final results, and the internal control letter.

Management Committees

In addition to the Board of Directors, SONDA has permanent bodies that support corporate management through management committees that meet periodically:

Ethics Committee

The committee is composed of two directors (one of whom is independent), together with the Chairman of the Board, the Chief Executive Officer, the Chief People Officer, and the Head of Internal Control, Risk, and Governance. Its role is to ensure the proper application of ethical standards and policies across the organization. It meets and reports to the Board as needed when relevant matters arise. The committee is not remunerated, and no external advisory services were engaged in 2025.

Corporate Executive Committee

The Senior management is part of this committee, including the Corporate General Manager, the Finance Manager, and divisional and corporate managers. Its purpose is to advise management on timely decision-making to fulfill the Strategic Plan, coordinating service lines, business units, and operations across different countries. It meets weekly and monitors strategic management, productivity, market positioning, customer satisfaction, and new business opportunities.

Regional Executive Committee

It is composed of the corporate general manager, the finance manager, the country manager, cluster leaders, and corporate managers. It meets monthly and serves an advisory role. Its purpose is to monitor financial and commercial results, provide feedback to the Board of Directors on regional progress, direct corrective or improvement actions, and promote corporate improvements and policies to be implemented at the regional level.

SONDA Brazil Advisory Board

It meets monthly and is responsible for defining general guidelines for management in Brazil, monitoring the tactical plan and strategic projects in the country, and reporting on financial and commercial results. It is composed of three directors (one of whom is independent), the Corporate General Manager, the Finance Manager, and the General Manager of Brazil.

Risk Management

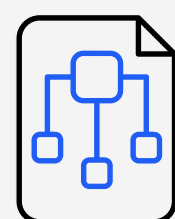
NCG 519 (3.1.ii, 3.6.i) Our risk management is based on a comprehensive, preventive, and strategic approach, defined by the Board of Directors' general guidelines.

The Board of Directors has established a **Corporate Risk Management Policy**, developed in accordance with the international standard ISO 31000:2009, and a formal Risk Control and Management process based on best practices in internal control and information technology, such as the Committee of Sponsoring Organizations of the Treadway Commission (COSO), which ensures robust management consistent with global best practices. This policy applies across all relevant areas of the business and subsidiaries, including operational, financial, labor, environmental, especially those related to climate change, social, and human rights risks.

NCG 519 (3.6.iii, iv, v) The Board of Directors is responsible for overseeing risk management at the corporate level and delegates to the Internal Control, Risk, and Corporate Governance Department the coordination of the process for identifying, assessing, monitoring, and mitigating risks. This department presents the results of the management system to the Board of Directors twice a year, including the strategic risk matrix, which is updated every two years and continuously reviewed through its management indicators. This risk matrix incorporates threats arising from regulatory changes, cybersecurity, artificial intelligence, and sustainability.

Regarding environmental, social, and human rights risks, SONDA has strengthened its identification and monitoring mechanisms through bodies such as the Ethics Committee, the materiality assessment of the integrated report, and the management of the whistleblowing channel, which allows for the monitoring of potential violations and the implementation of corrective measures. Additionally, the company actively manages reputation risks associated with non-compliance with ESG standards.

Risk Management at SONDA



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

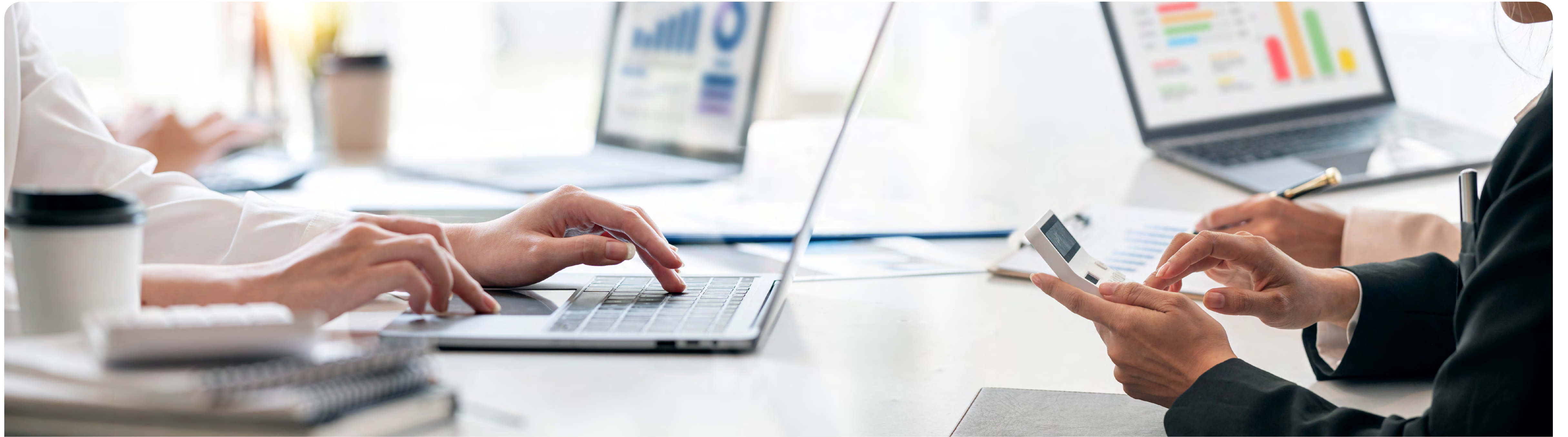


Risk Management Policy, developed in accordance with the ISO 31000:2009 standard.



Risk Control and Management Process based on the Committee of Sponsoring Organizations of the Treadway Commission (COSO) framework for internal control and information technology.





Ethics and Compliance

Ethics and compliance are the core of business sustainability, firm trust with stakeholders, and strict adherence to the regulatory framework.

We understand that operating with integrity, transparency, and accountability is key to building strong relationships, protecting our reputation, and maintaining a consistent organizational culture in all the countries where we operate.

With this purpose, our **Compliance System, an Ethics Management System, and a Model for the Prevention of Crimes, Corruption, and Bribery,**

which establish mandatory standards of conduct for all levels of the organization. These tools are aligned with policies and procedures that promote integrity as a cross-cutting value and require adherence from employees, executives, and related third parties.

In 2025, we focused on strengthening our ethical culture through active, engaging communication,

using a range of formats such as webinars with compliance experts, corporate videos featuring the CEO and regional leaders, ethical dilemma games, in-person sessions, and short updates shared through internal channels like Intralink. These initiatives brought ethics closer to day-to-day operations, reinforcing its role as a decision-making tool. We also used the Ethics and Integrity Barometer developed by Fundación Generación Empresarial to assess our internal ethical culture and guide continuous improvement efforts.

In regulatory compliance, the company maintained a consistent approach aligned with the requirements of General Regulation No. 519, ensuring traceability and transparency in its reporting. We also advanced international certifications that support the effectiveness of our prevention model, including ISO 37001 (Anti-Bribery Management System) in Brazil, Chile, Ecuador, Costa Rica, Peru, and Uruguay, and ISO 37301 (Compliance Management System) in Brazil. These standards strengthen our ethical risk management framework, demonstrate

our commitment to combating corruption, and reinforce the trust of clients, regulators, and other stakeholders.

On ESG matters, we have taken a progressive approach, treating identified gaps as opportunities for improvement in the coming periods, with a focus on strengthening governance, monitoring, and sustainability reporting mechanisms.

Compliance System

Regulatory compliance is managed through a **Compliance Model** designed to ensure that the organization operates in line with applicable legislation, the highest ethical standards, and its own internal policies. The model is underpinned by policies, corporate frameworks, and specific guidelines, and is structured around three key components: the **Crime Prevention Framework (CPF)**, the **Code of Ethical Conduct**, and the **Reporting Channel**. These elements work in an integrated manner to prevent misconduct,

strengthen organizational integrity, and foster a culture of transparency and accountability.

The MPD is aligned with Chile's Law No. 20,393 on the criminal liability of legal entities and has been updated in line with Law No. 21,595 on economic and environmental crimes, which introduces new risks and obligations. The Code of Ethics sets out the guiding principles that govern the conduct of everyone within and interacting with SONDA, while the Reporting Channel enables the reporting of conduct that runs counter to these principles, ensuring proper handling and follow-up.

As part of the ongoing strengthening of this system, and in line with the **Anti-Corruption and Anti-Bribery Policy**, in 2025 we advanced the adoption of international standards such as ISO 37001 and 37301, and issued the Corporate Tax Strategy and Governance Policy, reinforcing responsible tax management across all the countries where we operate.

We also conduct **annual external audits** of our financial statements and internal control systems in line with International Financial Reporting Standards (IFRS) and applicable local

regulations. The model's effectiveness is also assessed internally through employee surveys, which include measures of awareness of the Reporting Channel and perceptions of ethical values, supporting the ongoing monitoring of our compliance culture.

Ethics Management System

NCG 519 (2.1) We promote a culture of integrity, responsibility, and respect for human rights through an Ethics Management System that ensures these principles are applied consistently across all levels of the organization and in every country where we operate. It comprises the Code of Ethics and Conduct, the Ethics Committee, the corporate Reporting Channel, and an ongoing training and awareness program. The system is further supported by the Diversity, Inclusion, and Human Rights Policy, aligned with the United Nations Guiding Principles on Business and Human Rights, reinforcing our commitment to human dignity and to a workplace free from discrimination and harassment.

At SONDA, our approach to human rights is grounded in a corporate governance framework that guides responsible business management across the various regions and contexts where the company operates. Our Code of Ethics and Code of Conduct, aligned with the United Nations Guiding Principles on Business and Human Rights, establishes guidelines to prevent, identify, and manage potential human rights impacts arising from our activities, labor relations, and ties with third parties.

Although the company has not yet conducted a comprehensive and formal assessment of human rights impacts at the corporate level, potential

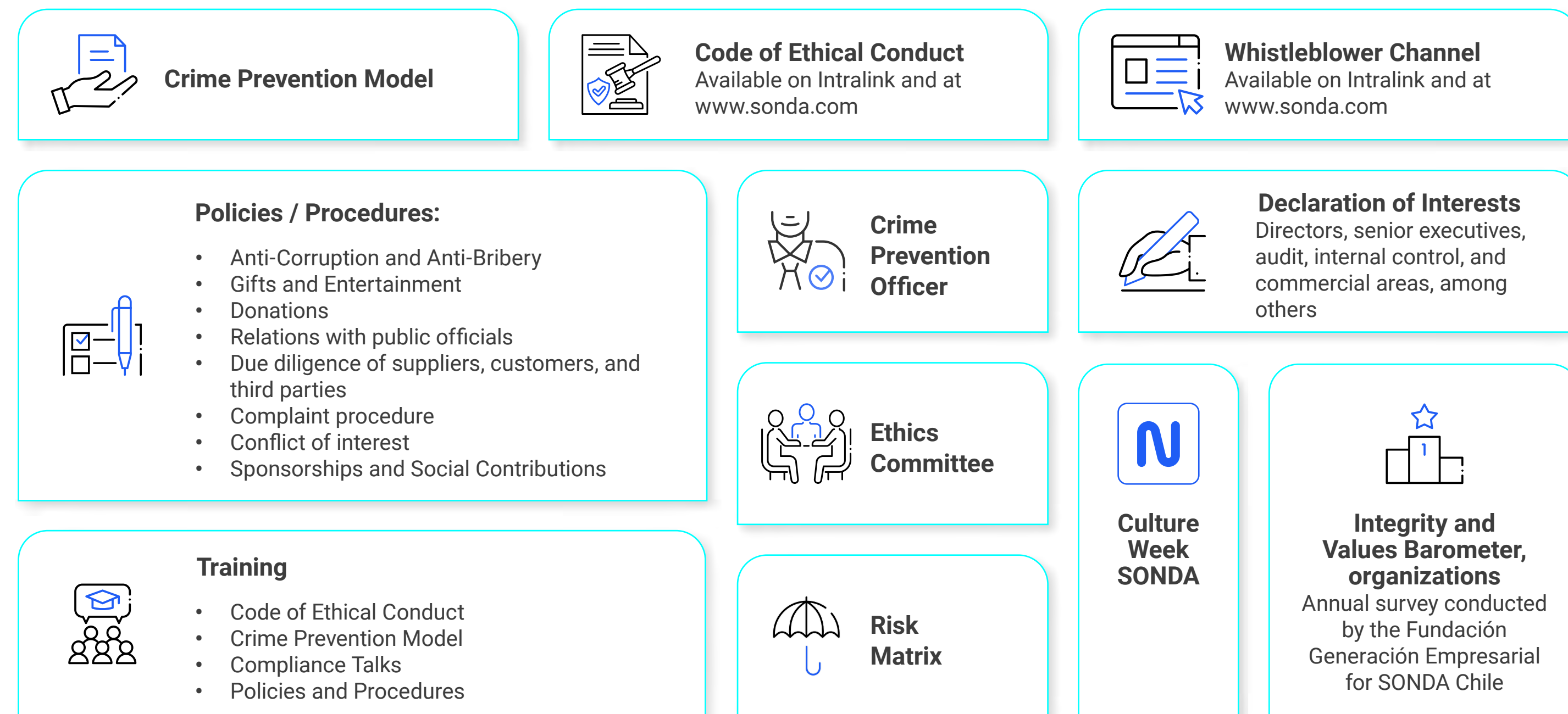


The Code of Ethics and the Diversity, Inclusion, and Human Rights Policy are aligned with the United Nations Guiding Principles on Business and Human Rights

risks associated with these issues are considered across the board in risk management, regulatory compliance, labor relations, occupational health and safety, and reporting channels, taking into account the regulatory frameworks and social contexts of the countries where it operates. This approach allows SONDA to progressively identify and manage the most relevant risks and impacts, and serves as the foundation for advancing toward more structured human rights due diligence processes.

NCG 519 (3.6.vii) Our **Code of Ethics** was updated in 2025 to reflect the new ethical challenges of the digital age, incorporating emerging issues such as the responsible use of artificial intelligence and data protection. The document, which applies company-wide, is also reviewed locally to ensure its consistency with each country's legislation. It is available in Spanish, Portuguese, and English,

Compliance Model



both on the intranet and on SONDA's website, and is actively disseminated through in-person training, e-learning, and training activities such as **"Ethical Dilemmas"**, which allow for addressing complex decisions through practical and anonymous exercises. In 2025, its coverage was extended to all subsidiaries, with 1,739 employees participating.

The **Ethics Committee**, composed of two directors (at least one of whom is independent), the Corporate General Manager, the Corporate People Manager, and the Manager of Internal Control, Risk, and Corporate Governance, is responsible for ensuring the proper application of the Code, reviewing complaints, and defining corrective measures. This committee also promotes ethical reinforcement through communication campaigns, targeted training, and the review of best practices.

NCG 519 (3.1.iii, 3.6.ix) SONDA operates a **Reporting Channel** through a platform managed by an independent third party. It allows for both anonymous and named reports, ensures confidentiality, and enables users to track their cases. The platform is available in three languages (Spanish, Portuguese, and English) and is accessible to both internal and external stakeholders. Access to case information is restricted to the Ethics Committee, ensuring an impartial process and protecting those involved. In 2025, 206 reports were received, all of which were resolved. In addition, 12 workplace harassment cases were handled under the Karin Law, reported through various channels.

NCG 519 (3.6.viii) In 2025, we **strengthened our ethical culture** through webinars with experts, corporate messages led by the CEO and regional

managers, and the organization of Integrity Week—an initiative designed to highlight our values and encourage reflection on ethical decision-making. We also reapplied Fundación Generación Empresarial's Organizational Values and Integrity Barometer to identify cultural gaps and improvement opportunities, extending its implementation to SONDA Colombia. As part of our preventive and continuous reinforcement efforts, we delivered targeted training for commercial and sales teams, focusing on interactions with public officials, as well as anti-bribery and anti-corruption topics. As of December 2025, no cases related to these matters had been reported in any of the countries where we operate.

We also continued our efforts under the Karin Law, organizing awareness campaigns, delivering training for all employees in Chile, and updating internal regulations. These actions were reinforced through ongoing intranet communications to ensure that all employees understood the applicable requirements and the channels available to report misconduct.

Prevention of Crime, Corruption, and Bribery

NCG 519 (3.6.xiii) We have a **Crime Prevention Model** aligned with Chile's Law No. 20,393 on the criminal liability of legal entities. It has been updated in line with Law No. 21,595, extending the framework to new economic and environmental crimes. This model outlines the guidelines required to prevent crimes such as bribery, money laundering, receiving stolen goods, and terrorist financing, among others, and it applies across the board to directors, executives, and employees of SONDA and its subsidiaries.

The model works alongside other tools that reinforce a culture of integrity. These include the **Code of Ethics**, which clearly addresses conflicts of interest by setting out identification criteria, detection mechanisms, and prevention requirements, as well as the **Corporate Gifts and Hospitality Policy**, which must be completed and recorded whenever gifts, hospitality, or invitations are offered or received from third parties. This policy establishes clear standards of conduct and helps prevent any practice that could be seen as undue influence, a conflict of interest, or bribery, ensuring transparent and ethical relationships with our stakeholders.

Additionally, the model provides for the constant monitoring of the commercial and contractual relationships of SONDA and its subsidiaries, including customers, suppliers, service providers, contractors, and subcontractors. In the case of operations in Chile, a specific review of **Politically Exposed Persons (PEPs)** is conducted as an additional preventive measure.





05

Chapter
Talent at SONDA





Strategy and Management Framework

We put people at the center in everything we do. We believe that developing internal talent is key, as our team members lead the transformation of our clients' businesses. We also seek to attract the best talent in the market in the countries where we operate, with the goal of being recognized as an attractive place to work.

Approach and Governance

At SONDA, we offer a collaborative, diverse, and challenging work environment where every employee can contribute their talent, learn continuously, and grow professionally in an atmosphere of trust, innovation, and well-being.

People management at SONDA is grounded in an ethical and human rights framework that guides how we interact with everyone in the organization. **Our Code of Ethics and Conduct**, as well as our publicly available Diversity and Human Rights

Policy, follow the guidelines of the **United Nations Guiding Principles on Business and Human Rights** and establish the company's commitment to respecting fundamental labor rights in all regions where we operate.

In line with this framework, we promote freedom of association and the right to collective bargaining, the eradication of child and forced labor, equal opportunities and non-discrimination, as well as fair and safe working conditions, continuous professional development, work-life balance, and labor relations based on dialogue,

respect, and mutual trust. These practices also contribute to the advancement of the Sustainable Development Goals (SDGs), which constitute the global roadmap toward 2030.

The company's management of labor practices is structured through its People Value Proposition (PVP), a model that integrates formal programs aimed at attracting, developing, engaging, and retaining talent, comprehensively addressing the employee lifecycle across all regions where we operate. This model includes initiatives for recruitment and onboarding, continuous



We provide a **collaborative, diverse, and challenging work environment** where every employee can contribute their talent, learn continuously, and develop professionally in an atmosphere of trust, innovation, and well-being





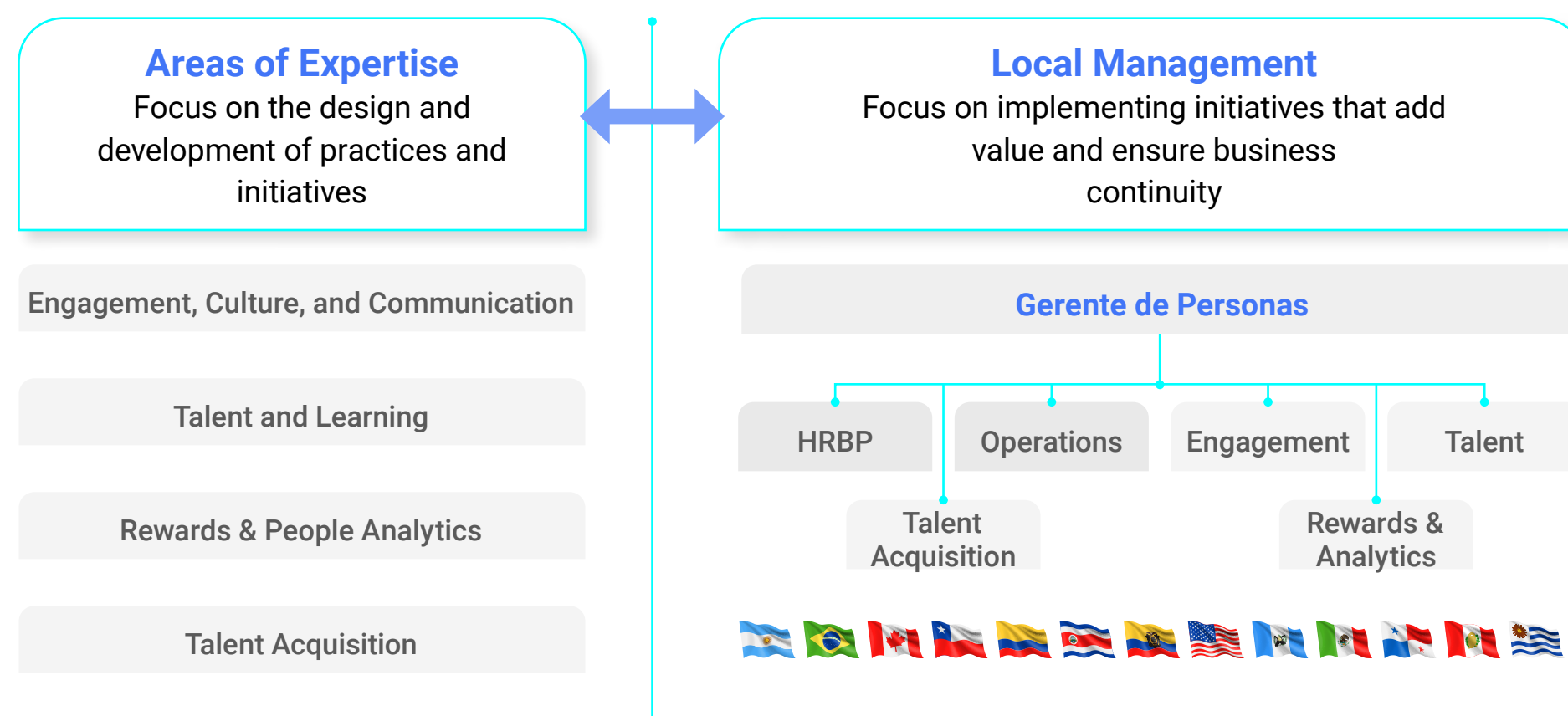
Technologies with Impact

As part of our **50th anniversary**, we published “**Technologies with Impact**”, a book that presents a close and visually engaging account of SONDA’s evolution over time.

Through **17 flagship projects** developed across different countries, it captures the purpose that has guided us since our inception: to improve people’s quality of life through technology. Featuring original illustrations and testimonials that connect past and future, the publication reinforces our identity as a Latin American brand focused on innovation and digital transformation. The book is available on our corporate website and was also released in Portuguese in Brazil.

<https://www.sonda.com/libro-online-50/>

Corporate People Management



development and learning through the SONDA Academy, strengthening leadership and organizational culture, promoting well-being and work-life balance, as well as actions focused on the employee experience and employer branding.

PVP is supported by a monitoring and measurement system that ensures its alignment with our corporate strategy. We systematically evaluate indicators related to the work environment, workplace climate and engagement, internal mobility, voluntary turnover, employer branding, and participation in development initiatives, which allow us to monitor the effectiveness of our programs, advance a process of continuous improvement, and strengthen SONDA as an attractive workplace.

Within this framework, we understand that new generations value both professional growth and quality of life. Therefore, we are moving toward an approach that enhances skills (technical and

behavioral) as applied and constantly evolving knowledge, which is why we promote continuous learning as the foundation of individual and collective development.

These practices are governed by the Corporate People function, which operates through a corporate structure that ensures consistency, coherence, and alignment in people management across the region. This structure comprises four specialized areas responsible for designing, developing, and evolving people practices, policies, and strategic initiatives. Local teams in each country focus on implementing these initiatives, creating value and ensuring business continuity. Corporate leadership works closely with local teams on regional projects, supporting coordinated rollout across the region and ensuring consistent, high-quality execution.



SONDA has a workforce of 13,940 employees across 13 countries in Latin America, the United States, and Canada. Women represent 30% of the workforce.

- Chile**
3,359 employees
- Brazil**
5,772 employees
- Mexico**
960 employees
- Colombia**
1,945 employees
- Other countries in the region**
1,904 employees

SASB INDICATORS NCG 519 (9.1)

Recruitment and management of a global, diverse, and skilled workforce 2025

Code	Accounting parameter	Response
TC-SI-330a.1	Percentage of employees requiring a work visa	3%
TC-SI-330a.2	Percentage of employee engagement	80%

Scope: Consolidated SONDA

TC-SI-330a.3	Under 30 years old	Between 31 and 40 years old	Between 41 and 50 years old	Between 51 and 60 years old	Between 61 and 70 years old	Over 70 years old	Total
Female							
Executive Management	-	-	1	3	-	-	4
Non-Executive Management	26	152	194	102	11	-	485
Technical staff	461	376	149	41	6	-	1,033
All other employees	482	1,015	742	305	46	5	2,595
Male							
Executive Management	-	-	7	14	8	-	29
Non-Executive Management	33	303	367	249	40	-	992
Technical staff	1,478	1,412	638	231	33	-	3,792
All other employees	830	1,814	1,453	684	212	17	5,010

Scope: Consolidated SONDA



Value Proposition for our People

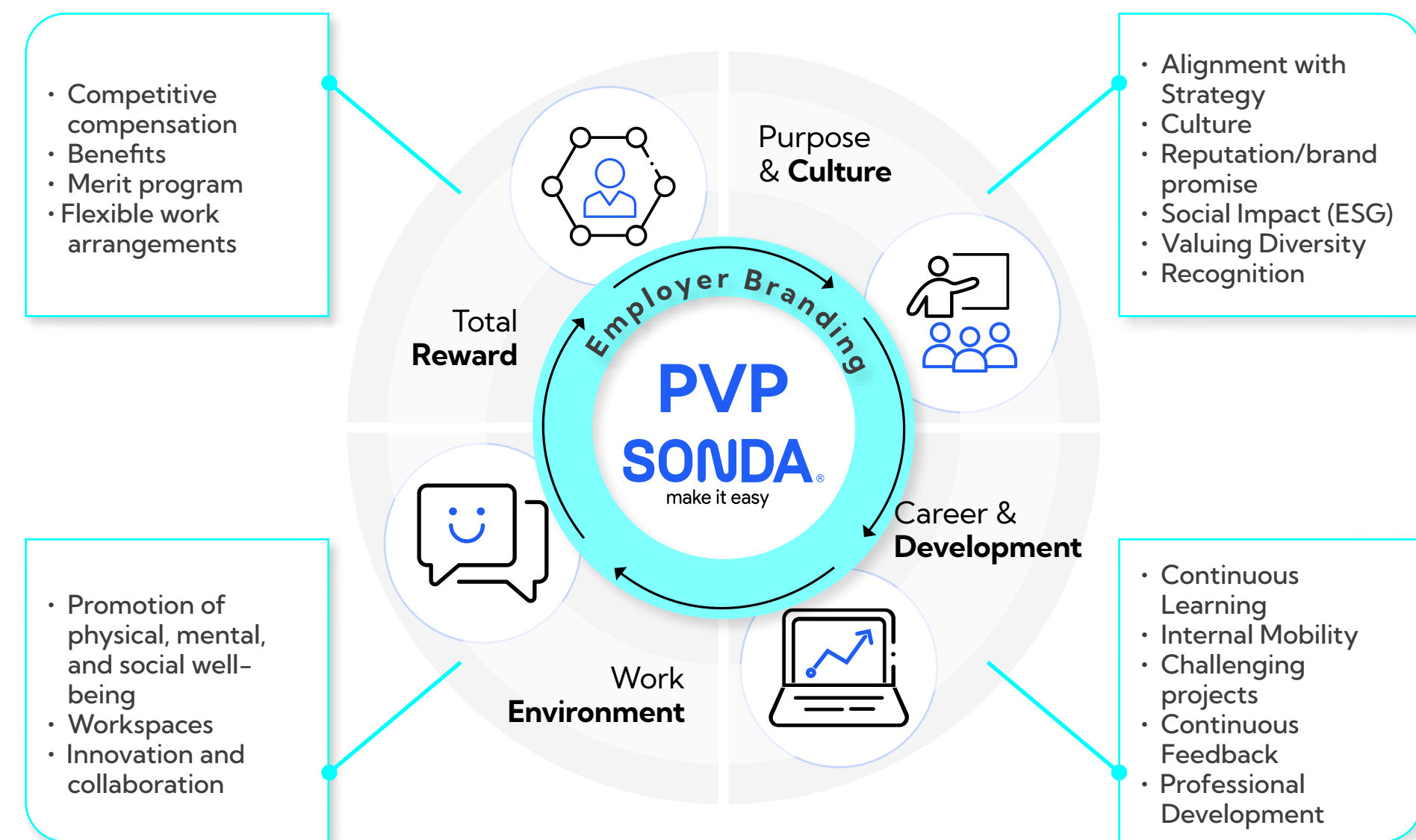
At SONDA, we believe that supporting our people strengthens our ability to deliver solutions that transform our clients' businesses. That's why we place people at the heart of our strategy, recognizing them as the driving force behind our growth and our leadership in the IT industry across the region.

In 2025, we updated our People Value Proposition (PVP), designed as a circular model that connects the employee experience with corporate strategy. This new version reinforces

the attributes that have historically defined the company—Purpose and Culture, Career and Development, Work Environment, and Total Reward—integrating them into a structure that

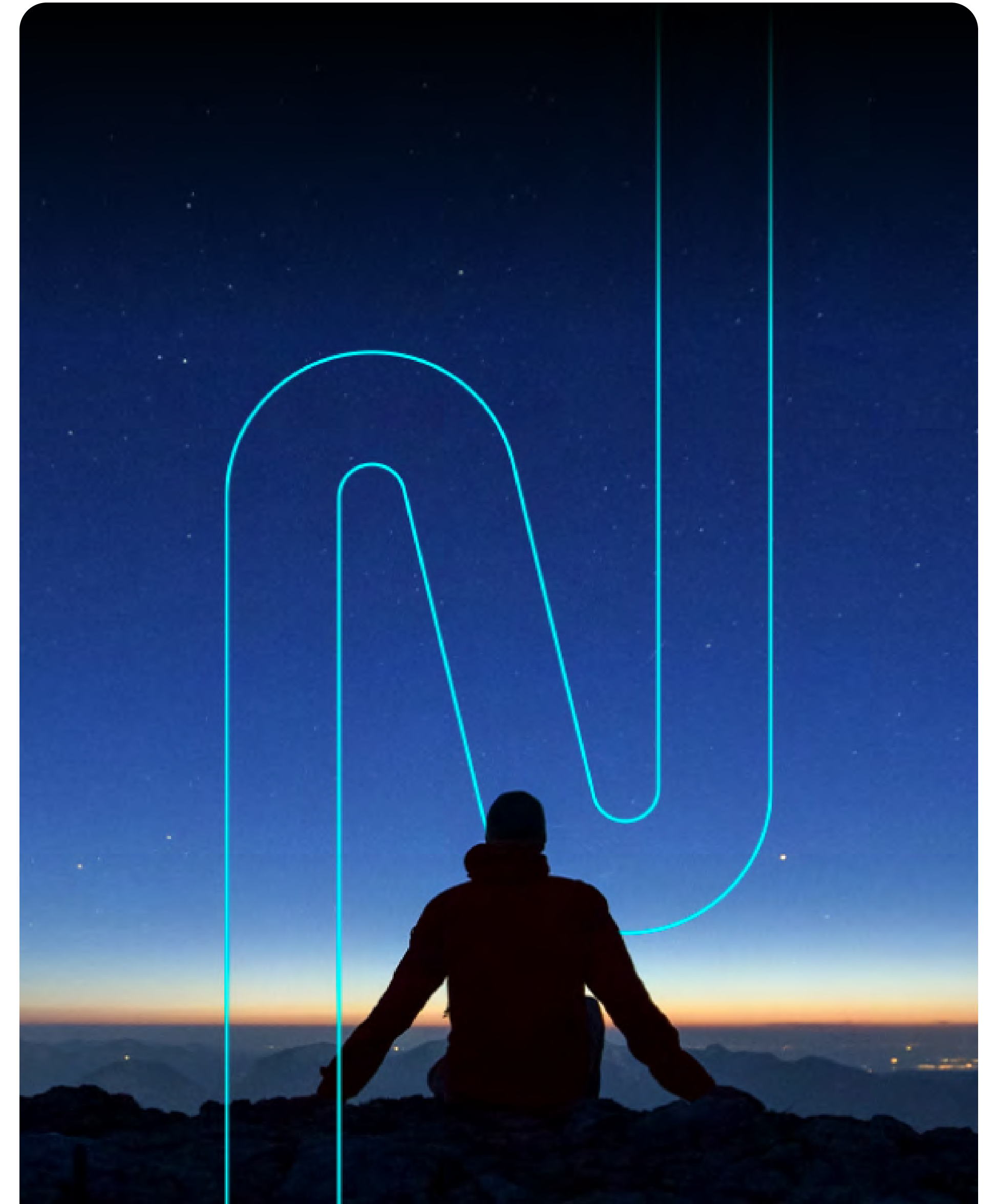
fosters a two-way, ongoing relationship between people and the business. Each pillar brings together practices, programs, and metrics aimed at attracting, developing, and retaining top talent, in alignment with the pillars of the 2025–2027 Strategic Plan, specifically: Growth, Efficiency, and Culture & Talent.

New PVP Structure



SONDA uses **People Analytics progressively and selectively** to support **Strategic Workforce Planning (SWP)**, moving toward a data-driven culture, aligned with the 2025–2027 Strategic Plan. Through corporate dashboards developed by the People Management team, the company consolidates key workforce information—such as headcount, turnover, span of control, internal mobility, performance, training, vacation accrual, and sick leave—with the aim of providing leaders with up-to-date and consistent information for decision-making. These tools are supported by the corporate HRIS (SONDA Plus), talent and learning platforms, and visualizations in Power BI, covering approximately **95% of global FTEs**, excluding some subsidiaries in Chile.

he use of People Analytics has strengthened the monitoring of key people management





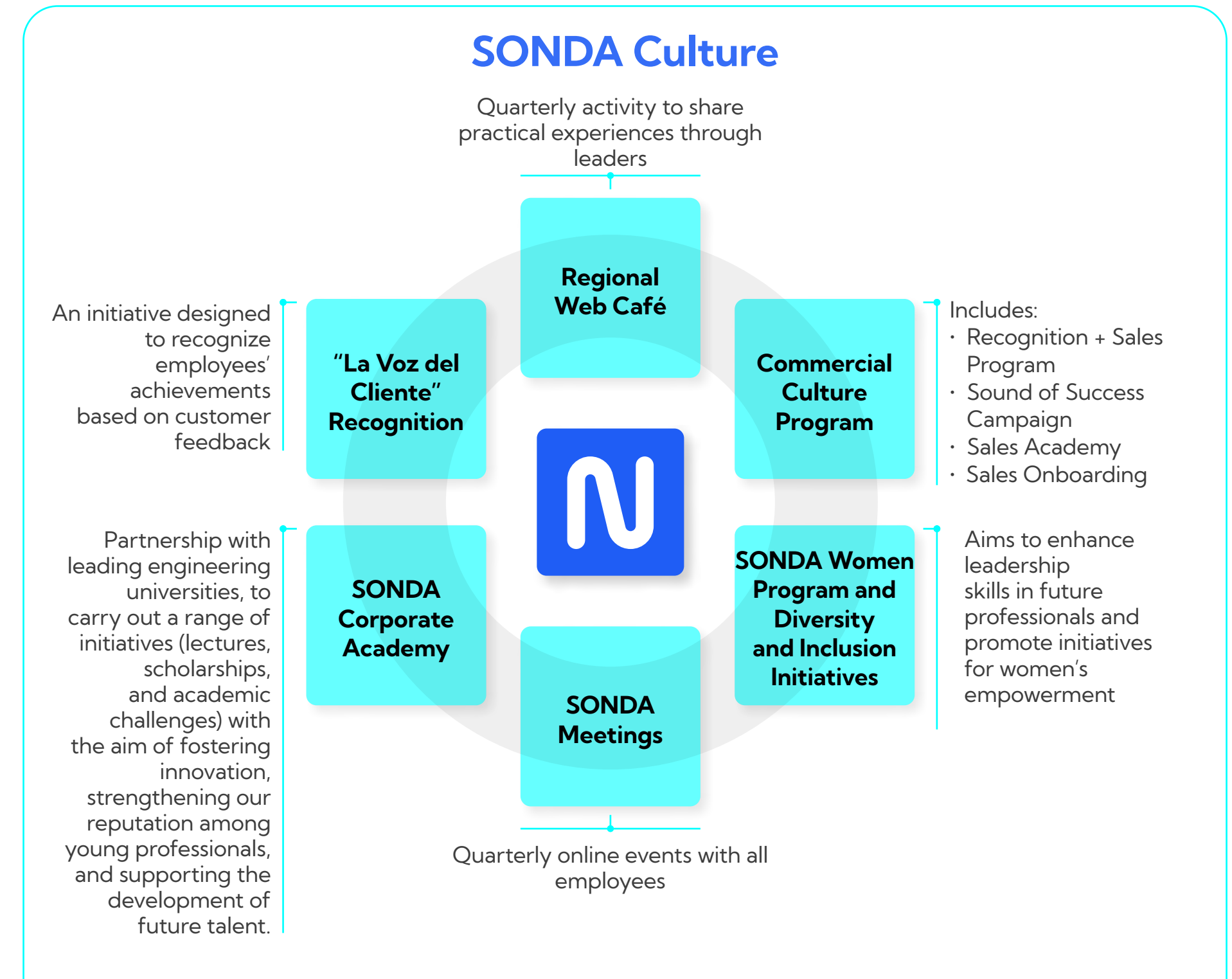
indicators, delivering tangible improvements in areas such as **turnover management, regional vacation planning, and span-of-control optimization**, contributing to more balanced and efficient team structures. In 2025, we also introduced dedicated compensation dashboards for commercial roles, enabling real-time visibility into target achievement and related variables. While SONDA continues to build new analytical capabilities—such as regional workforce costing by project—experience to date shows that People Analytics has become a **valuable input for workforce planning, leadership decision-making, and strategic talent management**, with measurable results that continue to evolve.

Purpose and Culture

We understand that our culture is the foundation that underpins our strategy and connects people through a shared purpose. We promote a collaborative, inclusive, and goal-oriented way of working, where every employee can contribute based on their experience and skills. Additionally, through various initiatives, we strengthen our identity, foster pride in belonging to this organization, and cultivate a culture that reflects who we are and where we want to go.

Connection to Strategy and Culture

In 2025, we continue to deepen the connection between our culture and corporate strategy through programs and spaces that strengthen the **#SoySONDA** identity. This brand represents a way of living the company: passion for technology, customer focus, collaboration, and a commitment to excellence. It is not just a campaign, but a



Activities to Foster the SONDA Culture

We promote our corporate culture through various initiatives that connect our employees with SONDA’s purpose, values, and strategy. These activities are designed to measure and strengthen emotional connection, commitment, and the perception of accessible leadership, as well as to identify opportunities for improvement in the internal employee experience.



shared identity that unites us around a common purpose and reinforces our pride in belonging to SONDA.

Throughout the year, we continued our **SONDA Regional Meetings, Web Café** sessions, and recognition events, all initiatives that promote open communication, closeness, and collaborative work among teams from different countries. These activities became key meeting points for sharing lessons learned, best practices, and experiences, strengthening a more integrated and inclusive culture, aligned with our strategic challenges.

Evaluations of these initiatives reflect a high level of emotional connection: we achieved an average satisfaction rate of 80% for the events held, confirming the value people place on these spaces for dialogue and connection.

With the launch of the 2025–2027 Strategic Plan, we reinforced the role of leaders as cultural ambassadors by providing a **communication toolkit** designed to facilitate a coherent and aligned conversation across the region.

Additionally, we continue to seek opportunities to strengthen the **Commercial Culture Program**, an

initiative that promotes excellence in commercial management and recognizes collaboration and innovation as pillars of a customer-oriented culture. The **+Sales Program**, which has been driving this purpose for several years, consolidated its regional reach in 2025 through new training opportunities, experience-sharing sessions, and recognition initiatives. Each year, nearly 150 employees from the commercial cluster in the region are recognized for their performance in the categories of Top Sales Rankings, Innovative Projects, and Collaboration, reflecting our teams' commitment to excellence, innovation, and teamwork.

