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**Dow Jones
Sustainability Indices**
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Corporate Presentation
September 2024



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01

SONDA
At a Glance

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Key Figures & Highlights

We are leaders in digital transformation in the region, impacting the lives of over **500 million people**. We are a key player for various emerging industries that have been transformed through the implementation of large modernization projects and innovative solutions.

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



13

Are the countries where we are present



+5,000

Corporate clients have trusted us



+650,000

Users utilizing our services



+15,000

Employees across the region; 10,000 of them are IT professionals

Consolidated Revenue LTM 09/24
US\$ 1,679 million

Consolidated EBITDA LTM 09/24
US\$ 156 million

SONDA was founded in Chile, consolidated in Latin America, and expanded to the United States and Canada



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Why SONDA?



Performance

50 years of sustained and diversified growth (no single client represents more than 5% of revenues). Approximately two-thirds of revenues come from multi-year contracts (average duration of 3-5 years)



One-Stop-Shop

Comprehensive End-to-End solutions backed by a broad ecosystem of technology partners and deep business knowledge for digital transformation



Regional Presence

Extensive network in the Americas region, enabling us to articulate IT solutions with a focus on our clients' business



Financial Strength

A strong financial position that allows us to participate in large tenders. Trading on the stock market since 2007 (Santiago Stock Exchange: SONDA.SN)

We are a key player in the **growth plans** of our clients

And we demonstrate this through real success stories implemented in different markets



SONDA consolidates its leadership in SC&M in the Region

Client: Transcaribe
Industry: Transport
Solution: Provision of fleet collection, management and control services and information to the user of an integrated transportation system.
Sector: Transport



SONDA and Dell Technologies transform Public Safety

Client: Ministry of the Interior
Industry: Government
Solution: Implementation of a video surveillance system with advanced analytics and massive storage for crime prevention



The Ministry of Finance of Costa Rica modernizes with one of the largest storage and technology renewal solutions in Central America

Client: Ministry of Finance Costa Rica
Industry: Government
Solution: Server virtualization and consolidation.



Banco de Chile implements SONDA's RealAIS Investment Core for its Money Desk

Client: Banco de Chile
Industry: Banking
Solution: Investment banking and money desk.



Comprehensive outsourcing for a major telecommunications company in Latin America

Client: Movistar Ecuador
Solution: Application Management.



El Comercio newspaper renews its platform with a solution designed to provide better customer service while improving its IT management

Client: Diario El Comercio, Peru
Solution: Hardware. Server virtualization and consolidation. Storage and backup.

