

**SONDA**®  
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**2021**  
**Integrated**  
**Report**

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



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# Letter from the Chairman

“Operating revenue and EBITDA in constant currency increased by 19.9% and 30.0% respectively, compared to last year. These increases were driven by greater business dynamism in most of our markets, and net income far exceeded last year’s figure.”



**Dear Shareholders,**

2021 brought tremendous challenges, but also many opportunities and insights. Our society has become accustomed to living in an increasingly digitalized world where the requirement for new technologies has made governments, organizations and citizens test the resilience and adaptability of the entire world. This has also encouraged us to deepen relationships with our customers, while supporting them on their Digital Transformation journey with SONDA's services.

The strength of Digital Transformation emerged with renewed impetus to deal with the effects of the COVID-19 pandemic, and we are convinced that it will unveil a world of new opportunities. We have been protagonists of the cultural changes required by our current circumstances.

We have refined our organization, in order to secure the operational continuity of our customers, expand our range of solutions, and care for the health of our employees.

Therefore, this year we prepared a new Strategic Plan for 2022 to 2024, which will be our roadmap that supports our customers as they deal with their business and corporate challenges in the years to come.

Our reorganization in 2020 has borne fruit in our financial performance, as 2021 saw many important achievements. The company’s consolidated operating revenue was Ch\$ 897,198 million, equivalent to US\$ 1,062.2 million. EBITDA was Ch\$ 111,451 million, equivalent to US\$ 131.9 million, and net income was Ch\$ 34,864 million, equivalent to US\$ 41.3 million.



**Andrés Navarro Haeussler**  
Chairman of the Board



Operating revenue and EBITDA in constant currency increased by 19.9% and 30.0% respectively, compared to last year. These increases were driven by greater business dynamism in most of our markets, and net income far exceeded last year's figure.

EBITDA margin was 12.4%, an increase of 130 basis points compared to last year. We would like to emphasize that SONDA's EBITDA margin was higher in every country.

Closed businesses were US\$ 1,262 million, which represents growth of 23% compared to last year. Growth was particularly high in Chile (+29.4%), Brazil (+16.6%) and OPLA - Other Latin American Countries - (+24.3%), which reflect a solid recovery with respect to last year. The new business opportunities pipeline totaled US\$ 4,509 million, which has created tremendous optimism for the coming years.

It is imperative to achieve a sustainable and equitable economic recovery that improves everyone's quality of life. This recovery continues to be affected by the pandemic and by climate change worldwide and in our region in particular. Information technology (IT) plays a central role in this recovery, as we understand it.

We believe that our main environmental contribution is to develop transformative technological solutions that achieve progress towards Net Zero emissions, by carefully using our natural resources, promoting circular economy initiatives, and developing projects in harmony with the environment.

We implement technologies that ensure that our cities are smart, with efficient public services that cover transport, healthcare and public safety.

We are committed to ensuring that our solutions and internal practices contribute to achieving some of the United Nations Sustainable Development Goals (SDGs), which aim to build a sustainable society by 2030. This includes focusing on diversity and inclusion, in order to achieve our objective of creating teams at SONDA comprised of the very best professionals who are infused with our culture.

We would like to thank our employees for their dedication and commitment in a year that continued to be affected by the pandemic and involved profound transformations. We would also like to thank our customers, shareholders and all our stakeholders, who have helped the company to continue being a regional leader in Digital Transformation services.

Yours affectionately,

**Andrés Navarro Haeussler**  
Chairman of the Board



Chapter I

# SONDA at a Glance

Our DNA drives us to contribute to society and be genuinely concerned for the environment, our employees and stakeholders. Join us on this transformation journey towards a world that offers better opportunities to all.

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# SONDA in Figures for 2021

SONDA was founded in 1974 and has become the regional leader in Digital Transformation services, with offices in 10 countries and 3,000 cities, where we influence the lives of over 500 million people.

**Revenues**  
**1,062**  
US\$ million

Revenue distribution by country



**EBITDA**  
**132**  
US\$ million

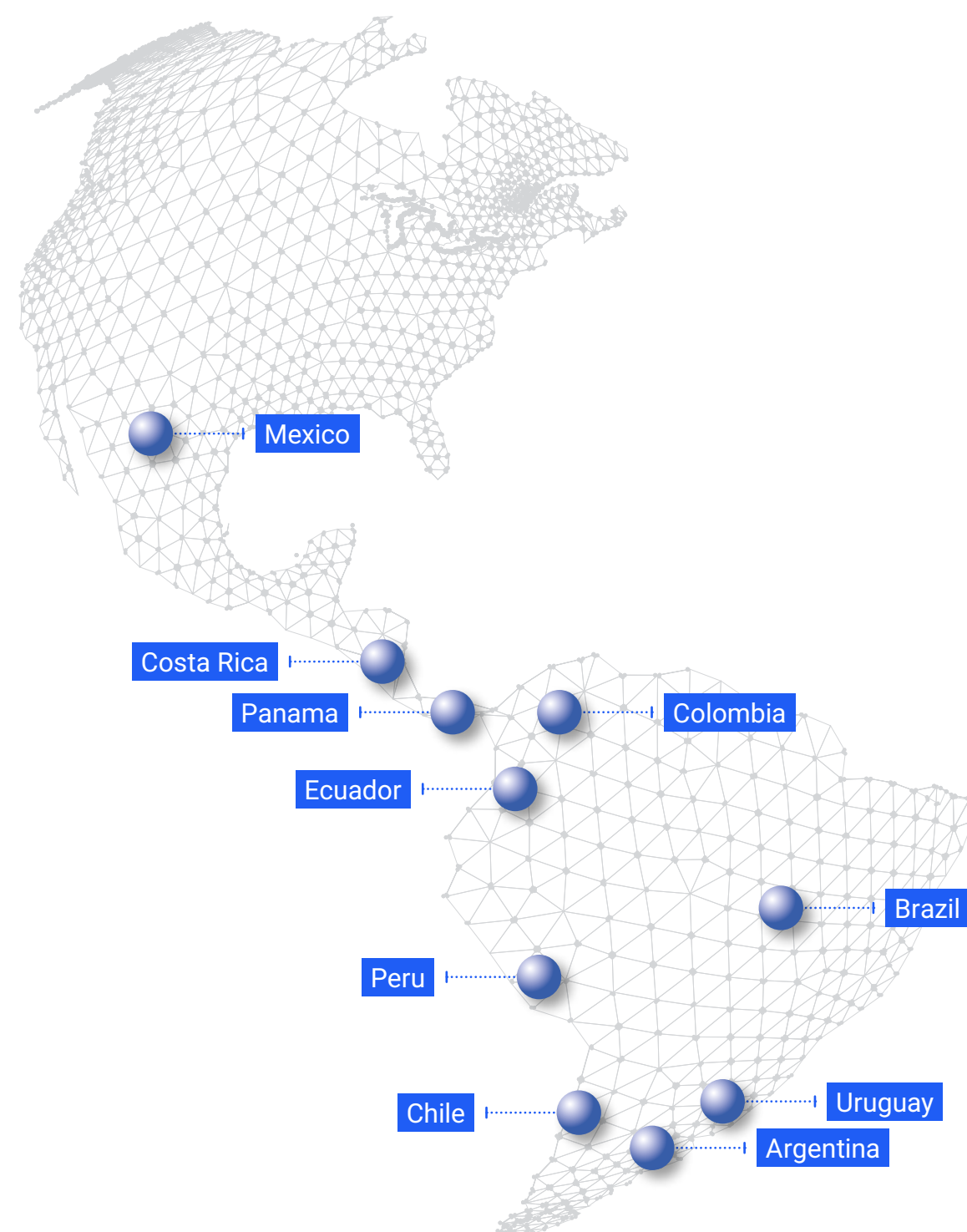
EBITDA distribution by country



**10**  
Countries in the Region

**+3,000**  
Cities

**+5,000**  
Corporate Clients



**Economic value generated**

**542**  
US\$ million

**Investment**

**52**  
US\$ million

**Market capitalization**

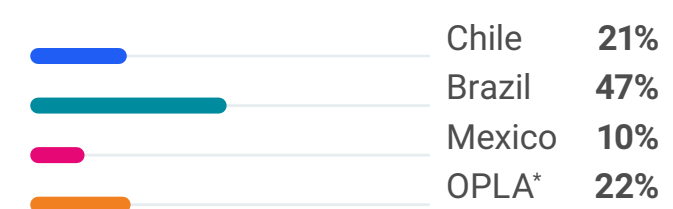
**258**  
US\$ million

**Employees**

**13,500**  
people

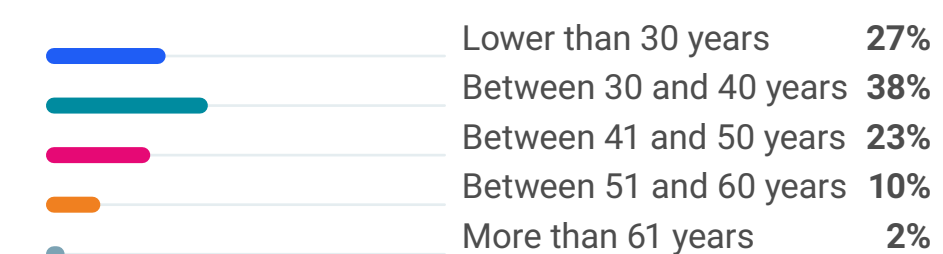
## Employee diversity

Employee distribution by country



\*OPLA: other countries of Latin America

Employee diversity by age



Employee diversity by gender

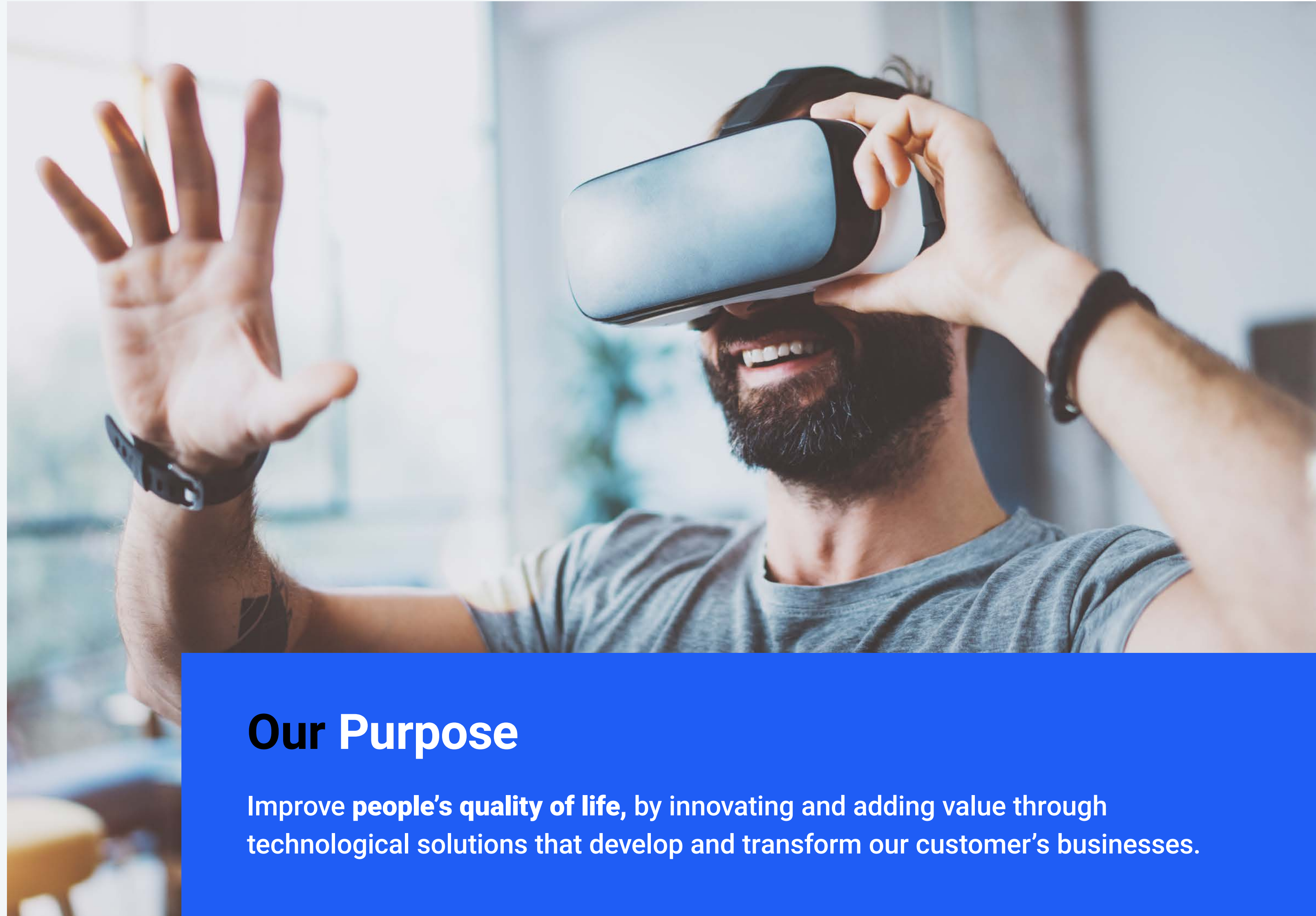


# #soySONDA

After learning from the pandemic in 2020, 2021 gave us the opportunity to confirm our commitment to digital transformation. We focused on improving our services and technological solutions, and on understanding the specific requirements of our customers in the region.

SONDA is characterized by innovation, agility and collaboration. We develop solutions for various industries, using specialized teams that work hand in hand with our customers to build the foundations for the organizations of the future.

We are protagonists in the digital transformation of people, cities, companies and society, and we simplify and streamline the daily lives of those who put their trust in us.