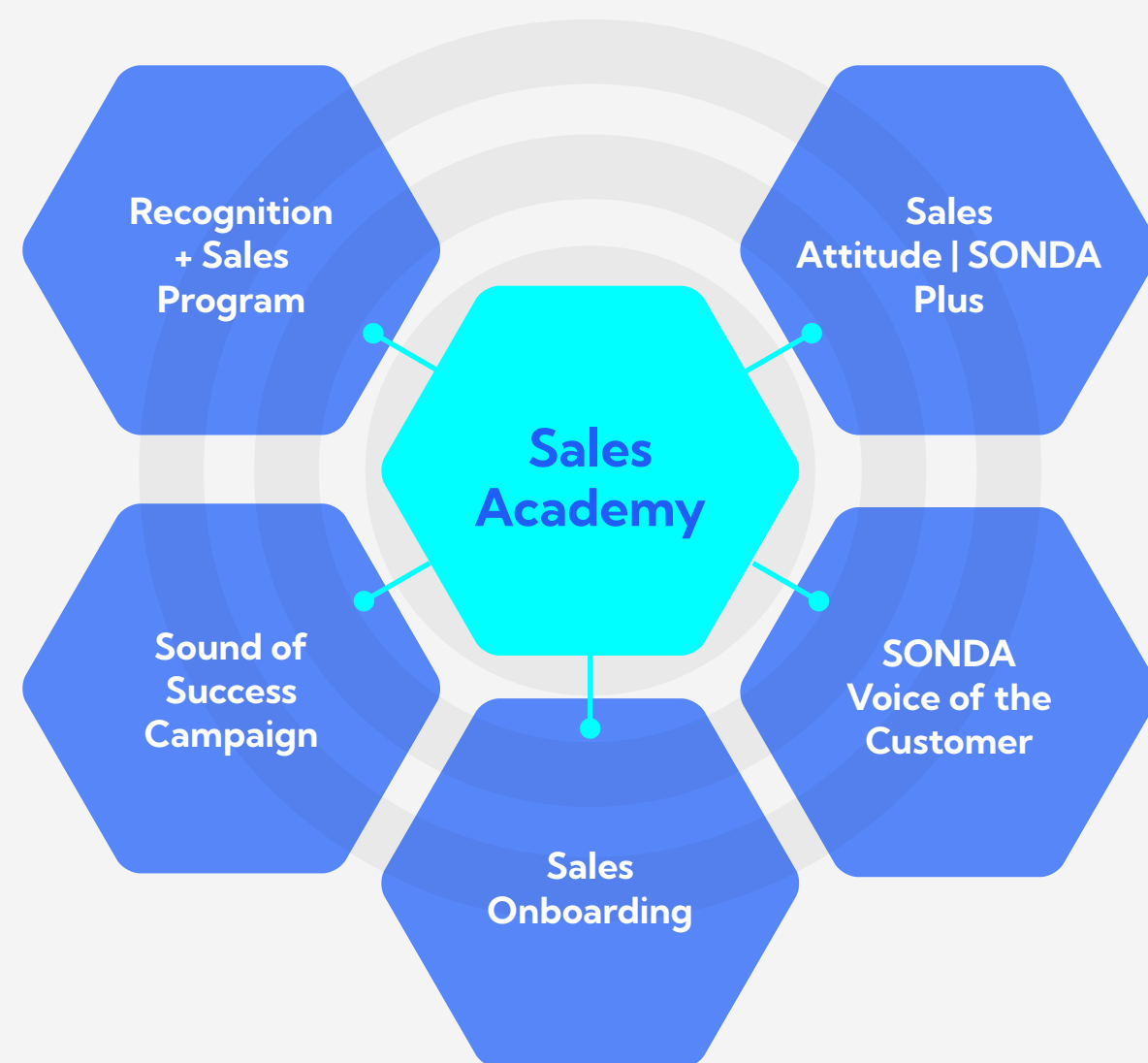
In 2025, we introduced a special recognition program—Voice of the Customer—based on direct client feedback. Its purpose is to highlight customer satisfaction and reinforce the SONDA culture, as well as a commercial mindset among employees (see p. 75). We also launched a dedicated **onboarding process** for sales executives, designed to accelerate their integration and understanding of the business. In Brazil, for example, we brought on nearly 50 new sales professionals and held events where leaders from the Vertical and Horizontal units presented their areas and development opportunities.

Brand Promise

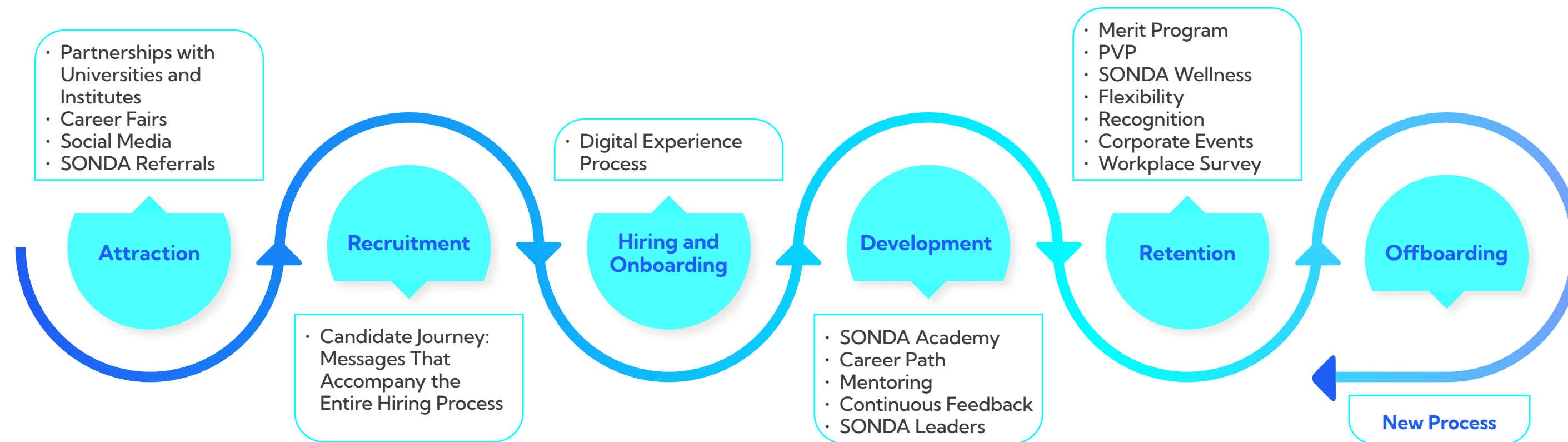
Our brand promise is grounded in a close-knit, modern work experience that aligns with our market image. Through a comprehensive **Employer Branding** strategy, we strengthened our digital presence by combining expertise, content, and internal ambassadors across the region, while also deepening how the market perceives us as an employer.



Promoting Sales Culture



Employee Experience Touchpoints



Throughout the year, we expanded our social media community. This was achieved through content that reflects our culture, values, and leadership style. Programs such as **SONDA Lovers, SONDA Talento, and SONDA Link** were consolidated, allowing us to share authentic stories about innovation, learning, and well-being. We also intensified the production of regional content aligned with our editorial themes—Wellness, Diversity and Inclusion, Career, Innovation, and SONDA Culture—creating audiovisual materials, campaigns, and graphic pieces that reflect the experience of working at SONDA.

Our strategy also includes a distinctive corporate identity that enhances the employee experience from the moment they join and throughout their entire tenure at the company. In 2025, we continued to strengthen the digitization of the

onboarding process, which integrates digital document signing and onboarding content developed through SONDA Academy, enabling all new hires to have a seamless, modern experience consistent with our culture.

In addition, we have implemented a specific onboarding process for sales executives, which incorporates five pillars of learning focused on accelerating their integration and understanding of the business. This model, applied throughout the region, enables a more effective onboarding process and a rapid alignment with SONDA's strategy and values.

ESG Impacts

At SONDA, we maintain an ongoing commitment to talent development and value creation in our community. Through various initiatives that link

education, innovation, and inclusion, we seek to contribute to the sustainable development of the communities where we operate while simultaneously strengthening our brand as a leading technology employer in the region.

In 2025, we continued to strengthen programs aligned with this vision, focused on developing new talent, fostering research, and encouraging greater participation of women in technology. These include the **SONDA Corporate Academy** (see p. 27), the **Academic Excellence Scholarships**, and the **IT Mentoring Program**—initiatives that connect business experience with academia and create meaningful development opportunities for future generations of tech talent. These efforts are part of our ESG commitment and a long-term strategy that brings together innovation, education, and diversity as drivers of social transformation and sustainable growth.



SONDA Academic Excellence Scholarships

With the goal of supporting the development of the country's future technology leaders, we launched the SONDA Scholarship Program, aimed at outstanding students in the School of Engineering. As part of our partnership with the Pontificia Universidad Católica de Chile (PUC), four new scholarships were awarded in 2025 to students who stood out for their academic excellence and commitment to innovation.

The program reaffirms the shared commitment between SONDA and the university to education, technology, and social development, training professionals who embody SONDA's purpose: to improve people's quality of life through technology.

Recognition

At SONDA, we continue to enhance our recognition programs, knowing that recognizing our people's commitment, effort, and achievements drives motivation, fosters belonging, and strengthens pride in being part of the company.

In 2025, we strengthened existing initiatives and incorporated new mechanisms to expand the reach of our recognition culture. As part of this effort, we launched the **Ka voz del cliente** program, an initiative that highlights the praise our employees receive directly from customers, emphasizing the importance of their impact on service quality and the customer experience.

The program has three objectives: **to recognize** the customer experience; **to reinforce** SONDA culture and commercial mindset aligned with the efficiency of the 2025–2027 strategic plan; and **to foster** commitment and excellence as the core of our internal value proposition. This initiative has been integrated into **SONDA Encounters**, where each quarter we share the recognitions in audiovisual format, featuring testimonials from employees across all countries, creating a positive ripple effect among the teams.

In addition to this new program, we continue to consolidate existing recognition initiatives such as **Reconócame, +Ventas, SONDA Mujeres, Cultura Comercial, and Tech Fan.**

Diversity & Inclusion Goals

Learn about our initiatives



Initiatives

1. D&I Webinars
2. We celebrate Women's History Month
3. Targeted workshops and training sessions

1. Women's mentoring
2. D&I Website
3. #EliminateTheLabel Campaign

1. Mentoring with Generation and Laboratoria

Our Programs



Through **SONDA Plus**, you can recognize:

WOMEN
who inspire in
different ways



Eligible:
Women

PASSIONATE
about
technology



Eligible:
All SONDA

EXAMPLES
of Business
Culture



Eligible:
All SONDA

Diversity and Inclusion

At SONDA, we understand that diversity is not just a value, but a source of innovation and strength for our organization. That is why we promote policies and programs that foster inclusion, break down barriers, and celebrate differences, creating environments where everyone can fully develop and contribute from their authentic selves.

Through our **Diversity and Inclusion Policy** and our **Gender-Sensitive Hiring Policy**, we take tangible actions to increase female representation and ensure equal opportunities. With the **SONDA Women** program, we continue to strengthen

female leadership, supported by mentorship initiatives that promote learning and professional development. Currently, women represent 30% of our total workforce, and we maintain our goal of reaching 33% by 2027.

In 2025, we expanded the scope of the **Volunteer Mentoring** Program, introducing mixed-gender teams of male and female mentors for the first time in Chile and Brazil, with the participation of 187 volunteer employees. This model fosters intergenerational learning and strengthens our connection with universities and young talent. Additionally, we maintain partnerships with Generation and Laboratoria, which promote the

inclusion of women and young people in STEM careers in the region.

We have implemented a continuous learning process that evaluates the impact of our initiatives through internal feedback and indicators of participation and satisfaction. The results of the climate survey show a favorable rating for diversity and inclusion, reflecting the commitment of our teams and a culture that is evolving toward greater equity and representation.



Volunteer Mentoring

In 2025, we expanded our volunteer mentoring program, an initiative that promotes shared learning and professional development both within and outside SONDA, with the goal of increasing female representation in the tech sector.

The program was launched in 2022 as part of **SONDA Mujeres** and, until 2023, was implemented in partnership with Generation and DUOC, with Laboratoria joining in 2024. During the first phase, mentoring took place exclusively

between all-female pairs, consisting of mentors from SONDA and mentees from these institutions.

In 2025, we expanded the program to universities in Chile and Brazil to offer career guidance to young people starting their careers in the IT industry. This new format aims to support job placement and the development of young talent while fostering leadership skills among our volunteer staff, creating a valuable space for intergenerational exchange within SONDA.

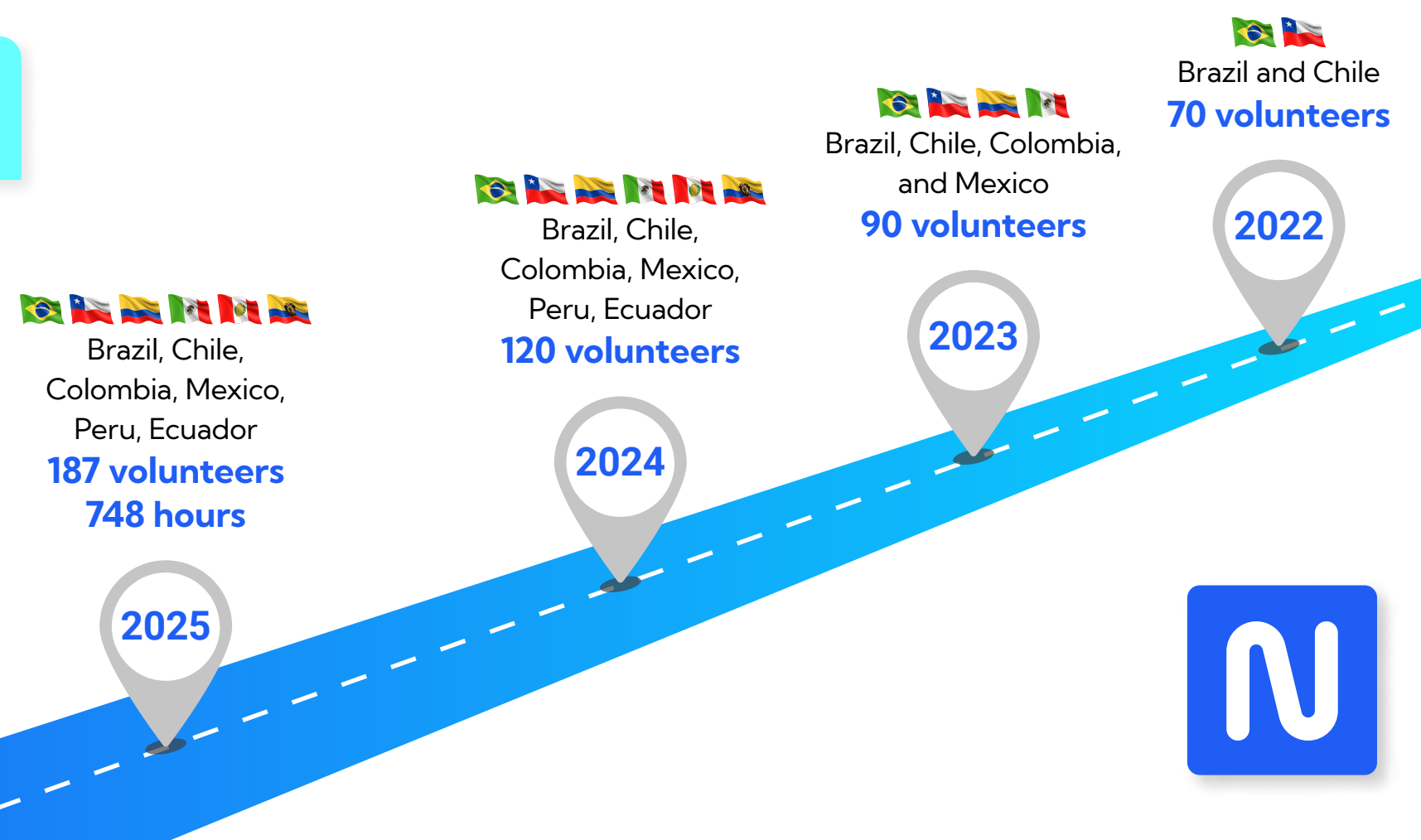
Another new development was opening the program to both male and female mentors, which led to a significant increase in participation: from 120 volunteers in 2024 to 187 in 2025. With this progress, we reinforce our commitment to inclusion, continuous learning, and the development of collaborative communities, while consolidating SONDA's position as a company committed to talent development and positive social impact in the technology sector.

SONDA Volunteering

Impact on the Digital Future

Partnerships / Institutions Mentioned

- Generation
- Duoc UC
- Laboratoria
- Universidad de Chile
- Mackenzie





Career and Development

Career development at SONDA is closely linked to the corporate strategy and the vision of fostering talent as a driver of growth and innovation. In 2025, we continue to strengthen our learning, leadership, and internal mobility programs, promoting a culture of continuous learning (**Life Long Learning**) and professional development aligned with business challenges.

In line with this, the Performance Policy, Career Policy, and Internal Mobility Policy outline the priorities to ensure that those who demonstrate

their capabilities can advance professionally within the company.

SONDA Academy Totara

In 2025, we took a decisive step in learning management with the evolution of **SONDA Academy into SONDA Academy Totara, a new Learning Management System (LMS)** platform that marks a significant shift in how we develop our teams' capabilities.

Since its inception, SONDA Academy has been a tool designed to foster curiosity, self-learning, and

continuous professional development, integrating gamification as part of the learning process. With the incorporation of Totara, we have consolidated this experience into a more robust, flexible environment better aligned with business needs. This new platform is integrated with **SONDA Plus**, which facilitates individual tracking of development plans, generates automatic records of learning activities, and provides leaders with tools to plan and support the professional growth of their teams.

SONDA Academy Totara brings together more than 800 proprietary courses, along with the

Udemy Business and Coursera catalogs, allowing our employees to access technical training and soft skills programs in one place through asynchronous learning. This evolution enables us to manage knowledge in a more integrated way, strengthening the upskilling and reskilling of our professionals to meet the challenges of the technology industry.

NCG519 (5.8.iv) With this, we have enhanced technical training necessary to provide service to our current clients and expand opportunities for those working in a technical specialty or a specific industry. As a result, this year, employees

have prioritized learning about new technologies and methodologies, as well as industry-specific processes in sectors such as retail, healthcare, transportation, and mining, among others. In addition, these platforms support the attainment of formal certifications with partner brands or external certifying bodies, enhancing our employees' employability and professional recognition.

This year, we also strengthened our **SONDA Leaders** programs, bringing in-person training workshops to all countries with the aim of enhancing communication and feedback skills within teams.

Within the **Sales Academy** framework—the specific track for training sales roles—we developed programs to consolidate consultancy-selling skills among the current team and during the onboarding of newly hired employees.

With this transformation, we are moving toward a more strategic, personalized, and sustainable learning model that promotes continuous training and ensures our people have the necessary competencies to drive innovation and growth at SONDA.

Career and Talent Management

At SONDA, we understand that professional development is a continuous process, where each employee can build their career path through learning, mobility, and collaboration. Our career management encompasses both vertical mobility—which involves taking on greater levels of responsibility—and horizontal mobility, aimed at expanding knowledge and strengthening technical expertise within the same area.

Throughout 2025, we continued to strengthen programs focused on collaborative learning and knowledge transfer, such as **Executive Talent Development and Fresh Graduates**, which connect experienced professionals from different industries, clients, or technical specialties with employees in training, fostering a culture of cross-functional mentoring and collaboration that transcends hierarchies. In addition to fostering networking and continuous development, these programs have evidenced a concrete impact on **talent retention and development** by facilitating the identification of high-potential individuals for critical roles.

They also reflect our culture of **lifelong learning**, where even those who have been with SONDA or in the IT industry for years take on the role of learners in an environment of mutual learning. With each iteration, we reaffirm that our people have both the desire to teach and to continue learning, consolidating a connected professional community prepared for present and future challenges.

In addition, the **Executive Talent Development Program** remains a strategic tool for comprehensively evaluating our leaders, considering their performance, potential, and contribution to the succession plan for critical positions. Related initiatives include **Executive Mentoring and 180° Competency Assessments**, which have strengthened decision-making and contributed to high retention: 95% of the identified talent has remained with the company since 2022.

Meanwhile, **Fresh Graduates** has become a recruitment pathway for young engineering and technology professionals. The program offers an accelerated learning process that enables them to assume leadership positions in the medium term. Since its inception, more than half of the participants have remained at SONDA, and 90% have been promoted at least once, confirming the effectiveness of this initiative in attracting and developing young talent.

Strengthening **digital upskilling** remained a priority. Partnerships with Udemy Business and Coursera have enabled professionals from various fields to acquire skills in high-value technologies, such as cloud computing, cybersecurity, artificial intelligence, and data

analytics, expanding their technical capabilities and opening new career paths within the organization. It is worth noting the **Continuing Education Technical Diploma** initiative in partnership with DUOC-UC in Chile, which this year allowed to more than 120 people from Chile, Argentina, and Uruguay to earn a diploma in some of these topics.

Performance Management and Continuous Feedback Program

At SONDA, we constantly strengthen our culture of development and learning through a **performance management model** that aligns business objectives with the individual growth of each employee. This process allows us to evaluate goal achievement, identify gaps, and define improvement actions, ensuring that each person contributes to the achievement of the company's strategic objectives.

In 2025, participation in the annual performance review cycle remained high, with over 95% completion—reflecting a well-established culture of feedback and continuous improvement. This process is supported by our **Continuous Feedback Program**, which encourages regular conversations between leaders and teams to provide constructive feedback and strengthen the skills needed for professional development.

Feedback has become an essential part of our philosophy of lifelong learning. Through this practice, we foster a mindset of constant improvement and shared learning, where open dialogue allows us to recognize achievements, address growth opportunities, and connect individual development with business challenges.





Succession Plan

NCG519 (3.6.x) At SONDA, we have an **Executive Talent Development Program** (see p. 78) that allows us to comprehensively evaluate our leaders, considering their performance, potential, and ability to identify and develop talent within the organization. This program underpins the **Succession Plan**, as it facilitates the early identification of potential successors and their preparation to assume critical positions in the future.

In 2025, we strengthened the Regional Succession Plan through a comprehensive review of the criteria for identifying critical positions across the organization. As a result of this process, we classified more than 50 positions in this category, incorporating formal procedures for the identification and development of potential internal and external replacements. This plan covers the key executive positions, including the CEO, and aims to ensure operational and strategic continuity in the event of potential unforeseen vacancies.

The process includes quarterly reviews led by the CEO and the company president, during which the profiles, level of readiness, and development initiatives of potential successors are monitored. These initiatives include assignments to challenging projects, mentoring, internal mobility, and rotation between departments or countries. Likewise, backup personnel are identified for temporarily assuming critical functions in the event of an unforeseen absence, ensuring the timely transfer of information and minimizing the organizational impact.

This approach allows SONDA to anticipate contingencies and ensure the effective transfer of knowledge and leadership, minimizing the organizational impact of potential changes. Together, these initiatives reflect a talent management model focused on excellence, mobility, and continuous learning—pillars that underpin SONDA's competitiveness and sustainability in a dynamic and challenging technology market.

In addition, talent retention is one of the most important indicators in SONDA's people management. At the regional level, the company maintains turnover rates that are in line with the tech industry average, ranging between 13% and 14% annually. Retention metrics associated with merit, development, and wellness programs are continuously monitored by the regional People team, enabling the identification of areas for improvement and the implementation of specific corrective actions.

Work Environment

Well-being and work-life balance are pillars of SONDA's People Value Proposition. Through programs such as SONDA Wellness, hybrid work arrangements, and flexible schedules, as well as quality-of-life-oriented benefits, the company actively promotes the physical, mental, and social health of its employees in all countries where it operates.

In terms of shared responsibility and support for caregivers, SONDA manages and monitors the use of the various parental leave options available in each country, including postnatal maternity,

paternity, and parental leave, promoting a culture that fosters work-life balance and the involvement of both parents in caregiving responsibilities. These benefits, along with flexible work arrangements, aim to facilitate work-life balance at different stages of people's lives.

In addition, we continue to strengthen a work environment that reflects our culture, promotes well-being, and fosters innovation. Today, 100% of our physical spaces in the region hold an image consistent with our purpose and visual identity. Our offices (in countries such as Ecuador, Brazil, Chile, Uruguay, and Argentina) have been renovated and now feature collaborative spaces and technological environments that foster team connection and creativity. This transformation aligns with our vision of offering modern, open spaces consistent with new ways of working, where people can grow and feel like an active part of SONDA.

Promotion of physical, mental, and social health

NCG519 (5.8.iv) We value the work-life balance of our employees and, therefore, we promote various initiatives aimed at fostering their physical, emotional, and social well-being. Through **SONDA Wellness** program, we host monthly webinars on holistic well-being, celebrate Health Week, and offer benefits such as **Friday Flex**, a half-day off on birthdays, and flexible hours, available in all countries where we operate. These initiatives foster a flexible, collaborative, and pleasant work environment, tailored to the diverse realities of our people and focused on improving their quality of life.



Our commitment to well-being is reflected in the cultivation of a culture that promotes healthy habits, participation in self-care activities, and the use of tools that support work-life balance. The hybrid work model allows us to combine the flexibility of remote work with the value of in-person interaction, strengthening collaboration and connection among teams.

Labor Relations and Social Dialogue

SONDA maintains a labor relations policy based on collaboration, mutual respect, and compliance with the regulations of each country where it

operates. The company has a solid and stable relationship with labor unions, built on trust and ongoing dialogue. Over the past ten years, there have been no strikes, reflecting a proactive management approach and the constant pursuit of mutually beneficial agreements.

In countries such as Brazil, where there are complex union systems, SONDA maintains ties with more than 35 unions, actively participating in negotiation and coordination forums. The company adapts its labor practices to local frameworks, always guided by the principles defined in its Code of Ethics and Conduct and in

its corporate human rights and labor guidelines, which establish common standards that go beyond national regulations.

This relationship model has helped strengthen trust and ensure operational continuity across all markets, preventing labor disputes and contributing to the positive organizational climate that characterizes SONDA.

Total Reward

NGC 519 (5.4.1) We are continuously enhancing our **Total Reward** offering, aimed at recognizing

our employees' contributions and promoting a balance between personal and professional life. We seek to offer a **comprehensive approach** that combines competitive salaries, benefits, flexibility, recognition, and well-being, in line with our culture and the diverse lifestyles of the people who are part of our company.

Regarding **pay equity**, SONDA implements a structural approach to equal pay assessment, underpinned by a **Corporate Compensation Procedure** that establishes a global job architecture framework and pay bands by role and country. These structures are defined using

objective criteria such as responsibilities, level of complexity, and contribution to the business, ensuring that compensation is gender-neutral and aligned with international best practices.

This model allows for **systematic evaluation and monitoring of internal equity**, ensuring consistency in compensation management while maintaining **external competitiveness** a Profit market benchmarks in all countries where the company operates.

In terms of **transparency and disclosure**, SONDA reinforces its commitment by monitoring and





Key benefits available

- Competitive compensation package, with fixed and variable pay depending on role.
- Hybrid Work Policy, which promotes connection and balance between in-person work and flexibility.
- Health and life insurance, plus other benefits such as vacation pay and year-end bonuses.
- Maternity and paternity support policy, which includes extended leave and additional days in accordance with local regulations (see p. 109). [NCG 519 \(5.7\)](#)

publicly reporting **the gender pay gap** with corporate-wide coverage. The results are presented quantitatively and disaggregated by job category, both in the **Integrated Report** and in the regulatory reports submitted to **Chile's Financial Market Commission (CMF)**.

This comprehensive approach combines internal equal pay management with the **disclosure of comparable, wide-ranging metrics** aligned with global reporting standards, enabling the organization to strengthen its credibility, foster stakeholder trust, and consolidate its position as a leader in compensation practices within the industry.

Likewise, the **Merit Adjustment Program**, in effect at all subsidiaries since 2022, continues to recognize the performance of high-performing employees with the aim of rewarding outstanding performance on a sustained basis, as well as promotions as part of the professional development of our teams, thereby consolidating a culture of merit and internal mobility.

In 2025, we continued to advance the digital employee experience, introducing new BI tools that enable more transparent and personalized management of variable compensation. Among these, the new BI dashboard for commercial roles stands out, providing real-time visibility into individual performance and projected results for sales roles such as KAMs, Sales Managers, and Sales Specialists.

Another focus area has been greater flexibility and personalization of benefits, in response to the expectations of younger generations, who value autonomy, learning, and time off as much as financial compensation. Through our **Flex Benefit** model, we expanded the range of options so employees can choose what best fits their interests and life stage. We also introduced gamification features that reward participation in training and wellbeing activities—such as webinars and workshops on artificial intelligence and wellness—with points that can be redeemed for time off, including half days and extended weekends.

These initiatives have been very well received, particularly among employees under 40, who represent nearly 60% of our workforce.

In this way, we are moving toward a **total compensation** model that recognizes not only results, but also commitment, well-being, and the various ways in which our employees create value within SONDA.

Workplace Climate and Engagement Survey

The results of the 2025 Climate Survey show a positive trend compared to the previous year, reflecting sustained progress in employee perceptions. Overall climate favorability reached **75%**, representing a **+1 percentage point** increase compared to 2024, while **Satisfaction** reached **80% (+2 percentage points)** and **Engagement** **80% (+1 percentage point)**. These results are reinforced by key areas such as Leadership, culture, and knowledge of the strategic plan, among others.



Workplace Climate and Engagement Survey





Human Rights at SONDA

Our approach to human rights is grounded in a corporate governance framework that guides responsible business management across the various regions and contexts where the company operates. Our Code of Ethics and Conduct, aligned with the United Nations Guiding Principles on Business and Human Rights, establishes guidelines to prevent, identify, and manage potential human rights impacts arising from our activities, labor relations, and relationships with third parties.

Although the company has not yet conducted a comprehensive and formal assessment of human rights impacts at the corporate level, potential risks associated with these issues are considered across the board in risk management, regulatory compliance, labor relations, occupational health and safety, and reporting channels, taking into account the regulatory frameworks and social contexts of the countries where it operates. This approach allows SONDA to progressively identify and manage the most relevant risks and impacts, serving as the foundation for advancing toward

more structured human rights due diligence processes.

Additionally, the company has clear measures in place to mitigate and remedy negative impacts associated with human rights risks, as set forth in our Diversity & Inclusion and Human Rights Policy. This policy formalizes our commitment to international human rights principles (including the Universal Declaration of Human Rights, the fundamental ILO conventions, and applicable legislation in the countries where we operate) and is integrated

into our values and internal practices to promote an inclusive and discrimination-free work environment.

Human Rights Risk Mitigation

Regarding processes implemented to mitigate risks, we have guidelines that promote equal opportunities and non-discrimination based on gender, ethnicity, religion, sexual orientation, or other conditions, as well as procedures that apply to employees, suppliers, and customers, reinforcing a culture of respect and diversity.

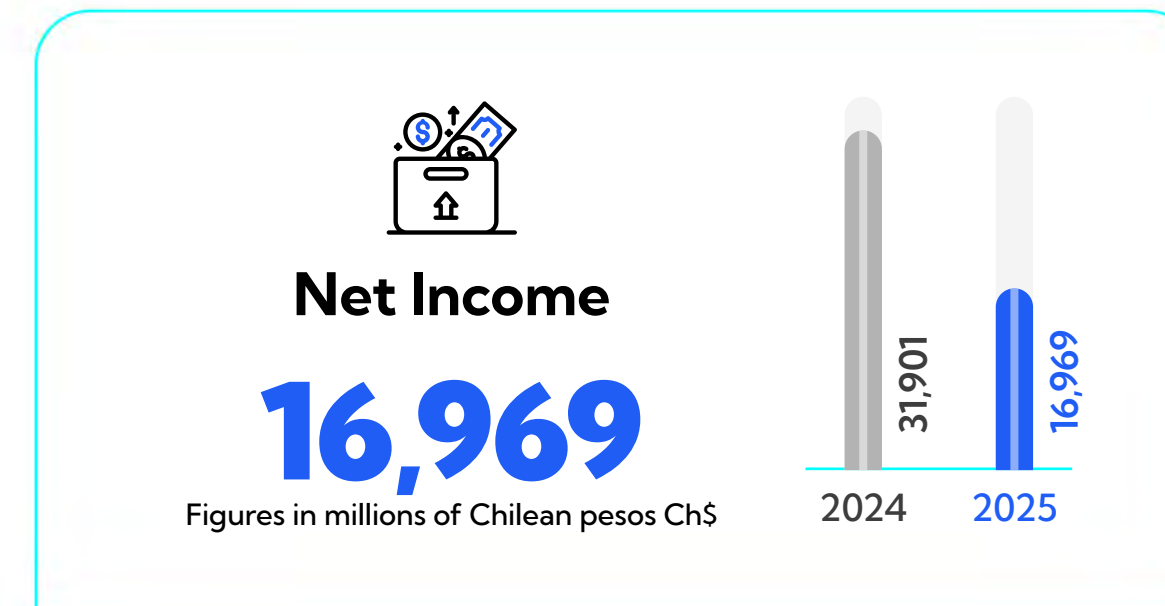
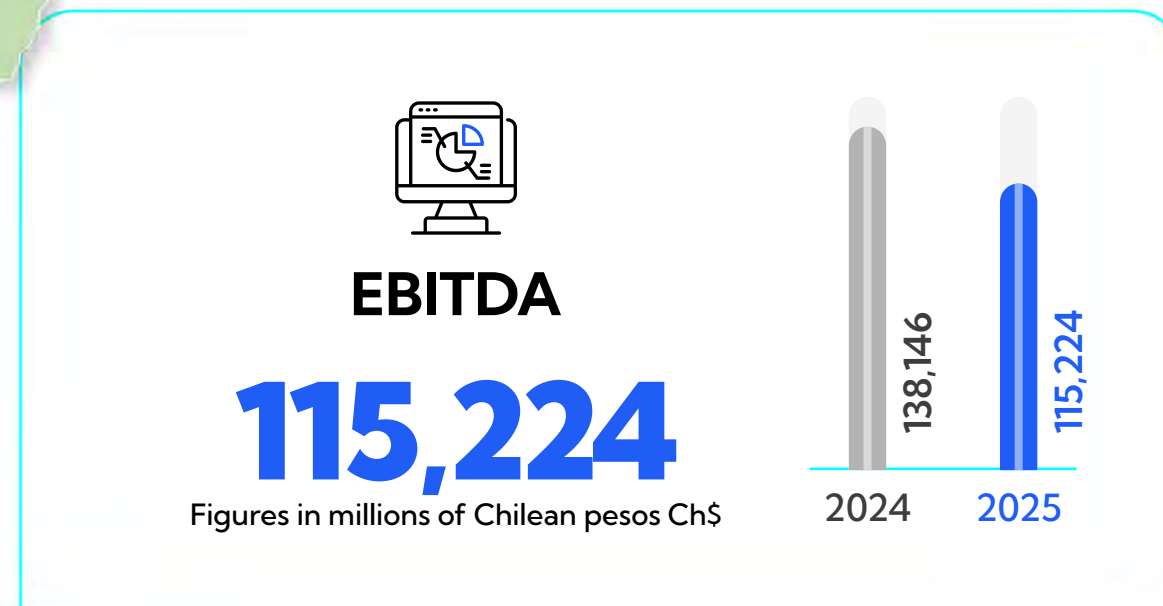
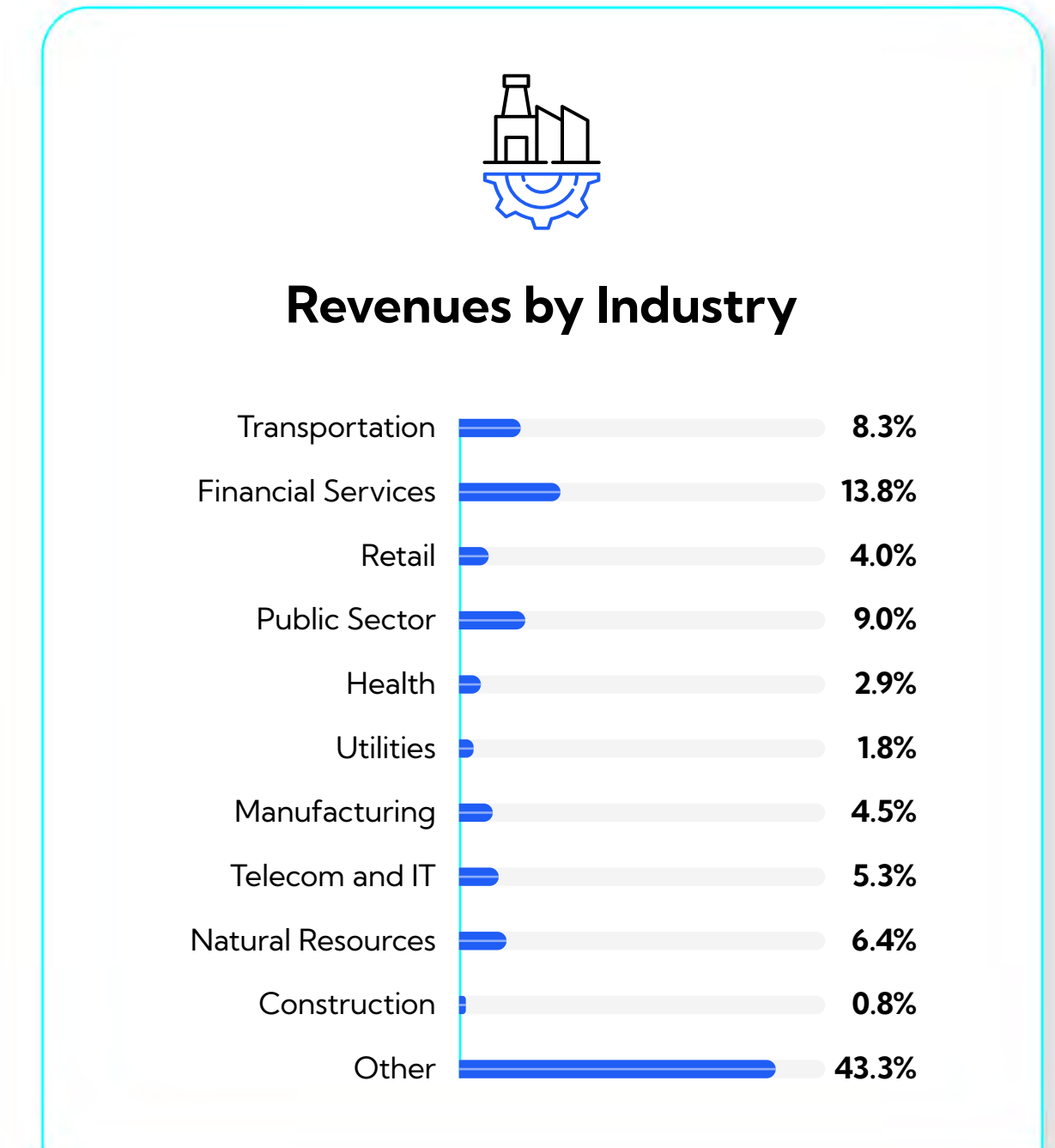
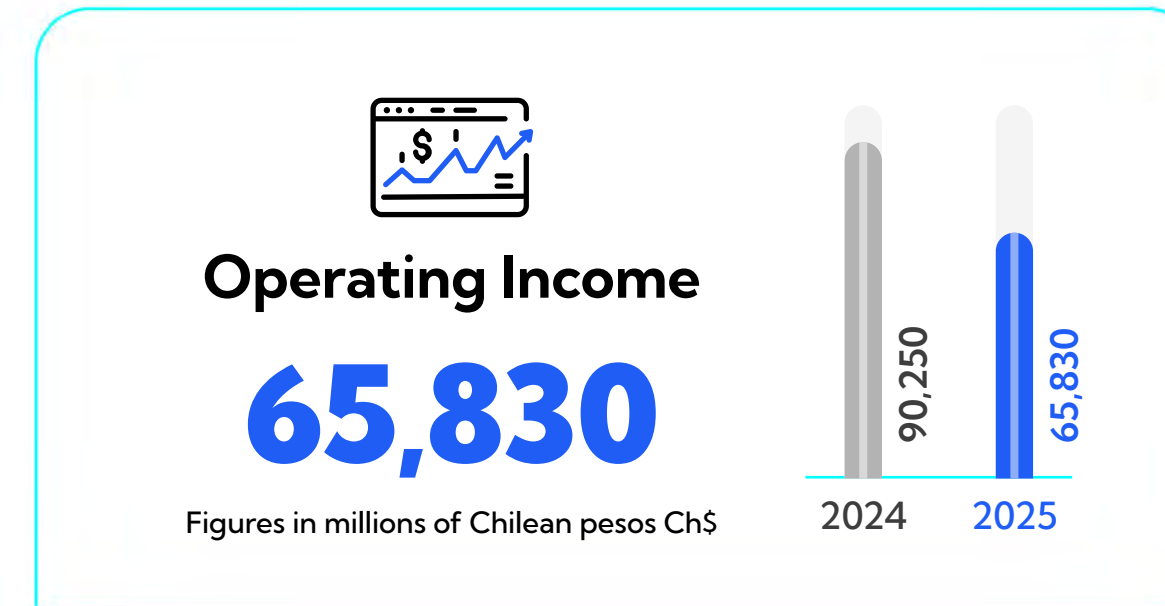
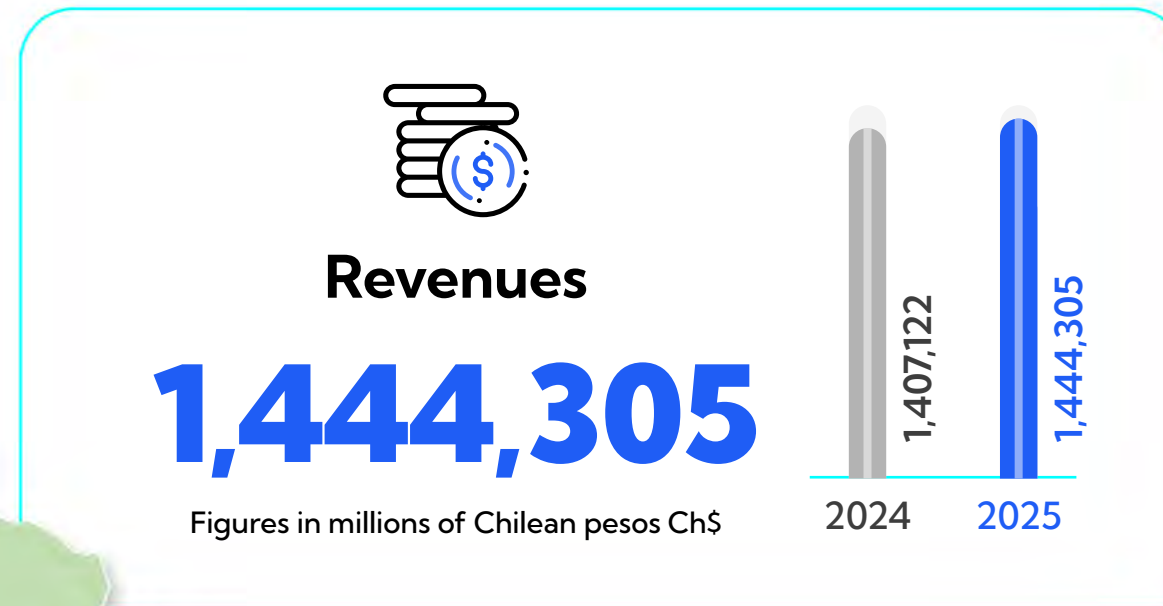
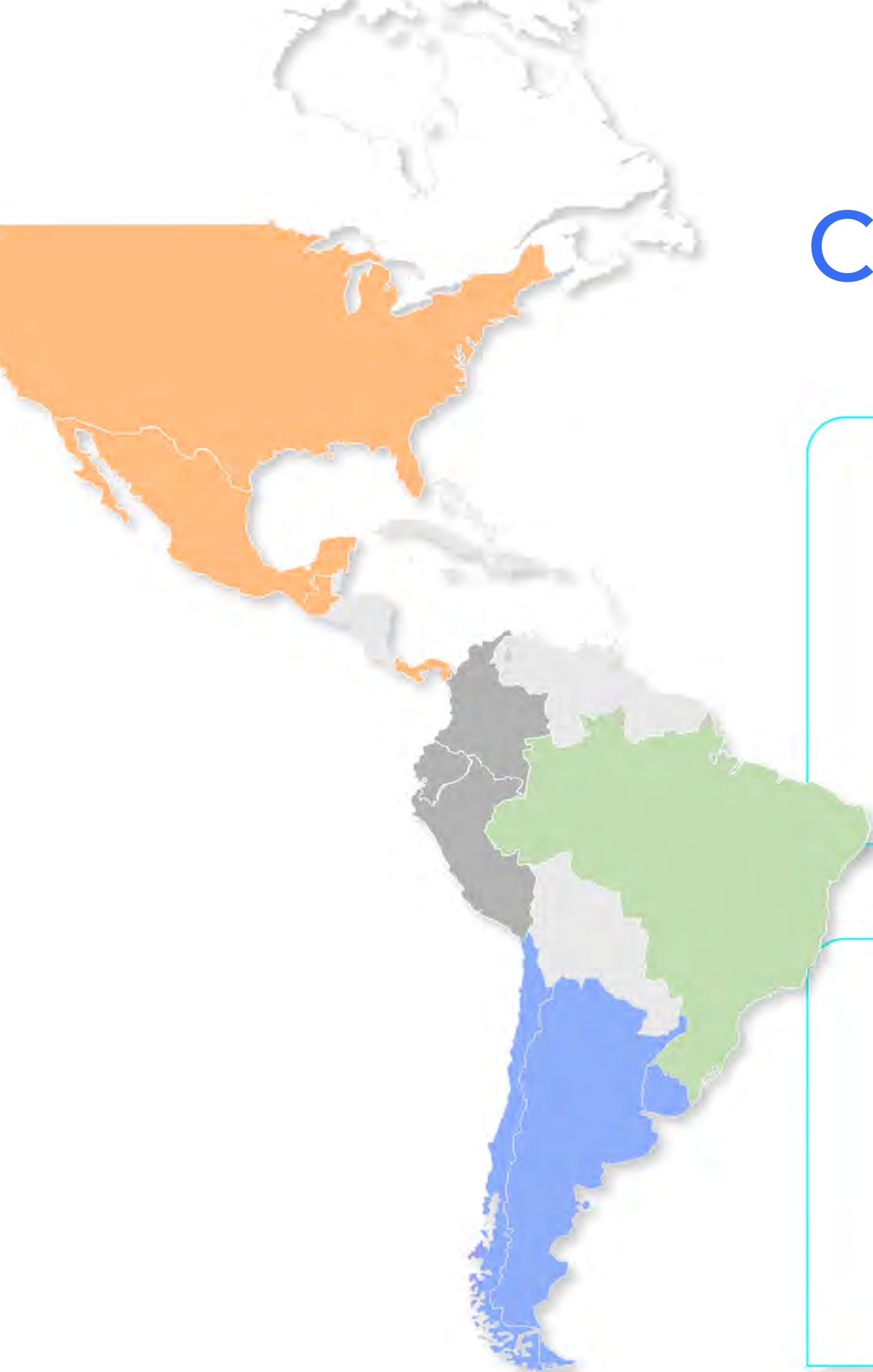
Regarding the types of remedial actions, the policy establishes compliance mechanisms and internal reporting channels to report and address potential breaches of human rights standards or discriminatory conduct, as well as training initiatives, awareness campaigns, and adjustments to management and processes aimed at ensuring respectful and equitable work environments for all.