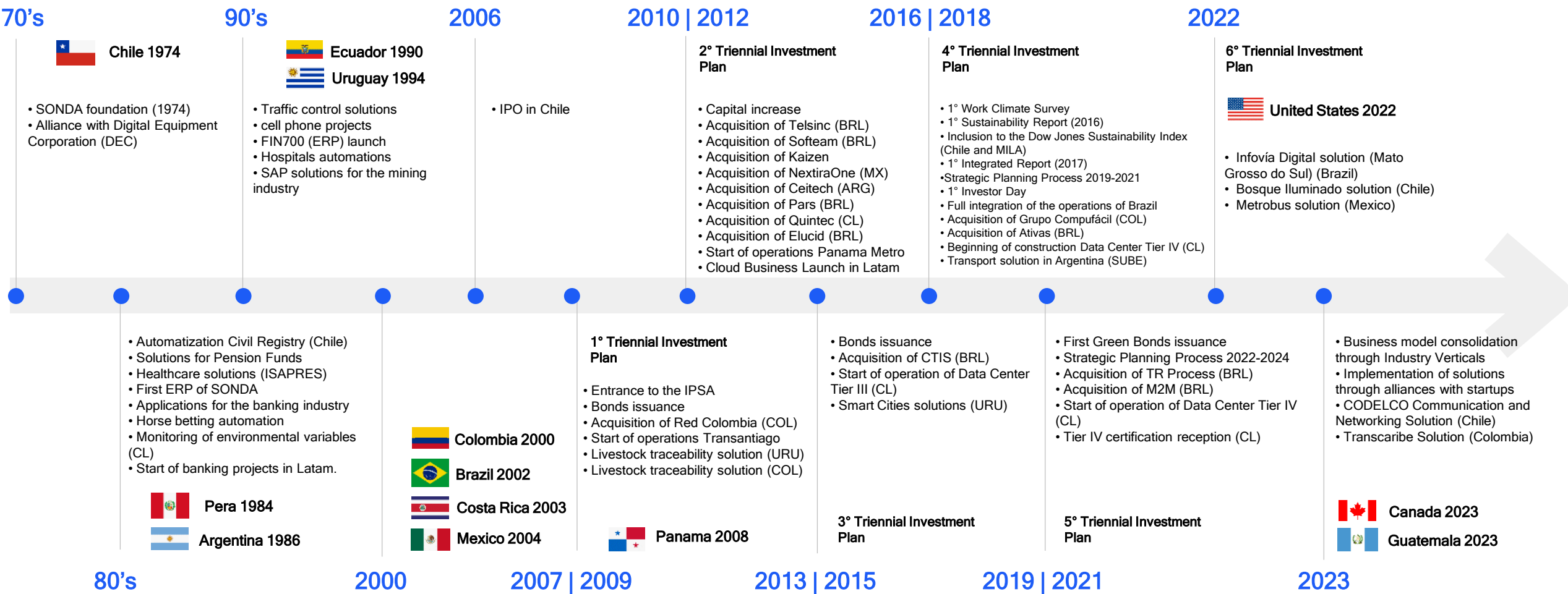


Discover more success stories [here](#)

Una historia de Crecimiento

At SONDA, we have experienced multiple changes since 1974; changes that have transformed the identity of our company and quickly reflected our essence: a technology company that is constantly evolving and quickly adapting to the industry in which it operates.

In order to better understand why SONDA is at the beginning of a new stage in its history, it is important to remember the origins of our company:



What makes us different? Sustained and Diversified growth

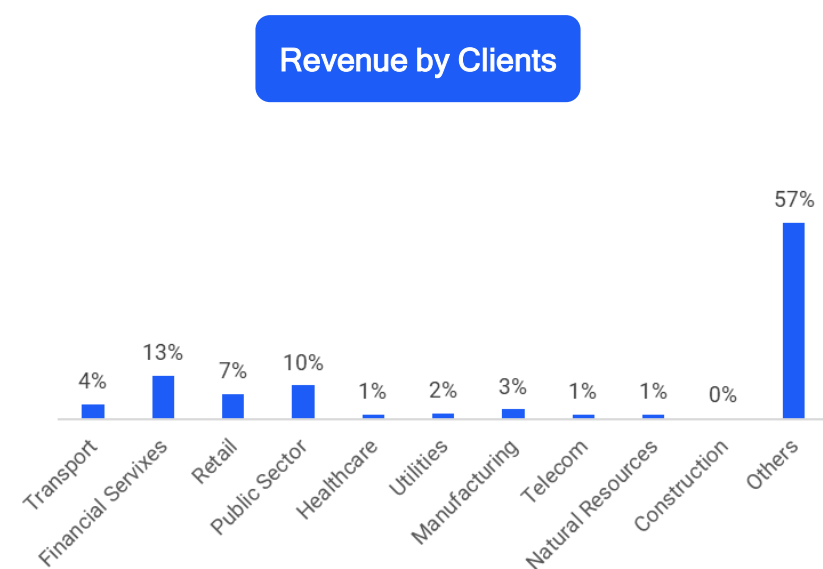
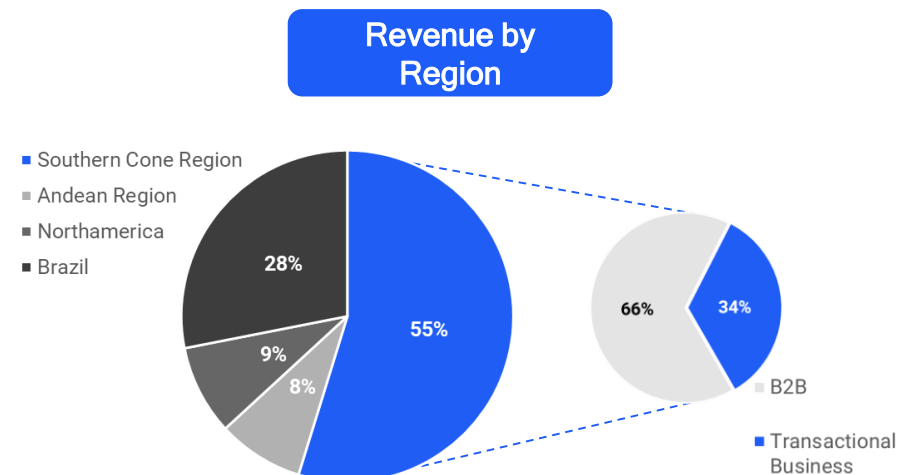
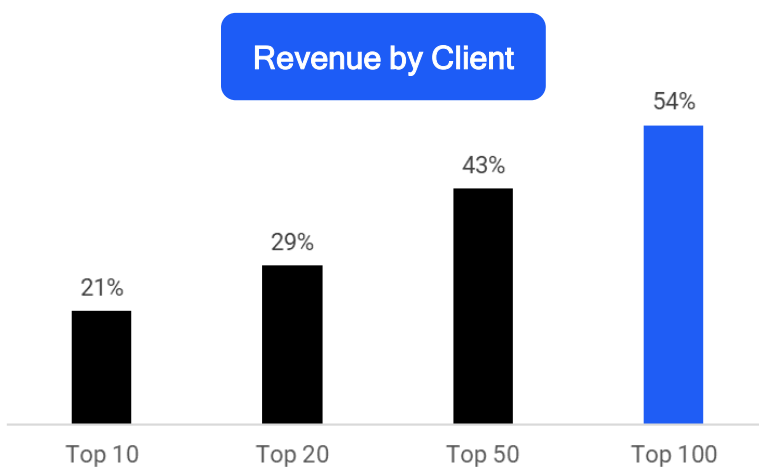
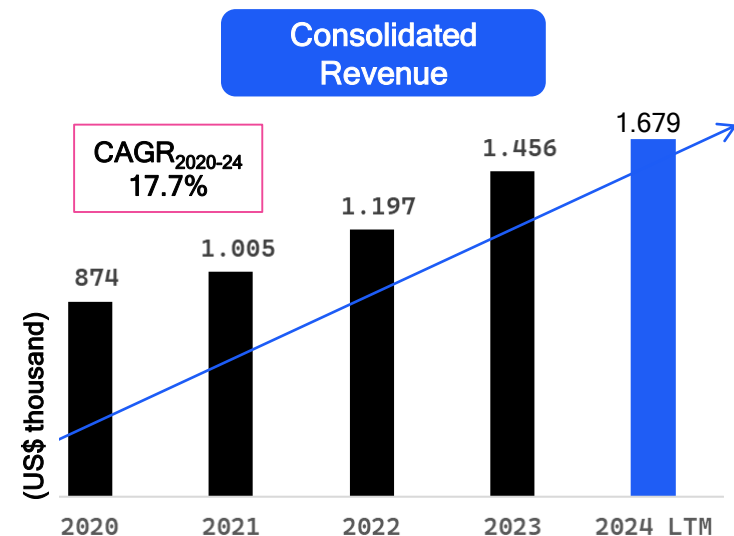
- Sustained growth across all business lines