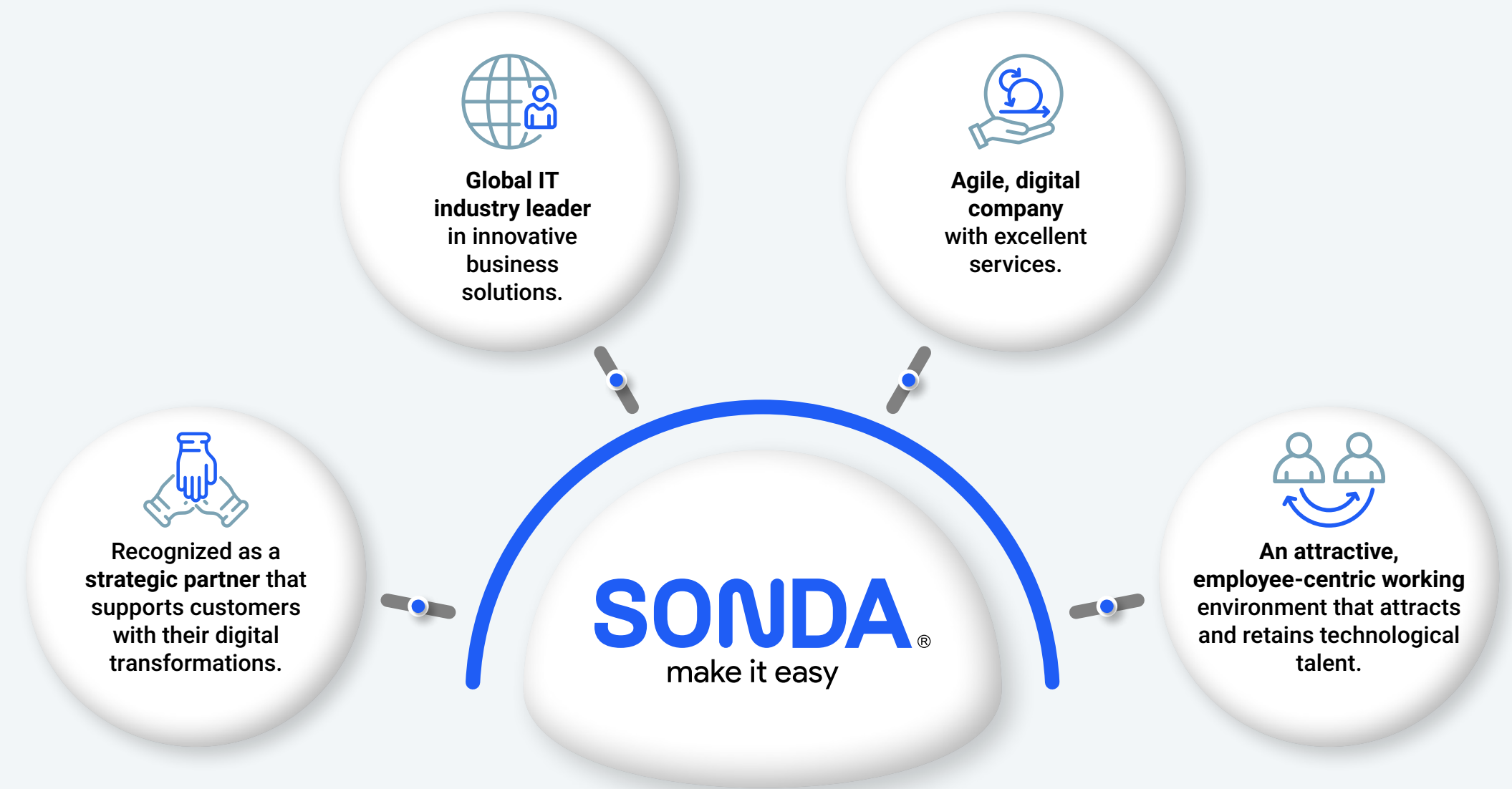
## Our Purpose

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



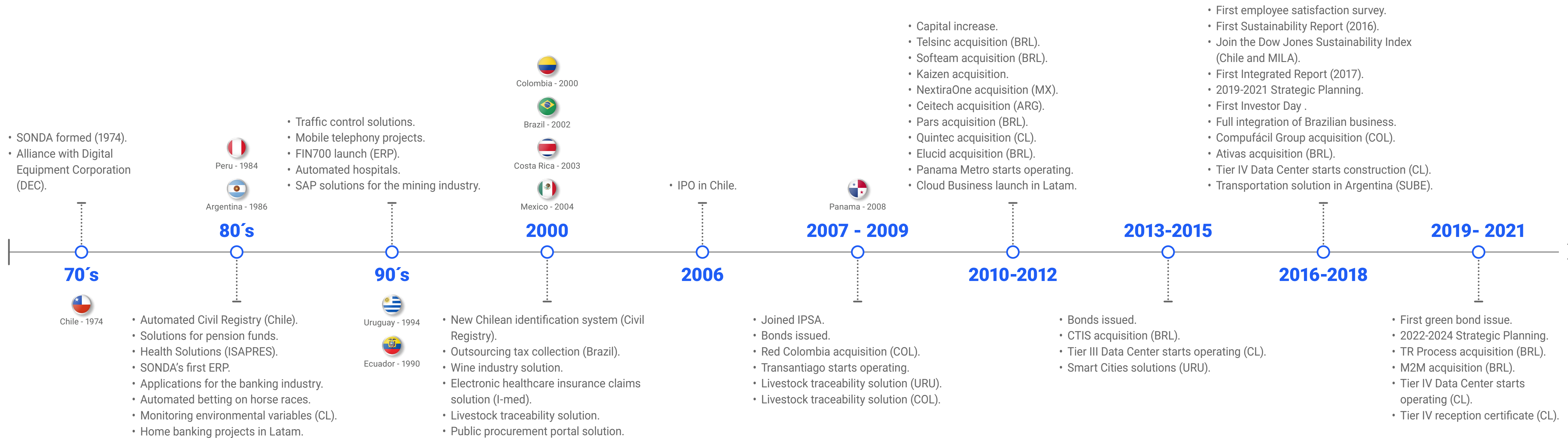


# Corporate Vision



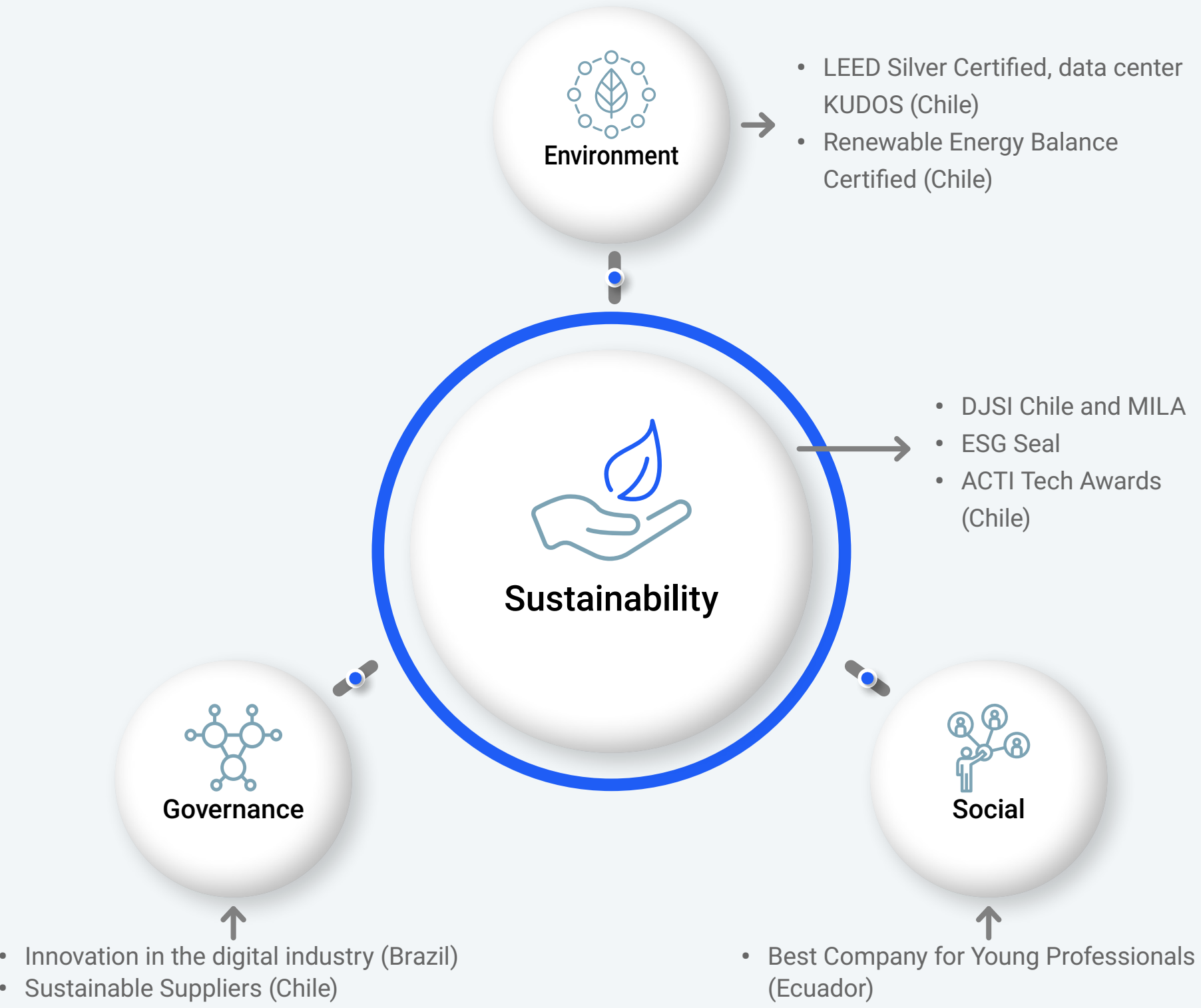
**SONDA, a sustainable company.**

# A History of Growth



# Sustainability Awards

We were awarded significant recognition for our sustainability performance in 2021, particularly with regard to aspects such as environmental care, social commitments and excellent governance practices.



**We were selected for the fifth consecutive year to be members of the Dow Jones Sustainability Index, Chile and MILA.**

We have been included in the Dow Jones Sustainability Index (DJSI) Chile and MILA for the fifth consecutive year, which ranks us among the companies with the best sustainability practices, in particular for our environmental care, social commitments and corporate governance. Our performance improved by four points over 2020, which placed the company in the 75th percentile (compared to the 71st in 2020).



**Our ESG Seal was renewed**

Our ESG Seal was renewed, so our company was included in the S&P IPSA ESG Tilted Index on the Santiago Stock Exchange. This is an ESG corporate responsibility seal that combines environmental, social and governance criteria to guide companies in their transition to responsibility and sustainability. (Further information can be found on page 38)



**ACTI Tech Awards 2021:**  
we were recognized as an  
outstanding IT company in  
Chile

The Asociación Chilena de Empresas de Tecnologías de la Información (Chilean Information Technology Companies Association) is a private sector benchmark in the ICT industry, and it selected SONDA as a finalist for this award, mainly for our innovation-based initiatives, our sustainability, and our visible impact on the economy and society.



**We received LEED Silver certification** for the energy efficiency of our KUDOS Data Center

The second round of observations of our Stage 1 KUDOS Data Center project was completed in 2021, which consists of 1,000 m<sup>2</sup> of IT rooms. It was awarded LEED v4 Silver Certification for Data Centers. *(Further information can be found on page 38)*



**We received a Renewable Energy Balance Certificate** from Colbún

We received this certificate for consuming 32,357 MWh of electricity during 2020, which was verified as being produced from renewable sources.



**We were recognized as the best company for young professionals** in Ecuador

We were recognized by Employers for Youth (EFY) Ecuador 2021 and FirstJob as one of the best companies for young professionals and the best in Ecuador in the IT industry.



**We are the most innovative company** in Brazil in the IT industry

We were recognized as the most innovative company in the Brazilian IT industry in 2021, for our Corporate Wellness solution. The award was granted by IT Mídia's ranking "The 100 most innovative IT companies of 2021".



**We were awarded the highest score** in Banco Santander's survey of sustainable suppliers

This was the result of evaluating its suppliers environmental and social performance in Chile.



## Chapter II

# Innovation and Digital Transformation **that Serves Our Customers**

Our greatest differentiator is our knowledge, experience and development of unique solutions that accelerate the digital transformation and innovation of our customers. We invite you to learn how SONDA supports our customers and improves people's quality of life.

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# “On course towards a digitized world”



**José Orlandini Robert**  
Chief Executive Officer

Every crisis should be seen as an opportunity. A very significant effect of the pandemic is the acceleration of digital transformation in virtually all its aspects. It was expected to take place over the medium term, but has started to happen right now, which brings the future into the present.

An example eloquently illustrates this phenomena. Before the pandemic, vaccine development took several years and even decades to be licensed to inoculate people. A novel technology called messenger RNA is behind the Pfizer and Moderna vaccines, although it was still at the laboratory testing stage two years ago. Artificial Intelligence technologies were intensively used to develop a vaccine, and in less than a year a woman was inoculated with the Pfizer vaccine. The Pfizer and Moderna are radically new technology-based vaccines that have been administered to hundreds of millions of people since then.

Our role now goes beyond understanding the requirements of our customers and implementing technological solutions, it extends to supporting the cultural change that is required when the customer's business model is reinvented.

Over last two years, we have seen how many companies have dared to undertake

their Digital Transformation journey with SONDA. So how do we support them during this process? The answer has two key components. Firstly, we must understand our customers' business and their processes, in order to implement the most appropriate technologies to quickly and efficiently improve their competitiveness. Secondly, we must have the knowledge and ability to implement and integrate technologies.

Digital Transformation that uses innovative and disruptive technologies can achieve rapid progress in this direction. The figures confirm it. Studies by IT consulting firms reveal that 45% of repetitive tasks in large companies will be automated by 2022.

Big Data and Artificial Intelligence, Digital Platforms, Hyper-automation and Cyber-security have already become technological trends that undoubtedly contribute to developing agile, modern and intelligent societies. They also impact

company development and contribute to developing an increasingly sustainable planet.

This is our vision that has guided our 2022-2024 Strategic Plan, which is the roadmap that will support our customers to deal with their business challenges and our own in the coming years. The main objectives of this plan include:

- Developing a customer-focused organization that is structured by industry verticals, where our professionals not only understand technology, but also understand the business requirements of our customers, and the support they provide becomes increasingly effective every day through innovation.
- Expanding into the USA, so that our network of 13,000 professionals can contribute to Digital Transformation in a country where IT spending is 10 times that of our current target markets.

- Developing a strategy to engage with Startups, in order to quickly and efficiently reach out to our customers with solutions to their business problems at a very early stage.

- Focusing on Digital Business services, in order to rapidly increase our Digital Application Services, Digital Platform and Digital Consulting services, which decisively contribute to the Digital Transformation of our customers.

- And crucially, focusing on attracting and retaining talent, by developing an organizational culture based on trust that is truly diverse and inclusive and assures our employees that SONDA is an attractive place to work and professionally develop.

We are extremely excited about this Strategic Plan. We are heading in the right direction, at the right time and with the best team!

## Strategic Aspects: mobilizing an organization

Our 2022-2024 Strategic Plan has eight aspects that will achieve our objectives:



**1. Business solutions**  
Supporting verticals and service lines with methods and knowledge, facilitating the formulation of business solutions, promoting exchange and replicability, and achieving a competitive advantage.

**2. Business Excellence and Integrated Customer Management**  
Being a company with an integrated understanding of its customers, with a focus on business and the quality of its services.

**3. Positioning**  
Positioning SONDA and its main brand attributes in stakeholder's Top of mind, who are shareholders, employees and customers.

**4. Culture and Talent**  
Strengthening our culture and developing the abilities and skills required to support business growth, while promoting SONDA as an attractive place to work.

**5. Operational Agility**  
Adding value to the business by continually reviewing and simplifying processes, using technological tools to digitalize them and create greater autonomy within the organization.

**6. Startup Ecosystem**  
Building engagement and business agreements with Startups, together with value-added solutions that drive digital transformation and SONDA's positioning.

**7. Geographical Expansion**  
Supporting verticals and service line growth, and developing business models that operate outside LATAM.

**8. Innovation & New Technologies**  
This is a universal theme within SONDA that promotes innovation throughout the organization and takes advantage of business opportunities and customer requirements, and improves existing operating models.

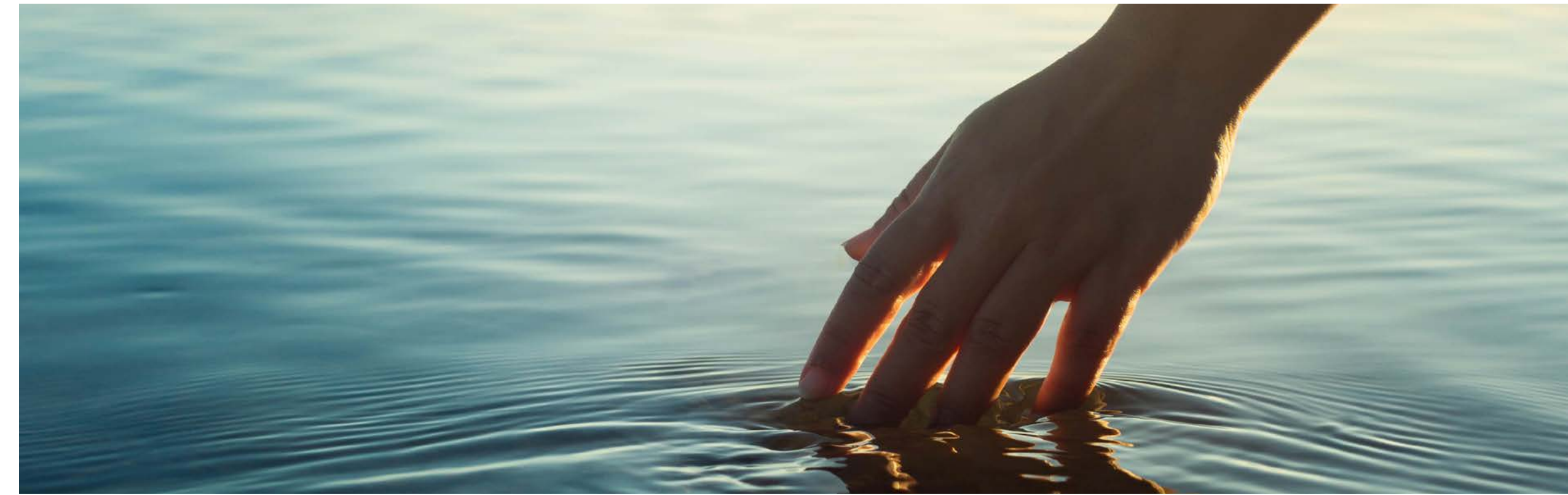
## Verticalization by Industry: we understand our customers' requirements

We have adopted the concept of Verticalization by Industry at SONDA, both as a fundamental component of our business strategy and as an organizational value.

This strategy requires SONDA's teams to be specialists in key economic and social development markets and that

they understand the challenges and characteristics of each market. We also focus our dedication, abilities and resources on strengthening our leadership in technological transformation across the region.

We have a solid team of IT professionals who have developed services that add value to our customers' businesses by providing customized solutions that comply with their requirements. They also create synergies, and develop cross-learning and replication, in order to provide better services and solutions.



## Verticalization as a way to reach our customers

### Digital Business

- Digital Consulting
- Digital Platforms
- Digital Application Services
- Vertical Solutions

### Digital Services

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



Smart Cities & Mobility



Retail & Comercio



Bank & Insurance



Utilities



Healthcare



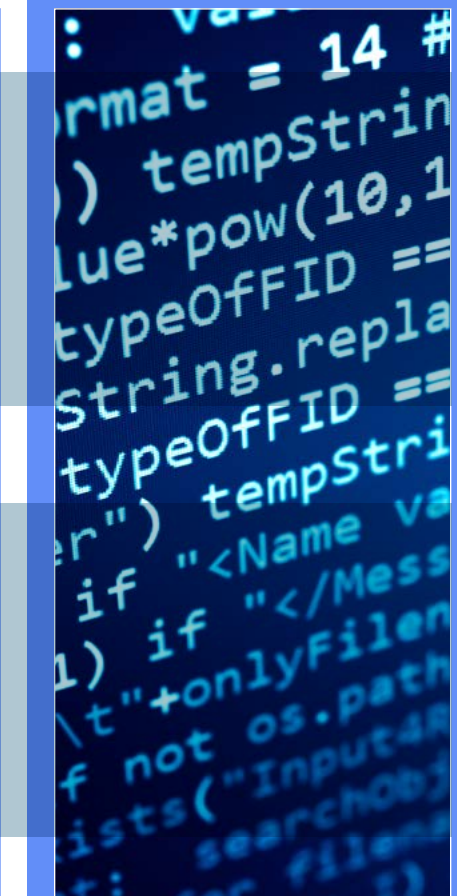
Multi-Industry



Public Sector



Enterprise Applications



Software Solutions



# New Trends in Smart Transport



**Marcelo Castiglione**  
Corporate VP Smart Cities & Mobility

It is well known that the pandemic accelerated the transformation challenges facing large cities. Issues such as **safety, efficiency, mobility, productivity and sustainability** are currently being discussed and the success of these solutions depend mainly on designing integrated and efficient services under centralized administration. Throughout the world, modern transport systems want to

provide a more sustainable and efficient service, and a better user experience.

ITS (Smart Transport Systems) are essential for transportation and mobility in urban and interregional environments, as they must use technologies that adapt to people's habits by integrating **payment systems, fleet management and user information**. They must be connected to the entire network of public-private services, which will strengthen a macro strategy to develop an efficient, friendly and sustainable service.

Smart cities require an efficient and user-centered transport system where technologies, modalities and infrastructure are integrated in harmony as a single large ecosystem that benefits all stakeholders. This system must include current solutions and adapt to developments in energy, electro-mobility, the road and infrastructure network, and user habits and trends, as new modes of travel such as travel apps, e-cargo bikes and scooters are becoming increasingly relevant.

The ITS have made great strides toward reducing environmental pollution. Circulation within cities can be designed and improved using electricity, brokers with state-of-the-art technology and fleet and traffic management systems, which support the reduction of CO2 emissions and noise pollution.

Other aspects that the ITS need to progress are raising their safety standards and providing better access platforms. Open payment systems can play a key role here, as they expand and integrate additional payment methods to the transport system's methods, such as contactless payment, bank credit cards, commercial cards with EMV technologies, smartphones, smartwatches, NFC devices, QR codes, Android Pay and Apple Pay. This integration optimizes the user's time through remote uploading facilities and automatic downloading at the validator. This avoids visiting an uploading totem and reduces cash use on vehicles. This benefit, together with surveillance cameras, IoT sensors and Analytics, helps to prevent and solve crimes, which will ensure a safer travel experience.

**Mobility as a Service (MaaS)** integrates various modes of transport into a single mobility service as an on-demand model. Authorities and organizations can then improve system management, and increase their operational efficiency and that of their suppliers. MaaS adds enormous value for the user, by centralizing modes of transport on a single app, and handling multiple tickets and payments on one screen.