06

Chapter
Results



Consolidated Results 2025



Southern Cone Region
Chile, Argentina, and Uruguay

Andean Region
Colombia, Peru, and Ecuador

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

Brazil

In 2025, consolidated revenue totaled CLP 1,444 billion (US\$1,592.2 million), growing 2.6% compared to 2024. Operating income reached CLP 65.8 billion (US\$72.6 million), down 27.1% from 2024, while EBITDA reached CLP 115.2 billion (US\$127.0 million), decreasing 16.6% year over year.

The EBITDA margin for the period was 8.0%, down 180 basis points year over year.

Net income attributable to the parent company totaled CLP 17.0 billion (US\$18.7 million), a decrease of CLP 14.9 billion (US\$16.5 million) compared to 2024.

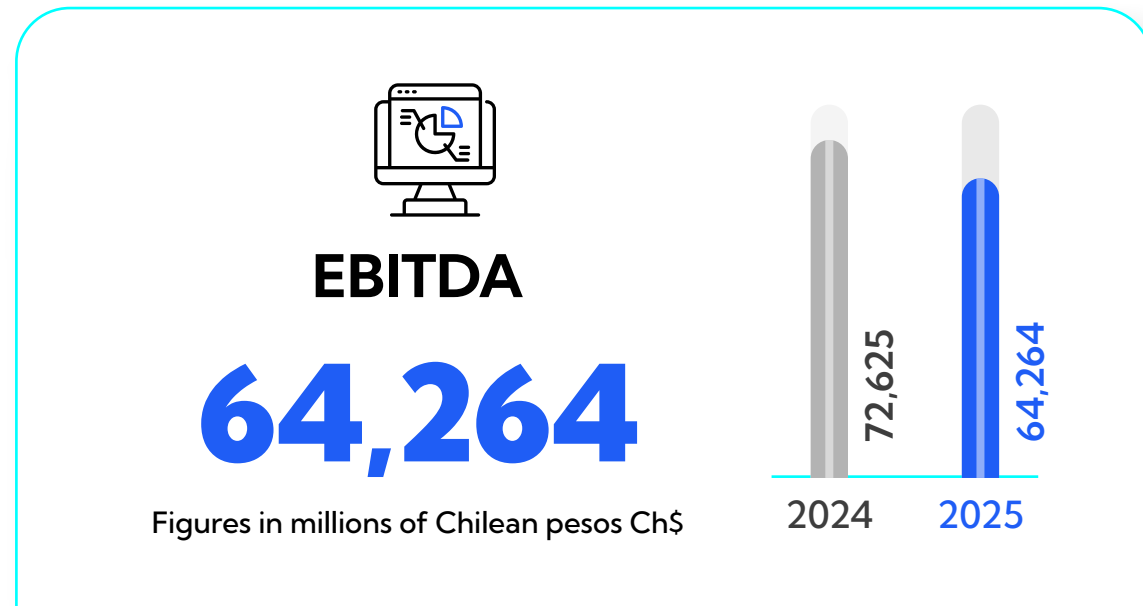
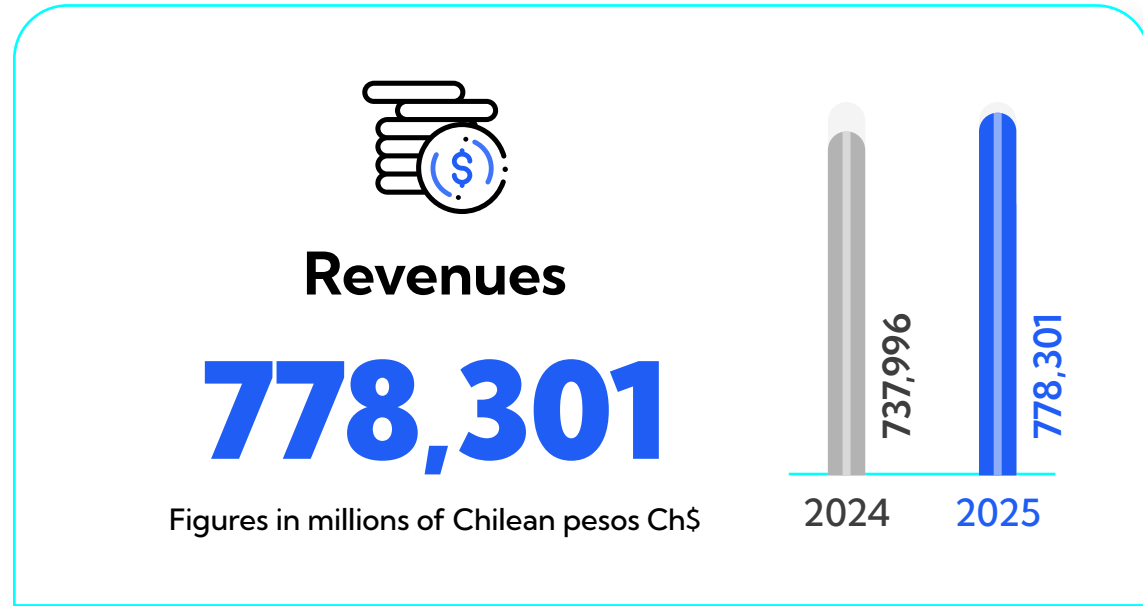
Closed business volume reached US\$1,746.0 million, while the pipeline of potential business reached US\$6,026.2 million. Of this amount, US\$1,776.2 million corresponds to Brazil and US\$2,178.8 million to the Southern Cone.

The Current Ratio (1.7x), Financial Leverage (0.6x), and Interest Coverage Ratio (2.3x) reflect a solid financial position.



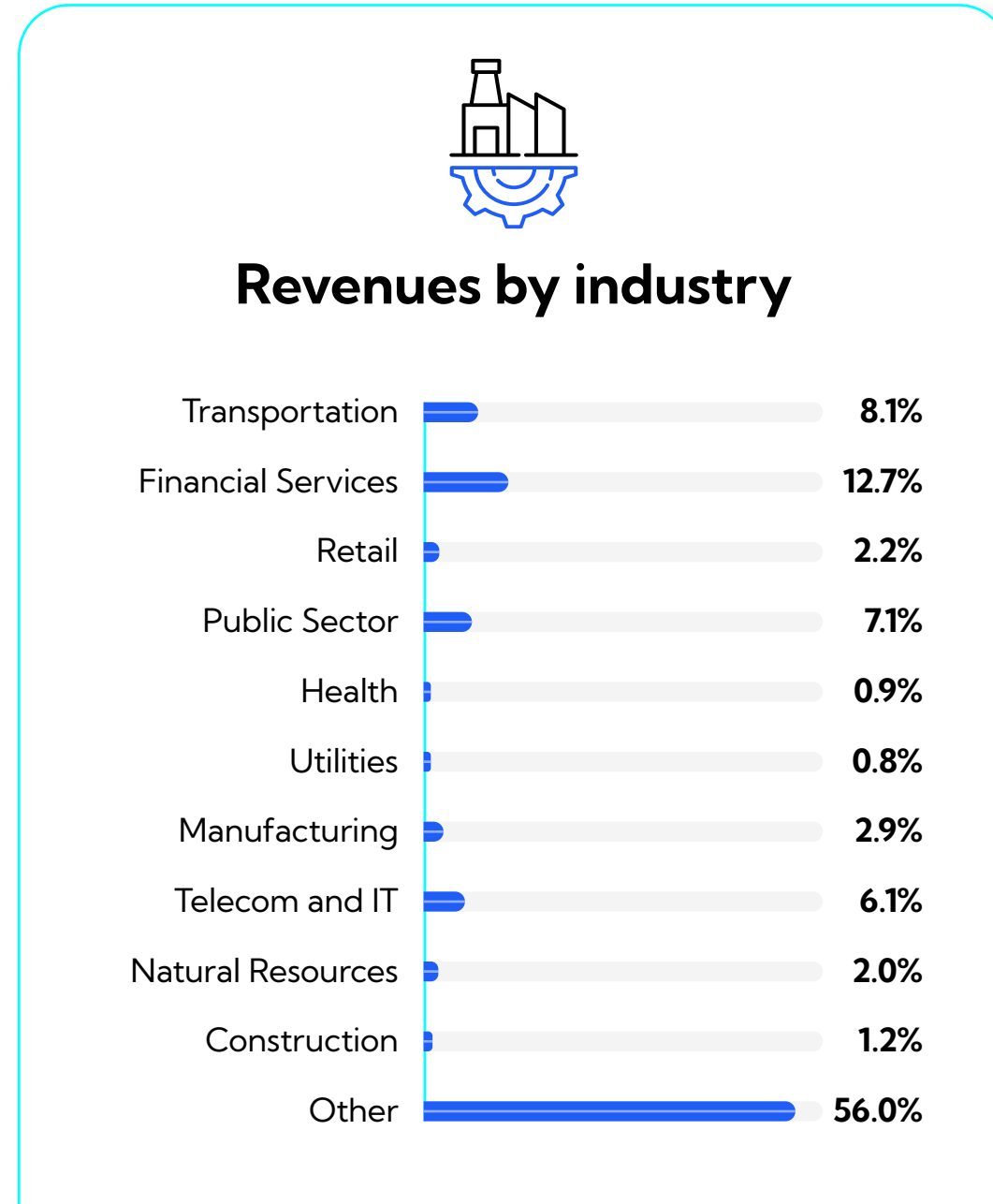


Southern Cone Results



Revenue reached CLP 778.3 billion (US\$858.0 million), up 5.5% compared to 2024, primarily driven by the Transactional Business and Digital Services segments.

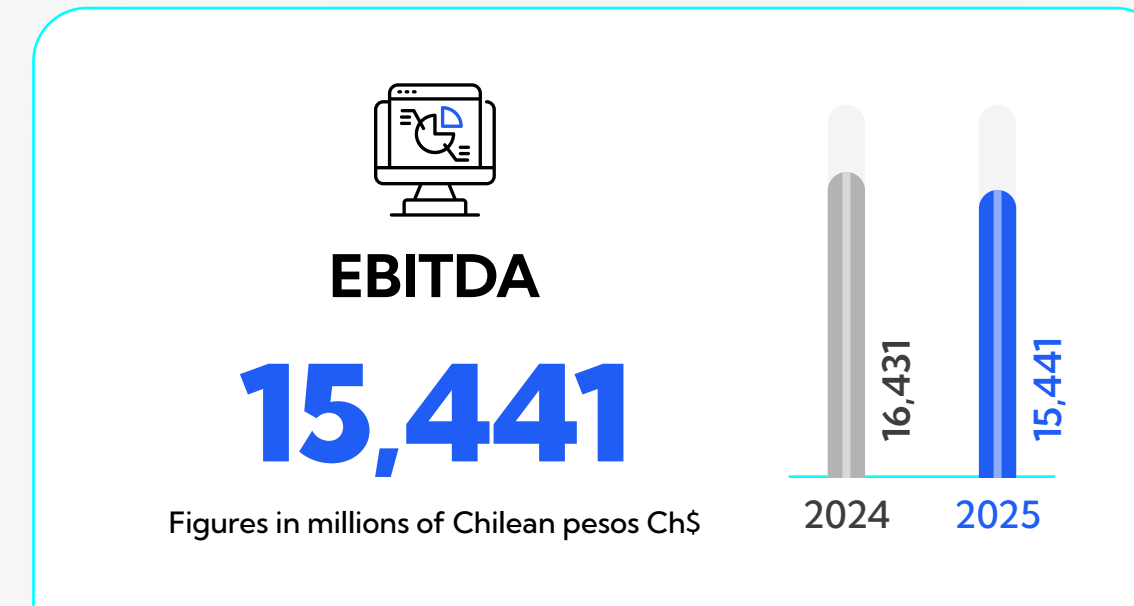
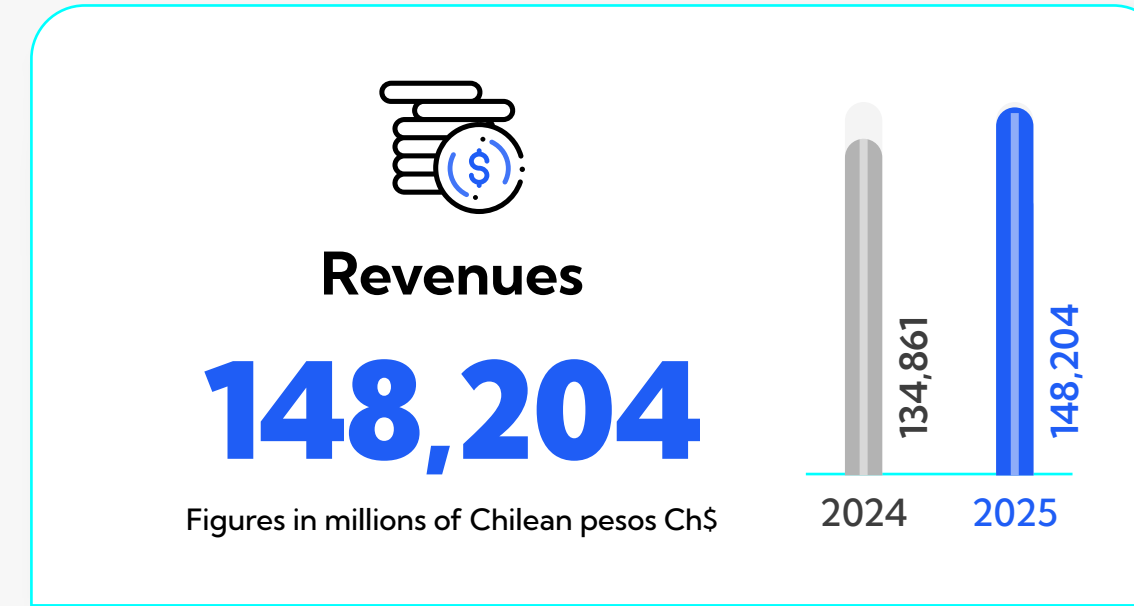
Operating income totaled CLP 38.9 billion (US\$42.9 million, down 21.5% year over year), while EBITDA reached CLP 64.3 billion (US\$70.8 million, down 11.5% year over year).



The Operating Margin reached 5.0% and the EBITDA Margin was 8.3%.

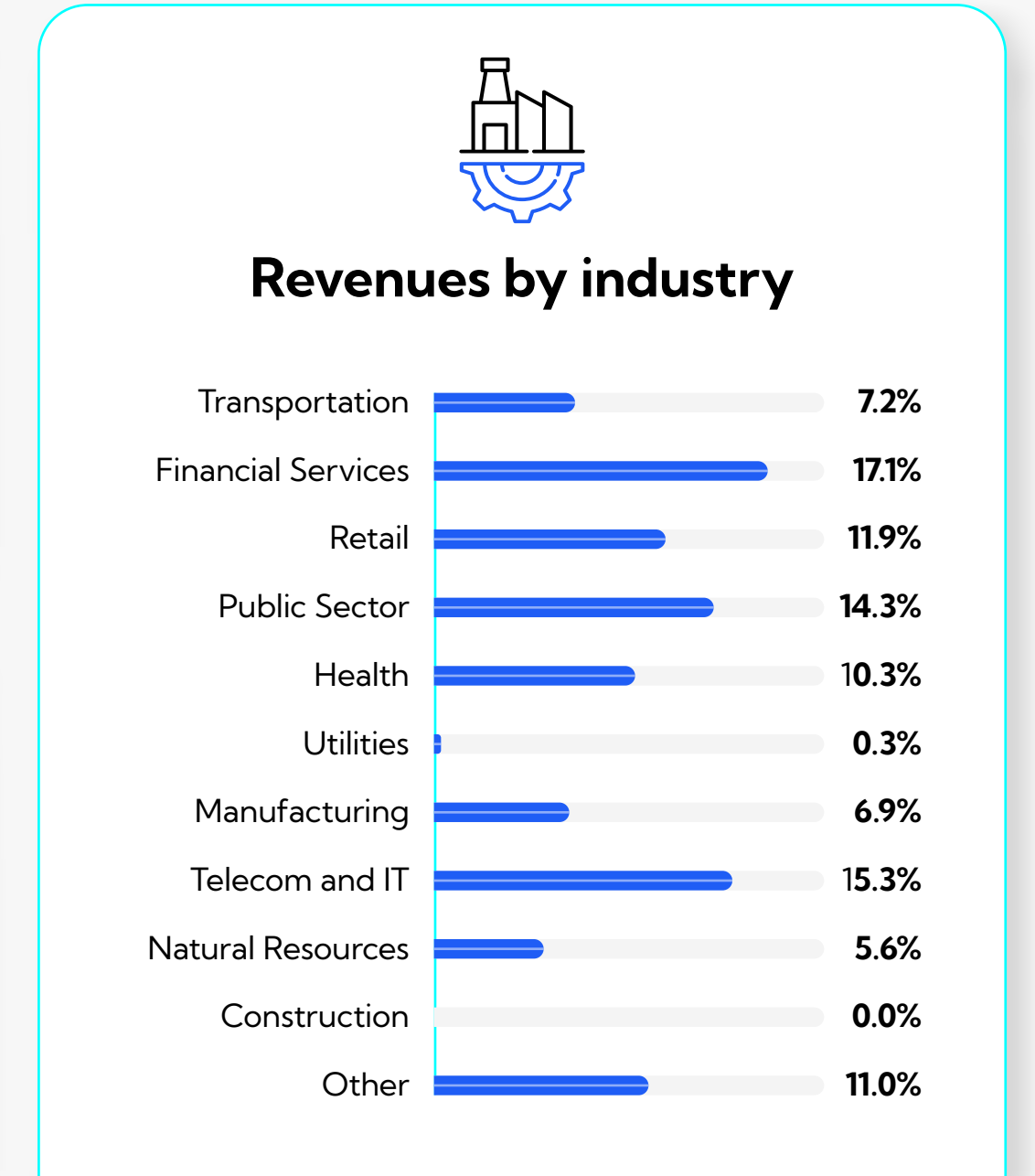


Andean Region Results



Revenue totaled CLP 148.2 billion (US\$163.4 million), up 9.9% compared to 2024, driven by growth in the Software Solutions business and the development of new projects.

Operating income reached CLP 10.5 billion (US\$11.6 million, down 5.3% year over year), while EBITDA totaled CLP 15.4 billion (US\$17.0 million, down 6.0% year over year).

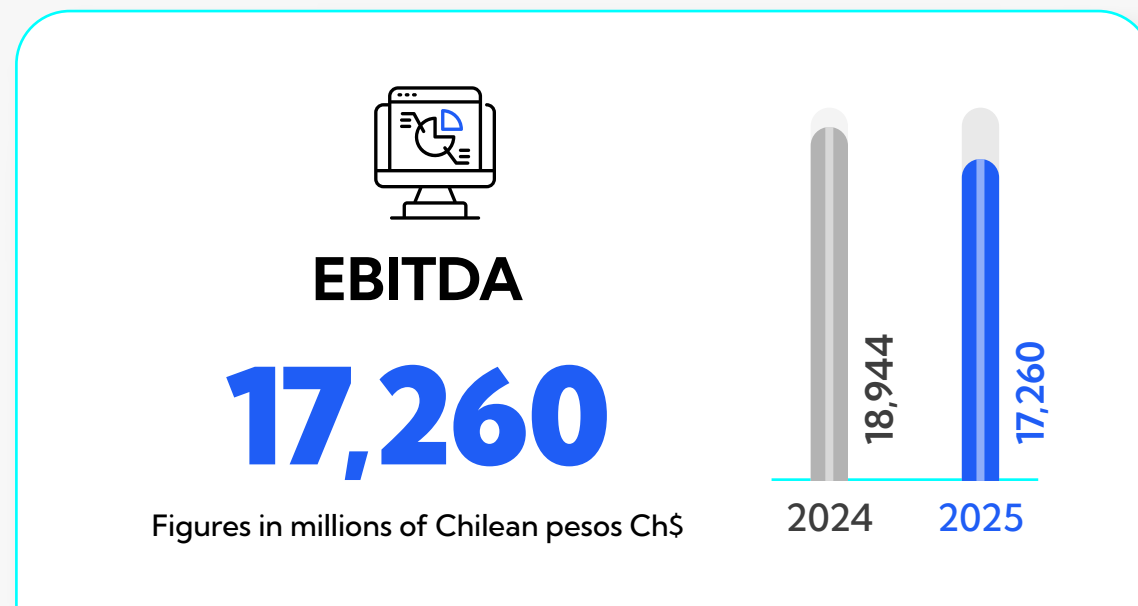
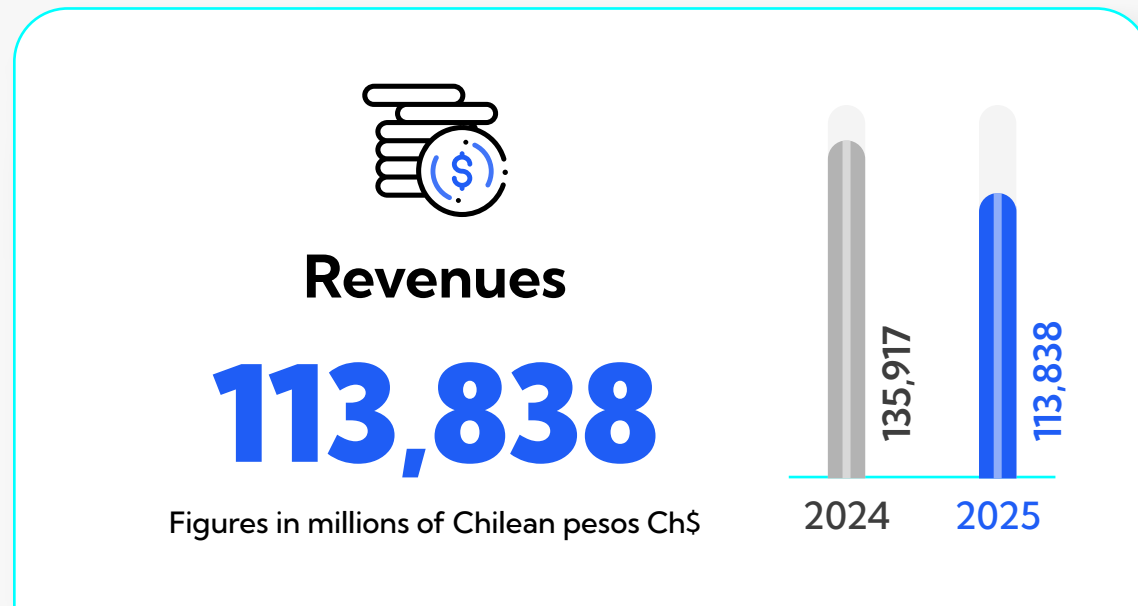


The Operating Margin stood at 7.1%, down 110 bps (y/y), and the EBITDA Margin at 10.4%, down 180 bps (y/y).

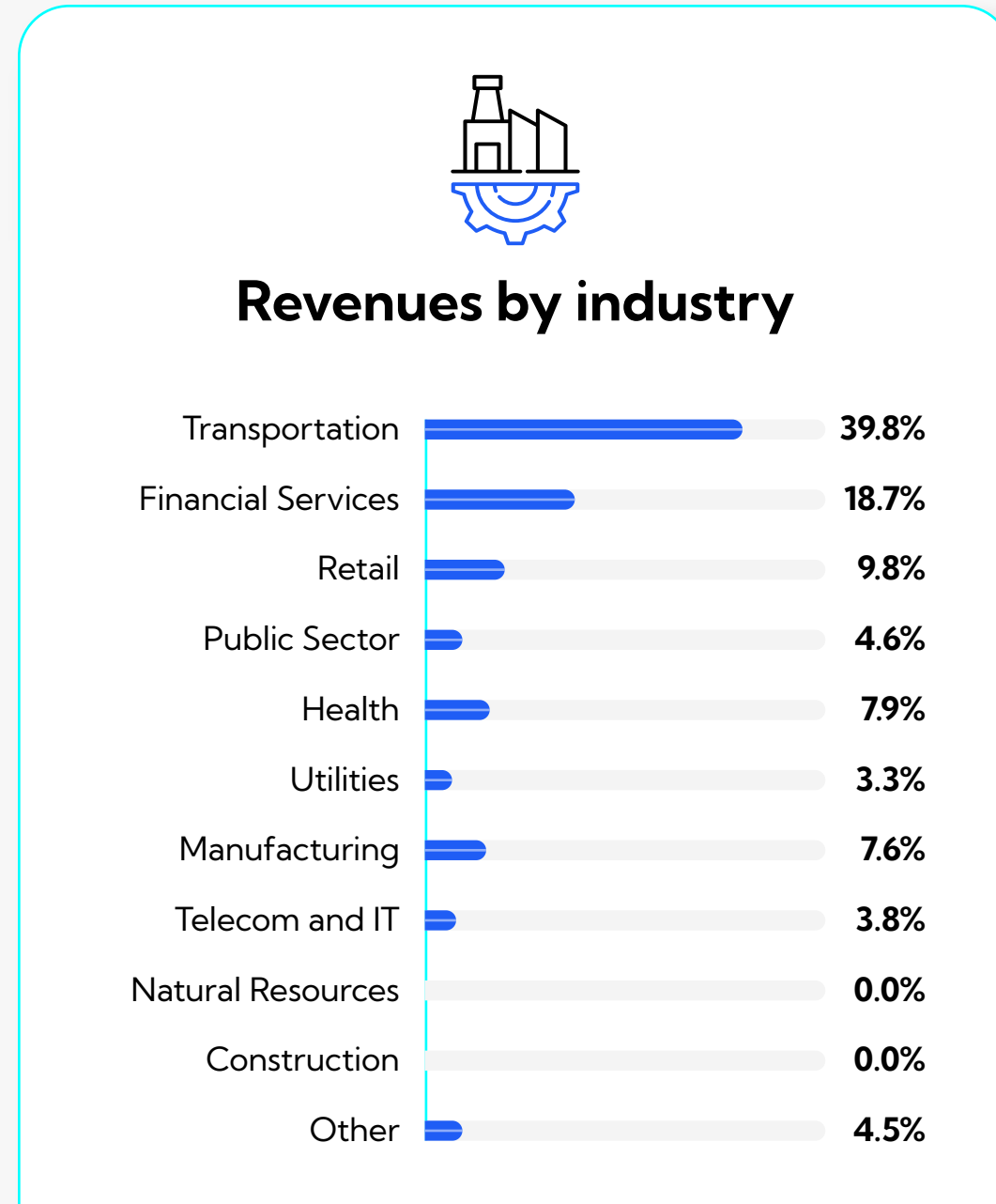




North America Results



Revenue reached CLP 113.8 billion (US\$125.5 million), down 16.2% compared to 2024. The decline was mainly driven by Mexico, due to lower hardware sales, partially offset by new projects and additional service contracts; and, to a lesser extent, by Panama, reflecting specific projects carried out in 2024 that did not recur in 2025.

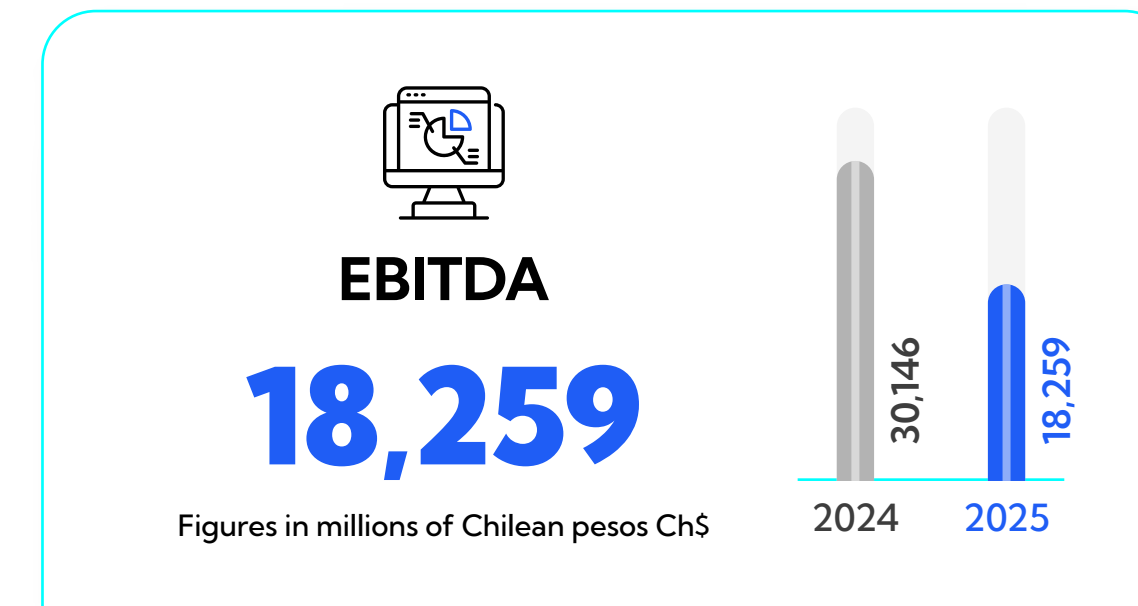


Operating income totaled CLP 9.5 billion (US\$10.5 million, down 14.1% year over year), while EBITDA reached CLP 17.3 billion (US\$19.0 million, down 8.9% year over year).

The Operating Margin was 8.4%, up 20 bps (y/y), and the EBITDA Margin was 15.2%, up 130 bps (y/y).

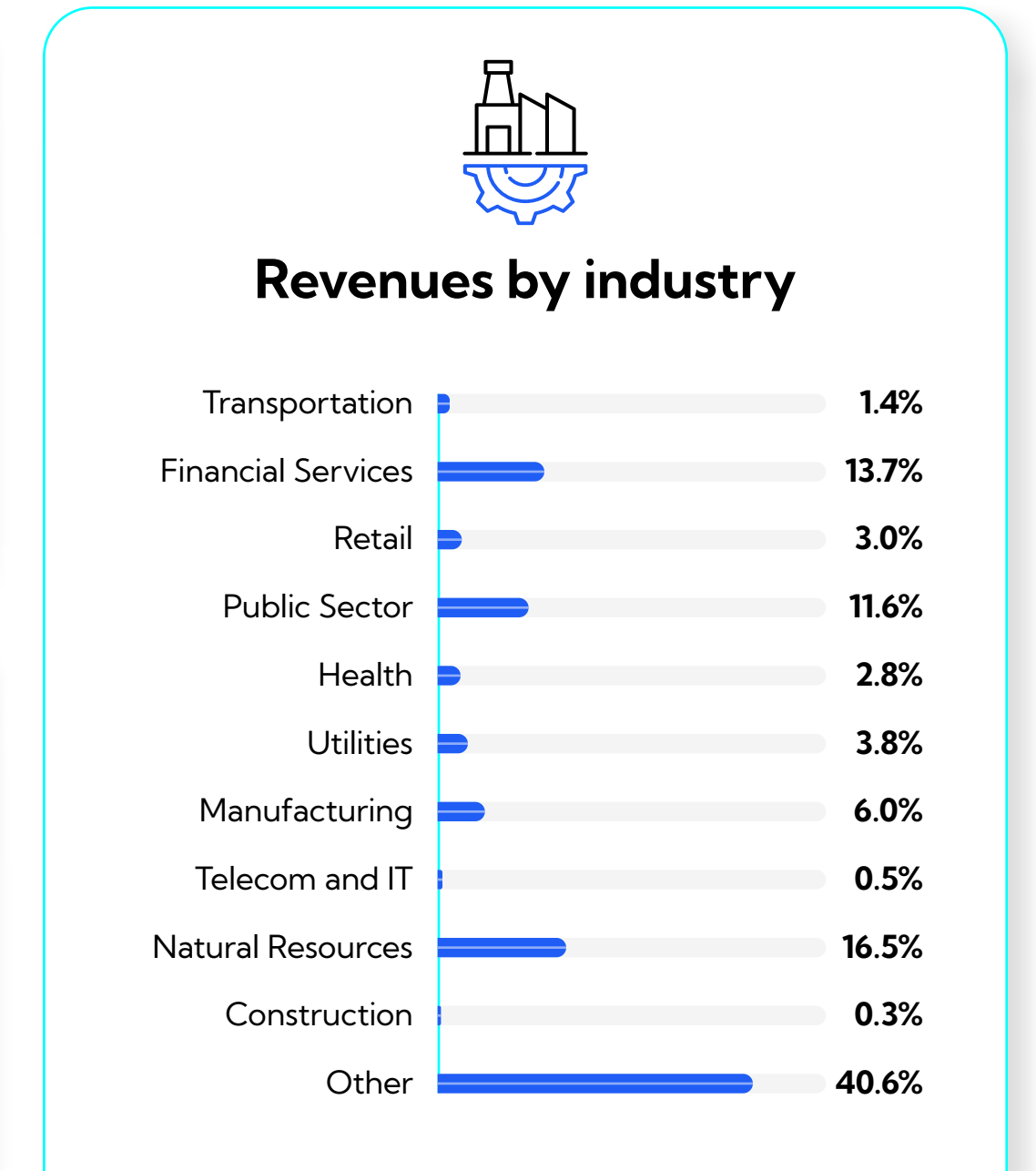


Brazil Results



Revenue in reporting currency reached CLP 418.5 billion (US\$461.3 million), up 1.6% compared to 2024, driven primarily by the Digital Services segment.

Operating income totaled CLP 6.9 billion (US\$7.6 million, down 62.7% year over year), while EBITDA reached CLP 18.3 billion (US\$20.1 million, down 39.4% year over year).



The Operating Margin reached 1.6%, and the EBITDA Margin was 4.4%.



Consolidated Statements of Financial Position as of December 31, 2025 and 2024

NCG 519 (12)

(Figures in thousands of pesos - M\$)

ASSETS	12/31/2025 M\$	12/31/2024 M\$
CURRENT ASSETS		
Cash and cash equivalents	101,139,989	143,982,054
Other current financial assets	4,399,463	4,371,482
Other current non-financial assets	26,096,808	30,368,285
Trade receivables and other current receivables	446,426,683	515,098,828
Current receivables from related parties	2,678,975	1,067,383
Current inventory	93,170,776	84,994,318
Current tax assets	46,338,551	40,199,106
Total current assets other than assets or groups of assets held for disposal classified as held for sale or held for distribution to owners	720,251,245	820,081,456
Non-current assets or disposal groups classified as held for sale or as held for distribution to owners	141,159,867	7,998,421
TOTAL CURRENT ASSETS	861,411,112	828,079,877
NON-CURRENT ASSETS		
Other non-current financial assets	9,130,299	9,135,704
Other non-financial non-current assets	21,804,710	18,258,036
Non-current accounts receivable	156,674,633	174,937,255
Non-current accounts receivable from related parties	366,995	3,040,633
Investments accounted for using the equity method	365,840	169,953
Intangible assets other than goodwill	19,713,846	51,854,222
Goodwill	212,155,473	212,490,349
Property, Plant, and Equipment	119,043,013	129,956,956
Investment Property	3,912,854	2,316,063
Right-of-use assets	27,661,768	40,739,503
Deferred tax assets	36,623,273	37,305,591
Current and non-current tax assets	-	-
TOTAL NON-CURRENT ASSETS	607,452,704	680,204,265
TOTAL ASSETS	1,468,863,816	1,508,284,142

EQUITY AND LIABILITIES	12/31/2025 M\$	12/31/2024 M\$
CURRENT LIABILITIES		
Other current financial liabilities	81,993,195	80,429,499
Current lease liabilities	25,827,011	28,923,088
Trade payables and other payables	197,777,392	309,021,790
Current payables to related parties	2,295,570	5,830,763
Other short-term provisions	4,887,485	6,727,577
Current tax liabilities	25,168,619	22,156,970
Current provisions for employee benefits	44,681,740	46,377,067
Other current non-financial liabilities	33,465,667	31,001,195
Total current liabilities other than liabilities included in disposal groups classified as held for sale	416,096,679	530,467,949
Liabilities included in disposal groups classified as held for sale	92,681,381	-
TOTAL CURRENT LIABILITIES	508,778,060	530,467,949
NON-CURRENT LIABILITIES		
Other non-current financial liabilities	260,024,938	253,872,856
Non-current lease liabilities	34,479,520	41,742,181
Non-current accounts payable	21,054,020	28,256,419
Non-current accounts payable to related parties	-	-
Other long-term provisions	13,944,546	12,504,024
Deferred tax liability	28,497,039	36,603,462
Non-current provisions for employee benefits	6,518,730	5,989,119
Current and non-current tax liabilities	-	-
Other non-current non-financial liabilities	721,930	576,114
TOTAL NON-CURRENT LIABILITIES	365,240,723	379,544,175
TOTAL LIABILITIES	874,018,783	910,012,124
NET EQUITY		
Issued and paid-in capital	373,119,044	373,119,044
Retained earnings	323,740,515	320,205,731
Other reserves	(118,557,670)	(112,557,095)
Equity attributable to owners of the parent	578,301,889	580,767,680
Non-controlling interests	16,543,144	17,504,338
Total equity	594,845,033	598,272,018
TOTAL EQUITY AND LIABILITIES	1,468,863,816	1,508,284,142

Consolidated Statements of Comprehensive Income by Function for the Years Ended December 31, 2025 and 2024

(Amounts in thousands of pesos - M\$)

	12/31/2025 M\$	12/31/2024 Restated (*) M\$
GROSS PROFIT		
Revenue from ordinary activities	1,444,304,839	1,407,122,354
Cost of sales	(1,245,141,968)	(1,194,435,915)
TOTAL GROSS PROFIT	199,162,871	212,686,439
Other income	4,269,179	2,427,614
Administrative expenses	(133,332,612)	(122,436,785)
Other expenses, by function	(11,454,303)	(9,433,618)
Total Operating Income	58,645,135	83,243,650
Financial income	15,317,015	16,712,067
Financial expenses	(49,133,789)	(45,346,451)
Share of earnings from associates and joint ventures accounted for using the equity method	236,617	62,790
Foreign exchange Profit (losses)	(2,570,433)	(2,602,116)
Income from adjustment units	1,919,618	420,622
PROFIT (LOSS) BEFORE TAXES	24,414,163	52,490,562
Income (Expense) from Income Taxes	(6,488,776)	(20,153,866)
Profit (Loss) from continuing operations	17,925,387	32,336,696
Profit (Loss) from discontinued operations	(167,312)	390,041
PROFIT (LOSS)	17,758,075	32,726,737
PROFIT (LOSS) ATTRIBUTABLE TO		
Profit (Loss) Attributable to Owners of the Parent Company	16,969,016	31,900,746
Profit (loss) attributable to non-controlling interests	789,059	825,991
PROFIT (LOSS)	17,758,075	32,726,737
EARNINGS PER SHARE		
Basic earnings per share		
Basic earnings (loss) per share from continuing operations (in pesos)	19.67	36.18
Basic earnings (loss) per share from discontinued operations (in pesos)	(0.19)	0.45
Diluted earnings per share		
Diluted earnings (loss) per share from continuing operations (in pesos)	19.67	36.18
Diluted earnings (loss) per share from discontinued operations (in pesos)	(0.19)	0.45

(*) The 2024 consolidated income statement, with comparative figures, reflects the line-by-line deconsolidation and reclassification of the results of the subsidiary Multicaja S.A. to the line item "Income (Loss) from Discontinued Operations," as explained in Note 16 to the Financial Statements.