- Digital Business → $CAGR_{2020-24}$ 15.9%
- Digital Services → $CAGR_{2020-24}$ 15.7%
- Transactional Business → $CAGR_{2020-24}$ 22.0%

- Geographic diversification

- Highly atomized client portfolio

- Strong industry diversification





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02

SONDA
Strategy & Innovation

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Strategic Vision

Where do we want to go?

Our Aspirations

2024



Digital, agile, innovative company, excellence in services and attractive to work for



Strong **startup ecosystem**, integrated into SONDA's strategy



Leaders in the region in **Digital Transformation** and in main verticals



Consolidated regional management by verticals, focusing on **our clients' business** with a strong **commercial culture**.



Digital Business model with **high growth rate** and with Clients in the USA



Recognized as a **strategic partner of our clients** in the digital transformation processes



Global IT industry leader in innovative business solutions



Agile, digital company with excellent services



An attractive work environment, which allows **attracting and retaining technological talents** with the employee at the center

Key Focus Areas

- We consolidate the structured model in **verticals**, becoming **experts in our clients' business** with scalable solutions and high replicability rates.
- We focus on promoting a **commercial culture**, transforming ourselves into an organization with the **customer at the center**.
- We have a regional team to address **Large Projects** comprehensively and proactively, focusing on major accounts, industry leaders, and the public sector, fostering **operational leverage**.
- Utilization of **generative artificial intelligence** in our offerings to achieve greater operational efficiencies.
- We promote services that **accelerate our clients digital transformation**, with a consultative approach.