SONDA has formed alliances with the main technological leaders worldwide. We aim to lead the development of innovative transport solutions aligned with the new reality across the region's cities. **The user experience** is the focus of our strategy, which is synchronized with strategic plans that incorporate the efficient use of resources, road structures and all current travel modes. We aim to develop sustainable and efficient ITSs in harmony with the environment and the transformation challenges of organizations and societies.



# Technological Transformation that Serves Our Customers

## Innovation and New Technologies



**Adriano Espósito**  
Digital Business & Innovation VP



**Maximiliano Fábrega**  
Digital Business & Innovation VP

SONDA aims to accelerate our customers' digital transformation journey using a consultative and strategic vision. We create innovative solutions using disruptive technologies. We have a complete portfolio of services that will transform the value chain of their businesses and continuously and sustainably improve their experience.

We have developed a Digital Business Service Line with a business focus and a very powerful weapon, our more than 1,600 specialists in every country, who have been trained and certified in the principal technologies.

They combine with a powerful set of accelerators and innovative methods to reinvent key aspects of any organization.

We co-create business solutions together with SONDA's business verticals, and provide consultancy services that directly support our customers' business strategies. We aim to become a "trusted advisor", by gaining their confidence and working on key projects.

We operate a regional business with a unified framework and operating model in every country, which is highly collaborative and based on teams strategically distributed throughout the region. We replicate knowledge and increase decisiveness in strategic projects regardless of their geographic location by implementing technology "chapters".

We have a complete portfolio of products and services, divided into four key areas, which can participate in any stage of our customers' digital transformation and deliver end-to-end services:

- Digital Consulting, responsible for understanding the current situation, defining the future scenario and designing a project roadmap to achieve our customers' objectives. Our services range from defining the

digital transformation strategy, migrating applications to the cloud, improving the digital experience, IT transformation and process automation.

- Digital Platforms and Tech Enablement, responsible for researching technological trends and their applications in business. We evaluate technologies such as IoT, Artificial Intelligence, Advanced Analytics, Blockchain, Metaverse, AR/VR, and the Cloud. It is also responsible for developing platforms and tools that accelerate the entire solution lifecycle, in order to increase the speed and quality of project implementation.
- Digital Application Services, responsible for the entire application lifecycle. We use services, tools and methods to help our customers to develop custom applications, we support their core applications and guarantee the quality of these applications through effective testing. We automate processes and provide software factory services to co-develop their projects and initiatives.
- Digital Business Solutions, responsible for delivering innovative and replicable business solutions. These solutions are developed using an open innovation model, with strategic and business direction from

our verticals and active participation from the Digital Business strategic ecosystem.

Innovation is in our DNA. Therefore, we have an ecosystem of strategic partners such as Microsoft, IBM, FICO, SAS, Google, and Microfocus, who directly add incremental innovation to all our services, and provide their tools and services to co-create disruptive and radical innovation solutions. We have these strategic partners, and we actively participate in several startup and university hubs.

Digital Business solutions are the tip of the iceberg. They open the door for our customers to the entire SONDA portfolio, such as Data Center and Cloud, Infrastructure, Hardware as-a-service, Workplace Services, and BPO.

We have implemented several referential case studies in our customers' businesses, which received awards that accredited the experience of our team.

We work closely with our business verticals based on a strategic marketing plan and a team of global Digital Business sales specialists, to solve our customers' key business challenges and help them to reinvent their approach.

## Our core business contributes to the SDGs

We are committed to contributing across the region to sustainable and inclusive progress within society using information technology. Therefore, we have aligned our solutions and our internal practices with the United Nations Sustainable Development Goals (SDGs). These constitute humanity's roadmap to 2030, and countries, companies and societies worldwide are committed. The SDGs specify the goals and specific targets that humanity must achieve, in order to secure a future for the planet and its inhabitants

We understand that information technologies play a central role in achieving many of these goals, so our solutions are designed accordingly. For example, they contribute to using natural resources more efficiently, to understanding the effects of climate change, to improving access to high quality education, and to improving people's quality of life in smart and sustainable cities.



We have aligned our contribution to society with the SDGs. We provide technological solutions that contribute to achieving targets associated with the 17 United Nations Sustainable Development Goals.

# SUSTAINABLE DEVELOPMENT GOALS

## SOME OUTSTANDING SONDA INITIATIVES

### DIGITAL KITCHEN



**Objective:** reduce food waste, rationalize the energy used and reduce risks of health surveillance audits, through the use of temperature sensors, cameras and Strategically connected scales in kitchens.

#### SDG



### CORPORATE WELLNESS



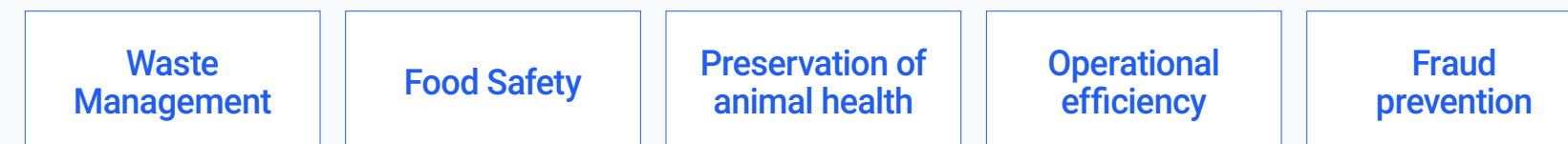
**Objective:** to improve well-being and, consequently, increase productivity and reduce costs health care of the company, by mapping the behavioral gaps of each employee, and the preparation of individualized learning paths through micro learning.

#### SDG



Contributing to a sustainable world

### VACA CONECTADA

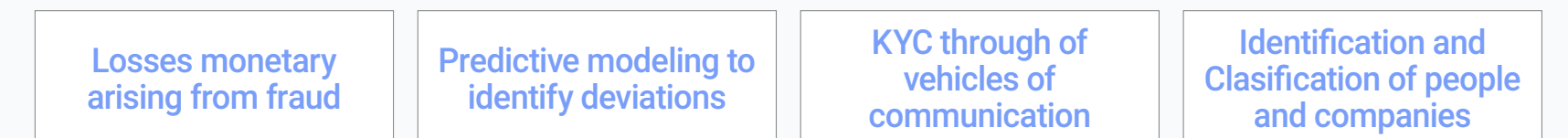


**Objective:** preserving animal health, reduce milk waste and reduce fraud throughout the production chain, ensuring the quality of the milk from milking to arrival at the dairy by using smart sensors on animals, cooling tanks, stations collection and trucks.

#### SDG



### FRAUDE PREVENTION & DMI



**Objective:** prevent money laundering, fraud, anti-terrorism and image degradation, through the identification of anomalies using machine learning models and graphs to identify possible deviations. Natural language processing and learning are used automatic to identify and classify people and companies.

#### SDG



Information on all the technological solutions and internal initiatives that contribute to each of the 17 SDG on pg. 100.



## SONDA Ecosystem

We prepared our 2022-2024 Strategic Plan during 2021, which contains eight aspects. Two of them describe how we relate to the ecosystem:

- **Promote innovation and use disruptive technologies,** focused on the digital transformation of our customers and within SONDA.
- **Strengthen our smart engagement with the startup ecosystem, to create synergies that contribute to adding value** to our business and that of our customers.

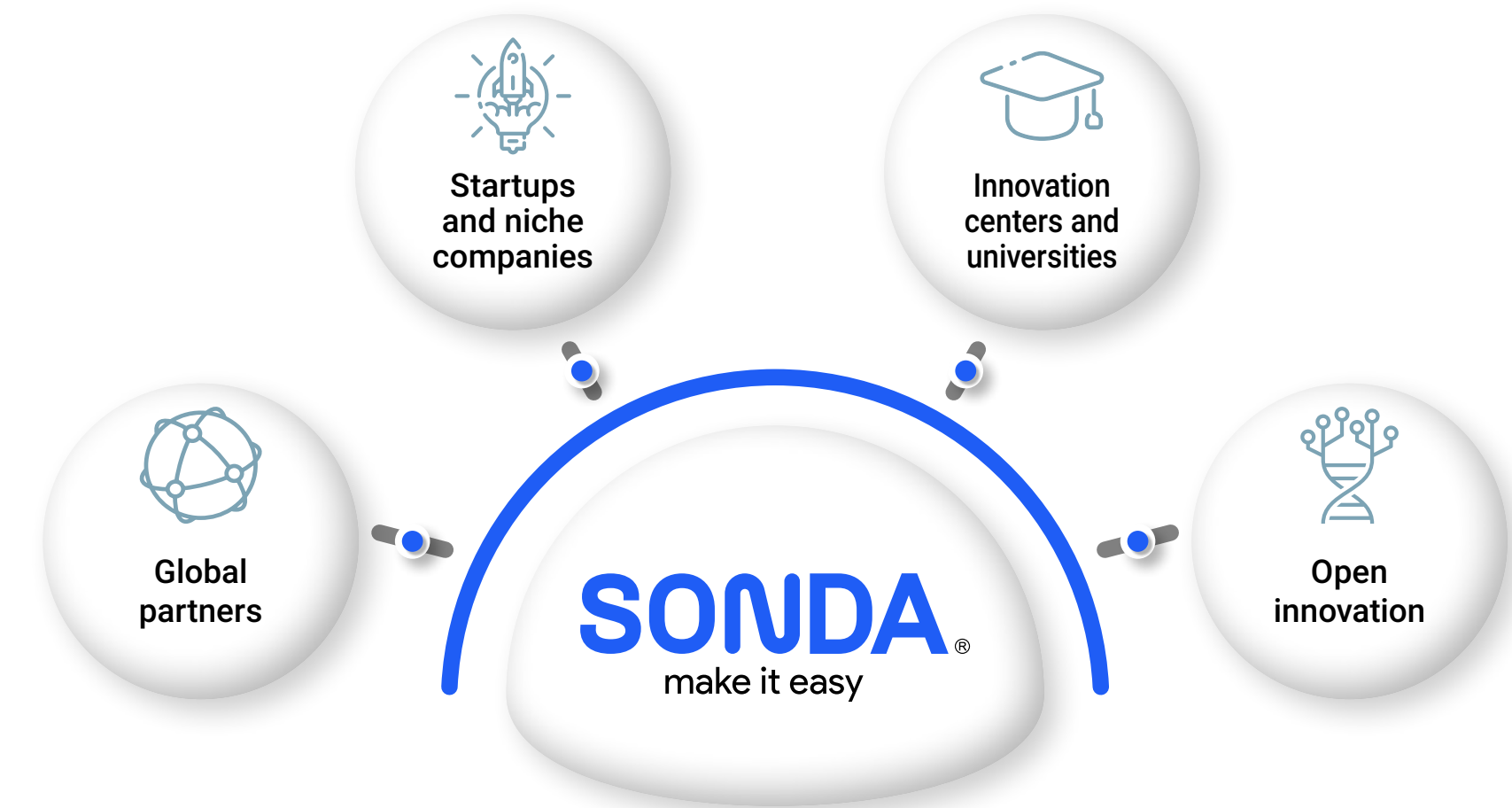
Our commitment to leading the digital transformation of Latin America requires delivering technological solutions in ten countries, 3,000 cities and impacting more than 500 million people. It also requires understanding the environment, assimilating the demands arising from our customers' new business scenarios and ensuring a positive, sustainable and responsible impact on local communities.



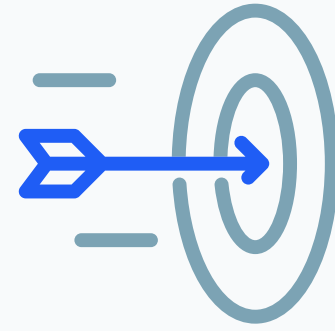
**One of the eight strategic aspects for 2024 is integrating a powerful startup ecosystem into SONDA's strategy.**

We have joined a technology, innovation and experience ecosystem formed by startups, niche companies, universities, innovation centers, and global partners. The synergies achieved by these groups add value to our customers, while transmitting knowledge and experience within the company, and integrating the perspectives of each system.

Several initiatives have been jointly produced that respond to the requirements of our customers and to the requirements of society as a whole. For example, improving the identification of patients with COVID-19, supporting online education, creating systems that improve public transport, and more efficiently using natural resources such as water and energy.



**We have joined an innovation ecosystem that helps to develop and integrate the best solutions for our customers**



**SONDA ecosystem challenges:**

- ✓ Accelerate innovation with social impact to improve the well-being of all society.
- ✓ Design solutions for challenges in healthcare, climate change, connectivity, economic recovery and shared well-being.

## 2021 highlights



### Alliance with GoldConnect

GoldConnect and SONDA announced a business alliance in the USA in April 2021.

The bilateral agreement provides this multinational cloud and networking solutions company with our data center network to support its business throughout the region. While we can use GoldConnect's state-of-the-art network infrastructure to support and strengthen our international connectivity requirements.



### Educational Technology Solution 360

SONDA and Dell Technologies teamed up to provide Educational Technology Solution 360, which is a solution for schools and educators.

It aims to dynamically transform learning environments, increase student engagement, provide personalized teaching and accelerate the transfer of knowledge to students.

## SONDA ECOSYSTEM

Global partners		Startups and niche companies					Innovation centers and universities		Open innovation
<ul style="list-style-type: none"> <li>• GoldConnect</li> <li>• Google</li> <li>• HP Inc</li> <li>• HPE</li> <li>• Huawei</li> <li>• IBM</li> <li>• Lenovo</li> <li>• Lexmark</li> <li>• McAfee</li> <li>• Microsoft</li> <li>• Nokia</li> <li>• Oracle</li> </ul>	<ul style="list-style-type: none"> <li>• Red Hat</li> <li>• Samsung</li> <li>• SAS</li> <li>• SAP</li> <li>• Veritas</li> <li>• VMWare</li> <li>• Cisco</li> </ul>	<ul style="list-style-type: none"> <li>• Alhua</li> <li>• Alpha Graphics</li> <li>• Aparko</li> <li>• Aptos</li> <li>• Automation Anywhere</li> <li>• Axis</li> <li>• Bip</li> <li>• Bitka</li> <li>• Blueprism</li> <li>• Catena</li> <li>• Centry</li> <li>• Cloud Tecnologias</li> </ul>	<ul style="list-style-type: none"> <li>• Cloudera</li> <li>• Cowmed</li> <li>• Diebol Nixdorf</li> <li>• Doble</li> <li>• Entelgy</li> <li>• FICO</li> <li>• Flir</li> <li>• Formax</li> <li>• Genesys</li> <li>• Giro</li> <li>• Gunnebo</li> <li>• Hanwha</li> </ul>	<ul style="list-style-type: none"> <li>• Hikvision</li> <li>• Magemaker</li> <li>• Infometters</li> <li>• Iris</li> <li>• Jenoptik</li> <li>• Kofax</li> <li>• Kore</li> <li>• Leonardo</li> <li>• Lexcon</li> <li>• Litemax</li> <li>• Liveperson</li> <li>• Logra</li> </ul>	<ul style="list-style-type: none"> <li>• Mix</li> <li>• Multivende</li> <li>• Nebula</li> <li>• Neural Labs</li> <li>• Omnix</li> <li>• Osas</li> <li>• OSI</li> <li>• Precifica</li> <li>• Qualis</li> <li>• Rocca</li> <li>• Salesfloor</li> <li>• SAS</li> </ul>	<ul style="list-style-type: none"> <li>• Sigmais</li> <li>• Skyfii</li> <li>• Socius</li> <li>• Streamax</li> <li>• Tecnocal</li> <li>• TSoft</li> <li>• Tyco</li> <li>• Ui Path</li> <li>• Virtec</li> <li>• Vitronic</li> <li>• Waysion</li> <li>• Wolpac</li> </ul>	<ul style="list-style-type: none"> <li>• Universidad Univille, Brazil.</li> <li>• Universidad Tecnológica de Panama, Panama.</li> <li>• Centrum Católica, Peru.</li> <li>• Cibertec, Peru.</li> <li>• ISIL, Peru.</li> <li>• Universidad el Bosque, Colombia.</li> </ul>	<ul style="list-style-type: none"> <li>• Politécnico Universal, Colombia.</li> <li>• Servicio Nacional de Aprendizaje, Colombia.</li> <li>• Open Beauchef, Universidad de Chile, Chile.</li> </ul>	<ul style="list-style-type: none"> <li>• "Tech and the City" open innovation contest.</li> <li>• Cutting-edge technology talks: SONDA Talks, SONDA Tech, Pocket Webinars, Conversation Cycles.</li> </ul>

# Startups ecosystem



**Juan Aristizábal**  
Workplace Services VP



**Catalina Barra**  
Investor Relations

In a digitalized world where adaptability and speed of reaction have become vital for business survival, the emergence of startups as vehicles for innovation and growth acceleration has been taking center stage. It is important to include agile companies with disruptive value propositions that view technology as a sustainability enabler if we want to maximize customer satisfaction. Being aware of their contribution to technological and social development is the first step towards business development aligned with market requirements.

The startup ecosystem in the region is growing rapidly, with unicorns showing the way as benchmarks that instill confidence in those who are still at an early stage. Even more surprising is the size of the investments in these companies by Venture Capitals, Corporate Ventures and other investors, which totaled US\$15 billion in Latin America in 2021 alone. This testifies to the credibility they have earned based on their results.

At SONDA we have understood that technological evolution does not wait. Our customers need to transform now and we must be inclusive and consider the entire ecosystem, in order to be part of that transformation. Therefore, an essential component of our 2022-2024 Strategic Plan is to strengthen our engagement with the industry’s startups. We want to expand and complement our services and provide solutions that support the digital transformation of our customers’ core businesses. We are convinced that this strategy will create fruitful alliances for those who participate in them and for our customers who benefit from them. This will make us a challenging and attractive place for talented IT people, provided we focus on attracting, developing and retaining them.



# Role of Cloud & Data Centers in the development of Innovation and Digital Transformation



**Heidi Bauer**  
Cloud & Data Center Chile Director

Digital transformation is now almost without exception a matter of survival for businesses. Transformation requires opening up to new approaches and new models, to innovate how we traditionally give life and profitability to a business. The ability to absorb innovation depends

on risk appetite, which can vary from one company to another or within the same organization from one team to another.

Some are willing to experiment with state-of-the-art technology, while others take a conservative approach and wait for the technology to mature. At SONDA we believe in the right balance. Accordingly, over the past few years we have developed platforms that bring innovation to our solutions, and ecosystems comprised of partners who can jointly address multiple opportunities and challenges. We have refined our IT services with a renewed Enterprise Cloud and by automating processes and monitoring value, as these initiatives have the potential to radically impact the business.