STATEMENT OF COMPREHENSIVE INCOME	12/31/2025 M\$	12/31/2024 M\$
PROFIT (LOSS)	17,758,075	32,726,737
Components of other comprehensive income that will not be reclassified to net income for the period, before taxes		
Other comprehensive income, before taxes, Profit (losses) from remeasurements of defined benefit plans	33,012	(73,762)
Other comprehensive income, before tax, Profit (losses) on investments in equity instruments	-	-
Total other comprehensive income that will not be reclassified to net income for the period, before taxes	33,012	(73,762)
Components of other comprehensive income to be reclassified to net income for the period, before tax		
Foreign currency translation differences		
Profit (losses) from foreign currency translation, before taxes	(7,833,430)	(26,620,933)
Cash flow hedges		
Profit (losses) on cash flow hedges, before taxes	(669,959)	2,110,890
Total other comprehensive income to be reclassified to net income for the period, before taxes	(8,503,389)	(24,510,043)
Other components of comprehensive income, before taxes	(8,470,377)	(24,583,805)
Income taxes related to components of other comprehensive income that will not be reclassified to net income for the period		
Income taxes related to remeasurements of defined benefit plans in other comprehensive income	-	-
Income taxes relating to investments in equity instruments in other comprehensive income	-	-
Income taxes related to components of other comprehensive income to be reclassified to net income for the period	478,909	(361,415)
Income tax related to foreign currency translation differences from other comprehensive income	-	-
Income tax related to cash flow hedges in other comprehensive income	478,909	(361,415)
Total Other Comprehensive Income	(7,991,468)	(24,945,220)
TOTAL COMPREHENSIVE INCOME	9,766,607	7,781,517
Comprehensive income attributable to:		
Comprehensive income attributable to the owners of the parent company	8,977,548	6,955,526
Comprehensive income attributable to non-controlling interests	789,059	825,991
TOTAL COMPREHENSIVE INCOME	9,766,607	7,781,517

Consolidated Direct Cash Flow Statements for the Years Ended December 31, 2025 and 2024

(Amounts in thousands of pesos - M\$)

	12/31/2025 M\$	12/31/2024 Restated (*) M\$
Statement of Cash Flows		
Cash flows from (used in) operating activities		
Proceeds from sales of goods and provision of services	1,704,532,378	1,513,105,821
Other cash receipts from operating activities	7,583,031	4,771,904
Total operating income	1,712,115,409	1,517,877,725
Payments to suppliers for the supply of goods and services	(1,094,418,884)	(982,543,325)
Payments to and on behalf of employees	(395,355,492)	(372,758,430)
Other payments for operating activities	(110,548,680)	(92,506,994)
Total payments	(1,600,323,056)	(1,447,808,749)
Net cash flows from (used in) operating activities	111,792,353	70,068,976
Income taxes refunded (paid)	(25,252,623)	(23,671,477)
Other cash inflows (outflows)	491,174	1,162,203
Net cash flows from (used in) operating activities	87,030,904	47,559,702
Cash flows from (used in) investing activities		
Cash flows from the loss of control of subsidiaries or other businesses	135,058	-
Cash flows used to acquire control of subsidiaries or other businesses	-	(2,388,208)
Proceeds from the sale of property, plant, and equipment	4,530,147	3,213
Dividends received	321,806	343,508
Purchases of property, plant, and equipment	(14,478,057)	(23,480,220)
Collection of loans from related entities	857,492	-
Purchases of intangible assets	(8,431,933)	(5,244,258)
Interest received	5,748,187	6,092,852
Other cash inflows (outflows)	(32,432,066)	22,850,730
Net cash flows from (used in) investing activities	(43,749,366)	(1,822,383)

(*) The 2024 consolidated statement of cash flows, with comparative figures, reflects the line-by-line deconsolidation and reclassification of receipts and payments from the subsidiary Multicaja S.A. to the item "Other cash inflows (outflows) from investing activities," as explained in Note 16 to these Financial Statements.

	12/31/2025 M\$	12/31/2024 Restated (*) M\$
Cash flows from (used in) financing activities		
Amounts from long-term loans	53,824,618	90,256,483
Proceeds from short-term loans	339,168,975	309,127,725
Loan repayments	(388,560,632)	(405,463,837)
Payments on lease liabilities	(27,758,974)	(27,146,238)
Dividends paid	(15,622,235)	(13,485,634)
Interest paid	(24,047,991)	(22,195,461)
Other cash inflows (outflows)	(17,868,952)	27,571,051
Net cash flows from (used in) financing activities	(80,865,191)	(41,335,911)
Net increase (decrease) in cash and cash equivalents, before the effect of changes in exchange rates	(37,583,653)	4,401,408
Effects of exchange rate changes on cash and cash equivalents		
Effects of exchange rate changes on cash and cash equivalents	(5,258,412)	5,445,298
Net increase (decrease) in cash and cash equivalents	(42,842,065)	9,846,706
Cash and cash equivalents at the beginning of the period	143,982,054	134,135,348
Cash and cash equivalents at the end of the period	101,139,989	143,982,054

Consolidated Statements of Changes in Equity as of December 31, 2025 and 2024

(Amounts in thousands of pesos - M\$)

	Other reserves							Accumulated profit (losses) M\$	Equity attributable to owners of the parent M\$	Non-controlling interests M\$	Total Equity M\$
	Capital Issued M\$	Other comprehensive income			Other comprehensive income M\$	Other reserves M\$	Total other reserves M\$				
		Reserve for exchange differences on translations M\$	Reserves for cash flow cash M\$	Reserve for actuarial profit or losses on defined benefit plans M\$							
Equity as of 01/01/2025	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
Changes in equity:											
Comprehensive Income											
Profit	-	-	-	-	-	-	-	16,969,016	16,969,016	789,059	17,758,075
Other comprehensive income	-	(7,833,430)	(191,050)	33,012	(7,991,468)	-	(7,991,468)	-	(7,991,468)	-	(7,991,468)
Comprehensive income	-	(7,833,430)	(191,050)	33,012	(7,991,468)	-	(7,991,468)	16,969,016	8,977,548	789,059	9,766,607
Equity issuance	-	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	(11,470,853)	(11,470,853)	-	(11,470,853)
Increase (decrease) due to changes in ownership interests in subsidiaries that do not result in a loss of control	-	-	-	-	-	-	-	-	-	-	-
Increases (decreases) from other changes, equity	-	-	-	-	-	1,990,893	1,990,893	(1,963,379)	27,514	(1,750,253)	(1,722,739)
Total increase (decrease) in equity	-	(7,833,430)	(191,050)	33,012	(7,991,468)	1,990,893	(6,000,575)	3,534,784	(2,465,791)	(961,194)	(3,426,985)
Equity as of 12/31/2025	373,119,044	(132,202,273)	584,363	364,889	(131,253,021)	12,695,351	(118,557,670)	323,740,515	578,301,889	16,543,144	594,845,033
	Other reserves							Accumulated profit (losses) M\$	Equity attributable to owners of the parent M\$	Non-controlling interests M\$	Total Equity M\$
	Capital Issued M\$	Other comprehensive income			Other comprehensive income M\$	Other reserves M\$	Total other reserves M\$				
		Reserve for exchange differences on translations M\$	Reserves for cash flow cash M\$	Reserve for actuarial profit or losses on defined benefit plans M\$							
Equity as of 01/01/2023	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
Increase (decrease) due to changes in accounting policies	-	-	-	-	-	-	-	-	-	-	-
Net worth as of January 1, 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) from changes in ownership interests in subsidiaries that do not result in a loss of control	-	-	-	-	-	-	-	-	-	-	-
Increases (decreases) from other changes, 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 12/31/2024	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



07

Chapter

General Background and Additional Information





Company Name

SONDA S.A.

Registered Address

Santiago Municipality, Metropolitan Region

Tax ID

83.628.100-4

Type of Entity

Public Limited Company

Securities Registry Registration

No. 950

External Auditors

Deloitte Auditors and Consultores, LLC

Headquarters address

Teatinos 500, Santiago, Chile

Phone

(56 2) 2657-5000

Website

www.sonda.com

Email

corporativo@sonda.com

Information on the Company and its Subsidiaries

Articles of Incorporation

SONDA S.A. was incorporated as a limited liability company under the trade name “Sociedad Nacional de Procesamiento de Datos Limitada” by means of a public deed dated October 30, 1974, executed before the Notary Public of Santiago, Mr. Herman Chadwick Valdés. An extract of said deed was registered on page 11,312, number 6,199, of the Commercial Registry of the Santiago Real Estate Registrar, corresponding to the year 1974, and was published in the Official Gazette on December 28 of that year.

By public deed dated September 16, 1991, executed at the Notary’s Office of Santiago of Mr. Humberto Quezada Moreno, an extract of which was recorded on pages 28.201, number 14,276 of the Commercial Registry of the Santiago Real Estate Registrar for the year 1991 and published in the Official Gazette dated September 24, 1991, the Company was transformed into a corporation, retaining its corporate name and establishing the trade name SONDA S.A. Subsequently, by public deed dated May 27, 2004, executed at the Notary Public’s Office in Santiago of Mr. René Benavente Cash, an extract of which was registered on page 15,640, entry number 11,777, in the Commercial Registry of the Santiago Real Estate Registrar for the year 2004 and published in the Official Gazette, issue number 37,873, dated May 31, 2004, the definitive corporate name SONDA S.A.

Since its incorporation, the company’s articles of incorporation have undergone various amendments, with the current text in force appearing in:

- i. Public deed dated July 4, 2006, executed at the Notary Public’s Office in Santiago of Mr. René Benavente Cash, an extract of which was registered on page 27,555, entry number 19,250, in the Commercial Registry of the Santiago Real Estate Registrar for the year 2006 and published in the Official Gazette dated July 17, 2006.
- ii. Public deed dated August 31, 2012, executed at the Notary Public Office of Santiago of Mr. Andrés Rubio Flores, which records the capital increase approved at the Extraordinary Shareholders’ Meeting held on August 30 of the same year, an extract of which was registered on page 61,522, entry number 42,921, in the Commercial Registry of the Santiago Real Estate Registrar for the year 2012 and published in the Official Gazette dated September 4, 2012.

Corporate Purpose

1. To develop, on its own behalf or on behalf of others, electronic computing, information systems, and data processing, and, in general, activities in the fields of information technology, automation, and communications.
2. The creation, manufacture, development, application, import, export, marketing, maintenance, updating, operation, installation, and representation of hardware, software, and related services.
3. The purchase, sale, import, export, representation, distribution, and, in general, the marketing of equipment for electronic computing and data processing, its spare parts, components, tools, accessories, and other related items.
4. The direct operation of such goods, whether through the provision of services, leasing, or any other form.
5. Vocational 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. The provision of consulting services in business organization and management, market and feasibility studies, and operational research.
7. To carry out, in general, any other activity in the fields of information technology and computing or that is directly or indirectly related to these fields.



General Standard No. 519

The numbering of the topics addressed in this section corresponds to the code assigned in NCG 519 to each requirement. For this reason, they do not necessarily follow a sequential order, as some requirements of the standard have been addressed in previous sections of this Report.

2. Entity Profile

2.3. Ownership

Major Shareholders

Our shareholders represent a key pillar of SONDA's institutional solvency, which has allowed us to remain relevant and strong, demonstrating sustained growth despite economic and political fluctuations, and to become a regional leader in Digital Transformation services.

Since 1974, the Navarro Haeussler family—led by its founder, Andrés Navarro—has remained closely tied to the company, committed to its growth and international expansion. A long-standing policy of reinvesting a significant share of profits has been key to generating the capital required for growth, supporting the expansion of the customer base, the development of new products and services, and the launch of new projects.

Starting in 2006, when the company went public, a significant group of new shareholders joined the ownership structure, including institutional investors, investment funds, pension fund administrators, and minority investors.

2.3.1. Control Structure

As of December 31, 2025, control of SONDA S.A. is held by Andrés Navarro Haeussler and Pablo Navarro Haeussler, who collectively control 56.0622% of the shares of SONDA S.A. (56.0622% as of December 31, 2024), a level of control achieved as follows:

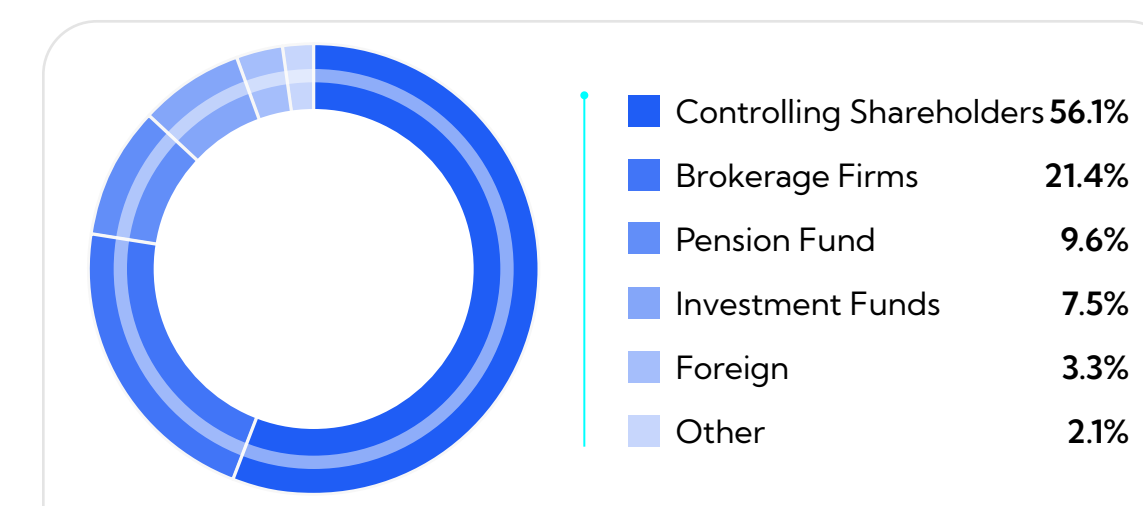
- i. In their capacity as managers of Inversiones Atlántico Limitada (RUT 78.091.430-0) and Inversiones Pacifico II Limitada (RUT 88.492.000-0), companies that, together with Inversiones Santa Isabel Limitada (RUT 79.822.680-0), controlled by Mr. Andrés Navarro Haeussler, own 96.4463% of the shares of Indico S.A. (RUT 76.413.035-9), a company that in turn holds 37.7740% of the total shares of SONDA S.A.
- ii. Inversiones Yuste S.A. (RUT 96.688.520-3), which holds shares representing 3.5894% of the total shares of SONDA S.A., is controlled and managed by Mr. Andrés Navarro Haeussler.
- iii. Another 128,035,470 shares were acquired by companies controlled by Mr. Andrés Navarro Haeussler and Mr. Pablo Navarro Haeussler, representing 14.6989% of the total shares of SONDA S.A.

- iv. In turn, there is a joint action agreement between Inversiones Yuste S.A. and Indico S.A., and both companies jointly hold control of 41.3633% of the total shares of SONDA S.A. There are no restrictions on the free disposal of shares.

2.3.2. Significant Changes in Ownership or Control

The most significant changes in the ownership structure that occurred during the fiscal year ending December 31, 2025, were as follows:

1. Increase in the stake held by FONDO MUTUO BTG PACTUAL CHILE ACCION, from 1.2% to 2.0% of total ownership.
2. Increase in the ownership stake of BICE INVERSIONES CORREDORES DE BOLSA S.A., from 6.6% to 7.3% of total ownership.
3. Increase in the stake held by AFP PLANVITAL S.A. FONDO TIPO B, from 0.5% to 1.2% of total ownership.
4. Decrease in the ownership stake of BCI C DE B S.A., from 1.5% to 0.7% of total ownership.
5. Decrease in the stake held by BANCO SANTANDER ON BEHALF OF FOREIGN INVESTORS, from 2.3% to 1.7% of total ownership.
6. Decrease in the ownership stake of TOESCA SMALL CAP CHILE INVESTMENT FUND, from 0.5% to 0.0% of total ownership.



2.3.3. Identification of Major Shareholders

As of December 31, 2025, no shareholder other than the controlling party holds more than 10% of SONDA's capital. Furthermore, there is no knowledge of any individuals or legal entities, other than the controlling party, that—either alone or in concert with others with whom they have a joint action agreement—could 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 classes:

SONDA has only one class of stock, and all shares carry the same voting power (1 share = 1 vote)

ii. Dividend policy:

SONDA's dividend policy provides for the distribution of an amount equivalent to at least 30% of the net income for each fiscal year. Compliance with this policy is contingent upon the profits actually earned by the company, as well as the results indicated by the projections the company may periodically make, or the existence of certain conditions, as applicable. If this dividend policy were to undergo any substantial change, the company will disclose it as a Material Fact.

For the 2025 period, the Board of Directors informed the Annual Shareholders' Meeting held on April 23 of that year that it intends to distribute dividends in an amount equivalent to at least 30% of the fiscal year's net income, payable through an interim dividend equivalent to at least 30% of the net income earned by the Company as of that date, and a final dividend to be approved by the Ordinary Shareholders' Meeting once the period has ended.

iii. Statistical Information

a. Dividends:

	2023	2024	2025
No. of shares (*)	871,057,175	871,057,175	871,057,175
Earnings per-share (\$)	43.80	36.62	19.48
Dividends paid (\$)	22.72 ⁽¹⁾	14.85 ⁽²⁾	14.85 ⁽³⁾

(Figures expressed in the currency of the payment date)

(*) Shares subscribed and paid up

(1) This corresponds to the payment of a final dividend (amounting to \$13.31 per share, paid on April 21, 2023) and a second interim dividend (amounting to \$9.41 per share, paid on September 7, 2023).

(2) This corresponds to the payment of a final dividend (amounting to \$12.49 per share, paid on April 29, 2024) and a second interim dividend (amounting to \$2.36 per share, paid on September 11, 2024).

(3) This corresponds to the payment of a final dividend (amounting to \$15.95 per share, paid on May 5, 2025) and a second interim dividend (amounting to \$1.14 per share, paid on September 11, 2025).

b. Stock exchange transactions:

Santiago Stock Exchange			
2025	Average Prices (\$)	Units	Amount (M\$)
Total 1st Quarter	387.21	44,610,176	17,273,729
Total 2nd Quarter	365.43	42,720,521	15,611,239
Total 3rd Quarter	343.59	50,957,395	17,508,412
Total 4th Quarter	348.31	42,425,470	14,777,266

Chilean Electronic Stock Exchange			
2025	Average Prices (\$)	Units	Amount (M\$)
Total 1st Quarter	396.55	30,854	12,235
Total 2nd Quarter	359.52	429,481	154,408
Total 3rd Quarter	341.30	17,080	5,829
Total 4th Quarter	376.43	1,683,082	633,569

According to information provided by the Santiago Stock Exchange and the Chilean Electronic Stock Exchange, SONDA S.A.'s market presence as of December 30, 2025, reached 83.33% and 83.33%, respectively, at each institution.

c. Number of shareholders:

Tax ID (RUT)	Major shareholders	%	Shares
76413035-9	INDICO SA(*)	37.77%	329,032,953
79822680-0	INVERSIONES SANTA ISABEL LTDA. (*)	12.36%	107,655,768
79532990-0	BICE INVESTMENTS STOCKBROKERS, INC.	7.32%	63,757,814
96688520-3	INVERSIONES YUSTE SA(*)	3.59%	31,265,345
84177300-4	BTG PACTUAL CHILE S.A. Series B	3.40%	29,618,838
90249000-0	SANTIAGO CHAMBER OF COMMERCE STOCK EXCHANGE	2.19%	19,065,963
96966250-7	BTG PACTUAL CHILE EQUITY MUTUAL FUND	2.03%	17,671,127
76547723-9	KOYAM SA	1.72%	14,965,730
97036000-K	Banco Santander on behalf of foreign investors	1.69%	14,753,748
96683200-2	SANTANDER BROKERS LIMITED	1.49%	12,962,605
98000100-8	AFP HABITAT S.A. FOR FDO PENSION C	1.44%	12,524,955
76920676-0	INVERSIONES LA LAGUNA SPA(*)	1.41%	12,238,922

(*) Controlling shareholder

According to the Central Securities Depository's shareholder registry, the Company had a total of 240 shareholders as of December 31, 2025 (256 shareholders as of December 31, 2024).

2.3.5. Other securities

Corporate bonds

Series C Bond

On December 18, 2009, we issued two series of bonds, Series A and Series C. Series A, in the amount of UF 1,500,000 (Chilean inflation-indexed units of account), was issued with a 5-year term at an annual interest rate of 3.5%, and Series C, in the amount of UF 1,500,000, with a 21-year term at a fixed annual interest rate of 4.5%. These issuances were made under credit lines No. 622 and 621, respectively, with a combined maximum nominal amount of up to UF 3,000,000.

The company will periodically report the following indicators and safeguards to the bondholders' representatives, in accordance with the agreed-upon dates:

- **Debt-to-equity ratio:** The ratio of current liabilities minus cash to consolidated equity must not exceed 1.3 times.
- **Financial expense coverage:** The ratio of EBITDA to net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** The minimum equity level must be UF 8,000,000.
- **Maintain unencumbered assets:** Maintain assets free of any pledge, mortgage, or other encumbrance in an amount at least equal to 1.25 times the unsecured current liabilities.
- **Control over relevant subsidiaries:** Maintain control over the subsidiary SONDA Procwork Inf. Ltda.
- **Prohibition on disposing of assets:** No more than 15% of consolidated assets.

Series H Bond

On July 11, 2019, we issued a new Series H Bond, charged to Line 832, for a total of UF 3,000,000 with a 10-year bullet term, which forms part of the financing structure for the company's

investment plan for the 2019–2021 period. This bond accrues annual interest of UF +1.5%.

The company will periodically report the following indicators and safeguards to the bondholders' representatives, in accordance with the agreed-upon dates:

- **Debt-to-equity ratio:** The ratio of current liabilities minus cash to consolidated equity must not exceed 1.3 times.
- **Financial expense coverage:** The ratio of EBITDA to net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** The minimum equity level must be UF 8,000,000.
- **Maintain unencumbered assets:** Maintain assets free of any pledge, mortgage, or other encumbrance in an amount at least equal to 1.25 times the unsecured current liabilities.
- **Control over relevant subsidiaries:** Maintain control over relevant subsidiaries.
- **Prohibition on disposing of assets:** No more than 15% of consolidated assets.

The bond issuance agreements impose limits on financial indicators and obligations to act or refrain from acting, which are customary for this type of financing, and which as of December 31, 2025, have been met.

Transactions by directors, executives, and related parties

During 2025, no transactions involving SONDA shares were recorded by Senior Executives and directors.

Percentage of ownership interest in the company held by directors and senior executives as of 12/31/2025

Directors	
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%
Jacqueline Alejandra Saquel Mediano	0.000%
Alberto Eguiguren Correa	0.000%

Key Executives	
Marcelo Castiglione Veloso	0.004%
Gonzalo Soto	0.00%
Javier Larenas	0.00%

Distributable profit (M\$)	2023	2024	2025
Profit attributable to owners of the parent company	38,150,872	31,900,746	16,969,016
Retained earnings from the previous year	279,385,689	298,461,125	320,205,731
Dividends for the year ^(*)	(19,075,436)	(9,570,224)	(11,470,853)
Unrecognized adjustments from first-time adoption of IFRS ^(**)	(3,176,754)	(3,176,754)	(3,176,754)
Other adjustments to retained earnings	-	(585,916)	(1,963,379)
Distributable earnings	295,284,371	317,028,977	320,563,761

^(*) This corresponds to interim dividends attributable to net income for the fiscal year, plus the minimum dividend accrued in accordance with the Dividend Distribution Policy.

^(**) These correspond to adjustments from the first-time adoption of IFRS, which are recorded and tracked in the "Accumulated profits (losses)" account; these amounts are not considered for distribution as dividends, as they are deemed unrealized.

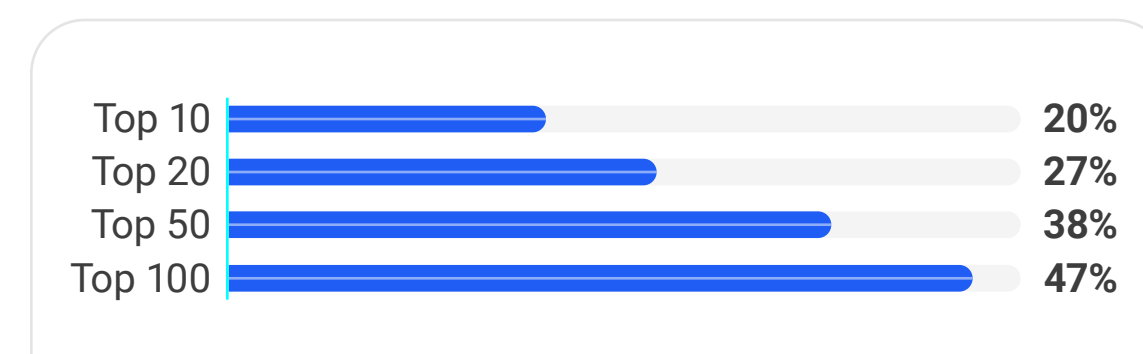
Clients

We have mitigated the volatility in revenue and our high dependence on a small group of customers through broad

regional and sectoral diversification of our installed customer base.

As a result, the company's 50 largest clients account for approximately 40% of our total revenue, which translates to low concentration and vulnerability, thereby reducing the risk that could arise from a potential crisis affecting a specific client, country, industry, sector, or business area. No single SONDA contract represents more than 5% of the company's total revenue.

Concentration of the customer portfolio



Insurance

SONDA keeps all its companies in Chile and abroad insured through an insurance program that covers the risks of its operations and assets: hardware, storage, distribution, infrastructure, buildings, contents, and service provision. Special emphasis has been placed on those areas where claims could have a significant impact on the company's economic and financial results.

The main policies are:

- **Comprehensive insurance policy for physical assets:** covers SONDA and its subsidiaries' assets against all risks, including buildings, warehouses, and merchandise; its own data center and all IT infrastructure and real estate contained therein; high-cost equipment; and specific client project contracts.
- **Electronic Equipment Policy:** covers the company's own equipment and/or third-party equipment in domestic

operations at the company's own facilities or those of clients, including fire, theft, and other risks.

- **Civil Liability Policy:** protects SONDA employees, subsidiaries, and contractors from potential financial claims arising from damage caused to third parties or their property in the course of their business activities, whether on their own premises, public roads, or third-party premises.
- **International Transportation Policy:** Covers damage that may be sustained by equipment and materials imported by land, sea, or air.
- **Cybersecurity and Professional Liability Policy:** protects against financial, legal, and operational risks arising from cyberattacks, data breaches, and network failures, as well as customer claims resulting from errors, negligence, or omissions during the performance of professional activities.
- **Other Miscellaneous Policies:** such as vehicle insurance, domestic transport insurance, travel assistance insurance, personal accident insurance, and others.

Brands (NCG 519 6.2.v)

SONDA and its subsidiaries conduct their business under various brands, both corporate and product specific. Among these, the most important is the SONDA brand, which is registered or in an advanced stage of registration in all countries where the company has direct operations. The company's regional consolidation strategy aims to establish a single, recognized brand across all these markets. Other notable brands include Quintec, FIN 700, and Klapp.

Regulatory Framework

SONDA conducts its activities under a national regulatory framework applicable to the technological nature of the services it provides. Among the main laws regulating its operations are Law No. 17,336 on Intellectual Property, Law No. 19,039 on Industrial Property, Law No. 19,223 and Law No. 21,459 on Computer Crimes, Law No. 20,393 on Criminal Liability of Legal

Entities, Law No. 19,628 on Personal Data Protection—along with its process of adaptation to modernization reforms—and Law No. 21,663 on Cybersecurity Framework. Likewise, Law No. 19,886 on Public Procurement is relevant for contracts entered into with government agencies.

Compliance with this regulatory framework requires the implementation of controls and preventive measures aimed at safeguarding information integrity, operational continuity, and corporate responsibility. In this context, SONDA has developed a compliance system that includes:

General Information Security Policy, rolled out through ongoing training and orientation programs.

- Crime Prevention Model in accordance with Law No. 20,393, with specific protocols, a risk matrix, and a compliance officer responsible for its oversight.
- Privacy and data protection policies and procedures, aligned with Law No. 19,628 and currently being adapted to its amendment by Law No. 21,719, which includes data minimization practices, consent management, access controls, proportional processing, confidentiality agreements applicable to employees, suppliers, and third parties, as well as response processes for data subject requests and potential security incidents involving personal data.
- Business continuity and cybersecurity plans, incorporating monitoring, incident management, and periodic updates in response to emerging threats.
- Regular internal audits and compliance reviews that ensure the ongoing validity and updating of corporate policies.

These measures help SONDA ensure strong compliance with applicable regulations while fostering a culture centered on security, transparency, corporate ethics, and sustainable operations.

Financing Policy

Our company has a strong financial position resulting from a track record of 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 traditional financing sources obtained from financial institutions, bond issuances carried out in 2009, 2014, and 2019 have provided part of the financing required for the investment plans our company is developing.

As part of our financing policy, the company maintains an adequate liquidity position, with sufficient financial resources to adequately weather economic fluctuations and take advantage of investment opportunities as they arise.

As of December 31, 2025, Financial Debt totaled US\$377.0 million, while Cash and Cash Equivalents and Other Current Financial Assets totaled US\$116.3 million, resulting in net financial debt of US\$260.7 million.

Investment Policy

Our Executive Committee and Management are constantly analyzing new investment opportunities related to the development of the IT business that allow us to grow and strengthen our presence in the region, whether through the implementation of systems integration and outsourcing projects, the development of value-added business lines, or the acquisition of companies.

Investment projects are presented by the business units in their annual operating plans. Off-plan investments are analyzed jointly by the corresponding business unit and Corporate Finance Management, Corporate General Management, and/or the Executive Committee, and then submitted for approval to the relevant Boards of Directors.

In the case of acquisitions, factors such as financial condition, customer and contract portfolio, cross-selling opportunities, volume of recurring revenue, customer perception, product and service offerings, executive team capabilities, geographic coverage, operational synergies, and management style, among others, are evaluated.

Regarding investment in Research and Development (R&D), this is primarily related to the development of new software services and products, the evolution of current products, and the ongoing training of professionals in cutting-edge technologies.

New investments are financed primarily through funds generated by operations and those obtained via bond issuances, bank loans, or capital increases. Major investments have

focused on the execution of large-scale technology integration projects.

Financial investments, on the other hand, are primarily intended 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, or others is not part of the business. However, in cases where warranted, positions in financial instruments may be taken to obtain adequate hedges against exchange rates or interest rates arising from the normal course of business operations. In any case, natural or operational hedges are always prioritized.

3. Corporate Governance

3.1 Governance Framework

3.1.i Operation of Corporate Governance

SONDA's Board of Directors operates effectively through a set of practices that support ongoing oversight of the corporate governance framework and enable timely, well-informed decision-making. While there is no formal process to assess the Board's performance, its effectiveness is reflected in the structured planning of its meetings, the regular review of key information, and the active engagement of its members. The directors' experience, qualifications, and professional track record further underpin sound decision-making and provide strategic direction aligned with good corporate governance principles.

Board Practices to Ensure Effective Performance:

- It regularly receives information relevant to strategic decision-making, including matters related to internal control, financial management, risks, regulatory compliance, human resources, legal affairs, commercial management, and monitoring of key projects.
- In its deliberations, the Board considers environmental, social, and human rights aspects, which are reflected in instruments such as the risk matrix and the Code of Ethics and Conduct.
- Evaluates and approves corporate policies, monitors the organization's value creation and the efficient use

of resources, and oversees compliance with applicable regulations in the various markets where it operates.

- It relies on reports issued by the Internal Audit Department.
- As a best practice, each Board meeting begins with a review of compliance issues, thereby strengthening the culture of integrity, legality, and transparency.
- It has established a systematic reporting schedule to the Board of Directors, which includes semi-annual presentations on:
 - Operation of the whistleblower channel
 - Progress of the internal audit plan
 - Risk management assessment

3.1.ii Sustainability Approach in Business

At SONDA, environmental, social, and human rights issues—including climate change—are considered relevant to responsible business management and are addressed through various company tools and processes. These matters have been incorporated into the risk matrices, as well as into institutional documents such as the Sustainability Statement and the Code of Ethics, which guide the organization's actions based on ESG (environmental, social, and governance) principles.

The Board of Directors is responsible for the company's strategic direction, including ESG matters, the approval of its policies, monitoring its value creation and efficient use of resources, overseeing its performance, as well as managing

risks and control systems. The administration and execution of these matters fall to the General Management, which manages them at the operational level. Likewise, we maintain a general orientation aligned with the United Nations Sustainable Development Goals (SDGs), which are reflected across the board in technological solutions and corporate practices.

As part of ongoing review processes, and in line with the requirements of NCG 519, a systematic reporting process to the Board of Directors was established, which includes semi-annual presentations on the management of the whistleblowing channel, the risk management system, and the progress of the internal audit plan. These presentations are conducted according to a predefined schedule, and each Board meeting begins with a review of compliance issues, reinforcing the institution's commitment to ethics, transparency, and control. This approach has been recognized externally, with SONDA remaining on the Dow Jones Sustainability Index Chile and MILA for the ninth consecutive year, as well as on the S&P IPSA ESG Tilted Index of the Santiago Stock Exchange, reflecting a consistent track record in corporate sustainability.

3.1. iii, iv Corporate Governance Practices

The Board ensures the identification and management of conflicts of interest, the prevention of economic crimes, and the promotion of free competition practices through a set of mechanisms integrated into its compliance system.

Among these, the Crime Prevention Model (MPD) stands out, implemented in accordance with Law No. 20,393 and updated in accordance with the Anti-Money Laundering and Counter-Terrorist Financing Act, Law No. 21,595, and the Anti-Corruption and Anti-Bribery Policy. This model and policy address the prevention of crimes such as bribery, money laundering, and terrorist financing, and apply to directors, executives, and employees in all countries where we operate. Its scope also includes the review of relationships with customers, suppliers, contractors, subcontractors, and Politically Exposed Persons.

In 2025, we continued the ISO 37001 certification process for anti-bribery management in Chile, which will join Brazil, which obtained this certification in 2023. This standard reinforces the effectiveness of our model and strengthens prevention against corruption risks.

The Code of Ethics establishes definitions and criteria for managing conflicts of interest, and these matters are supplemented by various specific corporate policies ([see p. 65](#)). The management of inappropriate conduct is handled through an external and confidential reporting channel, available in three languages and accessible to employees and third parties. The Ethics Committee is responsible for monitoring these reports, ensuring an impartial evaluation and the protection of the whistleblower. To reinforce these frameworks, ongoing training in ethics and compliance is provided, both during onboarding and as part of professional development.



We have identified our key stakeholders through a systematic process that considers context analysis, materiality assessments, regulatory compliance, and strategic planning. These groups include customers, employees, labor unions, suppliers and partners, shareholders, government authorities, mutual benefit societies, and local communities, each with specific needs and expectations that the organization monitors on an ongoing basis (see p. 113).

Our activities directly affect these groups in several ways: the quality and continuity of the technology services we deliver to clients; employees' professional development, safety, and well-being; regulatory compliance with authorities; labor relations with unions; supplier evaluation and performance; the financial and strategic results reported to shareholders; and the development of solutions to support climate adaptation in communities, among others.

Corporate management formally reports stakeholder-related requirements, risks, and opportunities to the Board, enabling it to incorporate these perspectives into its deliberations and strategic decisions, as well as its continuous improvement efforts. As part of the Integrated Management System, we also systematically track stakeholder needs and expectations and integrate them into senior management planning and review.

3.1.v Promotion of Innovation

Innovation is a core pillar of our strategy and operating model. Leveraging technologies such as artificial intelligence, IoT, big data, cloud computing, and RPA, we tackle challenges including climate change, operational efficiency, and the digital transformation of both public and private sectors. As part of the 2025–2027 Strategic Plan, we strengthened an open innovation ecosystem through the SONDA Innova initiative, which connects more than 85 startups across countries with the needs of our business verticals and fosters active collaboration with universities, innovation centers, and global technology partners. This network has led to scalable solutions that are incorporated into our commercial portfolio, enabling

faster, more tailored responses to our clients' needs. (see pp. 25 and 26).

At the same time, we have a corporate division focused on managing Mega Deals—large-scale transformational projects that combine innovation, expertise, and collaboration to modernize strategic sectors such as healthcare, education, transportation, security, and public services in Latin America (see p. 29). These initiatives reflect a structured allocation of human, technological, and financial resources to R&D, which includes strengthening internal capabilities such as the Digital Software Factory, developing policies such as Responsible Artificial Intelligence, and implementing programs such as Academia-SONDA, which engage university students in solving real-world, high-impact challenges (see p. 27). This comprehensive approach reinforces SONDA's commitment to innovation as a driver of competitiveness, social transformation, and the generation of sustainable value.

3.1.vi, vii Identifying and Reducing Barriers

Diversity and plurality are key elements for developing technological solutions with a regional and inclusive focus. To identify and reduce organizational, social, or cultural barriers that may inhibit the natural diversity of our organization, we have a set of tools such as the Ethics Management System, performance evaluations, organizational climate assessments, and an ongoing training program that reinforce corporate culture and foster a plurality of ideas. Additionally, we promote inclusive environments through initiatives such as SONDA Mujeres, which seeks to increase female participation in STEM fields, and our diversity policy, which establishes principles and guidelines to promote equal opportunities and eliminate gender, cultural, or generational biases within the organization.

In the recruitment process, we identify and value diverse technical skills, experiences, knowledge, qualifications, and perspectives, tailored to the specific roles at each organizational

level. This identification is carried out through structured interviews, competency assessments, and tools that allow us to analyze both personal and professional and managerial skills. To reinforce this approach, since 2021 we have had a Hiring Policy focused on gender equality, which establishes as a mandatory criterion that all shortlists of job candidates must include at least one woman.

3.2 Board of Directors

3.2.ii Directors' compensation; 3.3.iii Compensation of its members

Directors	12/31/2025		12/31/2024	
	M\$	M\$	M\$	M\$
	Per diems ⁽¹⁾	Other ⁽²⁾	Per diems ⁽¹⁾	Other ⁽²⁾
Bone Soto, Enrique	56,438	-	54,050	-
Eguiguren Correa, Alberto	56,438	-	54,050	-
Hurtado Rourke, Carlos Alberto (*)	46,919	-	54,050	-
Navarro Betteley, Andrés	42,328	-	40,538	-
Navarro Betteley, María del Rosario	42,329	-	40,538	-
Orlandini Robert, José	84,657	439,254	81,075	420,561
Osorio Peña, Rafael	42,329	159,094	40,538	181,755
Plöger Ingo	42,635	56,788	40,698	52,250
Saquel Mediano, Jacqueline	44,708	-	40,538	-
Totals	458,781	655,136	446,075	654,566

(1) Includes attendance at Board of Directors and Executive Committee meetings.

(2) These correspond to payments for services contractually established at SONDA or subsidiaries, while serving on the current Board of Directors.

(*) The director submitted his resignation in November 2025; no replacement has been appointed by the Board of Directors of Sonda S.A.

3.2.iii Policy on Hiring Experts

The Board of Directors maintains a policy governing the engagement of experts in financial, accounting, legal, tax, and other specialized areas. Under this policy, any director may request the engagement of an expert, subject to criteria such as the absence of conflicts of interest, budget availability, prior assessment based on quotations, and approval in accordance with the applicable quorum requirements. The policy does not contemplate a veto mechanism, as Board decisions are governed by the quorum and deliberation rules set forth in the bylaws and applicable law. It further provides that the outcomes of such engagements may be communicated to management but does not require disclosure of engagements that are not pursued or the reasons for their rejection, as these fall within the Board's exclusive authority.

Likewise, in 2024, a Success Fee Payment Policy was adopted for contracting of external services, which regulates the conditions under which third parties may be contracted under this mechanism. If the hired expert has a relationship with related parties of the company, their approval is recorded in the minutes, in accordance with the provisions of the Corporations Act, and their hiring is duly disclosed in the financial statements and at the Annual Shareholders' Meeting.

In 2025, no external advisors were hired by the Board of Directors or the Board Committee, and therefore, no payments were made in connection with this matter.



3.2.i, iv Experience of Board Members

All members of the Board of Directors were appointed at the Ordinary Shareholders' Meeting held on April 12, 2023.



José Orlandini R.
Chairman
Electrical Engineer,
Universidad de Chile

He has chaired SONDA's Board of Directors since 2023 and is also Vice President of the Santiago Chamber of Commerce; in March 2026, he will assume the presidency of the Chilean Institute of Engineers. He began his career at SONDA in 1985 as a Project Engineer, where he worked on automatic control projects at mining plants. Over time, he assumed greater responsibilities in the commercial and technical management of projects, including some of the largest in the company's history. In 2020, he was appointed Corporate General Manager, a period during which SONDA grew at an annual rate of 20%, expanding organically and launching operations in new regions, including the United States. Under his leadership, SONDA has secured major contracts for digital transformation projects in countries such as Chile, Colombia, Mexico, Brazil, Uruguay, and Panama.



Rosario Navarro B.
Vice President
Bachelor's Degree in Aesthetics,
Pontificia Universidad Católica de Chile

President of the Society for Industrial Development (SOFOPA), Senior Partner at IDEMAX Business Consulting, and Advisor to the MOKITA Project. She served as Director of the Educational Technologies division and the Educarchile portal at Fundación Chile, as well as Director of Web Development and later Director of Marketing and Communications at UNAB. She joined SONDA's Board of Directors in 2013.



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

He is currently director at Viña Santa Rita, Banco Internacional, and Sudmaris Chile S.A. He served as general manager of Sudmaris Chile S.A. and Las Tacas Corp. He joined the SONDA Board of Directors in 2017.



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

He is currently a director at Empresas and Manager of Operations and Technology at KLAP, as well as General Manager of ISwitch. He worked at SONDA for 41 years, joining the company in 1981 as a Research Engineer. In 1985, he became Assistant Manager of Finance and Planning; in 1989, he held the position of Manager of Administration and Finance at SONDA Argentina; and in 1996, he assumed the role of Corporate CFO until June 2022, overseeing the areas of Corporate Finance, Strategic Planning, Management Planning and Control, Treasury, Accounting, Tax, Corporate Governance, Internal Audit, Risk Management, Internal IT, M&A processes, and Investor Relations. He also served as Director of Subsidiaries in Chile and Abroad and as a member of the Executive Committee and the Corporate Business Units Committee. Additionally, he served as Director of Club Deportivo Universidad Católica and Chairman of the Club's Sports Commission. He joined SONDA's Board of Directors in 2023.