2030

Our Dream

Our Portfolio and Corporate Organization

Verticalization as a mean of reaching our clients

Digital Business

- Digital Software Factory
- Data, Advanced Analytics & AI
- Digital Architecture
- Digital Channels & Tech Consulting
- Vertical Solutions

Digital Services

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

Digital Communications

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



Smart Cities & Mobility



Retail & Commerce



Banking and Insurance



Healthcare



Public Sector



Mining, Education,
Agribusiness and Manufacturing



Business Solutions

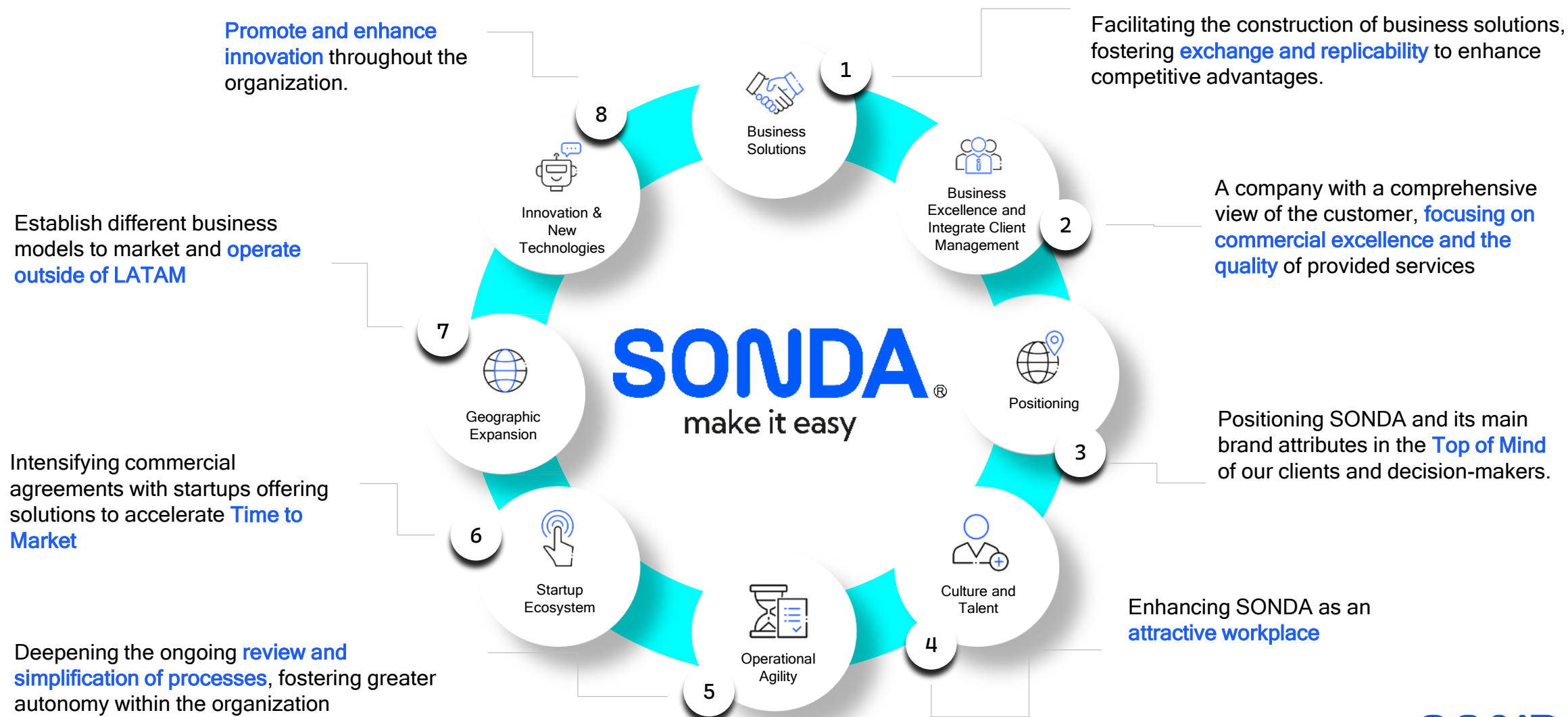


Utilities

Innovation & Startup Ecosystem

Corporate Management of Large Projects

To achieve our goals, we have 8 strategic pillars



At SONDA, we believe in the value of collaboration

We promote innovative ideas and create new opportunities. That's why in 2022, we established a startup ecosystem based on adaptability, agility, and innovation, accelerating our transformation and that of our clients.