Our objective is to simplify this challenging world with:

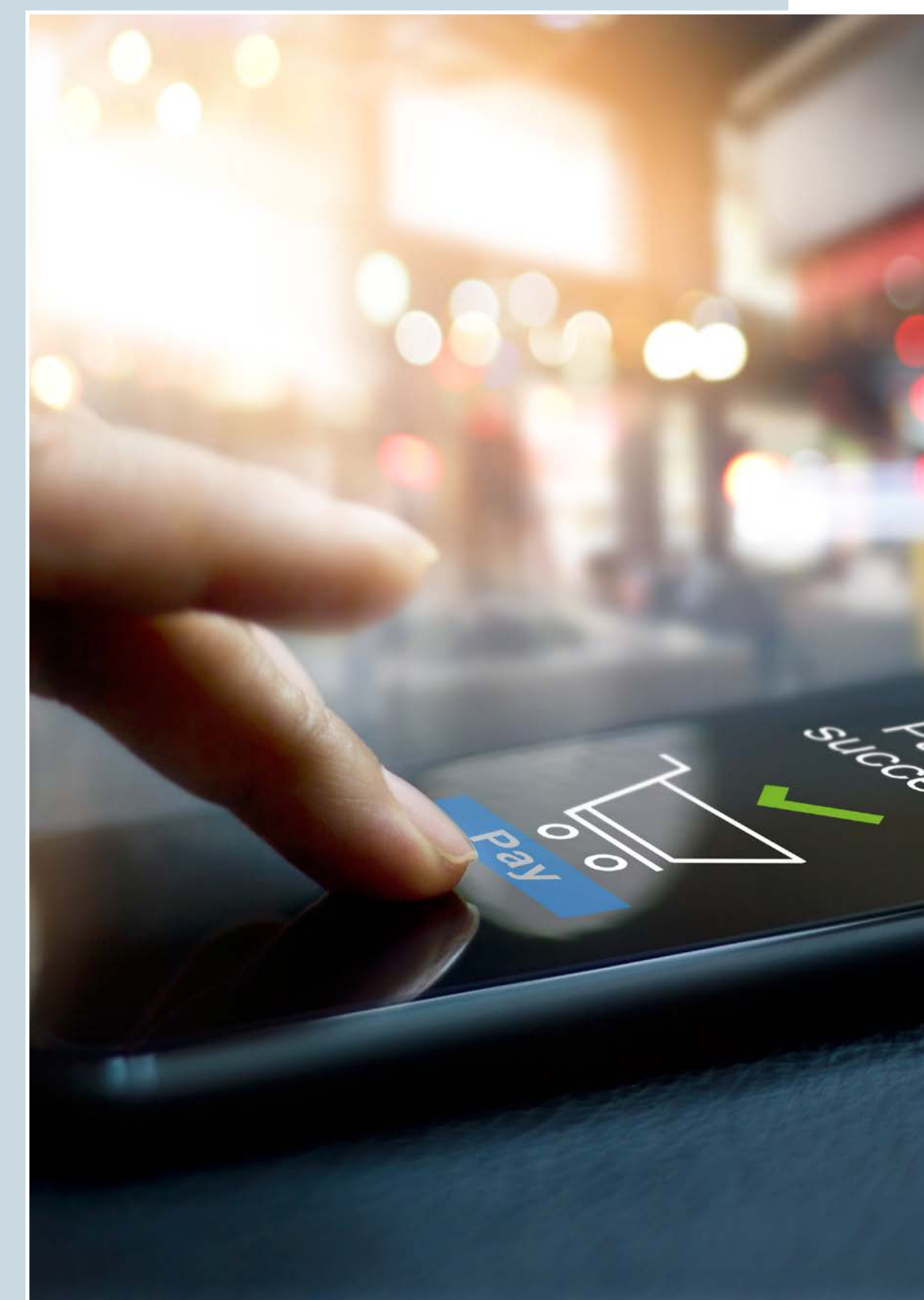
- Optimized IT infrastructure management

- Consolidated IT services
- Migrated services, between various clouds
- Known cost forecasts
- Reduced costs and increased service availability
- Flexibility and speed

Undoubtedly cloud services are facilitating a simpler digital transformation and complementing optimization and efficiency projects. Obviously none of our customers want to lose the cost and scalability benefits of the cloud, so several of them have already adopted a “Cloud First” strategy, which involves preferring a readily available service from a cloud, instead of building something from scratch. Many of them are implementing this strategy, but in some cases it is not so simple and this is where we jointly propose evolving towards a “Smart Cloud” approach. This involves a more measured approach

to identifying the workloads that are appropriate for the cloud and can add innovation and acceleration to the business.

The three aspects of evolving our own platforms and services, complementing our partners, and working with a “Smart Cloud” approach, help us to participate in various initiatives. These include modernizing applications to include digital procedures for financial institutions such as biometric solutions and security features, implementing transport payment solutions using C2R Codes (QR) and credit cards, and the SONDA Corporate Wellness solution. SONDA has been recognized for its contribution to innovation with some of these initiatives.

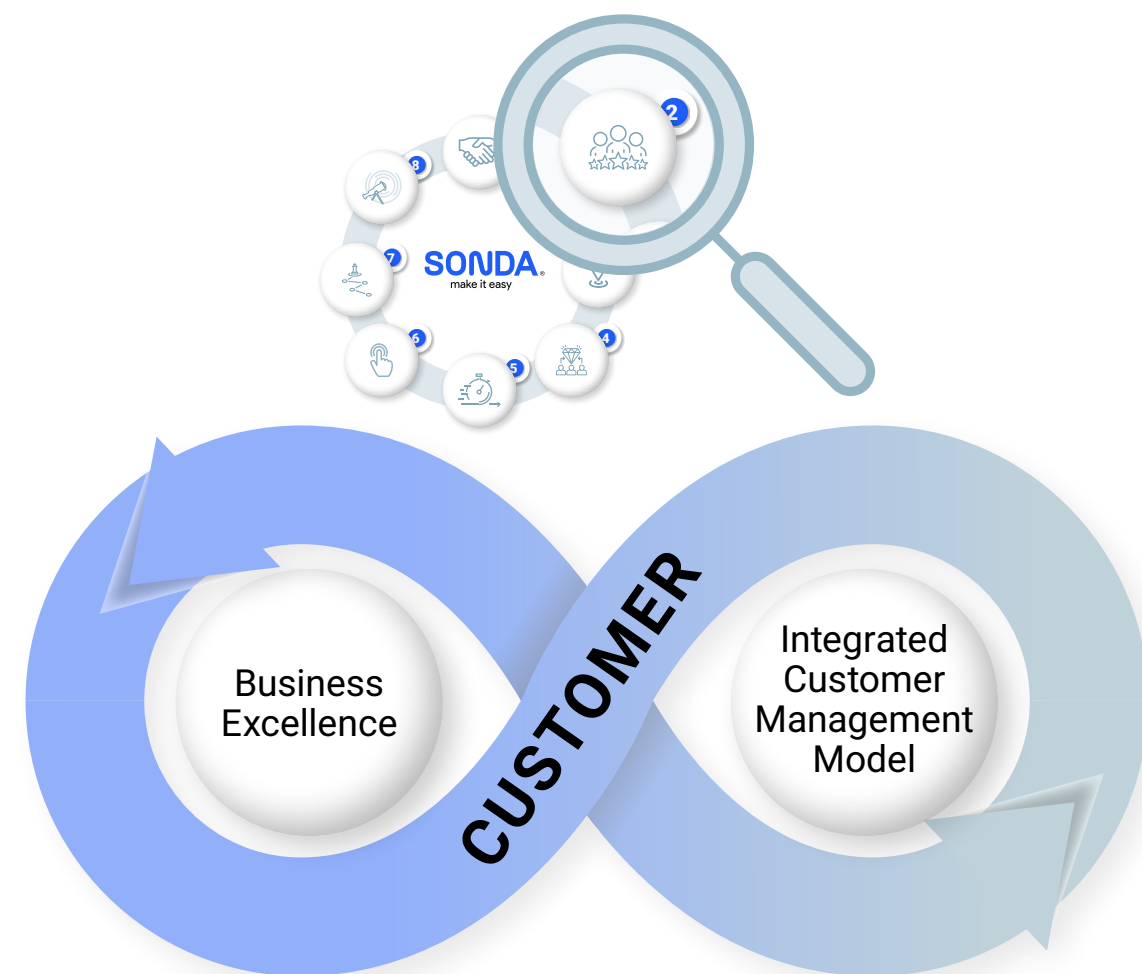


## Integrated Customer Management and Business Excellence

We want to become a company that has an integrated understanding of its customers, and is focused on business and the quality of its services. This vision forms one of the eight aspects (#8D) of SONDA's 2022-2024 Strategic Plan.

This requires achieving the following:

- **Integrating customer management and business excellence**, by uniting the teams that deliver services with business teams.
- **Expanding the integrated** customer management model.
- **Achieving excellence** by business teams.
- **Increasing business** for Verticals and Digital Business.
- **Improving** business management and productivity.



## Integrated Customer Management

We updated our integrated customer management model in 2020, to include the eight fundamental aspects of service experience. We continued to implement it in 2021, and in 2022 we will integrate it with the new business excellence model currently under development.

## Integrated Customer Management Model

Our model:

- **Assigns a person to be responsible** for the integrated management and #8D model implementation for each customer.

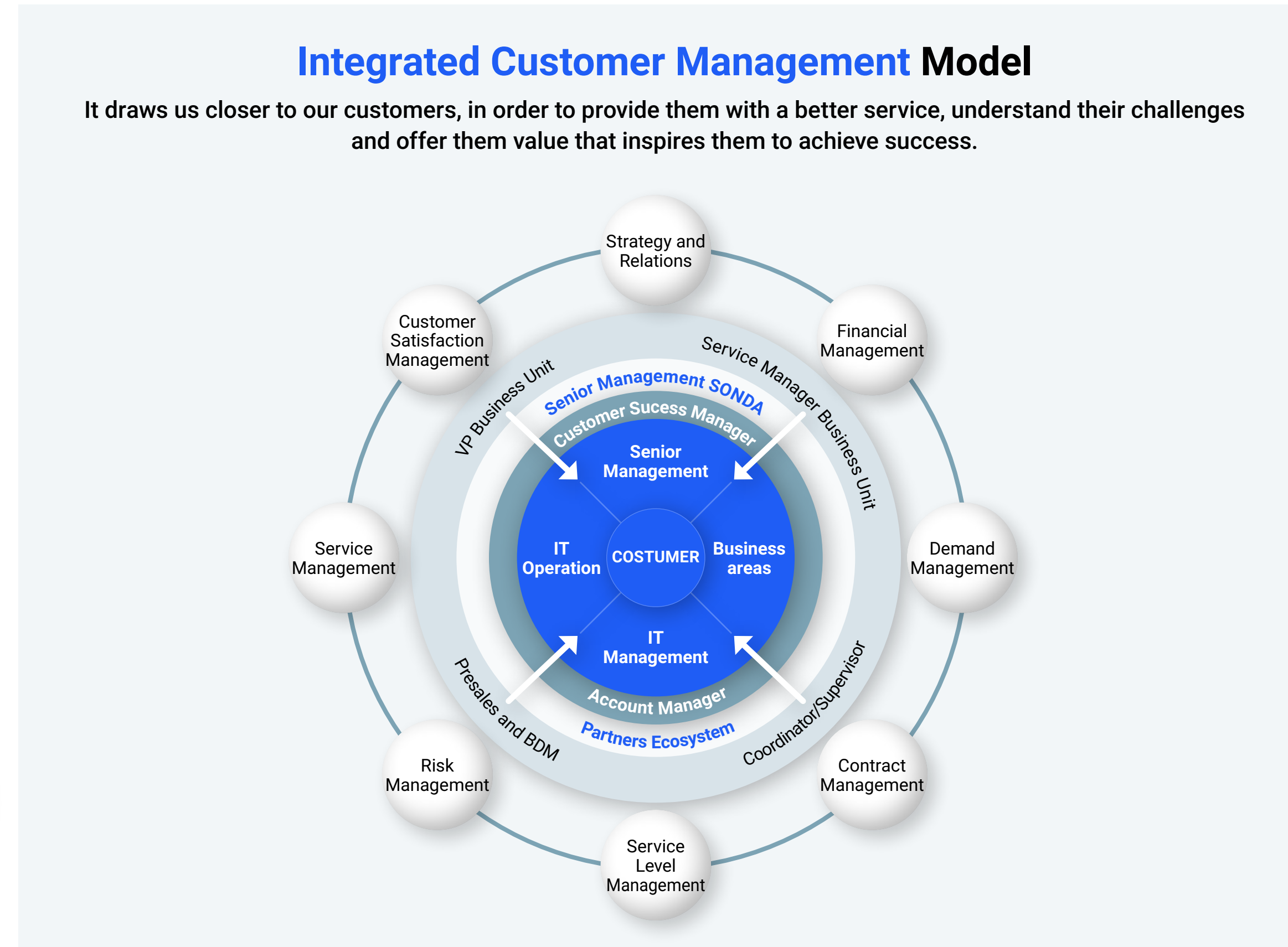
- **That responsible person presents the monthly state of progress** based on the #8D model.
- We have model sponsors and consultants supporting this **continuous improvement process**.

We implemented this model in our ten countries during 2021, after it was positively evaluated by pilot implementations in Chile, Mexico, Brazil and Colombia. We also developed the competencies and knowledge to train our employees, and defined the indicators that will evaluate compliance with the model.

The Model evolves the current management paradigm segmented into strategic, tactical and operational levels, towards a model that analyzes the customer from 360 degrees, which involves all the teams in an organization. For example senior executives, business departments, IT management and operations departments, and interest, support and relationship departments.

### Applying the model to regional customers

We implemented the #8D model at six large regional customers during the second half of 2020 and 2021. The objectives were to adapt our services to regional corporate governance requirements, standardize these services within each local market, and capture economies of scale. For each regional customer we defined an annual operating plan, joint local and corporate business acceptance, a centralized/distributed business model and a coordinated service model.





## Towards Integration with Business Excellence

We want to be a technological partner to our customers, a strategic partner who can guide them in their transformation journey towards a sustainable business. We have discarded the traditional reactive business approach and in 2021 we began developing a business excellence model that is aligned with integrated customer management, which will help us to become the advisor that our customers require.

Our goal in 2022 is to reach customers representing 80% of SONDA's operating revenue in each country, by using the

integrated management model in vertical businesses and reinforce the cultural change required for transformation.

## Business Excellence

The business excellence model emerged in 2021 as a natural complement to service management, and it aims to support customer transformation and add value by listening to them.

This model is a strategic aspect of SONDA's 2022-2024 Strategic Plan. The objective for 2022 is to define

and implement those aspects that help us to meet our customers' requirements under a 360° model, by integrating services with consultative business management that helps them to grow and transform. Also to foster flexibility, adaptability and sustainability when dealing with business challenges, technological changes and regulatory, social and environmental requirements. Thus, our business excellence model must introduce the practices that channel our customers' requirements to SONDA. These include deepening our knowledge of the critical processes in each industry and developing specific solutions for those business challenges.



### Progress implementing the integrated customer management model in 2021

- **Expanding** the model to our ten countries.
- **Five-point increase** in customer NPS using the model.
- **SONDA was granted awards** by three regional customers for using the model, and these were Santander, BCI, and Embraer.

### Recognition from regional customers



Environmental Social and Corporate Governance



## Customer satisfaction, quality and service continuity

### Customer satisfaction

Customer satisfaction is measured using the Net Promoter Score (NPS). The first step is an annual survey of our service partners in our ten countries. Even during a pandemic, our NPS rose by 6% compared to the previous year, as a common theme among these responses was SONDA's presence and commitment.

We are committed to continuously improving our customers' experience, with a special focus on the least satisfied. Accordingly, we have developed the Global Risk Compliance (GRC) platform, where we analyze complaints and prepare action plans to improve the experience of "detractors", and then monitor and audit these plans.

### Customer experience and service quality

	2019	2020	2021
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#### Grievance rate

	2019	2020	2021
Percentage of complaints compared to total service orders	0.03%	0.04%	<b>0.03%</b>

#### Service quality

	2019	2020	2021
Percentage of cases resolved by help desks	91%	92%	<b>93%</b>

### Service quality

Our strategy includes various management systems and certifications, which safeguard the quality of services to our customers and SONDA's operating standards in areas such as health and safety, environment, quality, business continuity, ethical business practices, data protection and information security.

SONDA's Integrated Management System (IMS) brings together three regulatory models (ISO 9001:2015; ISO 14001:2015 and OHSAS 18001:2007). Good quality practices (ISO 9001) aim to satisfy customers and efficiently use our resources (profitability). Good environmental practices (ISO 14001) aim to avoid negative environmental impacts. Good

occupational health and safety practices (OHSAS 18001) aim to avoid accidents involving people.

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

Model	Argentina	Brazil	Chile	Colombia	Costa Rica	Ecuador	Mexico	Panama	Peru	Uruguay
ISO 20000-1	●	●	●	●	●	●	●	●	●	●
ISO 27001	●	●	●	●	●	●	●	●	●	●
ISO 22301 / Continuity plan	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
ISO 9001	●	●	●	●	●	●	●	●	●	●
ISO 14001	●	●	●	●	●	●	●	●	●	●
ISO 45001 (Ex OHSAS 18001)	●	●	●	●	●	●	●	●	●	●
CISCO Resale Gold	●	●	●	●	●	●	●	●	●	●
SAP (Hosting)	●		●	●		●	●		●	●
AT 320; I y II			●							
ISAE 3402; I y II		●	●							
CMMi, nivel 3		●	●	●						
LGPD (ISO 27001)	●	●	●	●	●	●	●	●	●	●

Certified ● Implementing PNC ● In certification process ● To be programed ●

#### Glossary

- ISO 20000-1: Service management system.
- ISO 27001: Data protection system.
- ISO 22301: Business continuity management system.
- ISO 9001: Quality management system.
- ISO 14001: Environmental management system
- ISO 45001: Occupational health and safety management system.
- AT-C 320: Standards of Attestation Engagements on Controls at a Service Organization Relevant to User Entities' Internal Control Over Financial Reporting
- ISAE 3402: International Standard on Assurance Engagements. International Standard on Assurance Engagements for Assurance Reports on Controls at a Service Organization The standard provides assurance to customers that the organization has established appropriate controls to provide the service.
- CMMI: Capability Maturity Model Integration. A model that evaluates and improves processes that develop, maintain and operate software systems.
- LGPD: General Personal Data Protection Law.