Jacqueline Saquel M.

Independent Director

Business Engineer,
Universidad de Santiago de Chile

A corporate director and executive with over 25 years of business experience in Latin America across the consumer goods, forestry, and energy industries, in both the private and public sectors. Her career includes a significant role in strategic and financial management at various Chilean companies, for which she was recognized with the “2021 Executive Woman” Award. She has served as a director at ENAMI, GNL Quintero, and CMPC, where she also held positions as Corporate Development Manager, People and Marketing Manager, and director of the subsidiaries Papeles Cordillera, Envases Impresos Roble Alto, Chilena de Moldeados S.A., Forsac S.A., CMPC Cartulinas S.A., Servicios Compartidos S.A., and Bioenergías Forestales S.A. Additionally, she served as Manager of Administration and Finance at ENAP. She currently serves as a director of Cintac S.A., Icafal S.A., Fundación Don Bosco, and Universidad Católica Silva Henríquez, and is a member of the Board of Directors of Cintac S.A. and SONDA S.A. She chairs the Culture, Ethics, and Sustainability Committee at Coca-Cola Andina. She joined the Board of Directors of Sonda in 2023.



Ingo Plöger

Independent Director

Engineer, economist, and entrepreneur,
Technical University of Darmstadt and Munich

He currently serves as president of IPDES and is 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 companies and institutions and as a member of the team at the Ministry of Industry and Commerce in Brazil. He is a member of the FEI Educacional Foundation, the ITACI Foundation for the Treatment of Childhood Cancer, and the SBA German Charitable Society. Between 2014 and 2016, he served as international president of the Business Council of the Americas (CEAL); today, he is president of the CEAL Brazil Chapter and vice president of ABAG. He joined the SONDA Board of Directors in 2020.



Enrique Bone S.

Independent Director

Industrial Civil Engineer, Pontificia Universidad Católica de Chile, and Master of Philosophy,
Universidad de Los Andes

Founding partner and Chairman of the Board of CIS Consultores. He currently chairs the boards of Paz Corp S.A., Grupo Inmobiliario Nialem S.A., and Inversiones Niágara S.A., and is also a board member of the following companies and organizations: Empresas Hites S.A., ESE Business School, and serves on the Higher Council of the University of the Andes. He served as director of Supermercados ALVI, Fundación de Salud El Teniente, Express S.A., and IDESSA, a subsidiary of Endesa. From 1989 to 2000, he served as an advisor to the Director of the Civil Registry and Identification, the Director of the Institute of Social Security Standardization (now IPS), and the Director of FONASA, actively participating in their institutional modernization processes. He joined the Board of Directors of SONDA in 2017.



Alberto Eguiguren C.

Independent Director

Lawyer, Pontificia Universidad Católica de Chile, with a Master of Laws (LLM) from Duke University, North Carolina, USA (Presidential Scholarship).

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.; among others. He joined the Board of Directors of SONDA in 2020. 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 Laboratorio Chile S.A.; Laboratorios Armstrong Syncro S.A.C.I.F. in Argentina; and Newpharm S.A. in Peru, and as a director of Walmart Chile S.A.; CFR Pharmaceuticals S.A.; Clínica Las Condes S.A.; Sudameris Bank S.A.E.C.A.; and Abbeyfield Group in Ireland.



3.2.v Onboarding Process for New Board Members

We have a **Board Onboarding Manual** that outlines the formal procedure to ensure each new member profits a comprehensive understanding of the business and its strategic environment. This procedure includes meetings with key executives, as well as access to essential company information, including financial statements, management discussion and analysis, annual reports, risk matrices, and other background information relevant to the performance of the role.

As part of the Board renewal process, candidates must submit a declaration of no disqualifications and a sworn statement of independence, in accordance with the provisions of Law No. 18,046. Once elected, new directors must also declare their interests, disclose whether they are Politically Exposed Persons (PEPs), and participate in annual ethics trainings. In addition, they participate in an onboarding process on compliance and risk management, which aims to align new members with SONDA's organizational culture and ethical standards.

3.2.vi Frequency of Board meetings with risk, audit, and sustainability departments, and with the external audit firm

The Board has a structured engagement schedule with key control and management areas as part of its strategic oversight and compliance role.

- **External audit firm:** The Board held quarterly meetings to review the audit program, plan results, service coverage, allocated resources, internal control recommendations, and other relevant matters. This information is presented to both the Executive Committee and the Board. The Corporate General Manager and the Corporate Finance Manager participate in these sessions.

- **Risk Management Unit:** Two sessions were held during the year, as the company's risks do not undergo significant changes on a quarterly basis due to the nature of the business. During these sessions, the risk matrix, the identification and monitoring methodology, and the associated indicators were reviewed. The presentations are directed at General Management and the Board of Directors.
- **Internal Audit:** Two meetings were held during the year to present the results of the current Audit Plan and validate the plan for the following cycle. These sessions also included the participation of the General Manager and the Corporate Finance Manager.
- **Social Responsibility Function:** Although we do not have a dedicated unit for this area, its management is cross-functional and integrated into the operations of various departments, primarily Human Resources, Investor Relations, and Internal Control, Risk, and Corporate Governance, depending on the specific issue.

3.2.vii Inclusion of environmental and social issues in reporting to the Board of Directors and in strategic decisions

The Board of Directors incorporates environmental and social issues into its strategic analysis, as well as into risk oversight. These dimensions are involved in the corporate risk matrix, which is regularly updated and reviewed, and which integrates variables such as the impact of climate change on operations (especially in data centers) and social aspects related to working conditions, well-being, diversity, and inclusion.

Although there is no dedicated sustainability unit, the company channels information on these matters through various departments, and when appropriate, this information is reported to the Corporate General Manager, senior executives, or directly to the Board of Directors. During the development of the 2025–2027 Strategic Plan, social and environmental variables were considered as part of the analysis of the context and the

operating environment, which allowed for their integration into the definition of action lines, the prioritization of investments, and the positioning of impactful solutions. Likewise, these commitments are reflected in the Sustainability Statement, which establishes that the Board of Directors is responsible for properly managing risks associated with sustainability and ensuring the creation of long-term value.

3.2.viii Board visits to field sites and facilities

Given SONDA's line of business and the nature of its operations, which are primarily focused on technology services, we do not have a formal schedule for on-site visits by the Board of Directors. Key facilities, such as the corporate headquarters and the main data center, are located in Santiago, Chile, and are easily accessible to Board members should they deem it appropriate.

In particular, the Data Center has security protocols and restricted access that limit entry to certain critical areas. However, managers are always welcome to visit the facility by prior arrangement, which allows for a balance between oversight needs and the requirements for operational continuity and the protection of critical infrastructure. In this context, the monitoring and evaluation of operational performance is carried out primarily through periodic reports, executive presentations, and specific committees supporting the Board of Directors.

3.2.ix Evaluation of Board Performance

The Board of Directors is composed of professionals with extensive experience, technical training, and strategic vision—qualities considered by the shareholders at the time of their appointment. Although no formal procedure for evaluating the collective or individual performance of the Board has been implemented to date, the company recognizes the importance of such practices and remains open to their future implementation, in line with international corporate governance standards.

As complementary mechanisms, we have an Onboarding Manual that provides new members with the necessary information to understand the business, its key risks, organizational structure, and the applicable regulatory framework. In addition, the Board of Directors periodically receives briefings on regulatory changes and emerging issues, which strengthens its analytical and decision-making capabilities. This approach has allowed us to maintain high levels of alignment with corporate strategy and sound corporate governance, even in the absence of a formalized evaluation.

3.2.x Commitment to the Role of Director

Although we do not have a formal policy establishing minimum time commitments for directors' exclusive dedication or deadlines for sending notices or background materials, the Board's operations are governed by the provisions of the Articles of Incorporation, which call for monthly regular meetings, as well as special sessions when the situation warrants. This frequency allows for timely follow-up on strategy, risk monitoring, and review of financial and operational management.

In practice, directors actively participate in scheduled sessions, as well as in the committees of which they are members, particularly the Board of Directors Committee, in the case of independent members. They also receive the necessary background materials for each meeting well in advance, including financial reports, strategic presentations, and updates on risk, audit, and compliance. This process enables thorough preparation and informed analysis. Directors also maintain open communication with the Corporate General Manager and the Corporate Finance Manager, and may request additional information, raise concerns, and actively contribute to the agenda of each session. This practice, while not formalized, has proven to be effective and consistent with the Board's responsibilities and the complexity of the business.

3.2.xi Operation of the Board of Directors in Contingency Situations

Regarding the Board’s operations, the Law and the Bylaws outline its basic organization, leaving room to define, depending on the situation, the holding of special meetings, the strengthening of reporting channels, and the adaptation of working mechanisms. Most directors reside in Chile, which allows for agile and effective communication, and the ability to hold remote meetings has proven to be an effective tool for ensuring the continuity of their work even in adverse scenarios. Although there are no specific regulations governing alternative operations during a crisis, the Board’s structural and operational flexibility has allowed it to address various contingencies in a timely and efficient manner, without compromising its strategic leadership role or the principles of corporate governance.

3.2.xii Board Information System

Since 2013, we have operated a **remote information system** exclusively for the Board of Directors, which provides secure, centralized access to the minutes, records, and supporting documents for each meeting. Each director has personal access credentials, and the documentation is organized chronologically, facilitating traceability and historical reference. The notice, agenda, and background materials for each session are typically sent five days in advance, allowing for adequate preparation; the final text of the minutes is uploaded to the platform once signed by all directors.

Additionally, the Board members have access to information handled by the Ethics Committee, including follow-up on relevant cases received through the Whistleblower System, which is managed by an external provider. The Board is regularly informed about the most serious complaints, ensuring visibility on these matters and reinforcing the organization’s ethical oversight function.

Whistleblowing Channel: <https://sonda.ines.cl/sonda/formulario>

3.2.xiii – a, b, c, d, e. Composition of SONDA Board of Directors

(As of December 31, 2025)

		2025		
		Directors		
		Men	Women	
Board Diversity	Gender	6	2	
	Nationality	Chileans	5	2
		Foreigners	1	-
	Age	Under 30	-	-
		Between 31 and 40 years old	-	-
		Ages 41–50	1	-
		Between 51 and 60 years old	-	1
		Ages 61–70	3	1
		Over 71	2	-
	Length of service	Less than 3 years	-	-
Between 3 and 6 years		4	2	
Over 6 and under 9 years		2	-	
Between 9 and 12 years		-	-	
Over 12 years old		-	-	
Independence	Independent	3	1	
	Not independent	3	1	
Disability status		-	-	

Note: We do not have alternate directors.

3.2.xiii.f Gender Pay Gap

For all directors whose responsibilities do not include committee service, the salary is the same, so there is no gap.

3.4 Senior Executives

3.4.i, iv Senior executives and their ownership interests

Tax ID	Name	Occupation	Position of Key Executive	Date of Appointment	Ownership Interest in the Company
10,854,322-1	Marcelo Castiglione Veloso	Industrial Civil Engineer	Corporate General Manager	03/01/2024	0.004%
10,033,471-2	Gonzalo Soto Serdio	Industrial Civil Engineer	Corporate Finance Manager	07/01/2022	0.000%
10,995,511-6	Javier Larenas Bucchi	Electrical Civil Engineer	General Manager, SONDA Chile	03/01/2024	0.000%

3.4.ii, iii Compensation for Senior Executives

Figures in thousands of Chilean \$

M\$	2025	2024
Fixed Compensation	7,215,934	5,566,174
Variable Compensation (*)	1,955,250	1,725,866
Total	9,171,184	7,292,040

(*) These correspond to variable bonuses, which are determined annually based on an evaluation of performance plan fulfillment.

These figures correspond to all company’s senior executives at the regional level. There are no other executive compensation plans or special benefits.

During 2025, SONDA made severance payments to senior executives totaling M\$ 346,408 (M\$ 861,418 in 2024).

3.5 Adherence to National and International Codes

As of December 2025, SONDA has not formally adopted any specific corporate governance code or standard issued by public or private organizations, whether domestic or international. Nevertheless, the company voluntarily applies international principles and best practices, including those set out in the

COSO framework for risk management and internal control and the United Nations Guiding Principles on Business and Human Rights, which have been incorporated into its Code of Ethics and other corporate policies. The company also participates in international initiatives such as the UN Global Compact and has implemented internationally recognized certifications that reinforce its ethics, compliance, and sustainability practices. These initiatives include the implementation of the ISO 37001 Anti-Bribery Management System, initially pursued in Brazil and subsequently extended to subsidiaries in Chile, Costa Rica, Ecuador, Uruguay, and Peru. ISO 37001 certification has already been obtained in Brazil, Uruguay, Chile, Peru, Costa Rica, and Ecuador (see pp. 33).

3.6 Risk Management

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

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

The risk management process considers operational, financial, labor, social, environmental, and human rights factors, applying

methodologies aligned with the frameworks of the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and the International Organization for Standardization (ISO). Although physical and transition risks associated with climate change have not been classified as critical, they are continuously monitored, particularly in relation to data center operations and regulatory changes. In the social and human rights sphere, risks such as harassment, discrimination, labor disputes, and cybersecurity are addressed through internal policies, training, and mechanisms such as the whistleblowing channel. At the same time, strategic opportunities to contribute to sustainability are identified through technological solutions that promote energy efficiency, water management, and urban modernization.

Identified risks related to climate change

Among the identified risks associated with climate change are extreme weather events, such as floods and prolonged droughts, which could affect employee commuting or the operational continuity of customers. In particular, the company recognizes the vulnerability of its data centers to power outages resulting from such events. To mitigate these impacts, there are backup generators, contingency plans, business continuity procedures, and recovery protocols in place, which help maintain the stability of critical services in the face of these types of environmental risks.

Identified opportunities related to climate change

Climate change represents a strategic opportunity for SONDA as a technology enabler. The growing need for environmental mitigation and adaptation has driven demand for digital solutions focused on energy efficiency, water management, traceability, electromobility, and smart cities—areas in which SONDA already has a well-established offering (see p. 44).

Regulatory frameworks and international climate commitments are also accelerating digitalization in the public and private sectors, which can lead to greater technology adoption, new business opportunities, and increased demand for specialized

services, thereby strengthening our position in the transition toward low-carbon economies.

b. Information Security Risks

We manage information security risks using a preventive approach, based on international standards and certified management systems. Our operations are supported by 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 through annual external audits conducted by independent certification bodies, which issue the corresponding certificates. Additionally, we undergo attestation audits that generate reports such as AT 205, AT 320, and SOC2, which are shared with strategic clients, including the Association of Banks and Financial Institutions of Chile A.G.

Specific policies have been established for each of these systems, notably the Information Security Policy, the Personal Data Processing Policy, and the Business Continuity Policy, which promote systematic risk management in accordance with ISO 31000. These policies define key processes for incident management, business continuity, and data protection, strengthening our ability to anticipate and respond to digital threats.

c. Risks Related to Free Competition

There are mechanisms such as the Ethics Committee, the annual review of the risk matrix, and the materiality assessment process for the integrated report, among others, through which potential risks related to human rights, ESG aspects, free competition, and the matters covered by the Crime Prevention Model are monitored, identified, and evaluated. In addition, the Ethics Committee monitors compliance with these matters, particularly through the whistleblowing channel (see p. 66).

d. Risks related to consumer health and safety

Given the nature of our business, risks to consumer health and safety are not included in our strategic risk matrix, as they have not been deemed material.

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

We acknowledge our operations, particularly those associated with data centers, can generate environmental impacts, mainly related to energy consumption, water use, carbon footprint, and technological waste. These impacts are managed through the design, operation, and maintenance of our critical facilities, applying high international standards of sustainability and efficiency. For example, our KUDOS data center, located in Chile, holds TIER IV certification from the Uptime Institute. It was designed according to criteria of high energy efficiency, automation, use of renewable energy, and real-time environmental monitoring, which allows us to maintain operational continuity with a lower environmental impact.

Furthermore, we have aligned our contribution to society and the environment with the United Nations Sustainable Development Goals (SDGs). We understand that information and communication technologies play a central role in achieving many of these goals, driving us to develop technological solutions that—based on the challenges of our own operations—now enable us to support third parties in areas such as energy and water efficiency, the digitization of public services, sustainable mobility, traceability, environmental monitoring, and Net Zero strategies. These opportunities not only strengthen our value proposition but also amplify our positive impact on society and the environment.

3.6.iii, iv, v, vi Risk identification and significant risks

Risk management is based on a structured, preventive, and cross-functional approach. To support this, we have

implemented a Risk Management Policy aligned with ISO 31000:2009, together with a formal risk control and management process grounded in recognized best practices for internal control and information technology, including those developed by the Committee of Sponsoring Organizations of the Treadway Commission (COSO). This system incorporates concepts, definitions, and tools that enable identification, categorization, and assessment of the strategic risks faced by SONDA and its subsidiaries, with the results presented periodically to the Board of Directors. The scope includes operational, financial, labor, social, environmental, and human rights risks, as well as those related to climate change or new regulatory requirements.

The Board of Directors is responsible for overseeing the risks faced by the company, delegating to the Internal Control, Risk, and Corporate Governance Department the coordination of the process of detection, assessment, categorization, and monitoring at the corporate and regional levels. This department monitors the implementation of action plans and submits periodic reports to the Board of Directors, strengthening the system’s traceability and coverage.

This system is reinforced by mechanisms such as the Ethics Committee, which monitors reputational and social risks, including reports submitted through the Whistleblower Channel, as well as by the annual review of the strategic risk matrix and the findings from the integrated report materiality assessment process.

The Internal Audit Department, in turn, plays a key role in overseeing the risk management system. The department reviews compliance with established plans, assesses the effectiveness of controls, and promotes best practices across all countries where the company operates. Its reports are submitted to the Board of Directors and the Directors’ Committee, ensuring effective oversight and continuous improvement.



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

The Board of Directors, composed of independent directors in accordance with Article 50bis of Law No. 18,046, meets once a year to review the remuneration systems and compensation plans for the company's managers, senior executives, and employees. This committee did not engage external consultants for this purpose.

3.6.xii Board Procedures for Submitting Salary Structures and Compensation and Indemnification Policies for Senior Executives to Shareholder Approval

We do not have procedures in place to submit the salary structures and compensation and indemnification policies for the CEO and other senior executives to shareholders for approval.

3.7 Relations with Stakeholders and the General Public

3.7.i Stakeholder Relations Unit

Our relationship with the market and shareholders is based on current legal and regulatory standards, which establish disclosure deadlines and criteria, as well as the appropriate standards for such disclosures. Additionally, we have an Investor Relations and Stakeholder Engagement Unit, whose objective is to address questions and provide information regarding the company's main risks, as well as its financial, legal, and business situations.

Furthermore, the Corporate Marketing and External Communications Department is responsible for managing relationships and communications with the media, customers, and business partners; while the Corporate Engagement

and Internal Communications Department is responsible for communications with employees. Communication with these groups is conducted via email, telephone, in-person and remote meetings, or directly through the company's website.

3.7.ii Procedure for Continuous Improvement

Although we do not have a formal procedure exclusively for the continuous improvement of processes for preparing and disseminating information to the market, we do have mechanisms in place to identify opportunities for improvement and strengthen the quality, clarity, and timeliness of our corporate communications. One of these is the **Communications and Crisis Protocol**, updated annually, which provides corporate guidelines to executives and spokespersons regarding interactions with the media, investors, and key stakeholders. This protocol is adjusted based on internal changes and the broader context, incorporating lessons learned and best practices with each revision.

Additionally, we hold a regular schedule of quarterly meetings with investors, in which SONDA's Investor Relations, Marketing, and Communications teams participate, as well as the external communications agency. These meetings also allow us to gather feedback to identify adjustments to the formats and content disclosed.

3.7.iii Procedure for Informing Shareholders Prior to the Meeting

The Board of Directors has a procedure for the nomination and election of directors that stipulates that, at least two days prior to the Annual Shareholders' Meeting, a professional profile containing the background of each candidate must be published on the company's website, provided that this information has been previously submitted to the CEO. The profile includes their education, career history, professional experience, and areas of expertise, providing shareholders with basic background information for decision-making. In case this

information is not received in advance, it is distributed at the start of the Meeting. This procedure was formally approved by the Board of Directors.

Such procedure was adopted by a resolution of the Board of Directors and does not provide for informing shareholders in advance about the diversity of skills, qualifications, and experience of the candidates for director.

Currently, the company does not maintain a formal process to support shareholders in identifying or proposing candidates for the Board of Directors, nor does it have a policy addressing diversity in the composition of candidate slates. Given the current ownership structure and the technical qualifications of the shareholders who have historically proposed candidates, the Board has determined that intervention in this process is unnecessary, particularly to preserve fairness in the exercise of this right by minority shareholders.

However, consistent with the Corporate Diversity, Inclusion, and Human Rights Policy, we recognize the value of diverse, multidisciplinary teams. While the policy does not directly govern Board composition, its principles inform the company's culture and may guide future decisions in this area. In addition, as a publicly held company, SONDA is working to define the mechanisms to be incorporated into its bylaws to comply with the female representation requirements applicable to Board elections at the Annual Shareholders' Meeting under Law No. 21,757.

3.7.iv Mechanism for Shareholder Participation via Remote Means

Since 2020, we have maintained a Board-approved procedure that allows shareholders to participate in meetings and exercise their voting rights remotely, on equal terms with those attending in person. This mechanism has been activated for various shareholder meetings depending on the health and technological conditions prevailing at the time. In addition,

in 2021 we implemented a secure web-based platform for registration, participation, and voting, featuring robust authentication measures such as biometric verification and identity document validation.

Although shareholder meetings held since 2022 have been conducted entirely in person, the technical infrastructure remains in place and may be activated at the Board's discretion. At present, the procedure does not provide for real-time public access, as participation in shareholder meetings is reserved exclusively for shareholders. Nevertheless, the final meeting minutes are published on the corporate website in accordance with applicable regulations, thereby ensuring transparency regarding the resolutions adopted



5. People

For the 2025 reporting process, we have compiled information on individuals based on the records currently held by the organization.

5.1 Workforce

5.1.1 and 5.1.2 People by gender and nationality

Number of employees by nationality	Job categories by nationality																	
	Senior Management		Management		Supervisors		Operative		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Argentine	1	1	4	18	8	19	-	-	2	15	5	4	-	1	29	88	23	199
Bolivian	-	-	-	-	1	2	-	-	1	1	-	-	1	-	2	8	1	-
Brazilian	-	3	48	115	108	203	-	-	50	65	144	60	13	22	1,029	2,224	371	1,291
Chilean	2	21	57	141	75	222	-	-	206	221	97	110	6	24	292	1,092	68	414
Colombian	-	-	18	28	76	81	-	-	26	20	21	18	2	7	173	370	320	832
Costa Rican	-	1	-	5	3	1	-	-	4	2	10	5	2	2	11	50	-	-
Cuban	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
Ecuadorian	-	-	2	5	4	2	-	-	7	5	4	1	4	4	24	42	14	98
Egyptian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
American	-	-	-	-	-	-	-	-	-	1	-	-	-	-	2	1	-	1
Guatemalan	-	1	-	1	-	1	-	-	-	3	2	1	-	-	-	-	1	17
Italian	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	2	-	-
Mexican	-	-	5	16	17	37	-	-	7	14	36	23	3	2	47	141	141	452
Panamanian	-	-	4	6	10	19	-	-	10	8	11	16	144	18	29	34	7	81
Paraguayan	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	2
Peruvian	1	-	6	8	12	23	-	-	8	18	6	2	2	-	48	117	31	222
Portuguese	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	2
Uruguayan	-	1	5	9	13	20	-	-	2	9	3	1	-	-	33	86	40	151
Venezuelan	-	1	2	2	4	5	-	-	14	21	3	2	1	-	17	23	15	25
Polish	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
French	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Algerian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Spanish	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-
Salvadoran	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ukrainian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
Israeli	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
Guinean-Ecuadorian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Nicaraguan	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Russian	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Total	4	29	152	356	333	636	-	-	337	403	342	244	178	80	1,738	4,283	1,033	3,792

Scope: Corporate



5.1.3. People by age group

	Job Categories by Age Group																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Under 30	-	-	-	-	26	33	-	-	92	83	108	74	36	16	246	657	461	1,478
Between 30 and 40 years old	-	-	19	47	133	256	-	-	123	144	115	91	56	21	721	1,558	376	1,412
Between 41 and 50 years old	1	7	72	145	122	222	-	-	82	93	68	43	49	22	543	1,295	149	638
Aged 51-60	3	14	57	140	45	109	-	-	38	78	37	25	30	13	200	568	41	231
Between 61 and 70 years old	-	8	4	24	7	16	-	-	2	5	11	10	6	7	27	190	6	33
Over 70 years	-	-	-	-	-	-	-	-	-	-	3	1	1	1	1	15	-	-
Total	4	29	152	356	333	636	-	-	337	403	342	244	178	80	1,738	4,283	1,033	3,792

Scope: Corporate

5.1.4. Employees by Length of Service

	Job Categories by Age Range																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Under 3 years	1	5	18	82	84	170	-	-	158	242	166	112	50	27	919	2,087	539	2,097
Between 3 and 6 years	-	7	30	61	97	190	-	-	102	102	81	53	14	18	408	1,261	314	1,096
Ages 6-9	-	2	14	33	42	76	-	-	25	20	26	20	51	9	112	233	76	256
Ages 9-12	1	5	21	44	32	69	-	-	26	13	26	28	44	5	101	228	46	171
Over 12 years	2	10	69	136	78	131	-	-	26	26	43	31	19	21	198	474	58	172
Total	4	29	152	356	333	636	-	-	337	403	342	244	178	80	1,738	4,283	1,033	3,792

Scope: Corporate

5.1.5 People with disabilities

	Job Category																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Chile	3	3	2	2	-	1	-	-	-	1	2	1	2	1	3	11	1	-
Brazil	-	-	1	2	2	3	-	-	-	-	5	4	1	-	8	30	5	16
Colombia	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	4	-
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peru	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Ecuador	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	3	3	3	4	2	5	-	-	-	1	7	5	4	2	12	43	10	17

Scope: Corporate

	Total	
	Women	Men
Total number of people with disabilities	41	80

Total number of people with disabilities

Scope: Corporate



5.2 Employment status

Permanent staff	Job Category																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Chile	2	20	59	148	82	232	-	-	232	248	108	115	9	25	352	1,193	80	452
Brazil	-	3	48	114	110	204	-	-	50	65	143	60	13	22	1,032	2,229	380	1,299
Colombia	-	1	18	26	75	81	-	-	20	18	15	13	1	7	159	358	323	830
Mexico	-	2	9	18	18	37	-	-	7	14	36	24	3	2	5-	145	142	453
Argentina	1	-	2	16	8	20	-	-	1	11	5	5	-	-	26	86	22	217
Uruguay	-	1	4	8	13	20	-	-	2	9	3	1	-	-	33	86	4-	151
Peru	1	-	5	7	8	16	-	-	4	16	2	1	2	-	18	44	9	72
Ecuador	-	-	2	4	4	2	-	-	7	4	4	1	4	4	20	35	7	37
Panama	-	1	4	8	10	19	-	-	10	8	11	17	144	18	29	34	7	81
Costa Rica	-	1	1	5	3	1	-	-	4	3	11	5	2	2	11	50	-	-
USA	-	-	-	1	-	-	-	-	-	4	1	-	-	-	1	-	-	1
Guatemala	-	-	-	-	-	1	-	-	-	3	2	1	-	-	-	-	1	17
Total	4	29	152	355	331	633	-	-	337	403	341	243	178	80	1,731	4,260	1,011	3,610

Scope: Corporate

Staff hired through temporary staffing agencies	Job Category																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Chile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brazil	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Colombia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peru	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecuador	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Scope: Corporate

Contract workers	Job Category																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Chile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brazil	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Colombia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peru	-	-	-	-	2	3	-	-	-	-	-	-	-	-	3	16	15	121
Ecuador	-	-	-	1	-	-	-	-	-	-	-	-	-	-	4	7	7	60
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	1	2	3	-	-	-	-	-	-	-	-	7	23	22	182

Scope: Corporate

Fixed-term contract employee	Job Category																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Chile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-
Brazil	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Colombia	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mexico	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Argentina	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Uruguay	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Peru	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ecuador	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Panama	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Costa Rica	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
USA	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Guatemala	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-

Scope: Corporate

5.3 Work-Life Flexibility

Type	Job Category																	
	Senior Management		Management		Supervisors		Operators		Sales		Administrative		Assistant		Other professionals		Other technicians	
	Female	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
Regular Workday (number of people) (*)	4	28	147	338	308	600	-	-	247	359	278	224	177	78	1,341	3,341	809	3,454
Regular Season (%)	13%	88%	30%	70%	34%	66%	-	-	41%	59%	55%	45%	69%	31%	29%	71%	19%	81%
Adaptability Agreements (number of people) (**)	-	-	-	-	1	-	-	-	2	1	4	2	-	-	15	11	3	7
Adaptability Agreements (%)	-	-	-	0%	100%	-	-	-	67%	33%	67%	33%	-	-	58%	42%	30%	70%
Full Remote Work (number of people)	-	1	5	17	20	35	-	-	18	8	57	17	-	2	377	907	218	326
Full Remote Work (%)	-	100%	23%	77%	36%	64%	-	-	69%	31%	77%	23%	-	100%	29%	71%	40%	60%
Part-time (number of people)	-	-	-	1	4	1	-	-	70	35	3	1	1	-	5	24	3	5
Part-time (%)	-	-	-	100%	80%	20%	-	-	67%	33%	75%	25%	100%	-	17%	83%	38%	63%

Scope: Corporate

(*) Includes eligibility for hybrid work arrangements, which, for the purposes of regulatory requirements, is defined as partial telework.

(**) Includes individuals with flexible work schedules who care for children up to 12 years of age.

5.4 Gender Pay Equity

5.4.1 Equity Policy

We have a **Compensation Procedure** that defines a single corporate job classification table, standardizing roles and responsibilities for all employees, regardless of gender. This structure is complemented by market studies that evaluate and compare compensation in the technology industry in each country, which allow us to establish salary bands differentiated by function (back office, front office, support, and sales), thereby ensuring internal equity and external competitiveness. Additionally, for all employees hired on a permanent basis, we offer a competitive compensation package consisting of a fixed salary (guaranteed), a variable salary (for positions eligible for the variable pay scheme), and benefits.

Furthermore, we have a **Recruitment Policy** that requires at least one woman to be included in every shortlist, reinforcing our commitment to diversity and inclusion. The gender pay gap is monitored monthly through a specific report submitted to the CMF. While there is no formal target, its progressive reduction is part of our management focus. As part of this effort, since 2021 we have implemented a merit-based adjustment process that recognizes sustained performance and facilitates promotions to positions of greater responsibility (see p. 81).

5.4.2 Pay Gap

	Job Categories			
	Managers and Senior Executives	IT Professionals	Sales and Marketing	Administration
Average (% of women's gross salary relative to men's gross salary, as defined by the CMF)	77.18%	96.80%	72.65%	89.72%

Scope: Corporate

5.5 Workplace and Sexual Harassment

We have a Code of Ethics and Conduct that includes a specific chapter on workplace harassment, sexual harassment, and violence in the workplace, reinforced through ongoing online training, both during onboarding and throughout professional development.

Additionally, as part of the implementation of the Karin Law (Law No. 21,643), various actions were taken to promote compliance. These included informing all executives, including the Board of Directors, about the key aspects of this regulation, updating the Internal Regulations to align them with its new requirements, and conducting internal communication campaigns to reinforce its dissemination throughout the organization. We also have an anonymous reporting channel, accessible in all countries where

we operate, through which all complaints are received, investigated, and resolved in accordance with the established procedure (see p. 66).

Workplace and sexual harassment	Number
Total staff trained in ethics and conduct	69%
Reports	
Number of sexual harassment complaints:	10
Submitted via the reporting hotline	10
Submitted to the Labor Directorate	0
Number of workplace harassment complaints:	127
Submitted via the reporting hotline	125
Submitted to the Labor Directorate	2

Scope: Corporate. Of the total number of complaints regarding sexual and workplace harassment (137 cases), 78 were anonymous, and 59 were filed by identified complainants, of whom 36 were men and 23 were women.

5.6 Occupational Safety

The Integrated Management System (IMS) Policy establishes our commitment to occupational health and safety, ensuring safe and healthy working conditions that prevent both injuries and the deterioration of employees' health. To fulfill this commitment, the company provides appropriate technologies and physical spaces designed to safeguard the safety and well-being of its employees through the identification, control, and mitigation of risks, along with the implementation of preventive measures and emergency response protocols.

An annual Health and Safety Program guides the company's actions in this area and forms part of its broader people development approach. Mechanisms are also in place to ensure the timely communication of relevant information throughout the organization.

In addition, the company maintains occupational health and safety standards and evaluation criteria applicable both internally and to third-party personnel. These standards help ensure that processes operate in accordance with the quality, safety, occupational health, and environmental requirements established under the Integrated Management System (IMS). The company also maintains updated regulations for contractors and subcontractors in line with legal requirements and internal occupational health and safety policies.

Workplace safety goals and indicators are monitored through a dashboard within the corporate integrated management system, supporting compliance tracking and the continuous improvement of working conditions.

Occupational Health and Safety Indicators 2025

Indicator	Formula	Contractors	In-house employees	Consolidated
Accident rate	(Number of workplace accidents / Number of workers) * 100	-	0.52%	0.52%
Fatality rate	(Number of fatal workplace accidents / Number of workers) * 100,000	-	7.17%	7.17%
Occupational disease rate	(Number of occupational diseases / Number of workers) * 100	-	0.02%	0.02%
Average days lost per accident	Days lost due to work-related accidents / Number of work-related accidents	-	14.50	14.50

Scope: SONDA Chile

5.7 Postnatal Leave

SONDA has a Maternity and Paternity Support Policy that provides additional benefits beyond the legal leave period following the birth of a child. This policy includes the temporary

return to work during maternity leave and the 1+1 extended maternity leave, which allows women to extend their leave period with additional vacation time while maintaining the same period of paid leave.

Regarding shared parental responsibility, the policy provides for the extension of postnatal leave for fathers, granting two additional days of paternity leave beyond what is required by law in each country where we operate. In this way, we

encourage fathers' active participation in caring for their children during the early stages of life.

Currently, the policy does not provide for an additional period of leave in cases of adoption or legal guardianship of a minor beyond what is established by current legislation. However, we promote an organizational culture that supports work-life balance, encouraging both parents to take advantage of the available leave options.

Percentage of people who have taken postnatal leave

	By gender																							
	Chile		Brazil		Colombia		Mexico		Argentina		Uruguay		Peru		Ecuador		Panama		Costa Rica		USA		Guatemala	
	Woman	Man	Woman	Man	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men	Woman	Men
No. of employees who took postnatal leave	15	21	77	72	16	26	5	3	1	7	-	-	2	5	1	4	6	5	2	2	-	-	-	-
No. of employees eligible for leave	925	2,434	1,776	3,996	611	1,334	265	695	65	356	95	276	69	296	59	155	215	186	32	67	2	6	3	22
Postnatal leave (% of total eligible individuals)	1.62%	0.08%	4.34%	1.80%	2.62%	1.95%	1.89%	0.43%	1.54%	1.97%	-	-	2.90%	1.69%	1.69%	2.58%	2.79%	2.69%	6.25%	2.99%	-	-	-	-

	All	
	Women	Men
Total number of employees who took postnatal leave	125	126
Total number of employees eligible for leave	4,117	9,823
Total Postnatal Leave (% of total eligible individuals for this benefit)	3.04%	1.28%

Postnatal Leave

	Job Category																	
	Senior Management		Management		Supervisory		Operator		Sales Force		Administrative		Assistant		Other professionals		Other technicians	
	Paternity leave 5 days	Postnatal parental leave: 6 weeks	Paternal postnatal leave 5 days	Postnatal parental leave: 6 weeks	5 days of paternity leave	Postnatal parental leave: 6 weeks	Postnatal paternity leave: 5 days	Postnatal parental leave: 6 weeks	Postnatal paternity leave: 5 days	Postnatal parental leave: 6 weeks	Postnatal paternity leave: 5 days	Postnatal parental leave: 6 weeks	Postnatal paternity leave: 5 days	Postnatal parental leave: 6 weeks	Postnatal paternity leave: 5 days	Postnatal parental leave: 6 weeks	Postnatal paternity leave: 5 days	Postnatal parental leave: 6 weeks
Postnatal Leave (Average number of days taken by individuals eligible for this benefit) ^(*)	-	-	5	-	5	-	-	-	-	-	-	-	-	-	5	26	5	-

Range: ^(*) SONDA LN Range

5.8 Training and Benefits

The benefits package may vary depending on the country and local circumstances; however, in most cases, health and life insurance are provided, along with benefits such as vacation bonuses and year-end bonuses, which apply only to permanent contracts. In addition, we offer a flexible benefits plan tailored to the individual needs of each SONDA employee ([a detailed list of benefits is available for review](#)).

Training

Amount spent on training		
5.8.i.Total amount of funds allocated to training (USD\$)	544,115	
Annual Revenue (USD\$)	1,592,169,633	
5.8.i. Percentage of annual revenue that the training budget represents of the organization's total regular activities allocated to education and professional development	0.03%	
5.8.ii. Total number of staff trained	6,735	
	Female	Male
Senior Management	1	3
Management	91	184
Headquarters	251	470
Operator	-	-
Sales force	39	74
Administrative	231	173
Assistant	4	23
Other professionals	543	1,453
Other technicians	619	2,576
5.8.ii. Percentage of staff trained out of the total workforce	48.31%	

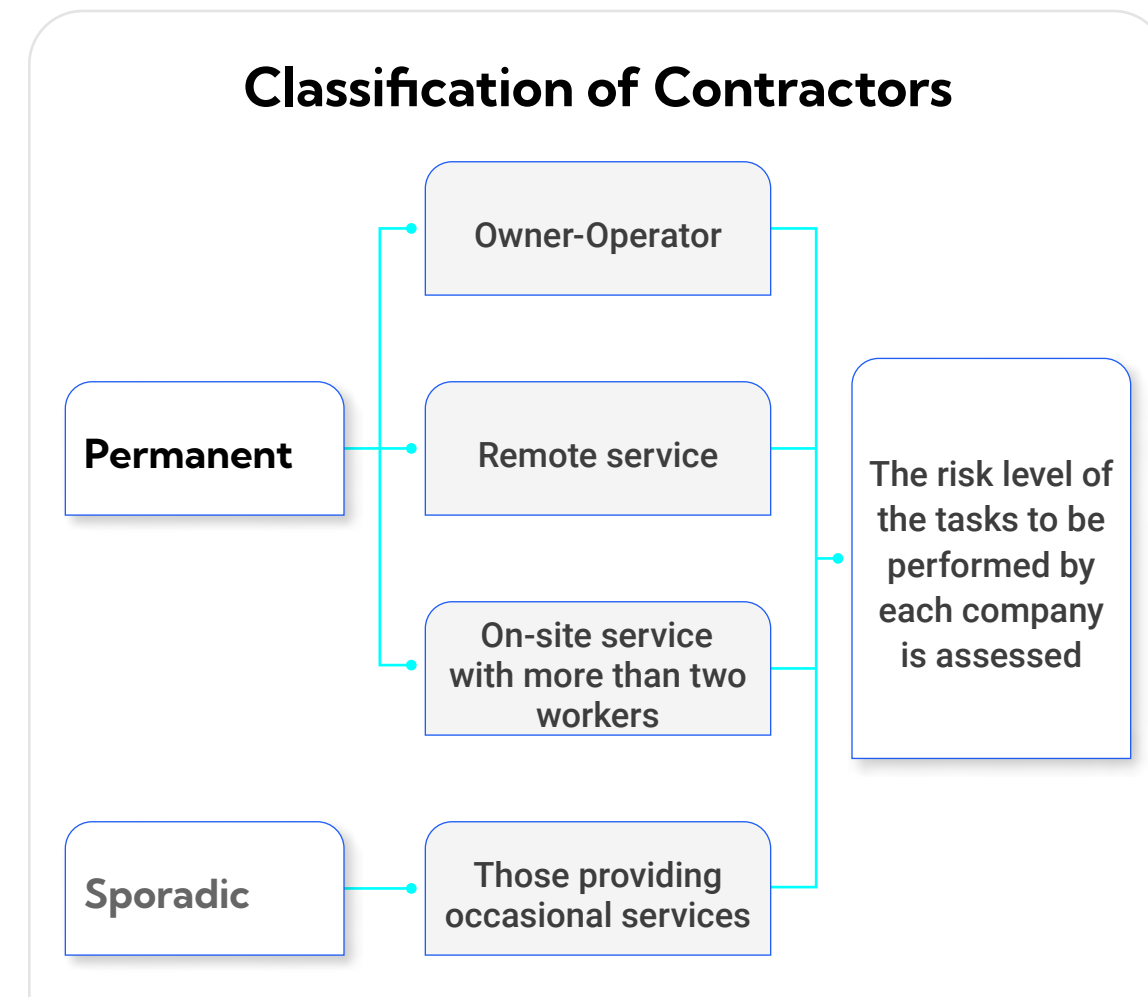
5.8.iii. Average number of training hours allocated at the entity's expense, by gender and job category		
	Female	Male
Senior Management	-	1.50
Management	15.20	18.60
Headquarters	16.40	17.10
Operator	-	-
Sales force	12.60	11.00
Administrative	10.60	10.80
Assistant	3.70	7.70
Other professionals	\$21.50	24.90
Other technicians	8.80	9.50
Total	9.87	11.23

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

5.9 Subcontracting Policy

The SONDA Supplier Evaluation, Accreditation, and Registration Procedure outlines the processes and policies for contracting and subcontracting suppliers. Additionally, the relationship with them is described in the Procurement Policy and the Special Regulations for Contractors and Subcontractors.

Contractors are categorized based on factors such as the type of company, service delivery model, and level of risk involved. These criteria determine the scope and frequency of the operational controls each contractor must comply with. Service providers are classified as occasional, permanent, or remote, taking into account factors such as the location where services are provided, frequency of work, and duration of engagement. Each year, contractors participate in an evaluation and accreditation process involving several company areas – including Compliance, Occupational Risk Prevention, Credit, and Tax – to verify compliance with applicable legal requirements and assess areas such as risk management, sustainability practices, and other relevant considerations.