2023 Highlights



VSAAS: Ore Granulometry

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



ANTAH: Insurance Management and Marketing Solution

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



CROPX: Water Sustainability

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

+60

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



An aerial photograph of a city skyline, likely in Asia, featuring several prominent skyscrapers. The image is overlaid with numerous bright green, curved lines that suggest data flow or connectivity between different points in the city. The sky is filled with large, white clouds, and the water in the foreground reflects the light.

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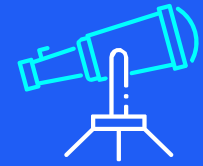
03

SONDA
Sustainability

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Culture and Talent

We place people at the center of our strategy.

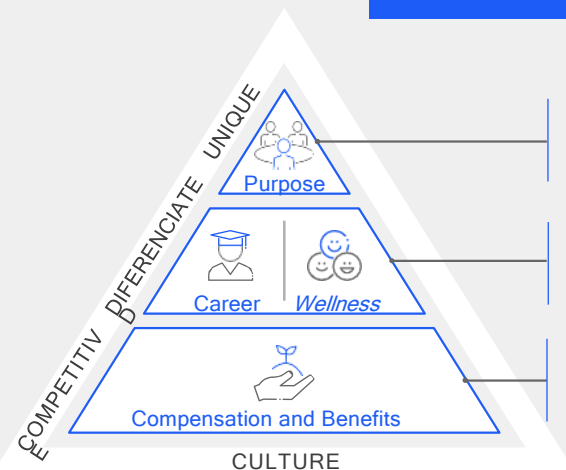


In 2024, our focus is oriented towards three action axes

1. Culture and Communication
2. Talent and Knowledge
3. Wellness and Compensation

PVP SONDA

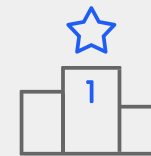
The People Value Proposition at SONDA is divided into four dimensions, reflecting the advantages of being part of our team.



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

They are related to the **career experience at SONDA** and the balance between personal and professional life.

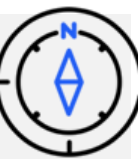
It refers to **competitive compensation and benefits practices** aligned with the market, as well as recognition for each employee's contribution.



The PVP guides initiatives and communications to position **SONDA as an attractive workplace**

In 2023, we received two awards for our role in promoting women in the IT industry, awarded by the Women Economic Forum.

Our objective:
SONDA Women 2024



→ Achieve **33% female representation** by 2024

→ Increase **senior leadership roles held by women from 26% to 30%** in the organization

Sustainability is par of our DNA

ESG, Diversity and Inclusion



Web



Contenido

- **Integrated Report** (since 2017) under the “Global Reporting Initiative”.
- Member of prestigious **Sustainability Index**.
- **Green Bond** Issuance in 2019.
- Recognized as a company committed to **Integrity** granted by the Business Generation Foundation (FGE).
- **Fresh Graduates**: Attracting young talents by offering an accelerated learning program, developing multiple skills, which allow us to prepare future successors, ensuring a cultural fit for the organization.



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Our goal
Women Sonda
2024

Reach **33% presence of women** in 2024

Increase **senior leadership positions** in the organization from **26% to 30% of women**.

ESG practices inside **SONDA**



SONDA Wellness Program: initiative that promotes the physical, mental and social health of our collaborators.



SONDA Women: initiative that seeks to increase the representation of women in SONDA and in the IT industry. Attract, retain and enhance leadership skills in the leaders of the future.



Internal recycling program: and internal actions to encourage the responsible use of resources



Diversity & Inclusion: we develop internal initiatives with the objective of generating organizational awareness and an increasingly inclusive culture.



Kudos Data Center: we have Leed Silver certification from the US Green Building Council, guaranteeing efficient energy use and a 100% renewable energy supply.

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Sustainability is par of our DNA

Inside SONDA

SONDA's participation in the [TRAEE Program of the Santiago Chamber of Commerce](#), which seeks to ensure the [proper management of electrical and electronic waste](#) by companies that produce or import them, within the framework of the [REP Law](#).



Recent Recognitions

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Dow Jones Sustainability Index Chile y Mila

For the seventh consecutive year, we have been included in the Dow Jones Sustainability Index (DJSI) Chile and MILA, positioning us as one of the companies with the best practices in corporate governance, social aspects, and environmental care.

Environment



Carbon Footprint

For the second consecutive year, we received recognition from the Ministry of Environment of Panama for successfully quantifying and reporting our carbon footprint in that country.