## Service continuity

Business continuity is critical for our customers, particularly during social unrest and the public health crisis in the region. The collapse of their technological services can impact sensitive procedures, such as financial transactions, billing processes and IT systems security. Therefore, we have established procedures that improve proactivity if interruptions occur, due to catastrophes or disruptive incidents. These use proven methods to restore products and services after an interruption, and ensure that services can be maintained. At SONDA we provide our customers with an integrated portfolio of solutions that bring flexibility and optimization to their business, and safeguard their business continuity by meeting high standards and best practices.

Our Continuity Policy, Business Continuity Plan (BCP), and the ISO 20000-1 certification<sup>1</sup>, guarantee continuity for the services we provide to our customers and minimize downtime. Compliance with the BCP is continuously monitored.

Tests are performed to detect potential failures and to train our staff how best to respond to incidents.

Our business continuity management system is certified under ISO 22301:2012<sup>2</sup> for DCC (Display Data Channel), service desk, field service and internal IT services, thereby improving our continuity and disaster recovery plans. In 2021, we made progress automating the business continuity process indicators and managing the associated risks by effectively categorizing, recording, evaluating and controlling them, then verifying the implementation of continuity safeguards and strategies. We also began testing various disruptive events related to critical services.

We will implement the best practices from the ISO 22301:2019 standard in 2022, perform integrated tests on SONDA's departments that cover events such as natural disasters, power failures, and cyber-attacks, then evaluate the disaster recovery plans (DRP) for critical services.



## Service continuity

Service availability			Availability complaints			Uptime components		
Service Availability Index: Percentage of time that services were available compared to total time			Number of customer complaints for failures in system availability			$(1 - ((T_d - T_m) / T_a)) * 100\%$ Td: Downtime during the period. Tm: Scheduled maintenance time during the period. Ta: Agreed service time during the period.		
2019	2020	2021	2019	2020	2021	2019	2020	2021
97.4%	99.6%	<b>99.6%</b>	10	0	<b>6</b>	98.1%	99.6%	<b>99.7%</b>

1. ISO 20000-1 is an international standard governing IT service management.

2. ISO 22301:2012 is an international standard governing business continuity management.

## Cyber-Security

Currently, most of our lives are controlled from cyberspace. An increasing number of devices are connected to networks from our cell phones and personal devices to our homes, our vehicles, our supplies of gas, fuel and electricity, and even equipment that keeps people alive in hospital. COVID-19 has also driven this transformation, by forcing us to manage our lives online, which has required the development of digital channels to reach consumers.

Furthermore, there is a growing number of devices that control critical national infrastructure and mounting regulations on data privacy, cyber-crime and issues that force organizations to protect themselves. All of the above makes it critical to keep this data safe.



We provide solutions and services for safeguarding the integrity, privacy and availability of data, applications and IT platforms, in an highly digitized environment with increasingly complex and sophisticated threats.

## SONDA, the technology partner who has mastered cyber-security

We are the technology partner for our customers in this threatening environment, we can keep their computing platforms, applications and databases secure. SONDA's services address the entire lifecycle of cyber-threats: We Identify, Detect, Protect, Respond and Recover.

Our broad portfolio of cyber-security solutions and services provide an integrated approach and include

within their scope sufficient processes, people, and technology to protect IT environments. Furthermore, these procedures verify the new trends in attacks and proactively introduce appropriate measures to combat these threats.

We have developed services for our customers that can be classified into five service pillars: Cyber-security platform management, threat and vulnerability detection, advanced cyber-security services, aggressive security and consulting services.

We expanded our cyber-security services throughout the region during 2021, using specialist staff for these sales. We will strengthen our alliances with leading manufacturers and cloud service providers, and improve the qualifications of our technicians.

### Model based on best practice

Our service models are based on industry best practices. We are members of the Center for Internet Security (CIS) including critical security controls as a Service Partner, and

we comply with the cyber-security framework published by the National Institute of Standards and Technology (NIST). Our services and their associated processes are certified as meeting the ISO 27001:2013 standard<sup>3</sup>, and some industry-specific standards such as PCI, NERC CIP, and regulatory models, such as personal data protection laws. Recommendations to our customers are based on these models, covering the checks required, how to implement them with agility and efficiency, and their preferred sequence.

3. ISO 27001: Information security management system with certified compliance in Brazil, Chile, Colombia, Mexico and Uruguay.



### Why SONDA?

- **Our extensive understanding** of technology that can serve the customer's business transformation helps us to efficiently integrate cyber-security services with our remaining IT services, while achieving economies of scale.
- **We cover 10 countries** with an installed base. We have a large data center infrastructure.
- **We can deliver services that integrate** with the best available solutions.
- **We are a strong company** with financial depth and we employ a team of 13,000 IT specialists.

## Service towers



### Cyber-security platform management

- Solution set up
- Remote security platform management
- Monitoring the health of security platforms
- Mission-critical support



### Threats and vulnerabilities detection

- Security information and event management (SIEM)
- Vulnerability management
- Identity management
- Configuration management



### Advanced cyber-security services

- Threat hunting
- Cyber-security incident response
- Forensic analysis
- Threat Intelligence



### Aggressive security

- Penetration testing
- Ethical hacking
- Ethical phishing
- Coding review
- Breach and attack simulation (Red Team)



### Consulting services

- Maturity evaluation
- ISO27K evaluation consulting services
- Specific compliance consulting services



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

### Regional services

We have cascaded our cyber-security services across the region, which required placing expert staff at SONDA's operations centers throughout the region, to draw us closer to the customers we serve. We also have centers

of excellence in some countries, in order to improve our efficiency and service quality.

### Alliances with global cyber-security vendors and startups

We are developing regional alliances with cyber-security manufacturers and by 2022 our goal is to double these alliances, incorporate service partners for specific issues, and integrate our startups ecosystem.



### Priorities for the coming years

- **Build** a robust ecosystem based on service providers, startups and specific brands.
- **Strengthen** our marketing by developing specific solutions for the verticals, recruit specialized salespeople and arrange specialized training for our teams to increase their effectiveness.
- **Participate** with a technical perspective in global cyber-security forums.
- **Implement** a service platform that can strengthen and expand the business.
- **Extend** our services that deal with cyber-security OT and cyber-security for hybrid infrastructures such as private, public and on-premise clouds.

*Discover more about SONDA's cyber-security solutions at this link: <https://www.sonda.com/transformacion/ciberseguridad/>*



## Internal cyber-security

**Governance:** we have a Cyber-Security Committee that comprises the CISO, the Corporate Cyber-Security Manager and the Corporate Internal IT Manager. This Committee reports to SONDA's CEO and informs the Company's Executive Committee. Business unit managers are responsible for implementing the standards and initiatives arising from the regional plan with support from the technical security counterparties assigned by each business unit.

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

**Risk management and internal control framework:** we have adopted best practice in relation to information security risk management. We have achieved certified compliance with ISO 27001, ISO 22301 and ISO 20000-1, and we are subject to annual external

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

Consequently, we have information security and personal data privacy policies, which comply with the following: Risk management method, incident management, privacy consent procedure and business continuity process.

**Main initiatives:** the main initiatives for 2021 involve adding tools, defining corporate standards and structuring processes based on six strategies: Software and hardware inventory, threat and vulnerability management, access control and privileged user management, EndPoints security management, warnings monitoring and management, and incident response and management.



**We are technological partners  
to our customers**



## Personal Data Protection

Today's world is digital and the importance of people's data is indisputable. Personal data protection includes aspects of data processing and unrestricted data circulation. It is an issue at the center of worldwide discussions. The European Union's General Data Protection Regulation (GDPR) governs the use and disposal of personal data and the guarantees to protect it from fraudulent use. It came into effect on May 2018 and has since become a global benchmark. This regulation is based on two important figures: The Data Protection Officer (DPO) and the National Data Protection Authority with the power to enforce compliance with these regulations.

We implemented the General Data Protection Law project in Brazil, which included evaluating systems, processes and how people work, followed by implementing improvements and checks, to finally achieve certified ISO 27001 and ISO 27701 compliance for

the Confidential Information Management System, to cover privacy management.

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

We have also implemented the information system known as "SONDA GRC" (Governance, Risk Management and Compliance), which has suitable security mechanisms and checks to safeguard customer and employee data.

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### Information security

	Lost customer data cases			Customer security complaints			Regulator security complaints		
	Number of customer cases regarding privacy or lost data problems, and their percentage of total customers			Number of customer complaints regarding privacy or lost data problems, and their percentage of total customers			Number of authority/regulator complaints regarding privacy or lost data problems, and their percentage of total customers		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
<b>Cases</b>	3	0	0	4	0	0	0	0	0

# Technological Ethics in Personal Data Protection



**Carlos Bustos**  
Regional Cyber-security Services Director

It is essential that personal data is transparently and ethically used as it builds trust and protects people's freedom. Personal data protection laws are already enacted or being implemented throughout Latin America.

These are more or less based on European data protection law with different flavors.

However, these regulations must form the starting point for defining ethical behavior and although these regulations have not yet become law across most of the continent, we must aspire to the highest standards when protecting our customers' personal data, in order to gain their trust.

One aspect of the problem is that technology leaves a huge trail of personal data. The Internet of Things is connecting everything to the network and centrally managing it, as it correlates multiple sources of information, which gives enormous power to anyone with access to it. When this power is used correctly, it can ostensibly improve people's lives. However, its misuse can restrict all our freedoms. Nevertheless, technology is also the solution, as it can protect

this information, encrypt it and restrict access to summarized versions based on who needs it, its intended use and their authority. It is imperative that large corporations and governments ethically use their data, because simply complying with the law is insufficient. Just because we collect personal data does not give us the right to use it in any way we choose.

Technology definitely advances faster than regulations. Therefore, it is essential that companies that provide IT services not only abide by the highest standards, but also behave ethically and ensure that ethical data use is built into their services. This will accelerate progress towards digital transformation within our organizations, while generating greater trust and value for our customers.







Chapter III

# Environmental Sustainability in our DNA

A major commitment to secure a future for the next generation is to develop technologies, solutions and services with a low environmental impact.

**SONDA**<sup>®</sup>  
make it easy

The Environment

# Committed to a Healthy Planet

At SONDA we understand that our main environmental contribution is to develop transformative technological solutions that contribute to society's progress to Net Zero emissions, by carefully using our natural resources, promoting circular economy initiatives and developing projects in harmony with the environment.

## Technological solutions for a net zero, circular and regenerative society

The sustainable transformation of our customers' processes and businesses is a common theme

throughout our solutions. Our objective is to support them as they progress towards Net Zero greenhouse gas (GHG) emissions, understand the impact of climate change on their business, adopt a circular economy approach, carefully use natural resources, reduce waste, and build a regenerative business.





## Towards Net Zero GHG emissions

Energy efficiency, emission reduction and clean energies

- Smart cities transport.
- Electric buses for public transport with state-of-the-art technology for fleet management and fare collection.
- Smart Lighting for energy saving and smart lighting control.
- Smart Grid and artificial intelligence solutions for greater energy efficiency and service quality when distributing electricity.
- Fleet management systems that reduce fuel consumption and greenhouse gas emissions.
- IoT platform with gas sensors that registers usage, detects thresholds and issues warnings.
- Cold chain control when transporting or storing food.
- IoT that feeds devices with solar energy.



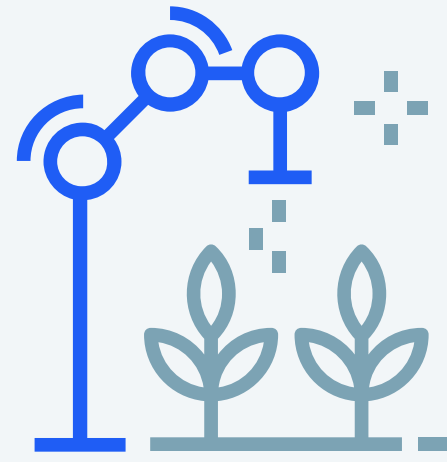
## Understanding the effects of climate change

- AgroCloud, a solution that efficiently manages the water used in agriculture.
- IoT platform with sensors for monitoring environmental variables and detecting problems caused by meteorological phenomena.
- Smart metering that encourages efficient water use.
- Technologies for water supply monitoring, fault detection and leakage control.
- IoT platform with rainfall sensors.
- Management of aquifers by integrating data from web applications, geoportals, hydrological information systems and accounts.
- Technological solutions that support water conservation and careful usage campaigns.
- Smart Forest Fire Safety, to rapidly detect forest fire outbreaks.



## Circular and regenerative economy

- IoT platform with sensors that monitor water quality variables in seas and lakes.
  - IoT platform with sensors for monitoring industrial effluents.
  - Monitoring and prompt detection of cyanobacteria, to safeguard the quality of drinking water.
  - Real-time monitoring and management of sewerage and water supply networks.
  - Detection of waste being dumped into water supplies using cameras and video analytics.
  - IoT and analytics solutions that reduce milk losses and monitor its quality throughout the productive chain, from animal health through to milk storage, transport and production.
  - Kupay solution for resource-efficient, integrated and sustainable agricultural management.
  - Smart Kitchen that reduces food waste, optimizes energy use and reduces the risks from sanitary inspections, using temperature sensors, cameras and scales strategically connected within kitchens.
  - Solutions that reduce waste.
  - Enterprise Content Management that transforms printing into digital document management within companies.
- Paperless solutions that reduce paper usage by billing electronically.



## Efficient water use in Agriculture

Almost 70% of the world's fresh water supplies are used for agriculture, but a very low percentage is actually used by the plant itself. The rest is lost through evaporation, soil conditions, and poor or inefficient irrigation.

Most of the productive farms in Chile are irrigated using traditional systems, which inefficiently conserve water. There are now agro-precision technologies that use sensors to monitor soil moisture. However, their cost makes them too expensive for most farmers.

Accordingly, SONDA has developed an affordable agricultural solution that efficiently manages water use and provides data in real time. It monitors the water resource variables in the field and can support agricultural decision-making. This makes it an environmentally friendly and economical option for many small and medium-sized farmers. It uses Machine Learning and Artificial Intelligence to process and display valuable data to plan and efficiently automate plantation irrigation from any remote mobile device.



**A solution by SONDA for small and medium  
agricultural companies**



## Environmental care at SONDA

We are responsible for preventing and mitigating the environmental impacts of our business, so we are striving to achieve greater energy efficiency, reduce our emissions, and optimize our natural resource use through improved control and management. We are also responsible for the technological waste produced by our business.

### Environmental Management System

We have achieved certified compliance with several standards, including ISO 14001 covering environmental management in Brazil, Chile, Colombia, Ecuador, Mexico and Peru, and it is being sought in the other countries. The environmental issues being addressed by SONDA are energy efficiency, our carbon footprint and waste management.

### Climate strategy

#### A. Energy efficiency at our data centers

The IT industry is energy intensive, as electricity is mainly used to operate and cool data center equipment. At SONDA we are aware of this issue, and have designed our new facilities to comply with strict energy efficiency standards.

For example, we opened our KUDOS data center in 2020. This was one of the first Tier IV data centers in the

world and it was designed to optimize resource use and energy efficiency. It was awarded Silver category LEED v4 Certification in 2020 ([see highlight](#)), which verifies that the building meets the eco-efficiency and sustainability standards required by the US Green Building Council (USGBC).

#### B. Carbon footprint

We launched a carbon footprint measurement pilot project in Brazil, which will subsequently be rolled out across the entire region. In Chile, we are participating in the Environment Ministry's "Huella Chile" (Chilean Footprint) program, with the objective of creating a systematic online emissions calculation tool, and then defining our reduction targets.

#### C. Renewable energy

We are committed to continuously improving our energy efficiency and preferring renewable energy. We certified that all the energy used by our Chilean business in 2021 totaling 32,357 MWh was supplied from renewable sources ([see highlight](#)). This certificate was awarded by Colbún based on data verified by EY Chile.



**We renewed our ESG Seal, which reaffirmed our commitment to sustainability**

Our ESG Seal was renewed, so our company was included in the S&P IPSA ESG Tilted Index on the Santiago Stock Exchange.

**What is this Seal?**

The ESG seal is a corporate responsibility certification that combines specific environmental, social and governance criteria. It guides companies in their journey towards responsibility and sustainability. SONDA was awarded this seal for its good performance, based on several indicators that measure our degree of responsibility and sustainability and whether our daily activities significantly impact the environment.

The criteria for this seal cover greenhouse gas emissions, pollutants, energy efficiency, liquid effluents, waste, innovation and resource use.



**We received LEED Silver certification thanks to the energy efficiency of our KUDOS Data Center**

We were awarded Silver category LEED v4 Certification for our KUDOS data center in June 2021. This certification covers both the construction project and the building. It ensures that the building meets the eco-efficiency and standards required by the USGBC. It was achieved by architects, engineers, builders and other important people working together to give life and efficiency to our KUDOS project.

KUDOS was one of the first Tier IV buildings in the world designed to reduce operating sustainability costs, improve energy and resource efficiency, reduce waste, secure a healthier and safer building for its occupants, and reduce harmful gas emissions into the atmosphere.



**We were awarded the Renewable Energy Balance certificate from Colbún**

We received a Renewable Energy Balance Certificate from Colbún, which verifies that the 32,357 MWh of electricity used during 2020 was supplied from renewable sources, and ratifies our commitment to use clean energy in our business.

This award was based on data verified by EY Chile, who issued an independent validation report regarding the energy supplied from renewable sources, which verified Colbún's electricity supply agreement with SONDA to operate its facilities.