Contractors classified as “permanent on-site service providers with more than two employees” must submit monthly evidence of compliance with the Operational Control Program. This program must be developed by the contractor in accordance with SONDA’s Occupational Health, Safety, and Environmental Standards and approved by the Occupational Risk Prevention Department for compliance monitoring and verification purposes.

“Occasional contractors and subcontractors”, meanwhile, must submit a work permit authorized by the SONDA project manager and the Occupational Risk Prevention Department. The permit authorizes personnel access to company facilities and identifies the risks associated with the specific activities to be performed.

Depending on their classification, suppliers must also formalize their business relationship through a purchase order or contract and comply with either an Operational Control Program or a Work Permit, in accordance with the supplier relationship category defined under the Company’s Supplier Classification and Operational Control Policy and Procurement Policy.

Under these guidelines, all external companies must be accredited in accordance with the standards of the Integrated Management System (IMS), the applicable subcontracting regulations, and all relevant occupational health, safety, and environmental requirements in each country.

The process begins with an initial meeting attended by the SONDA representative, the contractor’s representative, and SONDA’s Occupational Risk Prevention Department. During this meeting, the scope of the services to be provided is reviewed in detail in order to define the subcontracting requirements that must be met both at the start of the engagement and throughout service delivery.

Compliance with SONDA’s standards is verified through the review and approval of the Work Permit and/or Operational



Control Program. All contractors and subcontractors must comply with the Special Regulations, which establish preventive measures to ensure appropriate workplace health and safety conditions. The regulations also include verification mechanisms to ensure compliance with legal obligations relating to employees’ labor and social security rights.

In addition, contractors and subcontractors are required to follow SONDA’s procedures, standards, and controls in areas such as accident prevention, occupational health and safety, fire protection, asset protection, and environmental protection.

6. Business model

6.1 (i.ii.iii.iv) Industrial sector

In accordance with the Sustainable Industry Classification System (SICS), SONDA conducts its economic activities 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 clients’ business and technological needs, accompanied, as appropriate, by the provision of technological infrastructure.

These are described comprehensively in section 6.2 of NCG No. 519. Meanwhile, 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 a public offering issuer, is regulated by the Financial Market Commission (CMF) in Chile. Both the main Stakeholder Groups and affiliations with trade unions, associations, or organizations are described in detail in section 6.3 of NCG No. 519.

6.2 Business

6.2.i SONDA’s Main Business Lines:

a. Digital Business

SONDA’s service line focused on accelerating the technological evolution and digital transformation of its clients’ Business and IT areas; through the design, implementation, and support of software solutions based on traditional, emerging, and disruptive technologies; with a service offering and value proposition grounded in talent, knowledge, experience, quality, and reliability that will transform the business value chain and

help 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 stage (technological reflection and design process), Build (development, integration, and implementation), and Operate (operation, maintenance, and evolution) with a modular and integrable offering tailored to our clients’ challenges and objectives:

- **Digital Software Factory:** We handle the development, implementation, testing, digital automation (low code & RPA), operation & maintenance, and evolution of the technology stack that supports our clients’ business processes; and we provide professionals with specialized technical expertise to complement internal capabilities and meet peak demand.
- **Data & Advanced Analytics and AI:** We support companies’ evolution toward a “data-driven” management model that enables them to capture the maximum possible value from data (governance), visualization for decision-making, and advanced analytics and AI to improve performance and drive 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 multicloud environments.
- **Digital Channels & Tech. Consulting:** We redefine, develop, and implement the customer journey, incorporating

techniques and technologies that enable a surprising, multi-channel, and multi-device user experience—one that is agile, intuitive, and seamless. Additionally, we collaborate with our clients to co-design their technological evolution roadmap.

- **Cloud Services:** These services are designed to help clients manage the technology solutions that support their business and maximize performance through cloud services built on the core pillars of security, availability, and performance. The provision of these services includes traditional tasks such as hosting, monitoring, managing, operating, and maintaining services, servers, connectivity, data, and basic software, as well as advanced services for transforming our clients’ IT infrastructure and applications. All of this is delivered in both the public cloud and traditional private cloud environments, ensuring operational continuity and information security.

With a focus on increasingly hybrid and multi-cloud services, enterprise cloud services and those in various public clouds are evolving daily to meet the needs of different businesses, with a focus on delivering the service or solution that best suits the client’s needs and leveraging the advantages of public, private, or hybrid clouds under a Multi-Cloud Operations and Governance model.

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

These maturity models allow us to provide recommendations to our clients on which controls to implement, how, and in what order, ensuring agility and efficiency to avoid overinvestment. This approach is designed to support our clients so they can focus on their business while entrusting 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 provides cybersecurity services with expert staff at SONDA’s operations centers, ensuring greater proximity to our clients. Additionally, in pursuit of efficiency and to improve the services we provide, we have centers of excellence in some of the countries where we operate.

Finally, it is worth noting that we have established regional partnerships with world-class cybersecurity vendors and have incorporated new and innovative technologies into our portfolio.

Additionally, we offer industry-specific solutions designed to meet specific and/or unique business needs that require a high level of sector-specific knowledge and added value.

In summary, Digital Business positions SONDA as its clients’ Strategic Technology Partner to support the technological evolution and digital transformation of their businesses, making available to them all the capabilities that SONDA.



b. Digital Services

A service line aimed at generating value through the optimal use of hardware and software tools, communications, and applications, while maintaining the operational continuity of our clients' businesses. It encompasses a wide range of services, including Data Center, Workplace Services, and Platform Services.

- **Data Center:** Its purpose is to provide IT outsourcing solutions through public cloud services and on-premises physical and virtual infrastructure, using a flexible and scalable pay-per-use model that allows clients to deploy solutions quickly, efficiently, and according to their needs.

SONDA has a robust, high-level infrastructure consisting of four data centers that rank among the most modern and reliable in Latin America. These include a Tier IV Data Center in Santiago, Chile; two Tier III data centers located in Santiago and Belo Horizonte (Brazil); and an additional data center located at the company's corporate offices in Chile.

- **Workplace Services:** Its primary goal is to maintain the operational continuity of our clients' businesses by providing specialized and timely technical support in response to requests made by our clients' users.

This division includes the following units:

- **Help Desk:** The Service Desk acts as a single point of contact for end users, handling all IT-related inquiries, incidents, and service requests either through first-level resolution or escalation to specialized support teams. The service is available through multiple communication channels – including phone, email, and web ticketing – and can operate on a 24/7 basis depending on client requirements.
- **Field Service:** Provides specialized technical assistance for on-site support and resolution of incidents affecting

the technology infrastructure components available to users, such as laptops, PCs, printers, and operating systems. It also performs preventive maintenance and repairs on servers and communication equipment that malfunction, ensuring operational continuity for users and central platforms.

- **Platform Services:** We provide infrastructure solutions to address multi-industry business needs through partnerships with leading technology providers, innovating and ensuring the highest standards of quality and user experience to generate value for our clients' businesses.

This division includes the following units:

- **Products:** Its main objective is the sale of value-added infrastructure and associated services, brand relationship management, solution architecture, and portfolio management.
- **Managed Services:** Its primary objective is to deliver comprehensive IT solutions under an outsourcing service model that ranges from infrastructure provision to the outsourcing of all the client's business technology platforms, with associated support, maintenance, and administration services through a known, single, and total monthly cost.

SONDA's solutions ensure service levels tailored to the company's needs, achieving user satisfaction, reducing IT costs, freeing up working capital (CAPEX to OPEX or XaaS), guaranteeing permanent access to cutting-edge technologies, and, in turn, preventing losses due to obsolescence or incidents.

c. Transactional Business

Service line subdivided into the following business areas:

- SONDA, through its subsidiary **Tecnoglobal S.A.**, sells computing infrastructure—including both hardware and

software—to the wholesale sector of the market. Among the products provided are servers, workstations, tablets, PCs, printers, storage and backup equipment, communications equipment, and core software (databases, operating systems, and others). The sale of these technological items may include the provision of additional services such as implementation, maintenance, and warranty management of the assets.

This subsidiary has agreements with the industry's leading manufacturers and employs a team of specialized professionals to provide the solutions best suited to our clients' needs. These agreements ensure that the technology provided always meets the highest quality standards. Furthermore, our independence from suppliers allows us to advise clients with confidence, ensuring we recommend the right platform for each specific case.

- In addition, the Company provides financial payment services for in-person and e-commerce transactions in Chile to a diverse client base ranging from large retail chains and mass e-commerce businesses to small retailers and micro-SMEs, through its subsidiary **Multicaja S.A.** As described in Note 3.2(a)(14) of the 2025 Consolidated Financial Statements, Multicaja S.A. has been classified as a discontinued operation because it has been classified as available for sale, in accordance with the provisions of Note 3.2(i).
- Additionally, through the subsidiary **Microgeo S.A.**, the company provides the market with technology and integrated solutions for the large-format digital printing, engineering, and manufacturing (CAD/CAM/GIS, 3D printing), geodesy, CAD/CAM, and document management markets.
- Finally, the company represents and sells Apple products in Chile through its subsidiary **Quintec Distribución S.A.**

Main services and products offered by the company:

- Developing, for its own account or on behalf of others, information systems and data processing systems, and, in

general, activities in the fields of information technology, automation, and communications;

- The creation, manufacture, development, application, import, export, marketing, maintenance, updating, operation, installation, and representation of hardware, software, and related services;
- The purchase, sale, import, export, representation, distribution, and, in general, the marketing of computer and data processing equipment, their spare parts, components, tools, accessories, and other related items;
- The direct operation of such assets, whether through the provision of services, leasing, or any other means;
- Education and 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;
- The provision of consulting services in business organization and management, market and feasibility studies, and operational research;
- To carry out, in general, any other activity in the fields of information technology and computing or that is directly or indirectly related to these fields.

6.2.ii Sales and Distribution Channels

For the IT solutions and services business, sales channels are both in-person and virtual. The former are managed through a sales force of approximately 700 people at the regional levels. In the specific case of Quintec Distribución, sales channels are also both in-person and virtual, with the former consisting of physical stores distributed nationwide.

6.2.iii, iv Suppliers and customers representing less than 10%

We have no customers who, during 2025, represented a concentration of more than 10%. As for suppliers, during 2025, one supplier accounted for more than 10% of the company's total purchases.

6.2.vii Major licenses, franchises, royalties, and concessions

Licenses: SONDA maintains strategic alliances with leading technology providers, enabling the company to license, market, and deliver solutions involving hardware, software, subscriptions, extended warranties, and manufacturer support services. These offerings are provided through resale, as-a-service, and managed services models, supported by annual renewals and top-tier certifications (including Regional GOLD, Titanium, and Platinum levels).

SONDA holds key partnerships and certifications with companies such as Apple, Aruba, Autodesk, AWS, Cisco, Dell, Epson, Fortinet, Google, HP Inc., HPE, Huawei, IBM, Lenovo, Lexmark, Microsoft, NetApp, Oracle, Red Hat, SAP, Veritas, and VMware.

Concession: 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 for the state's public agencies. SONDA also obtains the right to operate other B2B businesses over the network during the same period.

6.1.v, 6.3 Stakeholders

Stakeholders	Needs	Expectations	Relevance
Customers	Technology to ensure the continuity and optimization of your business processes. / Agility and timely response to your requirements. / Products and services for climate change adaptation and mitigation.	Service quality. / Response time. / Service experience, satisfaction, and effectiveness.	They are the driving force behind our business: their continuity, satisfaction, and adaptation to climate change depends on the technological solutions we offer. Their experience directly impacts on the company's reputation, market position, and profitability.
Employees	Professional development. / Occupational health and safety. / Information and communication. / Workplace protection against the effects of climate change.	Stability. / Work-life balance. / Environmental standards.	They are the company's most valuable asset. Their development, well-being, and commitment are key to executing the strategy for growth, efficiency, and organizational culture defined in the strategic plan.
Partners and suppliers	Contracts and new services. / Accreditations. / Workplace protection against the effects of climate change.	Occupational health and safety.	They are an essential part of the technology services supply chain. Their quality, compliance, and workplace safety directly impact on the delivery of solutions and the sustainability of the business.
Shareholders	Company performance, management, and financial position .	Deepening and deployment of our strategy.	They are the company's owners and are responsible for evaluating its strategic and financial performance. Their confidence ensures access to capital, business sustainability, and operational continuity.
Authorities	Mandatory disclosures and reporting.	Legal compliance. / Monitoring of legal and other applicable requirements	They oversee regulatory compliance and regulate key aspects of the business, such as environmental, tax, and technological matters. Their relationship with SONDA is key to operating legally and in alignment with the country's standards.
Community	Information on environmental impacts. / Products and services for climate change adaptation and mitigation.	Contribution of information technologies to development and the quality of life of residents.	They represent the environment in which we operate. Their social and environmental expectations influence our social license to operate and how technological solutions impact the quality of life in the region.

6.1.vi Bodies and organizations in which we participate

We participate in various organizations and bodies with the aim of contributing to discussion and reflection on 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** (Ekos Group, Ecuador)
- **TRAEE Collective Management System** (Transform Your Waste Electrical and Electronic Equipment - Chile)

Innovation and Transformation

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

[Information on partnerships with innovation agents and universities on page 27.](#)

Trade and business associations

Chile

- **Chilean Association of Information Technology Companies** (ACTI)
- **Society for Industrial Development** (SOFOFA, Chile)
- **ICARE**
- **Santiago Chamber of Commerce**
- **Chilean-Argentine Chamber of Commerce**
- **AMCHAM**
- **Digital Country Foundation**
- **Fintech**

Brazil

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

Mexico

- **Mexican Association of the Information Technology Industry** (AMITI)
- **National Chamber of Commerce** (CANACO)

Panama

- **Chamber of Commerce, Industry, and Agriculture of Panama**
- **National Council of Private Enterprise**
- **American Chamber of Commerce and Industry of Panama**
- **National Association of Merchants**

- **Panamanian Association of Shopping Centers**
- **Panamanian Direct Selling Association**
- **Panamanian Association of Grocers and Distributors of Food and Related Products**
- **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 Forwarders**

Argentina

- **Argentine Chamber of the Software Industry - CESSI**
- **Chamber of Petro-Energy Companies of the Argentine Republic**
- **SUME Lide**

Uruguay

- **Uruguayan Chamber of Information Technology** (CUTI)
- **Uruguayan Chamber of Commerce**

Colombia

- **Bogotá Chamber of Commerce** (CCB)
- **Colombian-Chilean Chamber of Commerce** (CCIT)
- **Colombian Chamber of Information Technology and Telecommunications**
- **Logyca**

6.4 Property and Facilities

The properties and facilities the company uses to conduct its business 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 condition, as applicable. The main properties the company uses to carry out its activities in Latin America are as follows:

Chile:

- **SONDA Real Estate**: 2211 Victor Uribe Ave., Quilicura.
- **SONDA Real Estate**: 1335 Catedral, Santiago.
- **SONDA Real Estate**: 500 and 550 Teatinos and 1334-1336 Santo Domingo, Santiago.
- **SONDA Real Estate**: Plaza Santo Domingo Building #1243, Santiago.
- **SONDA Real Estate**: 4844 Conquistador del Monte + 1423 Camino La Colina, Huechuraba.
- **SONDA Real Estate**: Camino La Colina #1431, Huechuraba.
- **SONDA Real Estate**: 1725 Santo Domingo, Santiago (1721-1735-1739).
- **SERVIBANCA Real Estate**: 1888 Catedral, Santiago.
- **SERVIBANCA Real Estate**: 8 and 10 Fanor Velasco, Santiago.
- **SERVIBANCA Real Estate**: 346 Caupolicán, Suite A, Concepción.
- **SERVIBANCA Real Estate**: 346 Caupolicán, DP.B, Concepción.
- **SERVIBANCA Real Estate**: 346 Caupolicán, Suite D, Concepción.
- **SERVIBANCA Real Estate**: 920 Antonio Varas, Suite 701, Temuco.
- **SERVIBANCA Real Estate**: 903 Blanco, Office 201, Valparaíso.
- **Servicios Financieros Uno S.A.**: 1156 and 1120 Santa Isabel, Providencia.
- **Servicios Financieros Uno S.A.**: 1160 Juan A. Barriga, Providencia.
- **Microgeo Ingeniería S.A.**: Camino Del Cerro #5154, Huechuraba.
- **Microgeo Gráfica S.A.**: El Rosal #4765 and Av. Las Torres #1328, Huechuraba.

Argentina:

- **SONDA Argentina S.A.**: 772 Alsina (Autonomous City of Buenos Aires)

Colombia:

- **SONDA de Colombia S.A.**: Building located at Avenida Carrera 45 (Autopista Norte) No. 118-68, Bogotá, Colombia.
- **SONDA Servicios S.A.S.**: Lots 44M, 44N, 44°, Stage 4 of the Tocancipá Free Trade Zone. (Km 1.5 on the Briceño-Zipacquirá Road).
- **Compufácil S.A.S.**: Warehouse located at Medellín Highway Km 1.5 via Siberia, Western Agroindustrial Park – Cota, Colombia.

Brazil:

- **SONDA Procwork Informática Ltda.**: located at Rua Dom Aguirre No. 576, São Paulo.
- **ATIVAS Datacenter LTDA.**: located at Rua Agenério Araújo, 20 – Camargos, Belo Horizonte – Minas Gerais.
- **SONDA Procwork Informática Ltda.**: located at Alameda Europa, 1206 – Cidade Tamboré, Santana de Parnaíba, São Paulo.

6.5. Subsidiaries, affiliates, and investments in other companies

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

Tax ID	Name of the subsidiary	Country	Functional currency	Percentage of ownership interest in the subsidiary							
				12/31/2025				12/31/2024			
				Percentage Direct Ownership	Percentage Indirect Ownership	Total Controlling Interest	Proportion of ownership interests held by non-controlling interests	Percentage Direct Ownership	Percentage Indirect Ownership	Total Controlling Interest	Proportion of ownership interests held by 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 INGENIERIA S.A. (13)	Chile	USD: US Dollar	0.000%	80.000%	80.000%	20.000%	0.000%	80.000%	80.000%	20.000%
76,646,053-4	MICROGEO GRAFICA S.A. (13)	Chile	USD: US Dollar	0.000%	80.000%	80.000%	20.000%	0.000%	0.000%	0.000%	0.000%
76,828,790-2	MULTICAJA S.A. AND SUBSIDIARIES (14)	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 OPERATING SUBSIDIARIES S.A. AND SUBSIDIARIES	Chile	CLP: Chilean Pesos	0.000%	99.847%	99.847%	0.150%	0.000%	99.847%	99.847%	0.150%
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%
76,903,990-2	SOC. PROD. Y SERV. REDES MOVILES S.A. AND SUBSIDIARY (12)	Chile	CLP: Chilean Pesos	0.000%	0.000%	0.000%	0.000%	0.000%	67.000%	67.000%	33.000%
96,725,400-2	SOLUCIONES EXPERTAS S.A. AND SUBSIDIARIES	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 INTERNATIONAL INVESTMENTS S.A. (1) (8)	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 PROFESSIONAL SERVICES, INC.	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: US Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
78,072,130-8	VERTICAL RETAIL S.A. (4)	Chile	CLP: Chilean Pesos	0.674%	99.326%	100.000%	0.000%	0.674%	99.326%	100.000%	0.000%
Foreign	SONDA URUGUAY S.A. (5)	Uruguay	USD: US Dollar	28.450%	71.550%	100.000%	0.000%	28.450%	71.550%	100.000%	0.000%
Foreign	CTIS TECNOLOGÍA LTDA. (9)	Brazil	BRL: Brazilian Real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	PARS DATA PROCESSING PRODUCTS LTD.	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. AND SUBSIDIARIES (6) (9)	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. AND SUBSIDIARIES (6) (9)	Brazil	BRL: Brazilian Real	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	TELSINC EQUIPMENT TRADING LTDA. (9)	Brazil	BRL: Brazilian Real	0.460%	99.540%	100.000%	0.000%	0.950%	99.050%	100.000%	0.000%
Foreign	SONDA DE COLOMBIA S.A.S. AND SUBSIDIARIES (7)	Colombia	COP: Colombian Pesos	4.981%	95.019%	100.000%	0.000%	4.981%	95.019%	100.000%	0.000%
Foreign	SONDA ECUADOR CONSORTIUM	Ecuador	USD: US 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: US Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA DEL PERU S.A.	Peru	Currency: Peruvian Soles	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: US Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA USA INC. (2) (15)	United States	USD: US Dollar	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA GUATEMALA S.A.	Guatemala	USD: US 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. AND SUBSIDIARIES (3) (10) (11)	Mexico	MXN: Mexican pesos	0.000%	100.000%	100.000%	0.000%	0.000%	100.000%	100.000%	0.000%
Foreign	SONDA PANAMA S.A.	Panama	USD: US 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	Consortio Sonda Ecuador	Sonda Inversiones Internacionales S.A.	Multicaja S.A. and Subsidiaries	Sonda Inc.
Direct relationship	Direct relationship	Direct relationship	Direct relationship	Direct relationship	Indirect relationship
Type of company	Type of Company	Type of Company	Type of Company	Type of Company	Type of Company
Limited Liability Company	Corporation	Consortium	Privately held Corporation	Privately held Corporation	Incorporated (Corporation)
Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)
76.039.505-6	76.035.824-K	Foreign	77,122,745-7	76,828,790-2	Foreign
Registered Address	Registered Address	Registered Address	Registered Address	Legal Address	Registered Address
Teatinos No. 550, Santiago - Chile	Teatinos No. 550, Santiago - Chile	Isabel La Católica No. 24-430 and Luis Cordero - RFS Building - Quito - Ecuador	Teatinos No. 574, Santiago - Chile	1355 Catedral St., 7th Floor, Santiago, Chile	1200 McGill College Avenue, Suite 700 Montreal, QC H3B 4G7, Canada
Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)
M\$ 14,400,199	M\$ 100	M\$ 9,071	M\$ 655,475,569	M\$ 26,056,944	M\$ 69
No. of Subscribed and Paid-in Shares	No. of Shares Subscribed and Paid	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Shares Subscribed and Paid	No. of Subscribed and Paid-in Shares
-	100	-	841,213,407	230,742	100
Corporate Purpose	Corporate Purpose	Corporate Purpose	Corporate Purpose	Corporate Purpose	Corporate Purpose
The purpose of the Company is to make investments in all types of assets, whether movable or immovable, tangible or intangible, including the acquisition of shares, interests in partnerships, bonds, commercial paper, and, in general, all types of securities and investment instruments, as well as the management of these investments and their proceeds. To fulfill its purpose, the Company may establish other companies or join them.	The corporate purpose is to make investments in all types of assets, whether movable or immovable, tangible or intangible, including the acquisition of shares, interests in partnerships, bonds, commercial paper, and, in general, all types of securities and investment instruments, as well as the management of these investments and their returns.	The corporate purpose of Consortio Sonda is exclusively for the fulfillment of all obligations to which it will commit by Contract No. LICSEPMAPS-003-2015, for the contracting of 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 the acquisition of all types of assets denominated in United States dollars or other foreign currencies, whether movable, immovable, tangible, or intangible, including securities, shares, or rights, for the purpose of generating income therefrom, including civil or other proceeds arising from the disposal of its assets. The Company may not make investments in Chilean pesos.	It was established with the purpose of developing, implementing, operating, exploiting, and managing a network that connects businesses, individuals, and clients to provide collection, payment, and money transfer services to businesses, companies, and institutions—whether public or private—and to the general public through in-store electronic devices or via web connections.	Holding
Board of Directors	Board of Directors	Board of Directors	Board of Directors	Board of Directors	Board of Directors
President:	President:	President:	Chairman:	Chairman:	President:
Not applicable	Not applicable	Not applicable	Marcelo Castiglione	José Orlandini Robert	José Orlandini Robert
Directors:	Directors:	Directors:	Directors:	Directors:	Directors:
Not applicable	Not applicable	Not applicable	Gonzalo Soto Serdio, José Orlandini Robert	Gonzalo Soto Serdio, Jaime Bueso Castañeda, Marcelo Castiglione Veloso, José Concha Ureta, Raimundo Steidle Alcaino	Marcelo Castiglione Veloso, Gonzalo Soto Serdio
General Manager	General Manager	General Manager	General Manager	General Manager	General Manager
José Orlandini Robert	José Orlandini Robert	María Soledad Montero Murgetyio	José Orlandini Robert	Raul Sapunar Kovacic	Alberto Osvaldo Aguilera
Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets
16.68%	0.001762%	0.00096%	47.318%	2.339%	0%
Total ownership interest of the parent company	Total ownership interest of the parent company	Total ownership of the parent company	Total ownership interest of the parent company	Total ownership interest of the parent company	Total ownership by the parent company
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.
No business relationship	No business relationship	No business relationship exists	There is no business relationship	Sonda S.A. provides software licenses. 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 were entered into between the parties.	No contracts were entered into between the parties.	There is no business relationship	No contracts were entered into between the parties.	Software Licensing Agreement. Comprehensive Data Center Services Agreement.	No contracts were entered into between the parties.

Sonda Guatemala S.A.	Sonda México S.A. de C.V. and Subsidiaries	Quintec Filiales Operativas S.A and Subsidiaries
Indirect relationship	Indirect relationship	Indirect Relationship
Type of company	Type of Company	Type of Company
Private Corporation	Privately held Corporation	Privately held Corporation
Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)
Foreign	Foreign	76.376.955-0
Registered Address	Legal Address	Registered Address
Vía 4, 1-00 Zone 4, TEC Campus Building Tower II, Office 604 - Guatemala	1271 Insurgentes Sur Ave., 15th Floor, Office 1501, Extremadura Insurgentes Neighborhood, Benito Juárez, Zip Code 03740, Mexico City.	Teatinos No. 550, 9th Floor, Santiago, Chile
Paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)
M\$ 24	M\$ 24,450,200	M\$ 34,207,232
No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
200	1,168,436	15,700,000
Corporate Purpose	Corporate Purpose	Corporate Purpose
IT Consulting and IT Facilities Management	The Company's primary corporate purpose shall be to engage in the following activities: a) Design, implementation, and operation services for all types of information technology and computing solutions, as well as any related services, including, without limitation, services involving the integration of hardware, software, and information and/or communication technologies, whether owned by the Company or by third parties. b) Design, implementation, and operation services for all types of information technology and computing solutions and related services, including services involving the integration of hardware, software, and information and/or communication technologies owned by the Company or third parties, with dedicated, direct, and ongoing on-site service delivery at clients' premises upon request. c) Planning, design, development, and implementation of technology solutions, as well as support, maintenance, installation, operation, and technical assistance services, including emergency technical support, at the request of the Company's clients. d) Planning, design, development, and implementation of technology solutions, as well as support, maintenance, installation, operation, and technical assistance services, including emergency technical support, with dedicated, direct, and ongoing on-site service delivery at clients' premises upon request. e) Integration, coordination, review, and/or administration of post-sale and post-implementation service activities that are ancillary or inherent to the Company's principal activities described above, in connection with systems and solutions developed, integrated, and/or implemented by the Company. f) Assessment, design, updating, and, where applicable, reengineering and redesign proposals for comprehensive information technology systems for third parties. g) To manufacture, process, assemble, import, export, distribute, purchase, sell, lease, license, and otherwise commercialize all types of computer equipment and systems, data processing equipment, and related equipment or software, including, without limitation, computer programs and systems (software), as well as to provide development, support, and consulting services related to software and computer equipment, together with all types of machinery, tools, equipment, implements, parts, components, accessories, and other items associated with such products and the Company's other activities.	The purpose of the Company shall be: 1) To develop, on its own behalf or on behalf of third parties, electronic computing, information systems, and data processing activities and, in general, activities related to information technology and communications; 2) To create, manufacture, develop, apply, import, export, market, maintain, update, operate, install, and represent hardware, software, and related services; 3) To purchase, sell, import, export, represent, distribute, and otherwise commercialize equipment for electronic computing and data processing, including spare parts, components, tools, accessories, and other related items; 4) To directly operate such assets through the provision of services, leasing arrangements, or any other means; To provide occupational training, primarily in the fields of automation and information technology, through courses, seminars, conferences, publications, events, and other forms of systematic knowledge and technology transfer; 5) To provide consulting services in business organization and administration, market and feasibility studies, and operations research services; 6) To engage, in general, in any other activities related to information technology and computing or otherwise directly or indirectly connected thereto; and 7) To make investments in all types of assets, whether movable or immovable, tangible or intangible, including interests in partnerships, bonds, commercial paper, securities, and other investment instruments, as well as to manage such investments and any proceeds derived therefrom. For the fulfillment of its corporate purpose, the Company may incorporate other companies or acquire interests in them.
Board of Directors	Board of Directors	Board of Directors
President:	President:	Chairman:
Not applicable	José Orlandini Robert	José Orlandini Robert
Directors:	Directors:	Directors:
Not applicable	Raúl Sapunar Kovacic, Gonzalo Soto Serdio	Gonzalo Soto Serdio, Marcelo Castiglione Veloso
General Manager	General Manager	General Manager
Victor Betancourt	Rivaldo De Oliveira Ferreira	Marcelo Castiglione Veloso
Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets
0.011%	7.666%	7.212%
Total ownership interest of the parent company	Total ownership of the parent company	Total ownership by the parent company
100%	100%	99.847%
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	Sonda S.A. provides on-site and service desk support services. Subsidiary provides administration, management, and service monitoring services for project execution with the client.	There is no business relationship
Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.
No contracts were entered into between the parties.	On-site and Service Desk Support Services Contract. Service Management Contract.	No contracts were entered into 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
Type of company	Type of company	Type of Company	Type of Company
Privately held Corporation	Privately held Corporation	Privately held Corporation	Privately held Corporation
Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)
78.072.130-8	96.987.400-8	99.496.560-4	Foreign
Registered Address	Registered Address	Registered Address	Registered Address
Apoquindo No. 5,583, Office 101, 10th Floor, Las Condes - Chile	Teatinos No. 550, 7th Floor, Santiago - Chile	Teatinos No. 574, 7th Floor, Santiago, Chile	San José, Montes De Oca, San Pedro, Building B, Sigma Business Center, next to Mall San Pedro - Costa Rica
Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)
M\$ 395,635	M\$ 321,487	M\$ 12,681	M\$ 1,190,409
No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
1,890,127	1,025,000	3,901	1,000
Corporate Purpose	Corporate Purpose	Corporate Purpose	Corporate Purpose
The purpose of the Company shall be: to provide all types of services, advisory, and consulting services in the areas of economics, finance, technology, administration, planning, business management, and industrial management and control in all their forms; to produce, design, integrate, develop, purchase, sell, import, export, market, distribute, maintain, and support all types of computer products, systems, solutions, software, and related items; to organize, promote, and deliver training courses and seminars, including teacher training and professional development programs, related to the foregoing activities; to carry out marketing, promotional, and customer loyalty activities, as well as corporate brand development services; and to engage in any other activities agreed upon by the partners that are directly or indirectly related to the foregoing.	To acquire, dispose of, and develop all types of real property, particularly real estate; to construct on such property, on its own behalf or on behalf of others; to develop such property, directly or through third parties, in any manner; to manage such investments on its own behalf or on behalf of others; to derive income from them; to invest in all types of movable property, tangible and intangible, such as shares, share warrants, bonds, and debentures, shares or rights in all types of companies, whether commercial or civil, communities, and associations, and all types of securities within and outside Chile.	The company's corporate purpose is: 1) to provide the following services to individuals or legal entities, whether Chilean or foreign: a) services related to the design, development, implementation, deployment, adaptation, and maintenance of software; b) consulting in the areas of finance, business, risk analysis, and other related administrative matters; c) services and consulting in the management of client, supplier, debtor, and other related portfolios; d) accounting, legal, and related services and consulting, particularly in the areas of business, contracts, tax, labor, and social security services and consulting; e) vocational and occupational training services; 2) to invest in all types of assets, whether movable or immovable, tangible or intangible, including the acquisition of shares, interests in partnerships, bonds, commercial paper, and generally, all types of securities and investment instruments, as well as the management of these investments and their proceeds.	Electronics, information systems, commerce, industry, livestock, tourism, agriculture; it may participate in trusts, as well as grant all types of sureties and guarantees in favor of partners and third parties
Board of Directors	Board of Directors	Board of Directors	Board of Directors
Chairman: José Orlandini Robert	Chairman: José Orlandini Robert	President: José Orlandini Robert	President: José Orlandini Robert
Directors: Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Directors: Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Directors: Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Directors: Gonzalo Soto Serdio, Marcelo Castiglione Veloso
General Manager Felipe Maristany	General Manager Marcelo Castiglione Veloso	General Manager Marcelo Castiglione Veloso	General Manager Eduardo Sandoval Obando
Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets
-0.127%	1.347%	1.135%	1.460%
Total ownership interest of the parent company	Total ownership of the parent company	Total ownership interest of the parent company	Total ownership interest of the parent company
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 acting as a provider of real estate services to Sonda S.A. Sonda acts as a provider of comprehensive administrative services.	A subsidiary company that acts as a provider of system development and customization services, implementation and support services, and professional consulting services. Sonda S.A. provides professional administrative and accounting consulting and services.	Sonda S.A. provides support and hosting services for the Project Asset Manager. 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 were entered into between the parties.	Real Estate Lease Agreement. Comprehensive Administrative Services Agreement.	Contract for Consulting and Professional Services. Administrative and Accounting Contract.	Project Asset Manager Support and Hosting Service Contract. Contract for Professional Services and Project Management Office (PMO) Supervision.

Sonda de Colombia S.A.S. and Subsidiaries	CTIS Tecnología Ltda.
Indirect Relationship	Indirect relationship
Type of company	Type of Company
Privately held Corporation	Limited Liability Company.
Tax ID Number (RUT)	Tax ID Number (RUT)
Foreign	Foreign
Registered Address	Registered Address
Ak 45 No. 118 - 68 Bogotá - Colombia	Q Scs Quadra 08 BL B Lots 50/60 No. 50 - Venancio 2000 Building, Store 14, Basement 02, Section A - Brasilia - Brazil
Subscribed and Paid-in Capital as of 12/31/2025 (thousands of pesos)	Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)
M\$ 29,960,463	M\$ 133,456,845
No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
52,430,198	592,697,400
Corporate Purpose	Corporate Purpose
The corporate purpose of the Company shall be: To design, analyze, develop, acquire, transfer, provide, operate, and commercialize all types of computer-based information processing systems and data management solutions; to conduct studies for the planning and implementation of computerization programs; to manage computer service and maintenance programs; and to provide consulting and technical assistance services in the aforementioned areas. To operate data processing systems and to represent, distribute, act as agent for, supply, or otherwise commercialize goods and services related to its corporate purpose, whether produced, patented, or registered by domestic or foreign companies. To engage in all types of activities related to the purchase, sale, manufacture, assembly, import, export, and distribution of computer and office communications equipment and systems, together with related parts, accessories, and supplies. This includes all components necessary for the proper operation of such equipment, including voltage stabilizers, power inverters, uninterruptible power supply (UPS) systems, emergency generators, batteries, raised flooring systems, control panels, electrical installations, and similar equipment, as well as the provision of preventive and corrective maintenance services for all such equipment. To provide all types of services in the fields of information technology, telematics, multimedia, online and internet-based information systems, including data processing services. To engage in activities related to the electronic recording, transmission, and processing of data. To purchase, sell, import, export, and manufacture materials used in the photographic industry and related industries, as well as materials connected with or useful for the production of such products. To install, expand, upgrade, extend, or modify telecommunications networks and their various components for private or public use, whether or not connected to state telecommunications networks, provided that all applicable legal and regulatory requirements are met. Such networks may be used to provide telecommunications services. To provide basic telecommunications services, carrier services, broadcast teleservices, telematic services, value-added services, support services, and, in general, any type of telecommunications service to the Company itself, its shareholders, or third parties, subject to compliance with applicable legal requirements. Such services may be provided either under concession arrangements granted by the State or directly in coordination with public entities, subject to authorization by the competent administrative authorities. The Company may provide these services independently or in association with public or private entities through any form of permanent or temporary business arrangement. The Company may provide telecommunications services at the international, national, departmental, municipal, and Capital District levels, or within any other authorized coverage area, in accordance with the applicable permits and administrative authorizations. To provide technical training and instruction in the use and operation of the products and services supplied by the Company. To import, commercialize, lease, and install surveillance and security equipment.	(i) Information Technology Services: Services related to the creation and development of computer programs (software), installation, updating, and maintenance of computer programs, consulting, systems analysis and development, data modeling, analysis, and management, database support and administration, solution design and architecture, and analysis of information and statistical data for decision support (data warehouse/datamart) in the field of information technology and data processing, consulting, training, and the provision and leasing of specialized labor in the field of information technology and data processing; engineering services; installation, administration, and maintenance of data and voice communication networks, including the customization of computer programs (software); and engineering services, installation, administration, and maintenance of hardware. (ii) Outsourcing: Outsourcing of printing and reprographics management and operation solutions using printers and multifunction devices (print outsourcing); outsourcing of management and operational solutions for customer service and relationship centers (Contact Center); outsourcing of management and operational solutions for call centers and technical support (Help Desk); and outsourcing of management and operational solutions for hardware (computers, routers, modems, and related equipment). (iii) Software and databases: Distribution, sale, resale, licensing, and sublicensing of software and databases, whether proprietary or acquired from manufacturers or intellectual property owners, and support and consulting services. Development, management, and updating; hosting and distribution; installation; setup; and management of technical services for audiovisual networks, closed-circuit television networks, data transport networks, network points, logical, electrical, and videoconferencing services, and other services in Visual Solutions. (iv) Commercial Representation: Representation of products in the field of computing and information technology, on its own behalf or on behalf of third parties. (v) Rental of Assets: Rental of machinery, equipment, and movable and immovable property. Rental of other commercial and industrial machinery and equipment in general, with or without an operator. Rental of audiovisual equipment. (vi) Offset and Laser Printing Industry: Graphic arts industry providing manufacturing and services for continuous forms, paper, plastics, and the publishing and printing of periodicals, tax forms, books, magazines, newspapers, printed materials, tax documents, and others, generally on demand. (vii) Computer Equipment (Hardware): Distribution, sale, and resale of computer equipment (hardware) owned by the company or purchased from manufacturers, such as servers, peripherals, tape libraries, storage devices, workstations, as well as the respective components of such equipment. (viii) Administrative Services: Combined office and administrative support services. (ix) Typing Services: Typing services, data entry, office work, administrative support, infrastructure services, and similar services.
Board of Directors	Board of Directors
President:	President:
Patricio Fuentes Aros	Not Applicable
Directors:	Directors:
Jose Luciano Orlandini Robert, Patricio Fuentes Aros, Gonzalo Ignacio Soto, Juan Esteban Ossul, Francisco Escala Korenblit, Marcelo Castiglione Veloso	Not Applicable
General Manager	General Manager
Patricio Fuentes Aros	Ricardo Scheffer de Figueiredo
Percentage of investment in parent company assets	Percentage of investment in parent company assets
4.407%	2.860%
Total ownership by the parent company	Total ownership by the parent company
100%	100%
Description of the Business Relationship with Sonda S.A.	Description of the Business Relationship with Sonda S.A.
Sonda S.A. provides help desk services. Sonda S.A. provides technical consulting for projects. Sonda S.A. provides maintenance and integration services. Sonda S.A. provides testing environment certification services. Subsidiary provides professional services, data center management services, backup operations, and additional services for client-related projects. The subsidiary provides remote help desk services. The subsidiary provides supervision and monitoring management services, IT tools, SQL database operations, operating systems, storage and backup, products, and middleware for big data. The subsidiary provides consulting, development, and software certification services for the HIS Solution Modernization Project.	There is no business relationship
Contracts with Sonda S.A.	Contracts with Sonda S.A.
Help Desk Services Contract. Technical Consulting Contract for the project. Maintenance and Integration Services Contract. Testing Environment Accreditation Services Contract. Professional Services Contract, Data Center Management Services, Backup Operations, and Additional Services for a client-related project. Remote Help Desk Services Contract. Contract for supervision and monitoring administration services, IT tools, SQL DB operations, operating systems, storage and backup, products, and Big Data middleware. Contract for consulting, development, and software certification services for the HIS Solution Modernization Project.	No contracts were entered into between the parties.