Social



Smart City - Santiago

In the fifth edition of the Smart City Awards event, SONDA was awarded in the "Private Leadership" category, which recognizes private sector actors who, through their vision and leadership, have driven the development of Santiago as a smart city, embodied in the "Barrio Protegido" project.

Governance



Commitment to Integrity

For the second consecutive year, we were recognized by the Business Generation Foundation as a company committed to integrity in the sixth edition of the Integrity Commitment Recognition. This process saw a record participation of 104 organizations.

Within our Solutions

Highlighted Case

Infovía Digital:

The initiative spans a period of 30 years, during which SONDA will improve the connectivity of the state of Mato Grosso do Sul, Brazil. This includes the implementation of 6,950 kilometers of fiber optic network in its 79 municipalities, benefiting over 2.8 million people with the project.

Main ESG benefits:

- Free internet services in 129 public squares
- Video surveillance systems throughout the state
- Installation of 15,000 IP extensions for communications between schools, health units, and public safety.

Improving connectivity facilitates access to [education, healthcare, public safety, and reduces the digital breach](#) in the state of Mato Grosso do Sul.



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04

SONDA Financial Position



Financial Position

Credit Rating

"The company showed a significant increase of 21.7% in its revenues in 2023, driven by growth across all its geographies, with highlights including the revenue growth in Cono Sur (20.6%), Brazil (26.6%), and North America (28.7%).

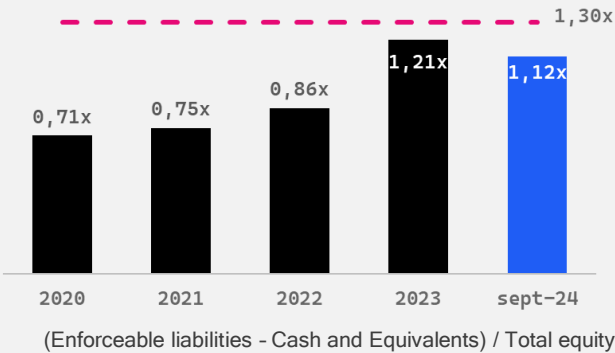
At the end of 2023, the business opportunities (pipeline) reached USD 4.836 billion, representing 3.3 times SONDA's annual sales and 2.5 times its closed deals in 2023, showing a growth of 36% compared to 2022 (...) reflecting the company's revenue growth potential in the medium term." **Fitch Ratings**

"We highlight favorably within the company's business profile, the large relative size it achieves through a high degree of geographic diversification. (...) SONDA would continue to demonstrate a high capacity to close contracts in the medium term, associated with the high level of pipeline it presents." **ICR Chile**

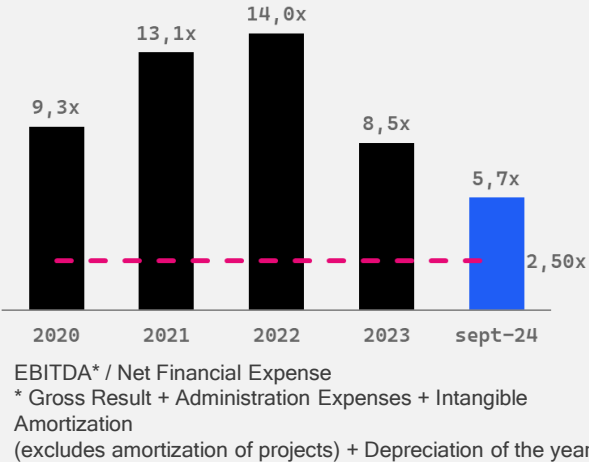
	Fitch Ratings	ICR
Solvency	AA-	AA-
Stocks	1st Class Level 2	1ª Class Level 1
Outlook	Stable	Stable
Issuance Date	Apr-24	Ago-24