## Waste management

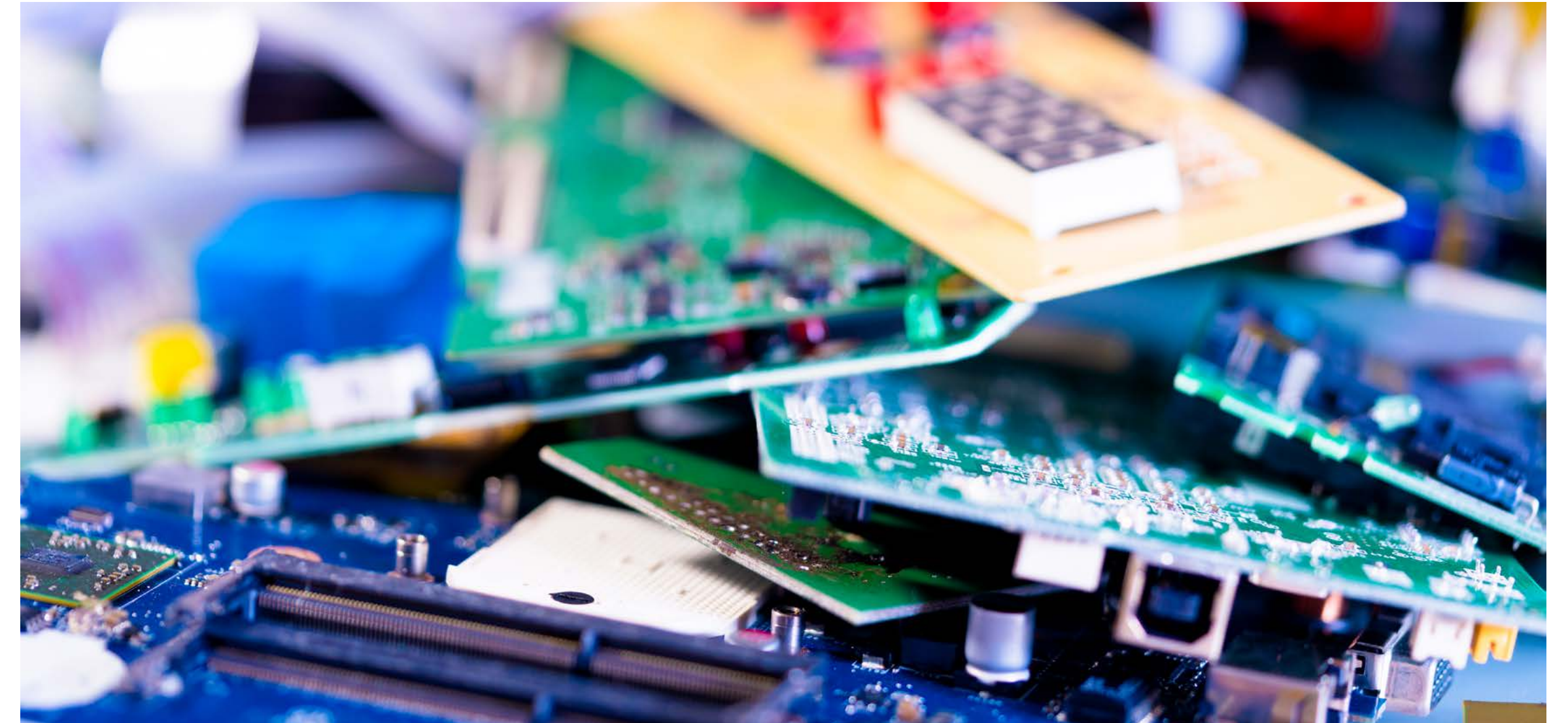
The electronic waste produced by information technology companies needs to be managed. This refers to their own waste and that generated by customers using their IT infrastructure outsourcing services.

We are committed to extending the useful life of technological devices, to aim to reduce, recycle and reuse e-waste, where feasible. Accordingly, we develop alliances with business partners and when our spare parts, electronic supplies and equipment reach the end of their useful lives we responsibly collect and integrally manage their final disposal, often in collaboration with their original manufacturers.

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

SONDA's own technological waste and the waste from its IT infrastructure outsourcing projects totaled 64.8 tons in 2021. We recycled 62.9 tons of this total, equivalent to 97%.

We developed recycling campaigns for our office waste and launched campaigns that emphasized efficient resource use. Our Recycling Plan installed 130 waste containers at our head office in Chile during 2019. Since then these containers have received paper, cardboard, plastic bottles, glass, aluminum cans, plastics, batteries, electronic waste and organic waste.



**We generate a lower environmental footprint as a result of the use of cloud services.**



## The circular economy in IT infrastructure outsourcing services

At SONDA we reduce the environmental footprint of our IT infrastructure outsourcing service covering computers, printers, and servers. We extract the maximum useful life out of this equipment. We continuously renew it, while preferring more efficient technologies with lower CO2 emissions, and we create a smaller environmental footprint by using cloud services.



Capítulo IV

# Culture and Talent

SONDA values and promotes diversity, inclusion and gender equity. Non-discrimination is a core value, which broadens our paradigms and nurtures talent that can develop solutions that positively impact society.

**SONDA**®  
make it easy



Culture and Talent

# The workplace of the future is at SONDA

These days employees require remote working opportunities, a healthy work-life balance and professional growth opportunities. They must also keep their knowledge up to date in order to provide the services required by customers. Accordingly, we offer a People Value Proposition that maintains a unique value culture. It uses data analytics to predict people management issues and strengthens a digital culture. It has refinement processes such as the SONDA Academy and the SONDA Leaders program that lever the future approach to work and implement the company's strategic plan.

## SONDA'S culture, 2021 priorities and 2022 challenges

We are people-centric because we believe that they lead the transformation of our customers' businesses. As a result, we encourage our talented people to acquire the latest theoretical and practical knowledge, not forgetting their soft skills development. We have implemented initiatives

that strengthen our People Value Proposition and digitize the employee experience, in order to encourage agility, collaboration and process optimization. We offer a unique and differentiated work experience, which contributes to attracting the best professionals in the industry. In 2021, we were recognized by Employers for Youth (EFY) Ecuador and FirstJob as one of the best companies for young professionals, and the best in Ecuador in the IT industry.



## Occupational challenges and priorities

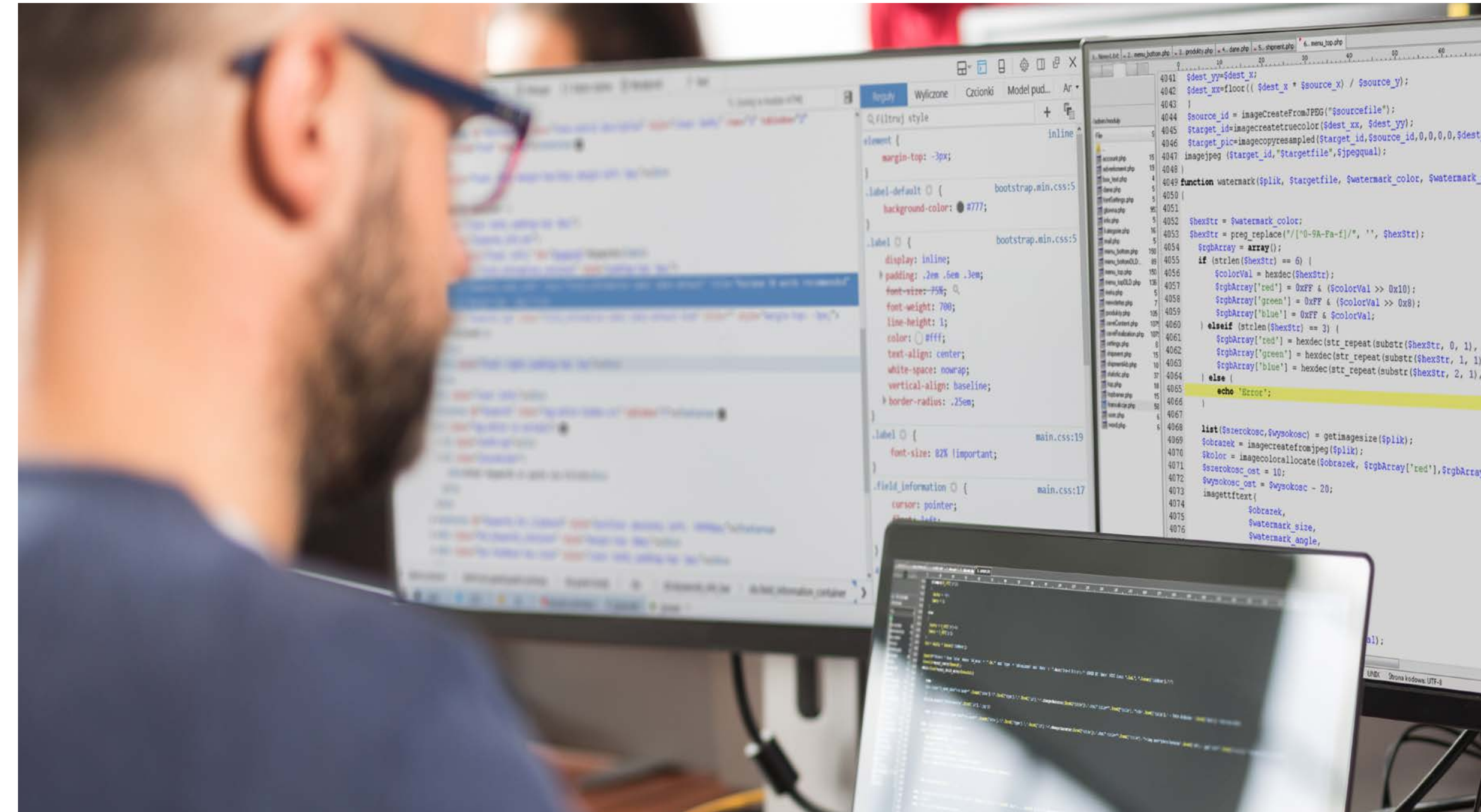
A substantial challenge within people management at SONDA is creating and strengthening a unique culture and identity, as our organization operates in ten countries with many nationalities. This characteristic brings enriching and differing visions to the table, but it also requires

teams to approach challenges with the same values, which is promoted through various channels as a unique organizational culture, a unique SONDA. Therefore, all communication and cultural and professional development initiatives highlight the fact that we belong to an organization of 13,000 people with many regional growth opportunities, but with a shared identity and objective.

**SONDA is comprised of 13,522 employees in ten Latin American countries. Women represent 29% of the total workforce.**



Employees	Brazil	Chile	Colombia	Mexico	Rest of the region
	6,306	2,876	1,482	1,299	1,559



## Our Employees' Challenges

The biggest challenge faced by SONDA's employees is incorporating digital skills into their daily work, which involves keeping their technological knowledge up to date and developing skills around the speed of learning, emotional intelligence, cognitive flexibility, complex problem analysis and the ability to manage a hybrid or office/virtual environment.

We have created opportunities for continuous learning and feedback, so they can continue their professional careers. We are also strengthening the manager's role to focus on trust, accountability and agility, in order to empower teams to achieve results.

## People analytics used in decision making

At SONDA we provide managers with online information to support and accelerate their decision making. We create high quality information using People Analytics, which is displayed in a set of dashboards that help us to understand and anticipate events. This system was strengthened in 2021 with the Time Management Dashboard, which provides online information on medical leave, overtime, and vacation data, and joins the existing dashboards that display People, Recruitment, Working Environment and Commitment. The latter analyzes employee commitment and satisfaction and suggests differentiated action plans.

Self-management and People Analytics tools will be used to analyze decision making in 2022 and to strengthen engagement, professional growth and employee retention.

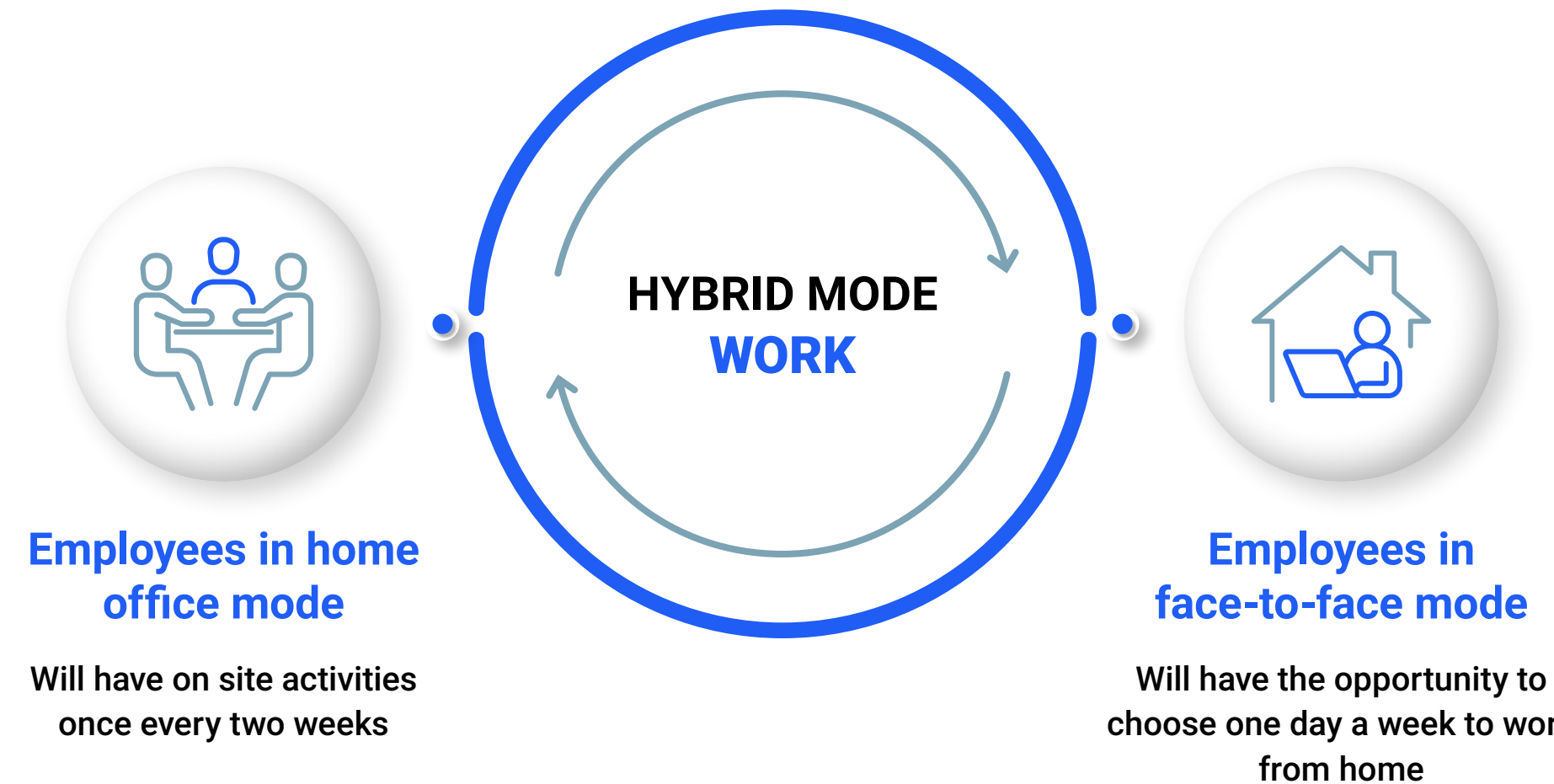
## Establishing a hybrid work environment

As COVID-19 cases began to stabilize, the vaccination campaign progressed and public health measures were relaxed, SONDA gradually returned to working at the office from October 2021 in most countries, while always following all the safety measures to ensure the health of our employees.

We formally implemented a hybrid working model in specific areas of the organization, in order to strengthen employee commitment and develop skills such as improving their autonomy and meeting their objectives. Introducing flexibility has strengthened our Digital Culture, with connected and collaborative people who are transforming our customers' businesses.

The company has also provided people with more development opportunities, which has been reinforced

through the leadership skills of managers to empower teams and build trusting relationships.



## Hybrid Work Statement



“We believe in the importance of flexibility and achieving a healthy personal and professional life balance, so we propose a hybrid work model that expands our flexible working practices and strengthens our digital culture, for connected, collaborative people who are transforming our customers' businesses every day.”



## Occupational priorities in 2022

1. **Drive** organizational change, which will ensure that structures, roles and abilities are aligned with SONDA's model.
2. **Change** SONDA's culture and infuse it with attributes such as agility, trust, collaboration, accountability and high performance.
3. **Incorporate** new practices to strengthen our People Value Proposition, and focus on diversity, inclusion and corporate responsibility practices that are associated with the SDGs.
4. **Attract and retain employees**, align them with the goals and challenges of the organization, equip them with the abilities that the business requires, ensure that key positions within the organization are held by the best internal/external talent, and ensure there is a succession plan.
5. **Become recognized** as a company that pays competitive remuneration and that attracts and retains the best employees in the high tech industry.

## People Value Proposition (PVP)

We strengthened our People Value Proposition in 2021, which has the following pillars: purpose, career, wellness, remuneration and benefits. These pillars foster the SONDA culture.

### Purpose

SONDA strengthened aspects of its corporate culture while absence from the office and remote working had become habitual, by encouraging dynamics that contributed to interpersonal relationships and developing communication channels that integrated people working remotely. This achieved a sense of belonging

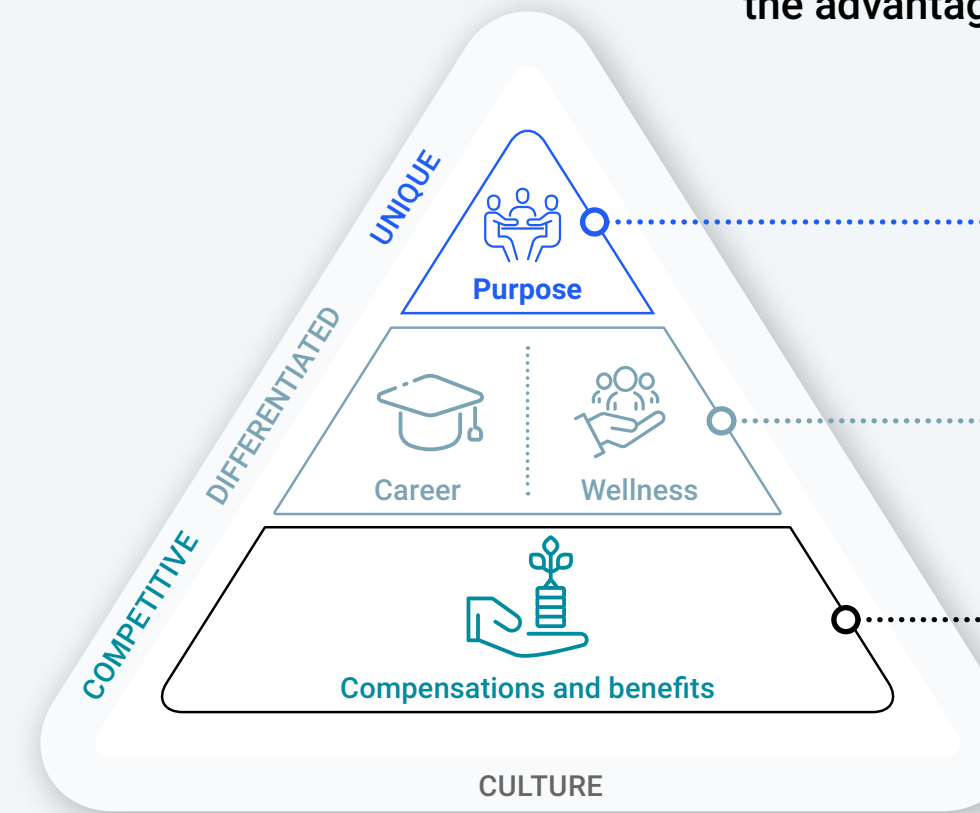
and reinforced our corporate values. We launched two channels in 2021 that created opportunities to be connected as a unique SONDA. They published the many internal initiatives that encouraged the professional development of our employees:

- ✓ Launch of a new digital channel on Instagram, called @SONDATalento.
- ✓ Relaunch of the careers section on the corporate website<sup>4</sup>.