Sonda Do Brasil Ltda. and Subsidiaries	Sonda Procwork Inf. Ltda. and Subsidiaries
Indirect relationship	Indirect relationship
Type of company	Type of Company
Limited Liability Company.	Limited Liability Company.
Tax ID Number (RUT)	Tax ID Number (RUT)
Foreign	Foreign
Registered Address	Registered Address
Al. Europa No. 1,206 - 1st and 3rd Floors, Block B - Santana de Parnaíba - Brazil	Avenida das Nações Unidas, No. 12,901, 19th floor, units 1901 and 1902, Room A, Block A, North Tower, Brooklin Paulista, São Paulo, SP, Brazil, ZIP Code 04578-910
Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)	Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)
M\$ 68,914,400	M\$ 192,982,427
No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
245,039,863	1,052,891,796
Corporate Purpose	Corporate Purpose
(i) Sale of hardware and software; (ii) Provision of consulting and training services, and development of systems and software; (iii) IT goods agency – Information technology, telecommunications, and other related economic activities, including the import and export of goods and services related to this activity; (iv) Rental of computers, software, peripherals, and other equipment; (v) Maintenance of computer equipment and peripherals, software support; (vi) Development, implementation, and maintenance of computer networks; (vii) Development, implementation, and maintenance of structured cabling systems; (viii) Outsourcing of professionals and development, implementation, and maintenance of call centers; (ix) Information Technology Services: Software creation and development services, installation, updating, and maintenance of software, consulting, systems analysis and development, data modeling, analysis, and management, database support and administration, solution design and architecture, analysis and production of information and statistics to support decision-making (data warehouse/datamart) in the field of information technology and data processing, consulting, training, and the provision and leasing of specialized labor in the field of information technology and data processing; engineering services, installation, management, and maintenance of data and voice communication networks, including the customization of software; and engineering services, installation, management, and maintenance of hardware; (x) Outsourcing: Outsourcing of printing and reprographics management and operation solutions using printers and multifunction printers (print outsourcing); outsourcing of management and operational solutions for customer service and relationship centers (Contact Center); outsourcing of management and operational solutions for call centers—call centers and technical support (Help Desk)—and outsourcing of management and operational solutions for hardware (computers, routers, modems, and related equipment); (xi) Computer software and databases: Distribution, sale, resale, licensing, and sublicensing of computer software and databases, whether proprietary or acquired from manufacturers or intellectual property owners, and support and consulting services. Development, management, and updating; hosting and distribution; installation; setup; and management of technical services for audiovisual networks, closed-circuit television networks, data transmission networks, network points, logic, electrical, and videoconferencing systems, and other services in Visual Solutions; (xii) Commercial Representation: Representation of products in the field of computing and information technology on its own behalf or on behalf of third parties; (xiii) Rental of Property: Rental of machinery, equipment, and movable and immovable property. Rental of other commercial and industrial machinery and equipment in general, with or without an operator. Rental of audiovisual equipment; (xiv) Offset and Laser Printing Industry: Graphic arts industry providing manufacturing and services for continuous forms, paper, plastics, and the publishing and printing of periodicals, tax forms, books, magazines, newspapers, printed materials, tax documents, and other items generally on demand; (xv) Computer Equipment (Hardware): Distribution, sale, and resale of computer equipment (hardware) owned or purchased from manufacturers, such as servers, peripherals, tape libraries, storage devices, workstations, as well as the respective components of such equipment; and (xvi) Typing, word processing, shorthand, office work, general secretarial services, voice response, writing, editing, interpreting, translation, administrative support, infrastructure, and similar activities.	(I) Systems analysis and development; (II) Programming; (III) Data processing and related activities; (IV) Software development; (V) Licensing or assignment of rights to use computer programs; (VI) IT consulting and advisory services; (VII) IT technical support, including installation, configuration, and maintenance of computer programs and databases; (VIII) Planning, creation, maintenance, and updating of websites; (IX) Business management; (X) IT training; (XI) Provision of general IT services, including consulting, analysis, and development of custom software and data processing; (XII) Administrative services; (XIII) Third-party software licenses; (XIV) IT technical support and hardware and software maintenance; (XV) Development, installation, and maintenance of structured cabling systems; (XVI) Specialized retail sale of computer equipment and supplies; (XVII) Rental of computer equipment; (XVIII) Printing and reprographic services using printers and multifunction printers (outsourced printing); (XIX) Other telecommunications activities not specified above; (XX) Provision of labor, including on a temporary basis, such as employees or workers, temporary or seasonal, hired by the service provider; (XXI) Engineering, agronomy, surveying, architecture, geology, urban planning, landscaping, and similar services; (XXII) reporting, press relations, journalism, and public relations services; (XXIII) building maintenance and repair; (XXIV) maintenance of telecommunications stations and networks; (XXV) engineering services; (XXVI) technical activities related to engineering and architecture not specified above; (XXVII) assembly and installation of lighting and signaling systems and equipment on public roads, in ports, and at airports; (XXVIII) public lighting networks, maintenance of public lighting networks; (XXIX) technical activities related to lighting and maintenance of public networks not specified above; and (XXX) multimedia communication services.
Board of Directors	Board of Directors
President:	President:
Not Applicable	Not Applicable
Directors:	Directors:
Not Applicable	Not Applicable
General Manager	General Manager
Ricardo Scheffer de Figueiredo	Ricardo Scheffer de Figueiredo
Percentage of investment in parent company assets	Percentage of investment in parent company assets
3.923%	7.715%
Total ownership by the parent company	Total ownership by the parent company
100%	100%
Description of the Business Relationship with Sonda S.A.	Description of the Business Relationship with Sonda S.A.
There is no business relationship	Sonda S.A. provides SAP hosting services in the enterprise cloud for the client. Sonda S.A. provides on-site support and service desk services to the client.
Contracts with Sonda S.A.	Contracts with Sonda S.A.
No contracts were entered into between the parties.	Contract for SAP Hosting Services in the Enterprise Cloud for the client. On-site Support and Service Desk Service Contract.

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
Type of company	Type of Company	Type of Company
Limited Liability Company.	Limited Liability Company.	Privately held Corporation
Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)
Foreign	Foreign	Foreign
Registered Address	Legal Address	Registered Address
Al. Europa No. 1206 - Santana de Parnaíba, SP - Brazil, ZIP Code 06.543-325	Av. das Américas No. 700, Block 01, Rooms 229–239 - Rio de Janeiro - Brazil, ZIP Code 22.640-100	444 Javier Prado Este Ave., Suite 1601, Javier Prado Tower, San Isidro, Lima, Peru.
Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Subscribed and Paid-in Capital as of 12/31/2025 (thousands of pesos)
M\$ 17,670,029	M\$ 47,319,606	M\$ 473,855
No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
77,164,030	192,338,333	233,853
Corporate Purpose	Corporate Purpose	Corporate Purpose
Operation of the business of trade, import, export, representation, rental, development, implementation, and maintenance of software; integrated systems for microcomputers, minicomputers, mainframes, and logic processors; provision of maintenance, repair, and installation services for equipment; consulting for projects and implementations of teleinformatics systems; and the sale, purchase, and rental of all types of equipment for computing, telephony, and data communication, known as "hardware," in addition to the resale of software licenses, training and education in computing and telecommunications, typing, word processing, shorthand, office work, general secretarial services, voice response, writing, editing, interpretation, proofreading, translation, administrative and infrastructure support, and similar services; engineering services; electrical installation and maintenance; and computer training, it being understood that these activities may be carried out by the parent company and the Company's subsidiaries.	Marketing, commercial representation, import and export of non-customized multiple copies of software, licensing and assignment of rights to use computer programs, IT technical support services, IT training and IT consulting and advisory services, engineering services, and technical activities related to engineering and architecture, it being understood that these activities may be carried out by the parent company and its subsidiaries.	The specific purpose of the company is to engage in the following activities: 1. Purchase, sale, import, operation, distribution, and leasing in any form permitted by law. Including the financial leasing of electrical and electronic equipment, as well as their components, parts, and pieces, used in information processing, process automation, and communications. 2. Provision of services for the installation, repair, maintenance, operation, and administration of electrical and electronic equipment, as well as their components, parts, and pieces, used in information processing, process automation, and communications. 3. Purchase, sale, information, export, distribution, development, and leasing—in any form permitted by law, including financial leasing—of computer applications and software packages, whether proprietary or licensed, including the respective user licenses or those of third parties, as well as their components, programs, and procedures used in information processing, process automation, and communications. 4. 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. Training and consulting services regarding the selection, use, operation, administration, and optimization of computer, automation, and communications equipment, packages, and programs. 6. Value-added services in solution integration, business consulting, information technology, software customization, application development, support, and technical training in the areas of systems integration, networks, connectivity, and communications. 7. Outsourcing services for information processing operations, including the provision of the human resources, equipment, and expertise required for the various activities involved in the process: consulting, analysis, programming, operation, installation, maintenance, and administration.
Board of Directors	Board of Directors	Board of Directors
President:	Chairman:	President:
Not Applicable	Not Applicable	José Orlandini Robert
Directors:	Directors:	Directors:
Not applicable	Not Applicable	Marcelo Castiglione Veloso, Gonzalo Soto Serdio
General Manager	General Manager	General Manager
Ricardo Scheffer de Figueiredo	Ricardo Scheffer de Figueiredo	María Eugenia Basauri
Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets
1.917%	3.572%	1.460%
Total ownership interest of the parent company	Total ownership of the parent company	Total ownership by the parent company
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	No business relationship	Sonda S.A. provides software licensing. Sonda S.A. provides IT support and help desk services for customers. Sonda S.A. provides implementation services for Conversor projects. The Subsidiary provides specialized resources in cloud computing platforms for DCC Chile. The Subsidiary provides support services and Fin 700 application development. The Subsidiary provides project implementation services.
Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.
No contracts were entered into between the parties.	No contracts were entered into between the parties.	Software Licensing Agreement. IT Support and Help Desk Agreement for Clients. Conversor Project Implementation Services Agreement. Agreement for Specialized Resources in Cloud Computing Platforms for DCC Chile. FIN 700 Application Support and Development Services Agreement. Project Implementation Services Agreement.

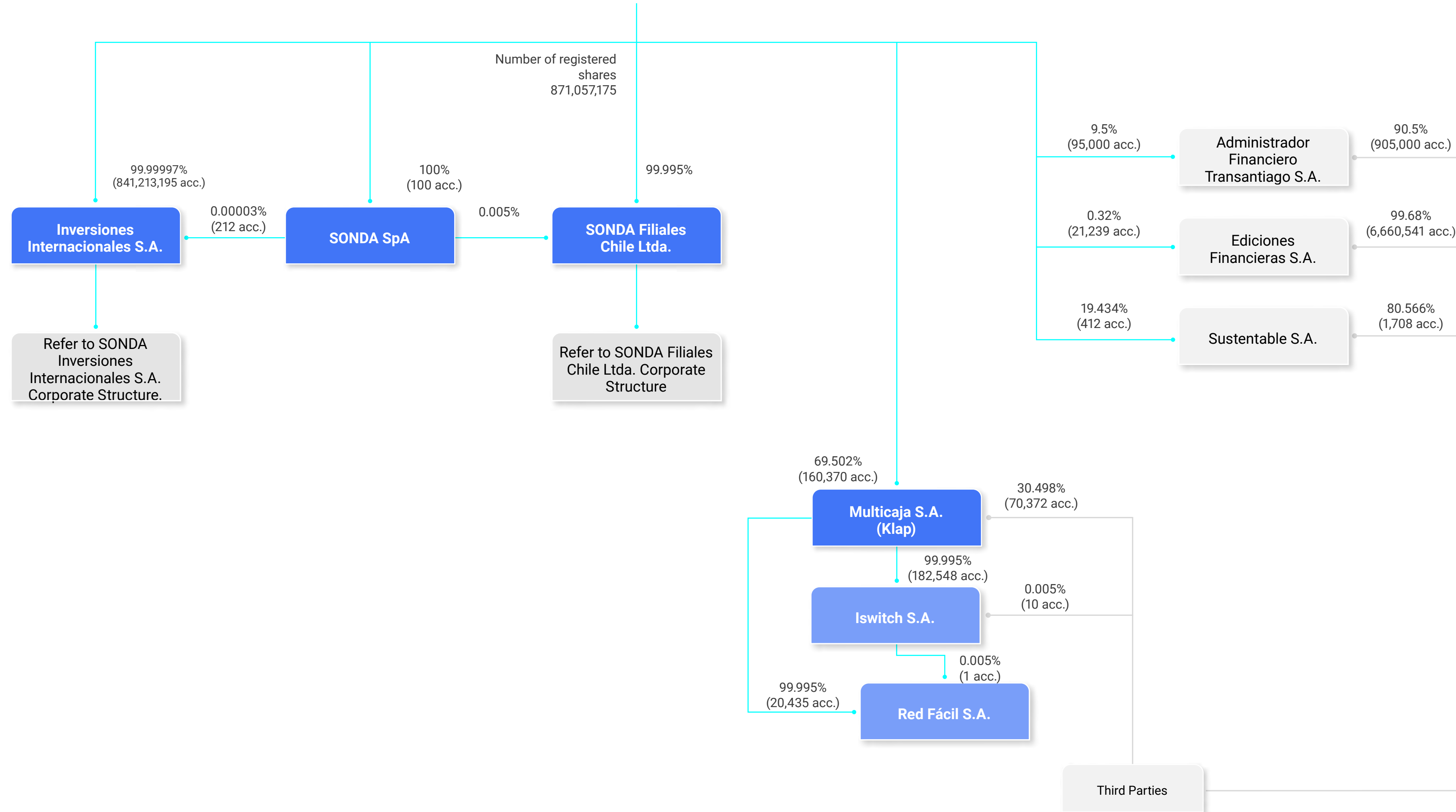
SONDA Cidades Inteligentes e Mobilidade Ltda.	Sonda del Ecuador Ecuasonda S.A.	Sonda Argentina S.A.
Indirect relationship	Indirect relationship	Indirect relationship
Type of company	Type of Company	Type of Company
Limited Liability Company.	Privately held Corporation	Privately held Corporation
Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)
Foreign	Foreign	Foreign
Registered Address	Legal Address	Registered Address
Alameda Europa, 1206, Tamboré, Santana de Parnaíba, SP, Brazil, ZIP Code 06543-325	Isabel La Católica No. 24-430 and Luis Cordero - RFS Building, Quito - Ecuador	800 Corrientes Ave., 36th Floor, Buenos Aires, Argentina
Subscribed and paid-in capital as of December 31, 2025 (in thousands of pesos)	Paid-in capital as of December 31, 2025 (thousands of pesos)	Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)
M\$ 39,277,082	M\$ 448,351	M\$ 19,494,151
No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
187,472,964	12,356,306	2,129,580,336
Corporate Purpose	Corporate Purpose	Corporate Purpose
Provision of maintenance, repair, and installation services for equipment, as well as consulting services for IT system projects and implementations; trade, representation, rental, development, and implementation of software, integrated systems for microcomputers and logic processors; sale, purchase, representation, and rental of all types of computer, telephone, and electronic equipment, parts, accessories, and related items; and telecommunications and data communication activities, known as hardware; development, distribution, licensing, or assignment of rights to use computer programs; training; systems integration; support; and general software and hardware services; business consulting and solutions; telecommunications; typing, word processing, shorthand, office work, general secretarial services, voice response, writing, editing, interpreting, proofreading, translation, administrative support, infrastructure, and similar services; promotion, planning, and dissemination of marketing services; leasing of real estate space for advertising purposes; operation of advertising structures; operation of street furniture, for one's own benefit or that of third parties, on vehicles in general; leasing. in fixed assets, movable property, and real estate, including vehicles of all kinds; participation in real estate or movable property ventures through shares, securities, or capital contributions; importation, exportation, engineering services, electrical installation and maintenance, and computer training, it being understood that these activities may be carried out by the parent company and its subsidiaries.	a) contracting and selling computer services to individuals or legal entities, or commercial or industrial companies, whether public or private. The services shall include programming and automatic data processing for accounting purposes, in particular. b) selling, purchasing, importing, or exporting computer equipment or materials and related items. c) The design and installation of computer networks. d) Technical assistance in the areas of programming, systems engineering, and automation in the field of information technology. e) Consulting, training, the development of software packages, and all matters related to information technology. f) 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. g) The direct operation of electronic computing and data processing equipment, and the creation, manufacture, development, and application of hardware and software. h) the representation of domestic and foreign firms aligned with its corporate purpose. In general, the company shall be vested with all powers to perform acts and enter into contracts permitted by law; whether civil, commercial, or business-related with public or private entities in the country or abroad, as required to fulfill the corporate purpose, without prejudice to the conditions established under Ecuadorian law. To fulfill its corporate purpose, the company may act as a partner or shareholder in the formation of all types of partnerships or corporations, contribute capital to them, or acquire, hold, and own shares, bonds, or equity interests in other companies; in general, the company may perform all types of acts, contracts, and transactions permitted by Ecuadorian law.	The company's purpose is the promotion, sale, rental, leasing, repair, purchase, exchange, export, import, representation, recovery, maintenance, design, manufacture, programming, and training of and/or for data processing equipment and systems (computers), including, but not limited to, central processing units, their peripherals, auxiliary equipment, consumables, spare parts, interfaces, interconnectors, and other components required by current or future technology for any use to which they may be put. Automatic data processing services, and any service that may be provided to individuals, companies, agencies, or institutions through the use, or non-use, of automatic data processors
Board of Directors	Board of Directors	Board of Directors
Chairman: N/A	Chairman: Jose Orlandini Robert	President: Heidy Bauer
Directors: N/A	Directors: Alexander Cahn Sauerteig, Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Directors: José Orlandini Robert, Gerardo Arida, Marcela Varela (alternate).
General Manager Ricardo Scheffer de Figueiredo	General Manager Pedro Sanchez	General Manager Heidy Bauer
Percentage representing the investment in the parent company's assets 2.212%	Percentage representing the investment in the parent company's assets 1.174%	Percentage of investment in parent company assets 1.486%
Total ownership interest of the parent company 100%	Total ownership interest of the parent company 100%	Total ownership by the parent company 100%
Description of the Business Relationship with Sonda S.A. Subsidiary provides Predictor Plus Data Center Services.	Description of the Business Relationship with Sonda S.A. Sonda S.A. provides operating system migration and administration services for the client.	Description of the Business Relationship with Sonda S.A. Sonda S.A. provides system support and maintenance services.
Contracts with Sonda S.A. Predictor Plus Solution Data Center Services Contract.	Contracts with Sonda S.A. Operating System Administration Service Contract for the client.	Contracts with Sonda S.A. Contract for system support and maintenance services.

Sonda Uruguay S.A.	Sonda USA, Inc.	Tecnoglobal S.A.	Microgeo Ingeniería S.A.
Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship
Type of company	Type of Company	Type of Company	Type of Company
Privately held Corporation	Incorporated (Corporation)	Privately held Corporation	Privately held Corporation
Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)
Foreign	Foreign	96.823.020-4	88,579,800-4
Registered Address	Registered Address	Registered Address	Registered Address
Ejido 1275, 7th Floor, Montevideo, Uruguay	2626 Cole Ave, Suite 300, TX 75204, United States of America.	Camino del Monte No. 4848, Huechuraba - Chile	Camino el Cerro No. 5154, Huechuraba, Chile
Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)	Subscribed and paid-in capital as of 12/31/2025 (thousands of pesos)	Paid-in capital as of 12/31/2025 (thousands of pesos)
M\$ 21,293,036	M\$ 5,859,859	M\$ 20,473,089	M\$ 2,671,975
No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
936,359,533	1,000	312,950,000	1,820
Corporate Purpose	Corporate Purpose	Corporate Purpose	Corporate Purpose
1) To develop, on its own behalf or on behalf of others, electronic computing, information systems, and data processing, and, in general, activities in the fields of information technology, 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, components, tools, and accessories, and other related items. 3) The direct exploitation of such goods, whether through the provision of services, leasing, or any other form. 4) Occupational training, primarily in the fields of automation and information technology, through courses, seminars, conferences, publications, events, or other forms of systematic knowledge and technology transfer. 5) To generally carry out any other activity in the fields of information technology and computing or related thereto, and to enter into all contracts and agreements directly related to the company's purposes.	IT Services	a) To acquire, represent, distribute, import, export, and, in general, market and exploit, in any form, all types of electronic, office, telephony, communication, and computer equipment, as well as their spare parts, components, and other complementary, related, or ancillary items. b) To design, develop, produce, maintain, launch, or market software products or applications and, in general, exploit them in any form. c) Provide vocational and training education, among other things, in the fields of automation and information technology, through courses, seminars, conferences, or other forms of systematic knowledge and technology transfer. d) Store, process, and market information. e) Provide all types of professional advice, consulting, and services directly or indirectly related to the company's business areas.	Purchase, sale, import, and distribution of equipment, software, and supplies.
Board of Directors	Board of Directors	Board of Directors	Board of Directors
President:	President:	President:	President:
José Orlandini Robert	José Orlandini Robert	José Orlandini Robert	Jose Orlandini Robert
Directors:	Directors:	Directors:	Directors:
Ricardo Vilas Gimena, Gonzalo Soto Serdio, Marcela Varela Loggia	Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Gonzalo Soto Serdio, Francisco Escala Korenblit, Javier Larenas Bucchi, Marcelo Castiglione Veloso	Marcelo Castiglione Veloso, Gonzalo Soto Serdio, Stefano Sigala Romele, Robert Richter Stein
General Manager	General Manager	General Manager	General Manager
Ricardo Vilas Gimena	Alberto Osvaldo Aguilera	Rodrigo Hermosilla Bobadilla	Alberto Merino Pohl
Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets
2.361%	0.024%	3.596%	0.426%
Total ownership interest of the parent company	Total ownership interest of the parent company	Total ownership interest of the parent company	Total ownership interest of the parent company
100%	100%	100%	80%
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.
The subsidiary provides support and licensing for the Asset Manager product for the project. Sonda S.A. provides consulting and support services.	Sonda S.A. provides information technology consulting services Sonda S.A. provides quality assurance services for online banking platforms. Sonda S.A. provides software testing services. Sonda S.A. provides marketing, management, and administrative services.	A subsidiary company dedicated to the sale of computer equipment and acting as a supplier to Sonda S.A. Sonda S.A. provides consulting and professional administrative and accounting services.	Subsidiary provides comprehensive services and information technology solutions.
Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.	Contracts with Sonda S.A.
Support and licensing contract for the Event Manager product, for a project. Consulting and support services contract.	Contract for Information Technology Consulting Services Quality assurance services contract for online banking platforms. Software Testing Services Contract. Contract for Marketing, Management, and Administration Services.	Administrative and Accounting Contract.	Software licensing, sublease, and comprehensive services contract.

Microgeo Gráfica S.A.	Soluciones Expertas S.A. and Subsidiaries	Servibanca S.A. and Subsidiary	Inmobiliaria Servibanca S.A.	Sonda Panama S.A.
Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship	Indirect relationship
Type of company	Type of Company	Type of Company	Type of Company	Type of Company
Privately held Corporation	Closed-End Corporation	Privately held Corporation	Privately held Corporation	Privately held Corporation
Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)	Tax ID Number (RUT)
76.646.053-4	96,725,400-2	96,571,690-4	76.240.462-1	Foreign
Registered Address	Registered Address	Legal Address	Registered Address	Registered Address
El Rosal 4765, Huechuraba, Chile	2736 Vitacura Avenue, Suite 502, Las Condes, Santiago - Chile	Catedral No. 1888, Santiago - Chile	Catedral No. 1888, Santiago - Chile	Parque Lefevre Subdistrict, Costa del Este, Centenario Ave., Towerbank Tower, Centenario Condominium, 18th Floor - Panama, Panama District.
Paid-in Capital as of 12/31/2025 (thousands of pesos)	Paid-in Capital as of 12/31/2025 (thousands of pesos)	Paid-in Capital as of 12/31/2025 (thousands of pesos)	Paid-in Capital as of 12/31/2025 (thousands of pesos)	Paid-in Capital as of 12/31/2025 (thousands of pesos)
M\$ 1,168,398	M\$ 8,910	M\$ 714,574	M\$ 411,341	M\$ 9,071
No. of Subscribed and Paid-in Shares	No. of Shares Subscribed and Paid	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares	No. of Subscribed and Paid-in Shares
1,820	2,000,000	1,200	1,200	10,000
Corporate Purpose	Corporate Purpose	Corporate Purpose	Corporate Purpose	Corporate Purpose
The purpose of the company shall be the purchase, sale, import, export, leasing, representation, distribution, marketing, and related services such as training, advisory or consulting services, and technical support, whether on its own behalf or on behalf of others, of products in the graphic arts industry, such as printers, large-format plotters, digital displays, or digital signage, as well as optical and scientific items and other related products; as well as all kinds of computer equipment, components, and accessories, software, supplies, and peripherals, among others.	a) Designing and implementing expert systems and solutions; b) The purchase, sale, import, export, representation, and marketing in Chile or abroad of any type or class of computer programs and/or computer, electronic, or telecommunications equipment; c) The provision of all types of consulting and services in the field of information technology and, in particular, regarding the computer programs marketed by the company; and, d) The provision of all types of training services, such as the delivery of courses, seminars, and staff training workshops.	Technical and Computer Professional Services.	Investment Companies and Securities Dealers in General	To develop, on its own account or on behalf of others, electronic computing, information systems, and data processing, and, in general, activities in the fields of information technology, automation, and communications; The creation, manufacture, development, application, import, export, marketing, maintenance, updating, operation, installation, and representation of hardware, software, and related services; The purchase, sale, import, export, representation, distribution, and, in general, the marketing of equipment for electronic computing and data processing, its spare parts, components, tools, accessories, and other related items; The direct operation of such assets, whether through the provision of services, leases, or any other form; Vocational 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; The provision of organizational and business management consulting services, including e , market studies, feasibility studies, and operational research; and To engage, in general, in any other activity in the fields of information technology and computing or that is directly or indirectly related to these.
Board of Directors	Board of Directors	Board of Directors	Board of Directors	Board of Directors
President: Jose Orlandini Robert	President: Mario Pavón Robinson	President: José Orlandini Robert	President: José Orlandini Robert	President: Víctor Betancourt
Directors: Marcelo Castiglione Veloso, Gonzalo Soto Serdio, Stefano Sigala Romele, Robert Richter Stein	Directors: Jorge Díaz Fernández, Francisco Garcia Donoso, Jorge Hoyl Moreno	Directors: Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Directors: Gonzalo Soto Serdio, Marcelo Castiglione Veloso	Directors: Jaime Bueso, Heidi Caballero, Juan Ossul, José Orlandini Robert, Marcelo Castiglione, Raúl Sapunar Kovacic
General Manager Alberto Merino Pohl	General Manager Jorge Hoyl Moreno	General Manager Javier Larenas Bucchi	General Manager Marcelo Castiglione Veloso	General Manager Victor Betancourt
Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets	Percentage representing the investment in the parent company's assets
0.532%	0.111%	0.292%	0.144%	-0.001%
Total ownership interest of the parent company	Total ownership by the parent company	Total ownership interest of the parent company	Total ownership interest of the parent company	Total ownership of the parent company
80%	50%	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.	Description of the Business Relationship with Sonda S.A.	Description of the Business Relationship with Sonda S.A.
There is no business relationship.	Subsidiary sells software solutions and support, and provides continuous improvement services to Sonda S.A.	Sonda provides information technology services.	There is no business relationship.	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.
No contracts were entered into between the parties.	Software Solutions Contract.	Contract for implementation and ongoing support services, consulting services, maintenance, and support for BPO processes.	No contracts were entered into between the parties.	No contracts were entered into between the parties.

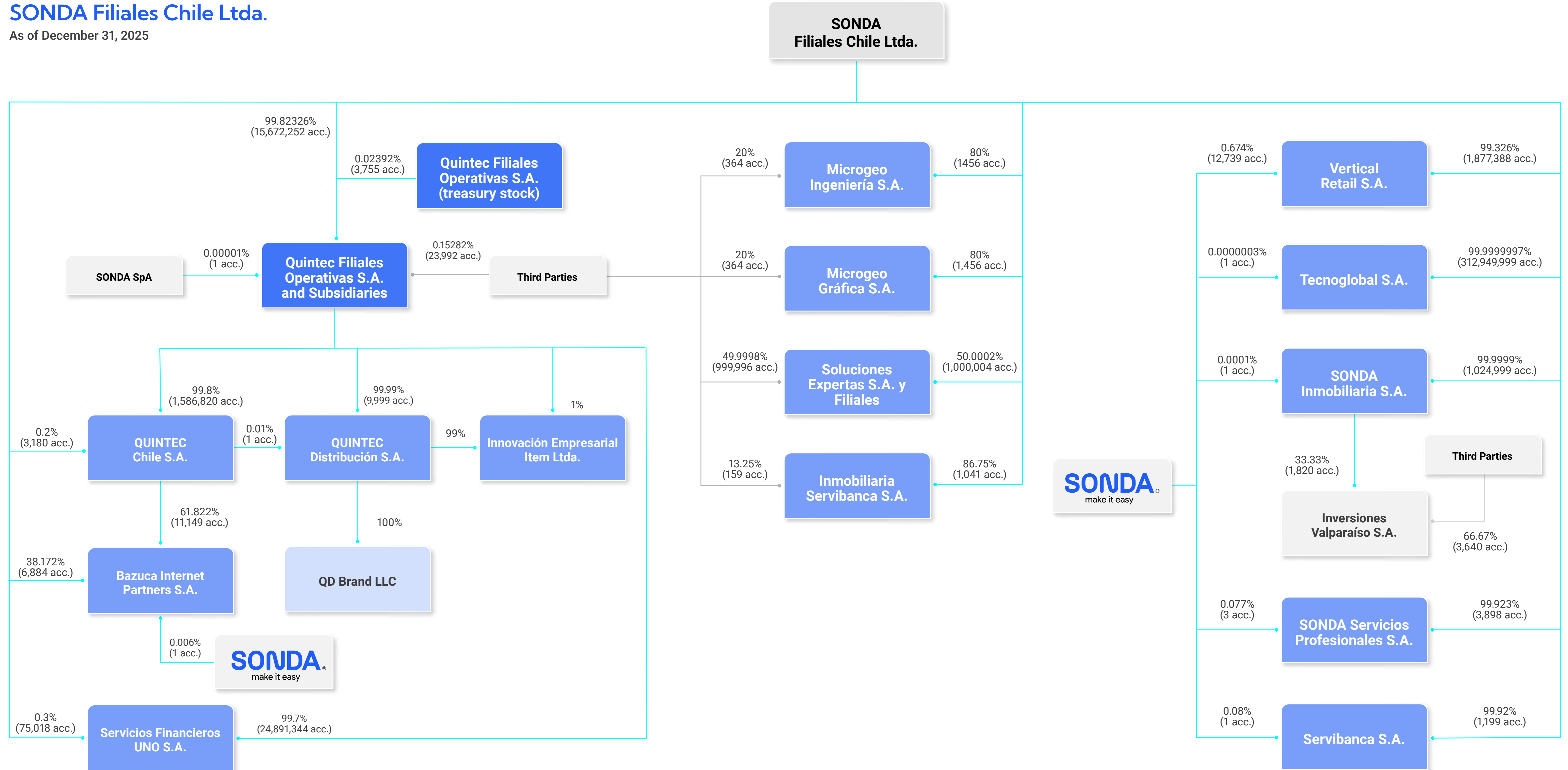
Corporate Structure

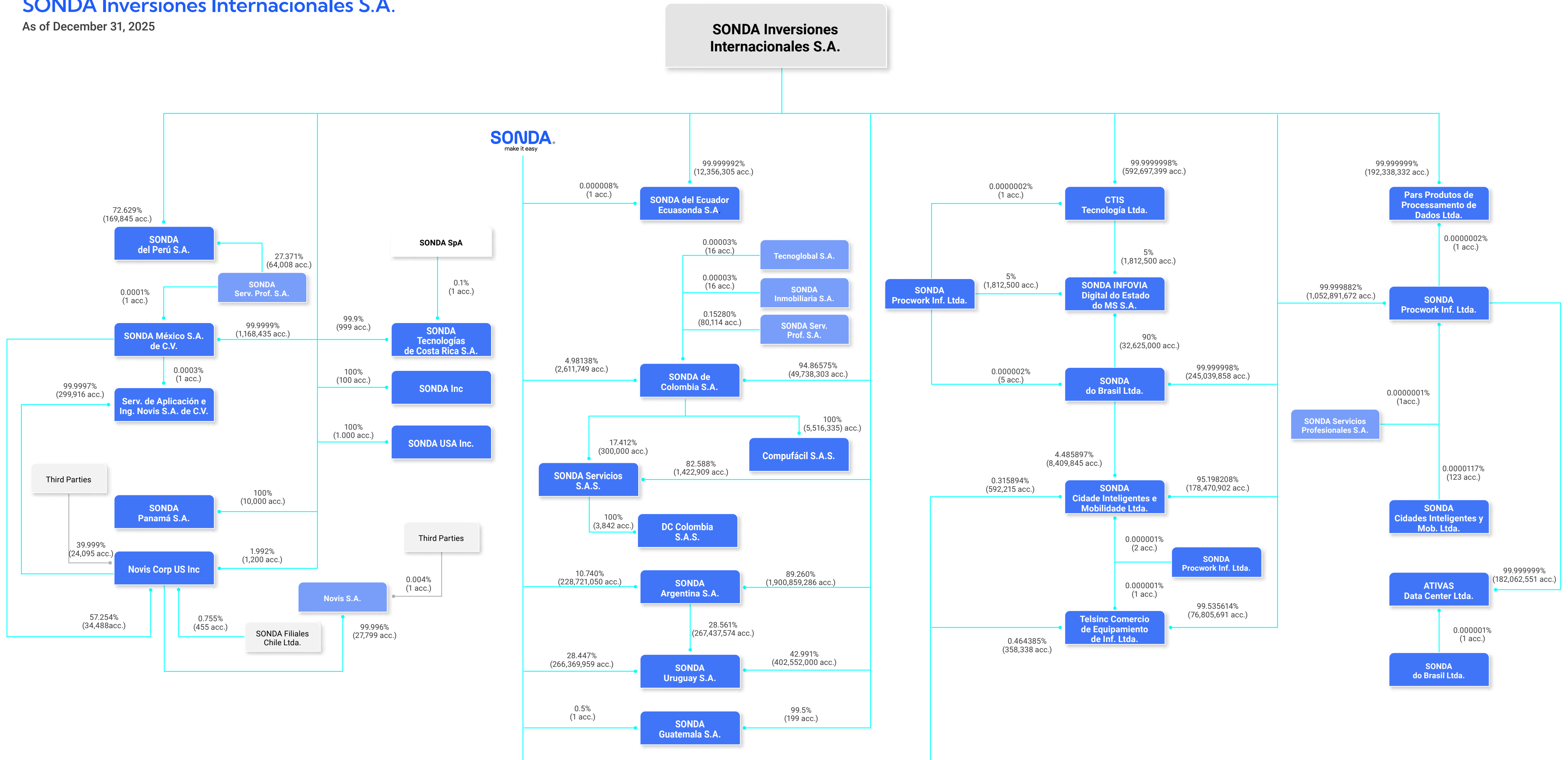
As of December 31, 2025



SONDA Filiales Chile Ltda.

As of December 31, 2025







7. Supplier Management

SONDA has implemented a systematic, standardized procurement model that establishes general criteria and guidelines for the acquisition and supply of goods and services. This model ensures timely management under competitive market conditions, achieving an optimal price-quality ratio, and fostering solid, responsible, and long-term business relationships.

Our Timely Payment Policy establishes a general payment term of 30 calendar days from the date of invoice receipt, applicable to both domestic and foreign suppliers. This standard aims to facilitate our suppliers' financial planning and foster relationships based on trust and mutual benefit.

Additionally, suppliers are categorized as critical or non-critical. For critical suppliers—those whose products or services directly impact the delivery of strategic solutions to our clients or compliance with legal and contractual regulations—exceptions are also provided for advance payments, terms shorter than 30 days, or pre-established payment dates, depending on the type of service and contractual terms.

The entire procurement process is supported by policies and procedures that enable the identification, quantification, and management of associated risks, and is governed by principles of ethics and regulatory compliance, including our Crime Prevention Model in Chile and the guidelines of our Code of Ethics and Conduct.

We evaluate and certify our suppliers in accordance with each country's laws to ensure they comply with sustainability practices, safety standards, and labor regulations that protect both their workers and our employees and customers.

We also ensure that our suppliers comply with international standards for quality (ISO 9001), the environment (ISO 14001), and occupational health and safety (ISO 45001), which are part of our Integrated Management System. These certifications extend their requirements and policies to our contractors to prevent workplace accidents, occupational illnesses, and environmental impacts resulting from their operations.

7.1 Payment to Suppliers

Payment to suppliers	30 days		Between 31 and 60 days		More than 60 days	
	Domestic	Foreign	Domestic	Foreign	Domestic	Foreign
i. Number of invoices paid to suppliers during the year.	53,680	3,549	20,715	11,033	10,066	4,566
ii. Total amount (in millions of pesos) of invoices paid during the year.	128,381	47,002	70,586	67,666	61,405	60,453
iii. Total amount of late payment interest (in millions of pesos) paid or payable due to late payment or simple delay on invoices issued during the reporting period.	-	-	-	-	-	-
iv. Number of suppliers to whom the invoices paid during the year correspond.	2,303	172	985	53	257	48
v. Number of agreements entered in the Registry of Agreements with Exceptional Payment Terms maintained by the Ministry of Economy, where 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 Procedure for the Evaluation, Accreditation, and Registration of Suppliers, and are applied according to the supplier's classification, based on the category and characteristics of the product or service offered.

Depending on whether the supplier's offering consists of goods or services, and considering characteristics such as place of service provision, regularity, and permanence, suppliers are classified into the categories of Products, Sporadic Services, Permanent Services (Contractors), or Remote Services. Based

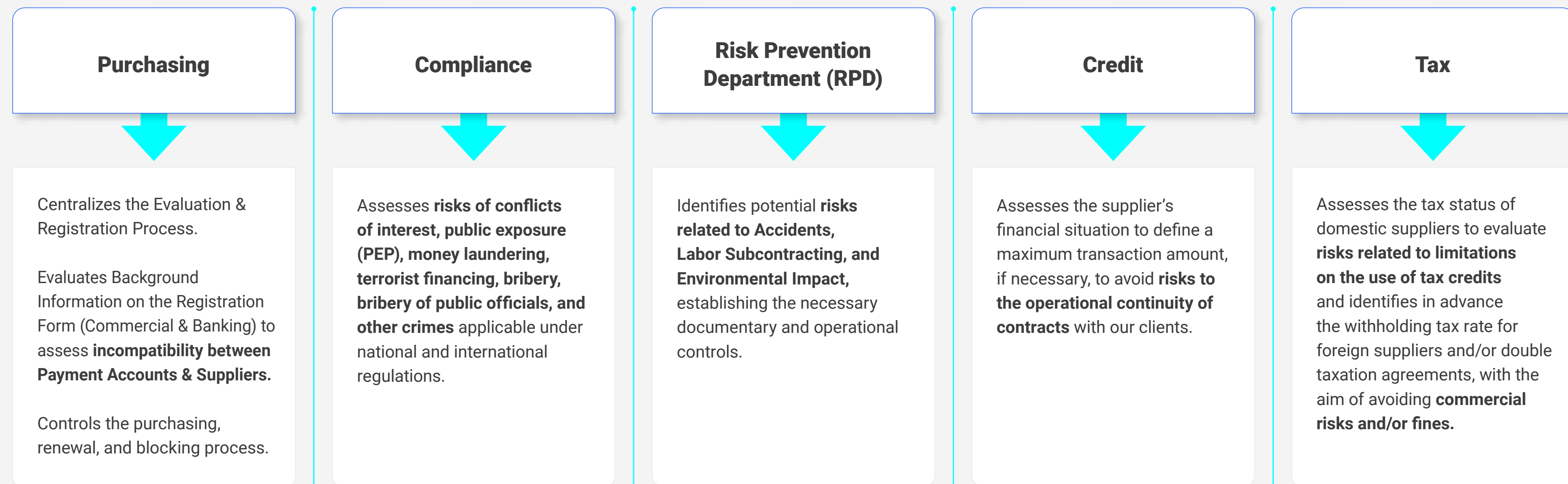
on this classification, an annual evaluation and accreditation process is carried out involving the relevant stakeholders to verify compliance with established risk control and management requirements, along with other relevant considerations.

This process ensures compliance with current legal provisions and promotes best practices in occupational risk management, subcontracting, sustainability, environmental impact, and other relevant aspects. It also ensures the validity of suppliers, who must not only meet the required technical specifications but also adhere to ethical conduct aligned with our Code of Ethics, Crime Prevention Policy, guidelines on Politically Exposed

Persons (PEP), and applicable legal provisions, such as Law No. 20,393, and No. 16,744, as well as other local regulations.

In 2025, 385 suppliers participated in this evaluation process, of which 281 were approved (41 foreign), representing a 22% increase compared to the previous year. These suppliers account for 29% of the total number of suppliers registered at year-end in the Supplier Registry and 8% of the company's total purchases. Likewise, through the Supplier Billing Procedure, clear guidelines are established for the correct billing, receipt, accounting, and timely payment of invoices, in accordance with previously agreed-upon terms and deadlines.

Risk Assessment & Control for Supplier Accreditation and Registration



8. Legal and Regulatory Compliance

8.1 Regarding Customers

To prevent and detect violations of consumer rights, we have developed a procedure in accordance with Chilean Law No. 19,496 on **the Protection of Consumer Rights**. The Customer Service Department has established a conflict resolution process with the following preventive controls to ensure compliance:

- We constantly inform, train, and update our Customer Service teams regarding the Consumer Protection Law, its scope, and how to proceed with each point stipulated by the legislation.
- We publish MacOnline's sales policies and legal terms in our website's Terms and Conditions so that customers can refer to them and agree to the purchase.
- We display the website's terms and conditions, as well as MacOnline's sales policies and legal terms, in our stores.
- We keep our communication channels open, social media, the call center, and customer email, so customers can ask any questions they deem relevant and receive timely and appropriate responses.

8.2 Regarding Employees

In all countries where we operate, we are governed by current labor and legal regulations, which we adhere to. Additionally, we have procedures in place to prevent and detect regulatory violations related to our employees' rights in all countries where we are present, such as the corporate reporting procedure. In Chile, the effectiveness of these controls is reflected in the absence of adverse rulings regarding labor protection actions.

The internal audit department conducts reviews to detect and prevent regulatory non-compliance regarding employee rights.

8.3 Regarding the Environment

To date, there is no specific corporate compliance program addressing environmental matters, as these have not been classified as material to the business. However, we are working to achieve ISO 14001 certification in all countries where we operate. This will enable us to have an environmental management plan that includes environmental objectives and targets, policies and procedures to achieve those targets, defined responsibilities, training activities, documentation, and a progress monitoring system. Currently, the system is implemented and certified in Brazil, Chile, Colombia, Ecuador, Mexico, and Peru and is in the process of being extended to the remaining countries.

8.4 Regarding Free Competition

The Legal Department employs attorneys trained in free competition regulations. Among other duties, this department is responsible for examining and reviewing each business transaction and contract our company enters into. In our Code of Ethics and Conduct, we establish specific guidelines regarding conduct in relation to competitors and free competition. Some of these include the promotion and respect of free competition. Therefore, it is prohibited to enter into verbal or written agreements with competitors, customers, or suppliers that restrict the exercise of free trade. The company's competitiveness is based on the ethical management of its business. Relationships with competitors and their employees must be conducted with respect and in compliance with legal regulations. No statements should be made that could harm the image of competitors or contribute to spreading rumors about them. Competitors shall be treated with the same respect that the company expects to be treated with. To provide strategic, confidential information, or information that may otherwise be harmful to the business of the company or third parties is forbidden.

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 terrorist financing. The Model is continuously updated to incorporate new legal provisions and applies to directors, executives, and employees of SONDA and its subsidiaries. Additionally, the company and its subsidiaries' relationships with customers, suppliers, service providers, contractors, and subcontractors are monitored, and relationships with Politically Exposed Persons are considered in the review of our operations in Chile. In this context, in 2024 we updated the Model in accordance with Law No. 21,595, which modifies the general regime of criminal liability for legal entities and expands the list of offenses for which they may be held liable, both in economic and environmental matters.

Additionally, the Code of Ethics and Conduct includes a section on conflicts of interest, which defines them and establishes criteria for identifying them, mechanisms for their detection, and associated obligations. Furthermore, to ensure that all employees are aware of and comply with the model's guidelines, ongoing training is conducted, together with training on the Code of Ethics, during both onboarding and professional development processes. In 2025, training on the Karin Law regarding workplace and sexual harassment was also continued.