Covenants

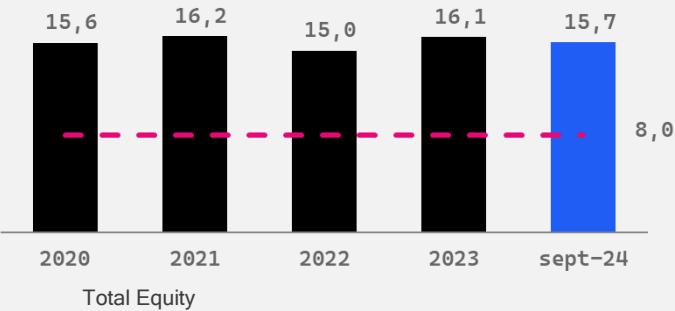
Indebtness Level



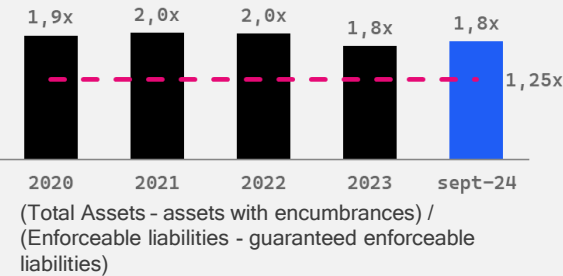
Financial Expenses Coverage



Minimum Equity (UF)



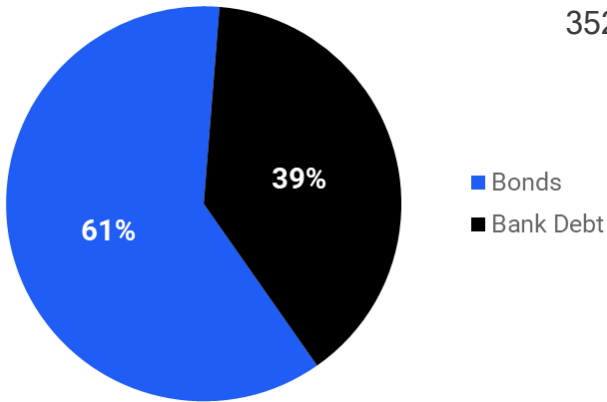
Assets Free of Encumbrances



Financial Position

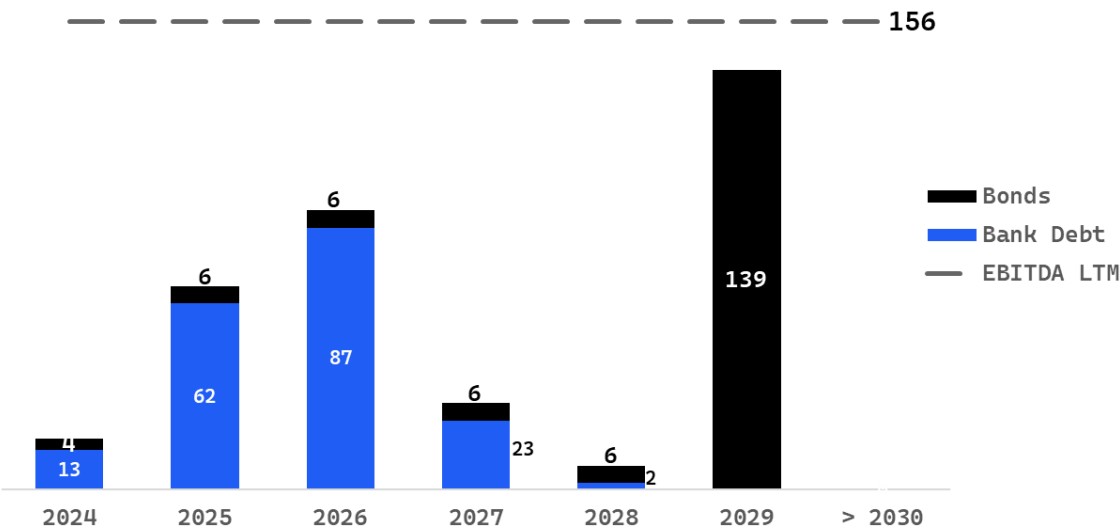
Financial Debt

Debt Composition:



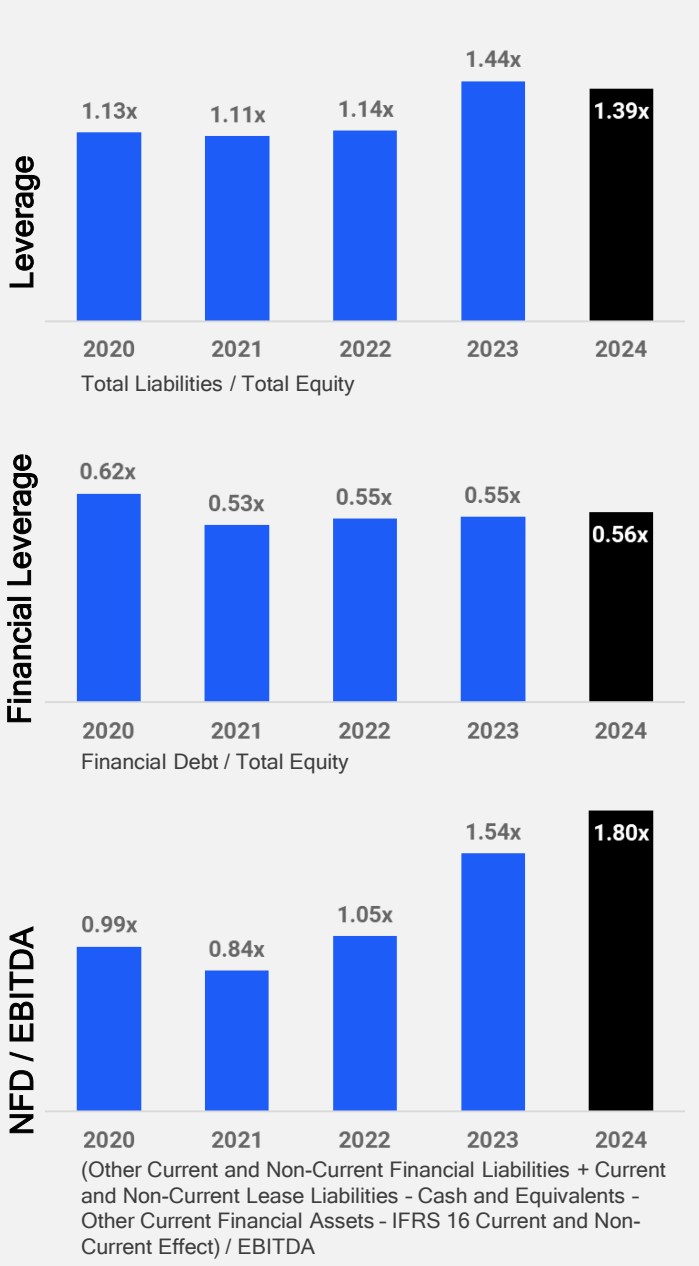
Total Financial Debt: US\$ 352 million

Debt Maturity (US\$ million)



Figures in US\$ were converted using closing exchange rate Sep.-24 = \$ 892,68 / US\$

Financial Ratios





07

SONDA
Innovation



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Some projects that reflect the value of Innovation



We process information that allows us to prepare statistics and make decisions associated with the **Monetary and Financial Policy of the Central Bank of Chile**.

Big Data



We carry out complete tracking of batches of animals, in **Brazil**, using Blockchain.

Blockchain



We connect **700,000 hectares of forests**, allowing us to monitor and support forestry work and provide 4G internet access to local communities. Project applied in Chile and **Mato Grosso do Sul, Brazil**.

Connected Forest



We implemented an advanced Video Analytics System (gesture detection, entry into unauthorized areas, LPR, etc.) integrated with Hikvision cameras for the security of the **neighborhoods of Las Condes, Chile**.

Protected Neighborhood



We provide an access control solution for people and cargo, through unattended management and video analytics, in the **extraport area of San Antonio, Chile**.

Extraport access control



Optimization of the infrastructure of border complexes & management stations and **automation of processes to simplify customs procedures in El Salvador**, allowing for reduced service time.

Border Control System



At SONDA we believe in the value of collaboration

About our Startups Ecosystem

- At SONDA we seek to promote good ideas and open new doors to jointly create and realize new opportunities.
- An ecosystem based on **adaptability, agility and innovation** allows us to accelerate our own transformation and that of our clients.



We generate alliances with Startups, **which allow us**

-  Transform processes and services
-  Complement our offering with value-added solutions

+ 60 startups are part of our ecosystem

We co-create innovative solutions for the multiple challenges of our clients in the region.

Startups



- Acceleration and growth of your **businesses**.
- Commercial force of **+400 professionals** at SONDA.
- Support from a technological partner with **extensive experience** in the IT Industry.
- Ability to **finance large projects**, which allows them to focus on the growth, scalability and profitability of their businesses.

Generation of value for **our Clients** through co-creation.

At SONDA we know that “Innovating” is not just about applying new technologies or creating solutions that we understand, it is about understanding the client's needs and based on this, agilely developing personalized solutions that take your business to a new level.

- Value Added business solutions
- Strengthen the relationship with our clients
- Rapid scalability and replicability
- Attract knowledge, talent, culture and new leadership to SONDA

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