4. <https://www.sonda.com/carreras/>

## PVP SONDA

SONDA's People Value Proposition is divided into four pillars, reflecting the advantages of being part of our team.



It is related to **corporate identity and culture**. It also connects our people with SONDA's vision and values.

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

Refers to **compensation and good practices** found within SONDA's markets and recognition for the contribution of each professional.



### Purpose

We encourage people to be committed, we keep them informed and connected to the organization's culture and strategy. We promote communications that employees find valuable and stimulates their engagement, using content that reinforces our culture, the People Value Proposition and the personality of our brand.

Initiatives launched in 2020 were improved in 2021, such as SONDA's Regional Meetings, the SONDA Web Café and Recognize me as SONDA.



### SONDA'S regional meetings

A quarterly event that connects people with the organization's strategy. Participants in 2021 scored the event with 95% satisfaction.



### SONDA web café

This initiative emphasizes the organization's values and strengthens the corporate culture in a practical manner. It involves a leading executive sharing his work experience with employees from our ten countries. A total of 463 people participated in 11 sessions during 2021 and were scored with 92% satisfaction.



### Recognize me as SONDA

This program rewards employees who represent the SONDA culture. Around 80 people were recognized during 2021.

## Working environment and commitment survey

Every year we arrange a survey that gives us an up to date overview of the working environment, in order to manage it and introduce measures aligned with our employees' expectations. We achieved 81% participation

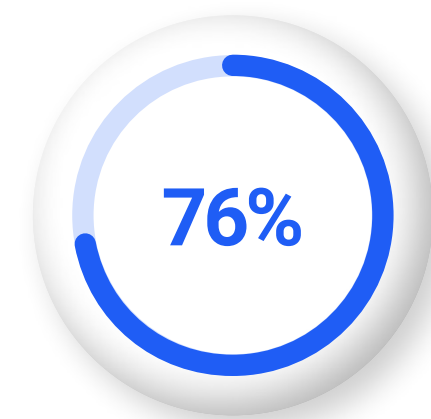
across the region in 2021 and we increased the average score by 2% for the same questions in 2020, which indicates that the measures introduced last year were appreciated. We added new questions to evaluate aspects related to trust, diversity and our hybrid work model.



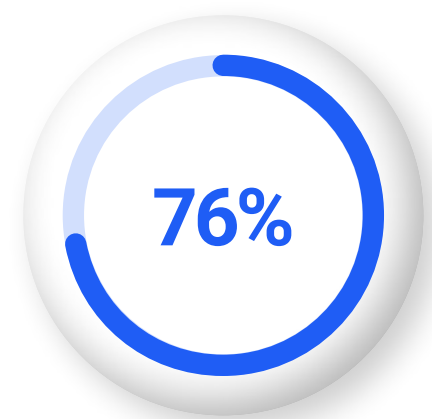
### New Questions



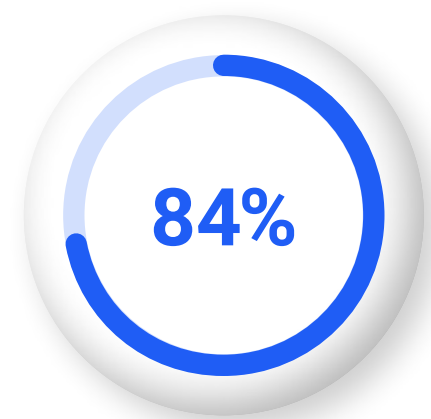
At SONDA we live a **culture and environment based on trust.**



SONDA promotes an environment of **diverse and inclusive work.**



Home Office policy and the Hybrid Work Model **have been positive initiatives at SONDA.**



## Career and Wellness

### Career

A milestone in 2021 was improving SONDA's virtual training courses for its employees, through the SONDA Academy corporate digital platform. Furthermore, the Sales Academy was launched under this framework, which targets roles related to sales, pre-sales and solution architecture that had not been covered initially.

### SONDA Academy

We created the SONDA Academy to digitize people's experience. This is a corporate knowledge platform that encourages self-learning in an agile and dynamic manner. It uses the concept of gamification, which establishes incentives to continue learning. This means that all technical, certification and soft skills courses are associated with credits that accumulate and are redeemable for SONDA merchandising. It reinforces a sense of identity and provides experiences that improve an employee's wellbeing, which help to find a balance between their personal and working lives.



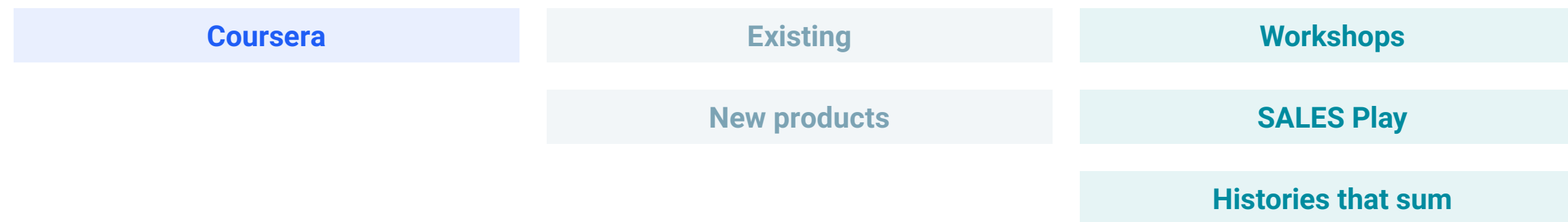
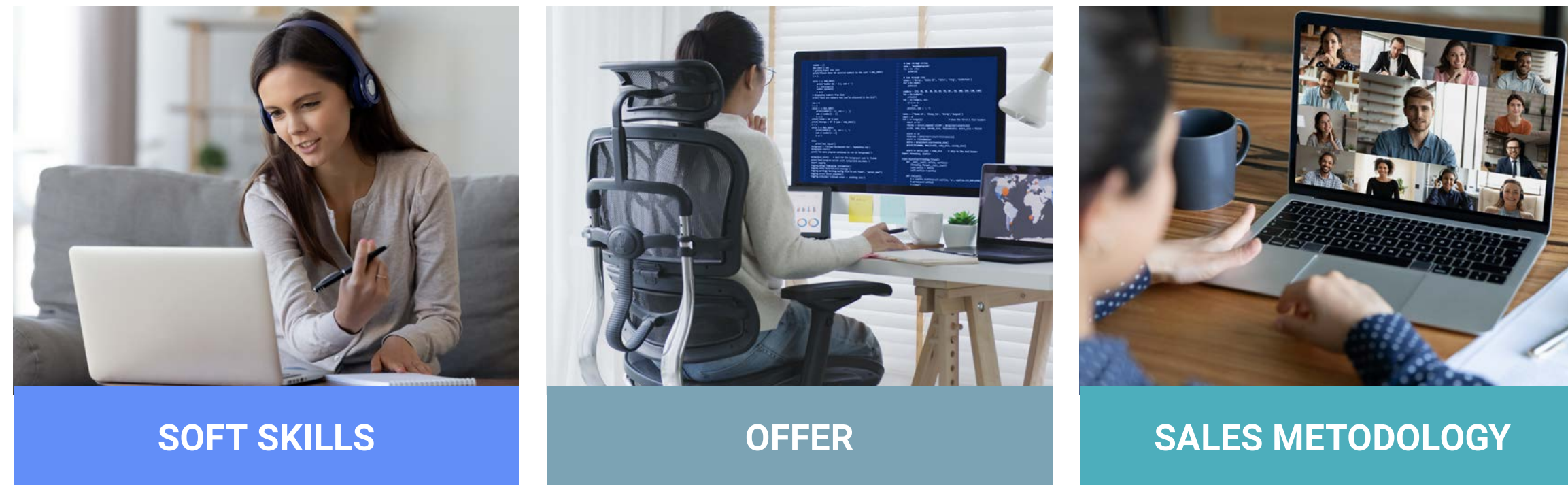
## Career

SONDA strengthens the digital skills of its employees through Upskilling and Reskilling, with the aim of expanding knowledge and skills that are important to the market. Our approach is to reinforce the skills we will need in the future, and we provide our employees with the tools they need to manage their own development and to learn and relearn every day in many situations.

This platform was launched in 2020 and was improved in 2021 through:

- **Launching the Sales Academy:** this is a training program for employees in the sales and solutions architecture cluster. 2,186 people attended various courses during 2021, with an average satisfaction rate of 94%.

**SALES Academy Offer**



SONDA Academy initiatives	Participants	Number of training hours	Average % satisfaction
<b>SALES Academy</b>			
Coursera	466	5,930	96%
WorkShops	950	450	90%
Stories that count	650	180	95%
Role Plays	120	420	
<b>TOTAL</b>	<b>2,186</b>	<b>6,980</b>	<b>94%</b>

- **Technical programs:** development of digital skills with focus on software development and delivery, by managing and assigning courses with COURSEERA.

SONDA Academy initiatives	Participants	Number of training hours	Average % satisfaction
<b>Technical Programs</b>			
Delivery	344	7,789	96%
Software development	299	6,747	96%
Projects	88	1.395	96%
Consulting services	40	651	96%
<b>TOTAL</b>	<b>771</b>	<b>16,582</b>	<b>96%</b>

- **SONDA Leaders Program:** a universal training program for all leaders to develop four areas of knowledge that will enable them to leverage the future work model and implement SONDA's strategic plan. This training course was virtual and covered the entire region. Content was delivered synchronously and asynchronously both by an external provider called FranklinCovey and our own managers through the Train the Trainers program. A total of 1,708 people participated in 2,420 training hours.

**SONDA Leaders Program Topics**

Communication and trust	Productivity and agility	Hybrid working	Accountability
This program creates a working environment that motivates employees to be fully committed to achieving their goals, where they win the trust of others through honesty, integrity and authenticity.	It provides direction, it delegates and removes obstacles to getting the job done and includes agile practices that achieve continuous improvement and team productivity.	It manages and develops the strengths of a remote/ office team and focuses on interactions and new working approaches that have been adapted to each modality.	It creates a sense of responsibility in each person and within teams to fulfill their objectives.

We developed 12 microlearnings within the EUS Grow Program framework during 2021, to standardize and communicate the minimum knowledge required to optimally develop as an IT professional focused on the Workplace Services Corporate Unit. We trained more than 6,000 employees with 7,802 hours of training and obtained 85% satisfaction.

## Career Path

The Career Path offers all SONDA employees opportunities for technical and professional growth, through vertical (internal mobility) and horizontal (expert/specialist) movements and a curriculum split into seven clusters (see diagram).

A training proposal was developed in 2021, to enhance the specialist knowledge required by career cluster. For example: for the software development cluster

The Career Path will focus on the software development and sales clusters in 2022, in order to enrich the content of these two career paths. This will require workshops or bootcamps, which will evaluate the skills required, in order to understand how best to develop the skills for that cluster. A continual mentoring program will also be introduced where those with more experience can help others.

## Succession plans

We evaluate performance at SONDA and the potential of our leaders, in order to identify executive talent and secure the succession plan for critical positions. A talent assessment or critical executive position mapping exercise was conducted in 2021 as part of the Executive Talent Development Program, to identify the talented people among our business units and divisional leaders. Successors or action plans were identified for more than 80% of the people evaluated. The development plans included an executive mentoring program and a 180-degree evaluation, which will support internal movements.

Develop and empower Senior Managers to ensure the succession of executives based on SONDA's strategy.

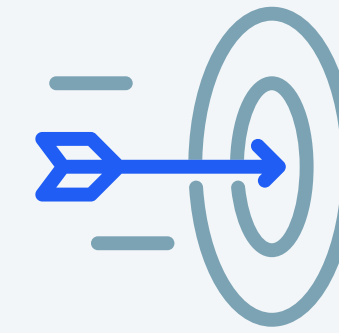


To attract young talents so they can develop an accelerated knowledge in core areas.

SONDA has prepared these succession plans and has developed the Fresh Graduates program, with the objective of attracting and retaining young talent for executive positions. A milestone was reached in 2021, when graduates were recruited in each of our ten countries with the participation of 31 Latin American professionals during the year.

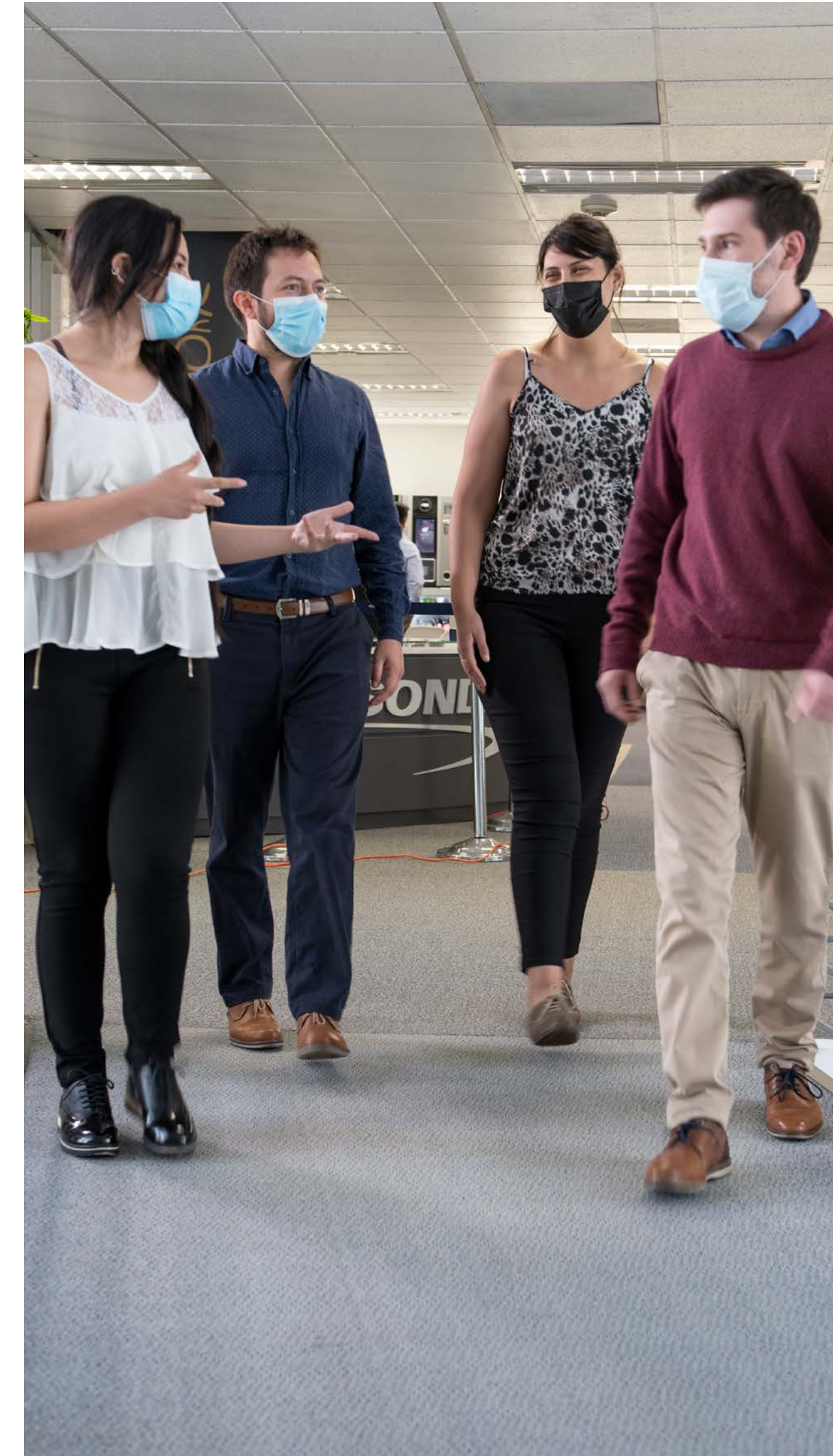
## Performance evaluation

The participation rate in performance evaluations was 87% in 2021. We promote a high performance and merit culture using the SONDA Plus digital system. It is based on a comprehensive evaluation of achievements and skills based on continuous feedback to achieve continuous improvement.



## Talent management challenges in 2022

- ✓ **Develop** learning and development initiatives that focus on software development, Digital Business and commercial roles.
- ✓ **Ensure** succession for critical positions, especially for the multi-industry and digital business.
- ✓ **Develop** high performance employees, such as female mentoring, generational mentoring and international mobility.
- ✓ **Continue** to transform leaders towards the "servant leader".



## Wellness

We have adopted the hybrid working model at SONDA, which is connected to the Wellness dimension of our People Value Proposition. We want to encourage flexibility, independence, commitment and trust from our employees, and we want to promote SONDA as an attractive place to work, where the benefits are related to finding a balance between personal and professional life. We have developed numerous initiatives that encourage the well-being of our employees through the SONDA Wellness Program.

We expanded our basic benefits to the entire region in 2021 through the Employee Assistance Program, which



## Wellness

We want to promote SONDA as an attractive place to work, which offers not only a permanent career development and growth professional options, but also allows to balance that process of improvement with the personal life of all our employees. For this we design our SONDA Wellness Program that delivers from legal and financial support to benefits that help protect the physical and mental health of our employees.