Legal and Regulatory Compliance 2025

NCG 519 (8.1., 8.2, 8.4, 8.5)

	Customers	Employees	Free competition	Crime Prevention
Number of enforceable sanctions	0	58	0	0
Amount of those penalties (MM\$, CLP)	0	826	0	0

Scope: Corporate.

Environment 2025

NCG 519 (8.3)

Number of enforced sanctions	0
Amount of those penalties (\$)	0
Number of approved compliance programs	0
Compliance programs successfully implemented	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 parameter	Response
TC-SI-520a.1	Total amount of monetary losses resulting from legal proceedings related to unfair competition regulations.	0

Scope: Corporate.

9. Sustainability

9.1 SASB Metrics

Sector: Software and Information Technology Services (Version 2023-12)

Topic	Code	Metric	Response
Environmental footprint of hardware infrastructure	TC-SI-130a.1	1) Total energy consumed, (2) Percentage of electricity from the grid (3) Percentage of renewable energy	Pages 48, 141
	TC-SI-130a.2	(1) Total water withdrawn, (2) Total water consumed; percentage of each one in regions with high or extremely high water stress.	Pages 48, 141
	TC-SI-130a.3	Discussion on the integration of environmental considerations into strategic planning for data center needs.	Page 141
Privacidad de datos y libertad de expresión	TC-SI-220a.1	Description of policies and practices related to targeted advertising and user privacy	Pages 36–38
	TC-SI-220a.2	Number of users whose information is used for secondary purposes	Page 39
	TC-SI-220a.3	Total amount of monetary losses resulting from legal proceedings related to user privacy	0
	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	0
	TC-SI-220a.5	List of countries where the company's primary products or services are subject to government-mandated monitoring, blocking, content filtering, or censorship	0
Data security	TC-SI-230a.1	(1) Number of data breaches, (2) percentage of personal data breaches, (3) number of affected users	Page 39
	TC-SI-230a.2	Description of the approach to identifying and addressing data security risks, including the use of third-party cybersecurity standards	Page 39
Recruiting and managing a global, diverse, and skilled workforce	TC-SI-330a.1	Percentage of employees requiring a work visa	Page 70
	TC-SI-330a.2	Percentage of employee engagement	Page 70
	TC-SI-330a.3	Percentage of (1) gender and (2) representation of diversity groups for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees	Page 70
Intellectual property protection and competitive conduct	TC-SI-520a.1	Total amount of monetary losses resulting from legal proceedings related to antitrust regulations	0

Topic	Code	Metric	Response
Management of systemic risks arising from technological disruptions	TC-SI-550a.1	Number of (1) performance issues and (2) service interruptions; (3) total customer downtime.	Page 34
	TC-SI-550a.2	Description of business continuity risks related to operational disruption	Page 34

Activity metrics

Code	Metric	Response
TC-SI-000.A	(1) Number of licenses or subscriptions, (2) Cloud-based percentage	55,666 subscriptions to Microsoft 365, Salesforce, and Success Factory Aranda 100% of subscriptions are cloud-based
TC-SI-000.B	(1) Data processing capacity, (2) Outsourced percentage	1,009 racks In some countries, operations are outsourced, accounting for less than 5% of the total
TC-SI-000.C	(1) Amount of data stored, (2) outsourced percentage	11.5 PB 7% in the public cloud

Scope: Data Centers in Chile (Quilicura 1, Quilicura 2, Teatinos 500/550) and Brazil (Ativas)

9.2 Independent Verification

Although the information and metrics related to sustainability have not undergone an independent third-party verification process, the calculation of the carbon footprint in Chile has followed the standards required by the Ministry of the Environment through the HuellaChile program. This government initiative promotes the quantification, reporting, and management of greenhouse gas (GHG) emissions in public and private organizations, with the aim of encouraging voluntary management through standardized calculation tools, reporting formats, and monitoring mechanisms.

The program awards various levels of recognition, including the Quantification Seal, which certifies that organizations have measured and reported their emissions in accordance with

recognized standards, such as NCh-ISO 14064:2019. Obtaining this seal reflects the organization's commitment to transparency and environmental management, and SONDA has been awarded this seal for four consecutive years.

Finally, the set of certifications obtained by SONDA—available on [page 33](#) of this report—has been granted and validated by accredited certification bodies.

As for the financial information, it has been subject to an audit process by Deloitte Auditores y Consultores Limitada.



10. Material or Significant Events

Material Fact dated March 28, 2025

In compliance with the provisions of Articles 9 and 10 of Law 18,045, as well as the provisions of Circular No. 660 and General Rule No. 30 of the Financial Market Commission, and duly authorized by the Board of Directors, I hereby inform you of the following as a MATERIAL FACT:

At its Regular Meeting held on March 27, 2025, the Company's Board of Directors agreed to propose to the Annual Shareholders' Meeting to be held on April 23, the payment of a final dividend totaling \$15,950,372.171. - to be charged against the profits for the fiscal year ended December 31, 2024.

It is noted that on September 11, 2024, a provisional dividend of \$2.35804 per share was paid to shareholders, charged against retained earnings as of June 30, 2024.

Therefore, a proposal will be made to the Annual Shareholders' Meeting to distribute a dividend of \$13,896,384,510, which amounts to \$15.95347 per share to be paid to shareholders listed in the Shareholder Register at midnight on the fifth business day prior to the date set for its resolution, in accordance with Article 81 of Law 18,046 on Corporations and Article 10 of its Regulations.

Material Fact dated November 27, 2025

In compliance with the provisions of Articles 9 and 10 of Law 18,045, as well as those set forth in Article 92 bis of Law 18,046 on Corporations and in General Rules No.

533 and No. 30 of the Financial Market Commission, and duly authorized by the Board of Directors, I hereby inform you of the following as a MATERIAL EVENT:

At a Regular Meeting held on November 27, 2025, the Company's Board of Directors agreed to establish, disclose, and approve SONDA S.A.'s "Policy on the Election of Directors in Subsidiaries," which will be made available to shareholders and interested parties at the Company's registered office located at Teatinos 500, Santiago, and published on the website www.sonda.com

Material Fact dated December 16, 2025

In compliance with the provisions of Articles 9 and 10 of Law No. 18,045 and General Regulation No. 30 of the Financial Market Commission ("Commission"), and duly authorized by the Board of Directors of SONDA S.A. (the "Company"), I hereby inform you of the following as a MATERIAL FACT:

As of this date, SONDA S.A. has executed an agreement in English titled Share Purchase Agreement ("SPA"), for the sale to BANCO ITAÚ CHILE or the entity it designates, of its entire 69.5% stake in MULTICAJA S.A., whose main asset is its subsidiary I-SWITCH S.A., a payment card operator duly registered with the Commission and operating under the Klap brand (the "Transaction").

Completion of the transaction is subject to certain conditions precedent under the SPA, including the implementation of a corporate reorganization involving MULTICAJA S.A. and its subsidiaries, as well as the regulatory approvals required from this Commission,

the Banco Central do Brasil, and the Fiscalía Nacional Económica as part of the merger control review process.

The sale price for SONDA S.A.'s stake amounts to \$27,800,000,000 (twenty-seven billion eight hundred million pesos) and may be subject to adjustments as agreed upon in the SPA. Excluding such adjustments, the Transaction is estimated to have an impact on earnings, as of the closing date and after taxes, amounting to approximately \$2,000,000,000.

11. Shareholder Comments

During the fiscal year ended December 31, 2025, there were no comments and/or proposals made by shareholders regarding the Company's business operations.





Statement of Responsibility

The undersigned Directors and Chief Executive Officer of SONDA S.A. hereby declare that they are responsible for the accuracy of all information contained in this 2025 Annual Report, Social Responsibility, and Sustainable Development ("2025 Integrated Report"), in accordance with the provisions of General Regulation No. 30 of the Financial Market Commission.

José Orlandini Robert
Chairman
Tax ID 7.599.934-8

María del Rosario Navarro Betteley
Vice President
Tax ID 12.720.922-7

Andrés Navarro Betteley
Director
Tax ID 13.830.732-8

Rafael Osorio Peña
Director
Tax ID 7.923.570-9

Jacqueline Saquel Mediano
Independent Director
Tax ID 8.820.053-5

Ingo Plöger
Independent Director
National ID No. 2,885,436-6

Enrique Bone Soto
Independent Director
Tax ID 6,056,216-4

Alberto Eguiguren Correa
Independent Director
Tax ID 9.979.068-7

Marcelo Castiglione Veloso
Corporate General Manager
Tax ID 10.854.322-1



Risk Analysis

NCG 519 (6.2.viii)

The main risks faced by SONDA and its Subsidiaries are as follows:

Market Risk

This risk is associated 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 balance the composition of interest rates on liabilities with the financial system, with the aim of optimizing current financial conditions and reducing volatility in its financing flows. At the end of the reporting period, 47.6% of the Company's loans were at a fixed rate and 52.4% at a variable rate.

In addition, the Company seeks to maintain a natural hedge by prioritizing financing in the functional currency of each country. Subject to evaluation by the Corporate Finance Department, SONDA S.A. may use derivative financial instruments to manage its foreign exchange exposure. The Company may also transact in currencies other than the Chilean peso in relation to project-related assets.

Regarding price risk, SONDA's exposure in Chile to the effects of inflation resulting from its financial obligations is lower, given that part of the Liabilities to the Public denominated in Unidad de Fomento "UF" (debt indexed to inflation in Chile) were partially converted to Chilean pesos through cross-currency

swap contracts, and that a significant portion of revenue is denominated in UF, which allows for offsetting cost increases due to inflation (primarily wages).

In the rest of the region, the Company benefits from a natural inflation hedge on costs, as customer contract prices are largely indexed to each country's inflation rate and adjusted on a regular basis, although temporary timing mismatches may occasionally arise.

Credit Risk

This refers to the possibility of default in the payment of obligations owed by third parties to SONDA S.A. or its Subsidiaries. The Company has established credit policies that include credit assessments of its customers, as well as periodic reviews of its trade receivables, which enable the management, control, and mitigation of the risk of losses due to uncollectibility, in accordance with the criteria of IFRS 9.

Additionally, SONDA S.A. maintains a base of more than 9,500 customers across 12 countries, comprising leading companies in the region from a range of diversified industries and markets, where no single customer accounts for more than 5% of consolidated revenue.

Finally, the Company and its subsidiaries have policies and collection units that periodically manage accounts receivable to reduce the risk of delinquency and/or uncollectibility.



Liquidity or Financing Risk

This relates to the inability of SONDA S.A. or its subsidiaries to meet their payment obligations to third parties due to a lack of available cash or sufficiently liquid assets.

Management is constantly focused on the proper management of cash flow, carrying out sound financial planning and constant monitoring, which allows the Company to anticipate future debt maturities and financing needs. Combined with maintaining an appropriate maturity profile and fixed-rate financial obligations, this helps mitigate such risks.

Additionally, the Company maintains an adequate cash balance for the proper performance and development of its business, along with bank credit lines and bond lines available in the capital markets, which could generate liquidity if required.

Country Risk

Country risk refers to the possibility of financial or economic losses that may arise due to political, economic, and social factors in a specific country.

SONDA S.A. and its subsidiaries operate in various countries in the Americas; therefore, the Company annually assesses whether its assets are subject to impairment, in accordance with the accounting policy described in Note No. 3 to the Consolidated Financial Statements and continuously monitors macroeconomic policies and variables that could affect the Company's business.

Litigation Risk

As part of its ordinary business activities, SONDA S.A. and its subsidiaries are exposed to litigation and claims, whether from employees, subcontractors, third parties, suppliers, tax authorities, competition agencies, or customers, among others, and are subject to the specific laws of each country. The

uncertainty surrounding the outcome of litigation and claims entails the possibility that a judicial ruling could adversely affect the Company's business or reputation.

SONDA S.A. and its subsidiaries conduct a recurring process to quantify and qualify these risks based on the best information available at any given time, estimating possible scenarios and the probability of their occurrence, and making the appropriate provisions on a case-by-case basis. In addition, the Company mitigates this risk by maintaining a focus on compliance with the regulations and laws applicable in each country and with best corporate practices, along with adherence to 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-financial losses due to failures or deficiencies in 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 ongoing effort to systematically mitigate such risks, SONDA S.A. holds 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"; and ISO 45001, "Occupational Health and Safety Management System."

In a highly specialized sector such as IT, a lack of skills and competencies can pose a risk to business operations. To mitigate this risk, SONDA has implemented programs to attract and retain young professionals, offers training and professional

development programs, and fosters an inclusive and flexible culture, seeking to establish industry's best practices. At SONDA, the primary resource is the people who make up the organization, including an experienced board of directors, robust corporate governance, and highly qualified management and staff across the organization.

Interruptions or malfunctions in IT services can cause financial losses and damage the Company's reputation. To mitigate this risk, SONDA has a resilient IT infrastructure, holding the highest international certifications, with redundancy service and backup systems.

Similarly, one of the inherent risks of the business is the cybersecurity incidents to which the Company is exposed in the normal course of its business operations. Consequently, it has implemented various measures to mitigate this risk, including access and identity control processes, the use of strong passwords and MFA, as well as securing remote access and our office networks. Additionally, we perform identification and discovery of assets, which allows us to identify their vulnerabilities, security level, and update status, enabling continuous monitoring of security agents, web protection, and EDR to ensure adequate coverage and updates in the environment. We monitor our environment 24/7 to identify alerts and abnormal behavior associated with cyberattacks, allowing us to respond to incidents in a timely manner. We also have policies and processes in place to address cross-cutting information security needs and acceptable use of our devices, as well as to train our employees in the risks, use, and care of our information and that of our clients.

Regarding supplier risk, we maintain a diversified supplier base to mitigate dependency, with the most relevant suppliers being leading global brands of IT products and devices, with whom SONDA has long-standing commercial partnerships. Additionally, regular evaluations are conducted, and suppliers are required to adhere to the Company's Code of Ethics and Conduct.

Regarding risks related to business assets, to mitigate the risk of technological obsolescence, SONDA stays at the forefront of the latest trends and technological advancements, in addition to maintaining strict inventory policies and monitoring, thereby seeking to minimize inventory depreciation.

Regarding its fixed assets, SONDA has constructed its properties in full compliance with current regulations and, in some cases, has even implemented improvements that exceed these standards to increase their resilience. Additionally, all companies in Chile and abroad are insured against risks that may affect hardware, infrastructure, buildings, and contents due to fires and/or natural disasters, with a special emphasis on those items whose loss potential could have a significant impact on the Company's results.

In turn, the Company has implemented various action plans to ensure operational continuity, compliance with the SLAs established in contracts with customers, monitoring of delinquencies by debtor type and portfolio, and analysis of future capital and liquidity requirements.

The Company is exposed to the various risks mentioned in the ordinary course of business; details of the main risks are explained in Note No. 40 to the Consolidated Financial Statements.

08

Chapter

About this Report and Indexes



About This Report and Relevant Topics

About This Report

This report has been prepared in accordance with General Regulation No. 519 of the Chilean Financial Market Commission (CMF) and has taken as a reference the GRI Standards, the SASB standards for the Software & IT Services sector (version 2023-12), and the Dow Jones Sustainability Index (DJSI) indicators. It also focuses on the issues most relevant to SONDA

and its stakeholders, as determined in accordance with the requirements of these frameworks and guidelines.

The information presented covers SONDA's performance in 2025, considering the Company's operations in the 13 countries where it operates. Data from previous fiscal years is also included to provide context and an evolutionary overview of performance, along with the key milestones

achieved as of the date of publication of this report.

A cross-functional team from the Company participated in its preparation, led by the Corporate Finance Department and supported by specialized external consultants. This team was responsible for coordinating the process of collecting, consolidating, and validating the reported information, ensuring compliance with

the principles and criteria established by GRI, NCG 519, and SASB.

Relevant Issues

In late 2022, SONDA conducted a double materiality analysis as the basis for developing its corporate strategy, identifying the environmental, social, and governance (ESG) issues most relevant to the Company. These issues were evaluated and

prioritized based on two dimensions: their impact on SONDA's financial value creation and their impact on the sustainability of the environment and people. This process was carried out through a workshop involving senior management executives.

That analysis formed the basis for this report and has been supplemented this year with the following perspectives:



- Changes and new focus in SONDA's strategy and the business environment. Analyses and studies conducted by SONDA and external organizations.
- Major short- and medium-term global risks and their potential implications for the Company.
- New national and international ESG disclosure requirements relevant to SONDA, including NCG 519, IFRS S1 and S2, SASB, CSRD/ESRS, and TNFD.

- Relevant environmental regulatory developments, such as the Taxonomy of Environmentally Sustainable Economic Activities (T-MAS) from the Chilean Ministry of Finance and the Extended Producer Responsibility (EPR) Law.
- International benchmarking of companies in the sector.

Subsequently, working meetings were held with SONDA managers and executives to delve deeper

into specific material topics and define the main management priorities, the priority content to be reported, as well as key initiatives and indicators.

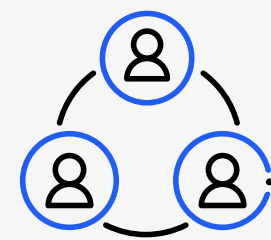
In addition, relevant matters from the financial, commercial, and business development perspectives were also addressed.

Most Relevant ESG Topics



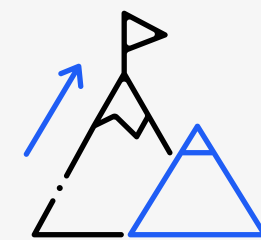
Environment

- Technological solutions with environmental impact
- Environmental responsibility at SONDA:
 - Climate strategy (mitigation and adaptation)
 - Energy efficiency
 - Waste management
 - Water management



Social

- Technological solutions with social impact (SDGs)
- Talent Management at SONDA:
 - Purpose and culture
 - Diversity and Inclusion
 - Career and Development
 - Work Environment
 - Well-being, compensation, and recognition



Governance

- Innovation, AI, and Ecosystems
- Customer experience
- Cybersecurity and data protection
- Governance
- Risk management
- Ethics and Compliance
- Responsible Sourcing



Sustainability Indicators

SONDA 2025 Integrated Report

Indicator	Calculation method	2023	2024	2025
SONDA AT A GLANCE				
Revenue				
Revenue	Millions of US\$	1,482	1,412	1,592
Percentage of revenue from emerging markets	Percentage of revenue from emerging markets relative to total revenue. According to S&P Global: Brazil, Chile, Colombia, Mexico, and Peru.	91.0%	89.2%	90.1%
% Revenue by business line				
Digital Business	% of total revenue	33.1%	35.6%	34.2%
Digital Services	% of total revenue	31.4%	36.5%	35.8%
Transactional Business	% of total revenue	35.5%	27.9%	30.0%
% of Revenue by Cluster				
Southern Cone	% of total revenue	57.4%	51.9%	53.4%
Brazil	% of total revenue	25.8%	29.0%	28.7%
Andean Region	% of total revenue	8.0%	9.5%	10.2%
North America	% of total revenue	8.7%	9.6%	7.8%
EBITDA	Millions of US\$	143	152	127
Market Capitalization	Millions of US\$. Market capitalization at year-end	391	321	329
Investment	Millions of US\$. Amount of investment made during the year	49	31	25
Suppliers				
Payments to suppliers	Millions of US dollars. Total amount paid to suppliers.	1,067	1,103	1,206

IT HUMAN CAPITAL

IT Human Capital Development				
Number of IT professionals	Number of IT professionals (in-house)	11,302	11,679	10,842
% of IT professionals	% of total in-house employees	76%	77%	78%

TRANSFORMATION

Amount invested in R&D	Millions of US\$. Amount of investment realized during the year	3	5	4
Percentage of R&D investment relative to sales	% of R&D investment relative to sales	0.2%	0.4%	0.3%

Indicator	Calculation method	2023	2024	2025
GOVERNMENT AND ETHICS				
Composition and Diversity on the Board of Directors				
Number of Directors holding executive positions within the company	Number as of December 31 of each year. Independent directors are excluded	0	0	0
Number of independent directors	Number as of December 31 of each year	5	5	4
Number of female directors	Number as of December 31 of each year	2	2	2
Under 30	Number of directors as of Dec. 31	0	0	0
Aged 31 to 50	Number of directors as of Dec. 31	2	1	0
Over 51 years old	Number of directors as of Dec. 31	7	8	8
Average tenure of directors	Average years on SONDA's board	3	5	6
Average attendance of directors	Average attendance of directors at SONDA board meetings	98%	94%	98%
Directors with experience in the IT industry	As of December 31 of each year. Only Non-Executive Directors (Directors who do not hold executive positions within the company) are considered	8	8	8
Directors with risk management experience	Number as of December 31 of each year. Consider only Non-Executive Directors (Directors who do not hold executive positions within the company)	3	3	3
Coverage of the Code of Ethics				
Percentage of employees covered	% of employees covered as of December 31 of each year	100%	100%	100%
Code of Ethics				
Complaints Received	Total number of complaints received this year	150	189	206
% of complaints resolved	Number of complaints resolved during the period / number of complaints received during the period	100%	100%	100%
Cases of discrimination	Number of discrimination cases	1	0	0
Corruption				
Cases of corruption	Number of confirmed corruption cases	0	1	1
Cases in which the employee was terminated	Total number of confirmed cases in which an employee was dismissed for corruption or disciplinary action was taken	0	1	1
Cases in which contracts with business partners were terminated	Total number of confirmed cases in which contracts with business partners were terminated or not renewed due to corruption-related violations	0	0	0
Legal cases against the organization	Number of public legal cases related to corruption filed against the organization	0	0	0

Indicator	Calculation method	2023	2024	2025
Unfair competition	Number of pending or concluded legal proceedings for unfair competition, monopolistic practices, or violations of free competition in which the organization has been identified as having participated	0	0	0
Compliance				
Amount of fines	Monetary value of significant fines for non-compliance with social or economic laws and regulations. Millions of US\$	0	0	0
Number of non-monetary sanctions	Number of non-monetary sanctions for non-compliance with social or economic regulations	0	0	0
Number of cases	Number of cases referred to dispute resolution mechanisms regarding social or economic matters	0	1	1
Contributions with an impact on political influence to political parties, lobbyists, interest groups, local, regional, or national political campaigns, candidates, trade associations, or tax-exempt groups (e.g., think tanks), and others related to electoral measures or referendums.	Millions of US\$. Total annual contribution amount. (SONDA does not make contributions that could have an impact on political influence)	0	0	0
Economic value generated and distributed among various economic agents				
Direct operating costs	Millions of US dollars. Cost of sales for platforms and applications	658	687	801
Economic Value Generated	Millions of US\$. Sales revenue - Direct operating costs	824	861	791
Retained earnings	Millions of US\$. Includes depreciation and amortization for the year, plus retained earnings.	49	65	49
Distributed Economic Value	Millions of US\$. (Economic Value Generated - Value Retained by the Company) = Value Distributed to Various Economic Agents (Compensation and Benefits to Employees + Partner Companies + Taxes to the Government + Dividends to Shareholders + Payments to Lenders)	776	796	742
Partners	Millions of US\$. Operating and administrative costs	382	412	448
Partner companies	Millions of US\$ (service providers)	93	85	110
State	Millions of US\$. Payments in taxes and other levies to the government	18	20	7
Shareholders	Millions of US\$. Dividend payments	22	13	16
Lenders	Millions of US\$. Interest and principal payments	36	46	54
Other operating expenses	Millions of US\$	225	220	105

CUSTOMERS

Customer satisfaction				
% of customers surveyed regarding satisfaction	% of total customers whose satisfaction is measured	90%	87%	90%
Complaints	Complaint rate (No. of complaints/No. of service orders)	0.03	0.03	0.00
Service quality				
	% compliance with help desk abandonment targets	93.9%	94.3%	96.3%
	% compliance with SLA targets for service order handling	94.6%	95.7%	95.8%

Indicator	Calculation method	2023	2024	2025
Customer data security				
Amount of fines	Amount (in US\$) for customer data security violations	0	0	0
Number of fines	Total number of customer data security breaches	1	0	0
Cases of customer data loss	Number of cases involving customers with privacy issues and/or customer data loss	0	0	0
Complaints	Number of customer complaints regarding privacy issues and customer data loss	0	0	0
	Number of complaints from authorities/regulators regarding privacy and customer data loss	0	0	0
Service continuity				
Service availability	Percentage of service uptime / Total time	99.5%	99.4%	99.9%
Availability complaints	Number of customer complaints regarding system availability issues	2	10	3
Component uptime	$(1 - ((T_d - T_m) / T_a)) * 100\%$ Td: Downtime for the period Tm: Scheduled maintenance time for the period Ta: Agreed service time for the period	99.6%	99.7%	99.7%

EMPLOYEES

Total number of employees				
Number of employees	Number as of December 31 of each year	14,823	15,134	13,940
Permanent and temporary employees				
Permanent employees	Number as of December 31 of each year	14,823	15,134	13,940
Temporary employees	Number as of December 31 of each year	165	127	102
Number of workers at contractor companies	Number as of December 31 of each year	165	127	102
Employees by age				
Employees under 30	Number as of December 31 of each year	3,742	3,808	3,394
Employees aged 31 to 50	Number as of December 31 of each year	9,171	9,252	8,569
Employees aged 51 and older	Number as of December 31 of each year	1,910	2,074	1,977
Employees by gender				
Male	Number as of December 31 of each year	10,366	10,639	9,823
Women	Number as of December 31 of each year	4,457	4,495	4,117
	% of women relative to the total	30%	30%	30%
Women in executive positions				
Number of female employees in executive positions	Number of female executives (Senior Management, up to two levels below the CEO)	41	36	34
Number of women in executive positions	Number of female executives (Senior Management, up to two levels below the CEO)	3	4	4
Breakdown of female employees by age				
Women under 30	Number as of December 31 of each year	1,135	1,141	969
Women aged 31 to 50	Number as of December 31 of each year	2,841	2,799	2,629
Women over 51 years of age	Number as of December 31 of each year	481	555	519

Indicator	Calculation method	2023	2024	2025
Employees by age group				
Employees under 30	Number of employees	3,742	3,808	3,394
Employees aged 31 to 50	Number of employees	9,171	9,252	8,569
Employees over 51 years old	Number of employees	1,910	2,074	1,977
Employees by country				
Chile	Number of employees	3,831	3,934	3,359
Brazil	Number of employees	6,123	6,314	5,772
Mexico	Number of employees	1,272	1,132	960
Other Latin American countries	Number of employees	3,597	3,754	3,849
Employees by length of service with the company				
Less than 3 years	Number of employees	8,452	8,505	7,027
Between 3 and 6 years	Number of employees	3,174	3,429	3,716
More than 6 and less than 9 years	Number of employees	776	787	878
Between 9 and 12 years	Number of employees	999	917	820
Over 12 years	Number of employees	1,422	1,496	1,499
Gender pay gap				
Executives and Managers	Percentage of women's salaries relative to men's salaries in the same category	25%	20%	23%
Professionals, Technicians, and Administrative Staff	Percentage of salary earned by women compared to men in the same category	13%	8%	7%
Training in leadership and soft skills				
Training hours	Average hours of training and development per employee	5.3	9.9	10.6
Total amount invested	US\$ invested in training	729,353	680,184	544,115
Training Index	US\$ invested in training relative to the number of employees	49	45	39
Unionization				
Unions	Number of unions as of December 31	36	37	40
Unionization	Percentage of unionized employees as of December 31 relative to the total number of employees	11%	10%	9%
Strikes	Number of strikes lasting longer than one week	0	0	0
Employees covered by collective bargaining agreements	Percentage of employees covered by collective bargaining agreements	62%	63%	48%
Accident rate				
Number of fatalities (employees and contractors)	Number of fatalities in the year, including employees and contractors	0	1	1
Frequency Rate (Employees and Contractors)	Number of lost-time accidents during the year, per million hours worked. Includes employees and contractors	2.8	3.3	2.4

Indicator	Calculation method	2023	2024	2025
Turnover and satisfaction				
Total employee turnover	Percentage of total departures relative to the total number of employees	30.0%	31.3%	37.7%
Gender	Male	3,165	3,031	3,339
	Women	1,134	1,240	1,109
Age Range	Women under 30			367
	Women aged 31–50			613
	Women over 51			93
Position	Executives and Managers			102
	Professionals, Technicians, and Administrative Staff			1,809
Workplace Survey	% of employees surveyed	78%	72%	77%
	% satisfaction with the work environment	71%	74%	75%
	% of satisfied employees	74%	78%	80%
	% of engaged employees	76%	79%	80%
Departures	Number of employees who left SONDA	4,515	4,889	5,256

ENVIRONMENT

Environmental Management				
ISO 14001 Certification	Number of employees working under ISO 14001 certification	4,864	5,032	4,593
Eco-efficiency				
Water	Volume (m3) of water consumed	78,656	39,282	66,204
Energy	MWh of electricity consumed	33,851	31,072	28,606
Renewable energy consumed	MWh of renewable energy consumed	31,955	29,428	28,605
	% of energy consumed from ERNC/Total electricity consumption	94%	95%	100%
Eco-efficiency in Data Centers				
Data Center Energy Consumption	% of energy consumed in the DC relative to the total consumed at SONDA	91%	95%	76%
PUE	Ratio of total energy consumption at the facility to IT equipment consumption within that facility	1.9	2.0	1.8
IT waste				
IT waste generated	Kilograms	136,437	54,392	26,105
Waste generated in the Data Center	Kilos	26,176	525	0
Recycled IT waste	% of IT waste generated that is recycled	44%	30%	100%
IT waste sent to a safe final disposal site	% of IT waste generated that is sent to a safe final disposal site	42%	70%	0%

SUPPLY CHAIN

Supply chain				
Supplier training	% of suppliers trained	33%	60%	100%
Training for contractors	% of contractors trained	50%	40%	100%

Table of Contents NCG 519

Code	Answer or Location
1. TABLE OF CONTENTS	142
2. ORGANIZATIONAL PROFILE	
2.1 Mission, Vision, Purpose, Values	7, 14, 65
2.2 Historical Information	10
2.3 Ownership	
2.3.1 Control Status	93
2.3.2 Significant Changes in Ownership or Control	93
2.3.3 Identification of Major Partners or Shareholders	93
2.3.4 Shares, their characteristics, and rights	
i. Description of share classes	93
ii. Dividend policy	94
iii. Statistical information: Dividends, stock market transactions, number of shareholders	94
2.3.5 Other securities	94
3. CORPORATE GOVERNANCE	
3.1 Governance framework	55, 56
i. Assessment of effective functioning	57, 97
ii. Integration of a sustainability approach	63, 97
iii. Management of conflicts of interest	66, 97
iv. Interests of key stakeholders	97
v. Promotion of innovation	98
vi. Reducing barriers that inhibit diversity	98
vii. Identification of diverse abilities	98
Organizational chart	61
3.2 Board of Directors	
i. Identification of directors	58, 59, 60, 99, 100
ii. Directors' compensation	98
iii. Hiring of expert advisors	98
iv. Matrix of directors' knowledge and experience	57, 99, 100
v. Onboarding procedures	101
vi. Frequency of meetings with specialized departments	101
vii. Inclusion of environmental and social aspects in decisions	101
viii. Site visits	101
ix. Evaluation of collective and/or individual performance	101
x. Minimum number of regular meetings	101
xi. Organizational changes in response to contingencies	102

Code	Answer or Location
xii. Remote information system	102
xiii. Composition of the Board of Directors	58, 102
3.3 Board Committees	
i. Role and main functions	62
ii. Members over the past two fiscal years	62
iii. Income of its members	98
iv. Main activities carried out by the committee	62
v. Policies for hiring consultants	62
vi. Frequency of meetings between the Board of Directors and specialized units	62
vii. Frequency of reporting to the Board of Directors	62
3.4 Senior Executives	
i. Position, name, ID number, and profession	102
ii. Amount of compensation received	102
iii. Fixed and variable compensation for senior executives	102
iv. Percentage of ownership held by senior executives and directors	102
3.5 Adherence to national or international codes	102
3.6 Risk management	
i. Guidelines for risk management policies	63
ii. Risks and opportunities	102
a. Risks and opportunities, including environmental, social, and human rights risks	102, 103
b. Information security	39, 103
c. Fair competition	103
d. Consumer health and safety	103
e. Other impacts on the environment or society	103
iii. Risk identification and prioritization	63, 103
iv. Role of the Board of Directors	63, 103
v. Risk management unit	63, 103
vi. Internal Audit Unit	103
vii. Code of Ethics	65
viii. Risk management information and training	66
ix. Whistleblower channel	65, 66
x. Succession plan	79
xi. Salary structures and compensation policies	104
xii. Shareholder Approval Procedures for Salary and Compensation Structures	104
xiii. Crime prevention model	66
3.7 Relations with Stakeholders and the General Public	
i. Stakeholder Relations Unit	104



Code	Answer or Location
ii. Disclosure Improvement Procedure	104
iii. Procedures for informing shareholders about diversity and criteria for selecting directors	104
iv. Mechanisms for remote voting	104
4. STRATEGY	
4.1 Time horizons	18
4.2 Strategic objectives	16
4.3 Investment Plans	18
5. PEOPLE	
5.1 Staffing	105
5.1.1 Number of employees by gender	105
5.1.2 Number of people by nationality	105
5.1.3 Number of people by age group	106
5.1.4 Length of service	106
5.1.5 Number of people by disability	106
5.2 Employment Status	107
5.3 Workplace adaptability	107
5.4 Gender Pay Equity	
5.4.1 Equity policy	80, 108
5.4.2 Pay Gap	108
5.5 Workplace and sexual harassment	108
5.6 Workplace Safety	108
5.7 Postnatal leave	81, 108, 109
5.8 Training and Benefits	
i. Total amount and percentage of annual income	109
ii. Number of employees trained and percentage of total	109
iii. Annual average number of training hours	109
iv. Topics covered in training sessions, benefits	77, 79
5.9 Subcontracting policy	110
6. BUSINESS MODEL	
6.1 Industrial sector	
i. Nature of Products and Services	111
ii. Competition in the sector	111
iii. Regulations affecting operations	111
iv. Regulatory agencies with authority	111

Code	Answer or Location
v. Key stakeholders	113
vi. Membership in trade associations and organizations	114
6.2 Business	
i. Main goods and products	111, 112
ii. Sales and distribution channels	113
iii. Suppliers accounting for at least 10% of purchases	113
iv. Customers accounting for at least 10% of revenue	113
v. Major brands	95
vi. Patents owned by the entity	N/A
vii. Major licenses, franchises, royalties, concessions	113
viii. Other relevant external factors	134, 135
6.3 Stakeholders	113
6.4 Properties and facilities	114
6.5 Subsidiaries, Affiliates, and Investments in Other Companies	
6.5.1 Subsidiaries and Associates	115–128
6.5.2 Investments in Other Companies	115–128
7. SUPPLIER MANAGEMENT	
7.1 Payments to suppliers	128
7.2 Supplier Evaluation	129
8. LEGAL AND REGULATORY COMPLIANCE	
8.1 Regarding Customers	129, 130
8.2 Regarding Employees	129, 130
8.3 Environmental	130
8.4 Free competition	130
8.5 Other	130
9. SUSTAINABILITY	
9.1 SASB Metrics	34, 36–38, 39, 48, 70, 130, 141
9.2 Independent Verification	131
10. MATERIAL OR ESSENTIAL FACTS	
	132
11. COMMENTS FROM SHAREHOLDERS AND THE BOARD OF DIRECTORS	
	62, 132
12. FINANCIAL STATEMENTS	
	87–90

GRI Content Index

Statement of Use	SONDA has reported the information listed in this GRI Content Index for the period from January 1 to December 31, 2025, using the GRI Standards as a reference.
GRI 1 used	GRI 1: Fundamentals 2021

GRI Standard	Content	Location
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GENERAL DISCLOSURES

GRI Standard	Content	Location
1. The organization and its reporting practices		
2-1	Organizational details	7-9, 92 The headquarters is located in the city of Santiago, Chile.
2-2	Entities included in sustainability reporting	This document is an Integrated Report, and therefore its financial and sustainability information has the same scope.
2-3	Reporting period, frequency, and contact point	137, 147 The Integrated Report is published annually.
2-4	Updating of information	The effect of any update or restatement of information relative to the previous report and the reasons for such restatement, along with changes in scope, are specified as footnotes in the respective indicators where this has occurred.
2-5	External verification	131 The financial statements in this integrated report have been audited.
2. Activities and Employees		
2-6	Activities, value chain, and other business relationships	8, 17, 25–27, 93, 95, 128
2-7	Employees	70, 105, 106, 140, 141
2-8	Workers who are not employees	140

GRI 2: General Disclosures 2021

GRI Standard	Content	Location
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3. Governance		
2-9	Governance Structure and Composition	57–62, 97–100, 139
2-10	Appointment and Selection of the Highest Governing Body	57, 97
2-11	Chair of the highest governing body	The Chair of the Board of Directors does not hold executive positions within the company
2-12	Role of the highest governance body in overseeing the management of impacts	57, 97, 101
2-13	Delegation of responsibility for managing impacts	97
2-15	Conflicts of interest	65, 66
2-16	Reporting critical concerns	66
2-17	Collective Knowledge of the Highest Governing Body	101
2-18	Evaluation of the performance of the highest governing body	101
2-19	Compensation policies	104
4. Strategy, Policies, and Practices		
2-22	Statement on sustainable development strategy	4, 5
2-23	Commitments and Policies	7, 14, 16, 43, 44, 65
2-26	Mechanisms for Seeking Advice and Raising Concerns	66
2-27	Compliance with Laws and Regulations	129, 130, 140
2-28	Membership in associations	114
5. Stakeholder Engagement		
2-29	Approach to stakeholder engagement	104, 113
2-30	Collective bargaining agreements	141

GRI 2: General Disclosures 2021

GRI Standard	Content	Location
MATERIAL TOPICS		
GRI 3: Material Topics 2021	3-1 Process for determining material topics	135, 136
	3-2 List of Material Topics	136
TECHNOLOGICAL SOLUTIONS WITH SOCIAL (SDG) AND ENVIRONMENTAL IMPACT		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	43
	Social and environmental impact solutions implemented	43, 44
ENVIRONMENTAL RESPONSIBILITY AT SONDA		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	47
GRI 102: Climate Change 2025	102-2 Climate Change Adaptation Plan	49, 103
	102-5 Scope 1 Greenhouse Gas Emissions	50
	102-6 Scope 2 Greenhouse Gas Emissions	50
	102-7 Scope 3 Greenhouse Gas Emissions	50
GRI 103: Energy 2025	103-1 Energy Policies and Commitments	51, 141
	103-2 Energy consumption and self-generation	51, 52, 141
	103-4 Energy intensity	52, 141
GRI 303: Water and Effluents 2018	303-5 Water consumption	53, 141
GRI 306: Waste 2020	306 - 3: Waste generated 306 - 4 Waste not sent for disposal 306 - 5 Waste sent for disposal	52, 141
TALENT MANAGEMENT AT SONDA		
GRI 3: Material Topics 2021	68, 69	
GRI 401: Employment 2016	401-1 New Hires and Employee Turnover	141
	401-2 Benefits for full-time employees that are not provided to part-time or temporary employees	80, 81, 109
	401-3 Parental leave	81, 108, 109
	Labor relations: unionization, strikes, labor climate index	80, 81, 141

GRI Standard	Content	Location
GRI 403: Occupational Health and Safety 2018	403-9 Work-related accidents	108, 141
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	109
	404-2 Programs to improve employee skills and transition support programs	77,78
	403-3 Percentage of employees receiving periodic performance and career development reRefer tos.	78
	Investment in training (total and per employee)	109
GRI 405: Diversity and Equal Opportunity 2016	405-1 Employee diversity (gender, age, age range, length of service)	75, 76
	405-2 Ratio of base salary and total compensation for women to men	108
	Initiatives to promote diversity and inclusion at SONDA	75, 76, 108

INNOVATION, AI, AND ECOSYSTEMS

GRI 3: Material Topics 2021	3-3 Management of Material Topics	21–25, 27
	Progress in Innovation and AI Strategy	21, 22
	Growth of the startup ecosystem	25, 26
	Partnerships and Agreements with the Ecosystem	27
	Amount Invested in R&D	139
	Percentage of R&D investment relative to sales	139

CUSTOMER EXPERIENCE

GRI 3: Material Topics 2021	3-3 Management of Material Topics	31-34
	Service Quality	33, 140
	Service Continuity	34, 140
	Progress in Certifications	33
	Customer satisfaction	32
	Complaint rate	140
	Service availability	34, 140
	Availability complaints	34, 140
Component uptime	34, 140	



GRI Standard	Content	Location
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CYBERSECURITY AND DATA PROTECTION

GRI 3: Material Topics 2021	3-3 Management of Material Topics	35-39
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints regarding breaches of customer privacy and loss of customer data	39, 140
	Customer data security (Fines, amounts, cases, and claims)	39, 140
	Data Protection and Information Security	39

GOVERNANCE AND RISK MANAGEMENT

GRI 3: Material Topics 2021	3-3 Management of Material Topics	55, 56
GRI 405: Diversity and Equal Opportunity 2016	405-1 Number of female directors	57, 58
	405-1 Directors by age range and tenure	58, 99, 100
	Directors with experience in the IT industry	57
	Directors with risk management experience	57
	Average attendance of directors	139
GRI 201: Economic Performance 2016	201-1 Economic value generated and distributed	140

ETHICS AND COMPLIANCE

GRI 3: Material Topics 2021	3-3 Management of Material Topics	64
GRI 205: Anti-Corruption 2016	205-2 Communication and training on anti-corruption policies and procedures	64, 65, 66
	205-3 Confirmed cases of corruption	66, 139

GRI Standard	Content	Location
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GRI 206: Unfair competition 2016	206-1 Cases of unfair competition	66, 140
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination	66, 139
GRI 419: Socioeconomic compliance 2016	419-1 Monetary value of significant fines for non-compliance	140
	419-1 Number of significant fines for non-compliance	130, 140
GRI 415: Political contributions 2016	415-1 Monetary value of political contributions	140
	Percentage of employees covered by the Code of Ethics	139
	Number of reports received through the Whistleblower Channel	66, 139
	Percentage of reports resolved during the period relative to the total received	66, 139

RESPONSIBLE SOURCING

GRI 3: Material Topics 2021	3-3 Management of Material Topics	128
	Supplier Assessment	129
	Total Amount Paid to Suppliers	128

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Currency Conversion Statement

The figures presented in this Integrated Report are expressed in Chilean pesos as of December 31, 2025. Unless otherwise indicated, conversions to U.S. dollars have been made using the closing exchange rate as of December 31, 2025.

(1 US\$ = \$907.13 Chilean pesos)

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