**SONDA Wellness**

*"Practico el ciclismo de montaña porque me gusta estar en ambientes al aire libre, fortalece el sistema inmunológico y me libera del stress por la situación que vivimos actualmente. Es de gran ayuda para balancear el trabajo, la familia y la mente"*

**Eduardo Briceño**  
Jefe de Ventas

**¿Y tú que haces para mejorar tu calidad de vida?**

Martes 18 de Mayo 2021  
**SONDA WELLNESS: Pausa Activa Practicas para tu bienestar**  
> Ver más

Martes 20 de Julio 2021  
**6 consejos para llevar una vida balanceada**  
Trabajo Vs. Vida Personal

**#SONDAWELLNESS COSTA RICA**

Martes 13 de Julio 2021  
**SONDA WELLNESS: Cómo iniciar una vida saludable....**

previously only benefited employees in Chile and now provides psychological, financial and legal support to all our employees. We organized talks on topics related to physical, mental and social health and continually communicated with them, with the aim of encouraging a wellness attitude, using employees' own experiences to inspire others.

## Remuneration and benefits

We implemented a formal merit process in Chile, Brazil, Mexico and Colombia during 2021. This process focuses on managing high performance employees by rewarding outstanding performance on a sustained basis with promotions that require assuming greater responsibilities.



## Remuneration and Benefits

Our remuneration proposal aims to secure competitive salaries based on our market benchmarks, and to provide benefits that go beyond direct remuneration, as they are associated with career, flexibility, wellness and training opportunities, then to transcend through what we do and connect with our Purpose.



## Diversity and Inclusion

At SONDA we believe in the importance of a variety of perspectives and visions to stimulate innovation. Therefore, we recognize and promote a culture of diversity and inclusion. Women at SONDA broaden and complement the diversity of our talent. However, we must also increase the number of women studying science, technology, engineering and mathematics (STEM), in order to prepare more people for the next IT challenges.

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

We continued the women's mentoring program in 2021, which involved 58 women as mentors, and addressed topics such as empowerment, networking and leadership. Affinity groups and webinars called Women Who Transform were developed and the recruitment policy was updated. As of 2021, all shortlists for job positions must contain at least one woman. All these measures are aimed at developing the leaders of the future and at changing internal awareness.



### The SONDA WOMEN program objectives

1. **Strengthen** leadership skills in the leaders of the future.
2. **Foster** an inclusive working environment, improve the organizational awareness of gender equity issues.
3. **Promote** the empowerment of women.



Chapter V

# Financial Performance

Financial solidity has characterized us since our inception, together with our total market transparency.

**SONDA**®  
make it easy

## Consolidated statements of financial position as of december 31, 2021 and 2020

(Thousands of Chilean pesos - ThCh\$)

ASSETS	12.31.2021 ThCh\$	12.31.2020 ThCh\$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	176,571,455	188,509,524
Other financial assets, current	14,646,213	18,000,210
Other non-financial assets, current	16,093,649	10,165,647
Trade debtors and other receivables, current	261,354,972	203,127,052
Related party receivables, current	1,916,811	933,499
Inventories, current	57,299,109	35,545,834
Tax assets, current	28,164,967	33,700,503
Total current assets other than assets or disposal groups classified as held for sale or held for distribution to the owners	556,047,176	489,982,269
Non-current assets or disposal groups classified as held for sale or distribution to the owners	-	824,311
<b>TOTAL CURRENT ASSETS</b>	<b>556,047,176</b>	<b>490,806,580</b>
<b>NON-CURRENT ASSETS</b>		
Other financial assets, non-current	23,935,020	20,978,466
Other non-financial assets, non-current	5,581,413	4,671,950
Trade and other receivables, non-current	68,155,055	60,057,369
Related party receivables, non-current	6,660,506	2,077,574
Equity method investments	4,663,530	7,111,391
Intangible assets other than goodwill	12,626,128	12,557,767
Goodwill	192,011,615	175,514,440
Property, plant and equipment	135,361,650	142,181,821
Investment properties	2,435,086	2,484,024
Right-of-use leased assets	23,030,271	18,545,259
Deferred tax assets	26,449,219	29,561,915
<b>TOTAL NON-CURRENT ASSETS</b>	<b>500,909,493</b>	<b>475,741,976</b>
<b>TOTAL ASSETS</b>	<b>1,056,956,669</b>	<b>966,548,556</b>

LIABILITIES AND EQUITY	12.31.2021 ThCh\$	12.31.2020 ThCh\$
<b>CURRENT LIABILITIES</b>		
Other current financial liabilities	72,404,560	44,483,253
Leasing liabilities, current	13,228,684	8,912,796
Trade and other payables, current	127,055,287	99,027,980
Related party payables, current	6,978	61,918
Other short-term provisions	7,755,466	7,572,473
Tax liabilities, current	12,823,041	9,780,384
Employee benefits provisions, current	30,426,853	26,615,568
Other non-financial liabilities, current	23,963,734	20,106,727
Total current liabilities other than liabilities included in asset disposal groups classified as held for sale	287,664,603	216,561,099
<b>TOTAL CURRENT LIABILITIES</b>	<b>287,664,603</b>	<b>216,561,099</b>
<b>NON-CURRENT LIABILITIES</b>		
Other financial liabilities, non-current	191,761,556	237,145,924
Leasing liabilities, non-current	21,453,771	14,749,580
Other payables, non-current	9,405,629	6,610,588
Other long-term provisions	11,021,602	10,993,317
Deferred tax liabilities	29,030,372	21,401,615
Employee benefit provisions, non-current	3,650,284	3,479,329
Other non-financial liabilities, non-current	1,203,445	1,063,864
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>267,526,659</b>	<b>295,444,217</b>
<b>TOTAL LIABILITIES</b>	<b>555,191,262</b>	<b>512,005,316</b>
<b>EQUITY</b>		
Share capital	373,119,044	373,119,044
Retained earnings	261,634,869	253,132,212
Other reserves	(136,179,436)	(174,519,981)
Equity attributable to owners of the parent company	498,574,477	451,731,275
Non-controlling interests	3,190,930	2,811,965
<b>Total equity</b>	<b>501,765,407</b>	<b>454,543,240</b>
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>1,056,956,669</b>	<b>966,548,556</b>

## Consolidated statements of comprehensive income by function for the years ended december 31, 2021 and 2020

(Thousands of Chilean pesos - ThCh\$)

	12,31,2021 ThCh\$	12,31,2020 ThCh\$
<b>GROSS PROFIT</b>		
Operating revenue	897,198,428	780,455,815
Cost of sales	(739,951,017)	(652,253,290)
<b>TOTAL GROSS PROFIT</b>	<b>157,247,411</b>	<b>128,202,525</b>
Other income	6,235,306	1,736,465
Administrative expenses	(84,785,210)	(80,038,546)
Other expenses, by function	(9,443,308)	(28,993,922)
<b>Net operating income</b>	<b>69,254,199</b>	<b>20,906,522</b>
Financial income	7,226,508	7,742,242
Financial costs	(15,675,342)	(16,906,307)
Share of net income of equity method associates and joint ventures	(2,400,307)	614,853
Exchange gains (losses)	6,696,507	(806,591)
Indexation gains (losses)	576,464	(920,644)
<b>NET INCOME BEFORE TAX</b>	<b>65,678,029</b>	<b>10,630,075</b>
Income tax income (expense)	(29,335,466)	(8,856,378)
<b>NET INCOME FROM CONTINUING OPERATIONS</b>	<b>36,342,563</b>	<b>1,773,697</b>
<b>NET INCOME FOR THE YEAR</b>	<b>36,342,563</b>	<b>1,773,697</b>
<b>NET INCOME ATTRIBUTABLE TO</b>		
Owners of the parent company	34,864,310	459,599
Non-controlling interests	1,478,253	1,314,098
<b>NET INCOME FOR THE YEAR</b>	<b>36,342,563</b>	<b>1,773,697</b>
<b>EARNINGS PER SHARE:</b>		
<b>Basic earnings per share</b>		
Basic earnings per share from continuing operations (Ch\$)	40.03	0.53
<b>Diluted earnings per share</b>		
Diluted earnings per share from continuing operations (Ch\$)	40.03	0.53

<b>CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME</b>	12,31,2021 ThCh\$	12,31,2020 ThCh\$
<b>NET INCOME FOR THE YEAR</b>	<b>36,342,563</b>	<b>1,773,697</b>
<b>Components of other comprehensive income that will not be reclassified to income for the period, before taxes</b>		
Other comprehensive income from revaluation of defined-benefit pension plans, before taxes	444,196	(269,523)
Other comprehensive income from investments in equity instruments, before taxes	-	-
<b>Total other comprehensive income that will not be reclassified to net income for the period, before taxes</b>	<b>444,196</b>	<b>(269,523)</b>
<b>Components of other comprehensive income that will be reclassified to income for the period, before taxes</b>		
<b>Foreign currency translation</b>		
Gain (loss) on foreign currency translations, before taxes	36,721,055	(83,263,507)
<b>Cash flow hedges</b>		
Gain (loss) from cash flow hedges, before taxes	2,639,039	4,701,501
<b>Total other comprehensive income reclassified to net income for the period, before taxes</b>	<b>39,360,094</b>	<b>(78,562,006)</b>
Other components of other comprehensive income, before taxes	39,804,290	(78,831,529)
<b>Income tax relating to components of other comprehensive income that will not be reclassified to net income for the period</b>	<b>117,690</b>	<b>(39,581)</b>
Income tax related to revaluation of defined benefit pension plans in other comprehensive income	117,690	(39,581)
Income tax related to investments in equity instruments in other comprehensive income	-	-
Income tax related to components of other comprehensive income that will be reclassified to net income for the period	702,812	1,269,405
Income tax relating to translation exchange differences in other comprehensive income	-	-
Income tax relating to cash flow hedges in other comprehensive income	702,812	1,269,405
<b>Total other comprehensive income</b>	<b>38,983,788</b>	<b>(80,061,353)</b>
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>75,326,351</b>	<b>(78,287,656)</b>
<b>Comprehensive income attributable to</b>		
Owners of the parent company	73,848,098	(79,601,754)
Non-controlling interests	1,478,253	1,314,098
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>75,326,351</b>	<b>(78,287,656)</b>

## Consolidated statements of cash flows, direct method for the years ended december 31, 2021 and 2020

(Thousands of Chilean pesos - ThCh\$)

	12,31,2021 ThCh\$	12,31,2020 ThCh\$
<b>Cash flow statements</b>		
<b>Cash flow from (used by) operating activities</b>		
Proceeds from the sale of goods and services	996,916,165	951,782,780
Other proceeds from operational activities	10,493,953	5,601,527
<b>Total proceeds from operating activities</b>	<b>1,007,410,118</b>	<b>957,384,307</b>
Payments to suppliers for goods and services	(620,374,070)	(498,116,063)
Payments to and on behalf of employees	(228,677,382)	(241,010,175)
Other payments for operating activities	(64,028,036)	(59,359,485)
<b>Total payments for operating activities</b>	<b>(913,079,488)</b>	<b>(798,485,723)</b>
<b>Net cash operating cash flow</b>	<b>94,330,630</b>	<b>158,898,584</b>
Income taxes refunded (paid)	(8,679,104)	(37,072,083)
Other receipts (payments)	546,641	(54,216)
<b>Net cash flow from (used by) operating activities</b>	<b>86,198,167</b>	<b>121,772,285</b>
<b>Cash flow from (used by) investing activities</b>		
Proceeds from the loss of control of subsidiaries or other businesses	-	2,775,000
Purchase of non-controlling interests	(9,762,521)	-
Proceeds from sales of equity or debt instruments of other entities	1,268,596	2,045,271
Payments to acquire equity or debt instruments of other entities	(803,515)	(1,862,514)
Proceeds from the repayment of advances and loans granted to third parties	18,301,366	-
Proceeds from sales of property, plant and equipment	24,088	168,892
Dividends received	200,249	833,273
Purchases of property, plant and equipment	(32,118,717)	(46,612,451)
Loans to related companies	(5,471,324)	-
Loan repayments from related companies	-	111,032
Purchases of intangible assets	(1,704,313)	(1,786,985)
Interest received	1,839,158	2,135,120
Other receipts (payments)	49,482	(529,737)
<b>Net cash flow from (used by) investing activities</b>	<b>(28,177,451)</b>	<b>(42,723,099)</b>

	12,31,2021 ThCh\$	12,31,2020 ThCh\$
<b>Cash flow from (used by) financing activities</b>		
Proceeds from long-term loans	1,083,945	51,998,387
Proceeds from short-term loans	18,715,741	24,539,552
Payments for other equity interests	(4,117,449)	(3,937,731)
Loan repayments	(47,238,921)	(61,649,961)
Payment of lease liabilities	(13,976,006)	(13,746,309)
Dividends paid	(27,568,189)	(7,425,029)
Interest paid	(8,223,413)	(9,667,057)
Other receipts (payments)	(2,530,640)	(1,422,263)
<b>Net cash flow from (used by) financing activities</b>	<b>(83,854,932)</b>	<b>(21,310,411)</b>
<b>Increase (decrease) in cash &amp; cash equivalents before exchange rate effects</b>	<b>(25,834,216)</b>	<b>57,738,775</b>
<b>Effect of exchange rates on cash and cash equivalents</b>		
Effect of exchange rates on cash and cash equivalents	13,896,147	(7,968,616)
<b>Net increase (decrease) in cash and cash equivalents</b>	<b>(11,938,069)</b>	<b>49,770,159</b>
Cash and cash equivalents at the start of the year	188,509,524	138,739,365
<b>Cash and cash equivalents at the end of the year</b>	<b>176,571,455</b>	<b>188,509,524</b>

## Consolidated statements of changes in equity for the years ended december 31, 2021 and 2020

(Thousands of Chilean pesos - ThCh\$)

	Share capital ThCh\$	Other reserves				Total other reserves ThCh\$	Retained earnings ThCh\$	Equity attributable to owners of the parent company ThCh\$	Non-controlling interests ThCh\$	Total Equity ThCh\$
		Exchange differences on translation reserves ThCh\$	Cash flow hedge reserves ThCh\$	Actuarial gains and losses on defined benefit plans reserves ThCh\$	Other reserves ThCh\$					
<b>Equity as of 01.01.2021</b>	<b>373,119,044</b>	<b>(177,068,566)</b>	<b>1,303,902</b>	<b>(55,992)</b>	<b>1,300,675</b>	<b>(174,519,981)</b>	<b>253,132,212</b>	<b>451,731,275</b>	<b>2,811,965</b>	<b>454,543,240</b>
<b>Changes in equity</b>										
Comprehensive income										
Net income for the year	-	-	-	-	-	-	34,864,310	34,864,310	1,478,253	36,342,563
Other comprehensive income	-	36,721,055	1,936,227	326,506	-	38,983,788	-	38,983,788	-	38,983,788
<b>Total comprehensive income</b>	<b>-</b>	<b>36,721,055</b>	<b>1,936,227</b>	<b>326,506</b>	<b>-</b>	<b>38,983,788</b>	<b>34,864,310</b>	<b>73,848,098</b>	<b>1,478,253</b>	<b>75,326,351</b>
Equity issued	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	(26,361,653)	(26,361,653)	(1,099,288)	(27,460,941)
Increase (decrease) for changes in interests in subsidiaries that do not result in loss of control	-	-	-	-	-	-	-	-	-	-
Equity increase (decrease) for other changes	-	-	-	-	(643,243)	(643,243)	-	(643,243)	-	(643,243)
<b>Increase (decrease) in equity</b>	<b>-</b>	<b>36,721,055</b>	<b>1,936,227</b>	<b>326,506</b>	<b>(643,243)</b>	<b>38,340,545</b>	<b>8,502,657</b>	<b>46,843,202</b>	<b>378,965</b>	<b>47,222,167</b>
<b>Equity as of 12.31.2021</b>	<b>373,119,044</b>	<b>(140,347,511)</b>	<b>3,240,129</b>	<b>270,514</b>	<b>657,432</b>	<b>(136,179,436)</b>	<b>261,634,869</b>	<b>498,574,477</b>	<b>3,190,930</b>	<b>501,765,407</b>
	Share capital ThCh\$	Other reserves				Total other reserves ThCh\$	Retained earnings ThCh\$	Equity attributable to owners of the parent company ThCh\$	Non-controlling interests ThCh\$	Total Equity ThCh\$
		Exchange differences on translation reserves ThCh\$	Cash flow hedge reserves ThCh\$	Actuarial gains and losses on defined benefit plans reserves ThCh\$	Other reserves ThCh\$					
<b>Equity as of 01.01.2020</b>	<b>373,119,044</b>	<b>(93,805,059)</b>	<b>(1,428,957)</b>	<b>173,950</b>	<b>361,139</b>	<b>(94,698,927)</b>	<b>253,735,837</b>	<b>532,155,954</b>	<b>2,771,928</b>	<b>534,927,882</b>
<b>Changes in equity:</b>										
Comprehensive income										
Net income for the year	-	-	-	-	-	-	459,599	459,599	1,314,098	1,773,697
Other comprehensive income	-	(83,263,507)	2,732,859	(229,942)	-	(80,760,590)	-	(80,760,590)	-	(80,760,590)
<b>Total comprehensive income</b>	<b>-</b>	<b>(83,263,507)</b>	<b>2,732,859</b>	<b>(229,942)</b>	<b>-</b>	<b>(80,760,590)</b>	<b>459,599</b>	<b>(80,300,991)</b>	<b>1,314,098</b>	<b>(78,986,893)</b>
Capital increase	-	-	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	(1,063,224)	(1,063,224)	(1,274,061)	(2,337,285)
Increase (decrease) for changes in interests in subsidiaries that do not result in loss of control	-	-	-	-	-	-	-	-	-	-
Equity increase (decrease) for other changes	-	-	-	-	939,536	939,536	-	939,536	-	939,536
<b>Increase (decrease) in equity</b>	<b>-</b>	<b>(83,263,507)</b>	<b>2,732,859</b>	<b>(229,942)</b>	<b>939,536</b>	<b>(79,821,054)</b>	<b>(603,625)</b>	<b>(80,424,679)</b>	<b>40,037</b>	<b>(80,384,642)</b>
<b>Equity as of 12.31.2020</b>	<b>373,119,044</b>	<b>(177,068,566)</b>	<b>1,303,902</b>	<b>(55,992)</b>	<b>1,300,675</b>	<b>(174,519,981)</b>	<b>253,132,212</b>	<b>451,731,275</b>	<b>2,811,965</b>	<b>454,543,240</b>

# 2021 Financial Performance

Consolidated operating revenue totaled Ch\$897,198 million (US\$1,062.2 million) for 2021, an increase in comparable currency of 19.9% compared to 2020. Net operating income was Ch\$72,462 million (US\$85.8 million), an increase of 49.1% yoy in comparable currency and EBITDA was Ch\$111,451 million (US\$131.9 million), an increase of 30.0% yoy in comparable currency.

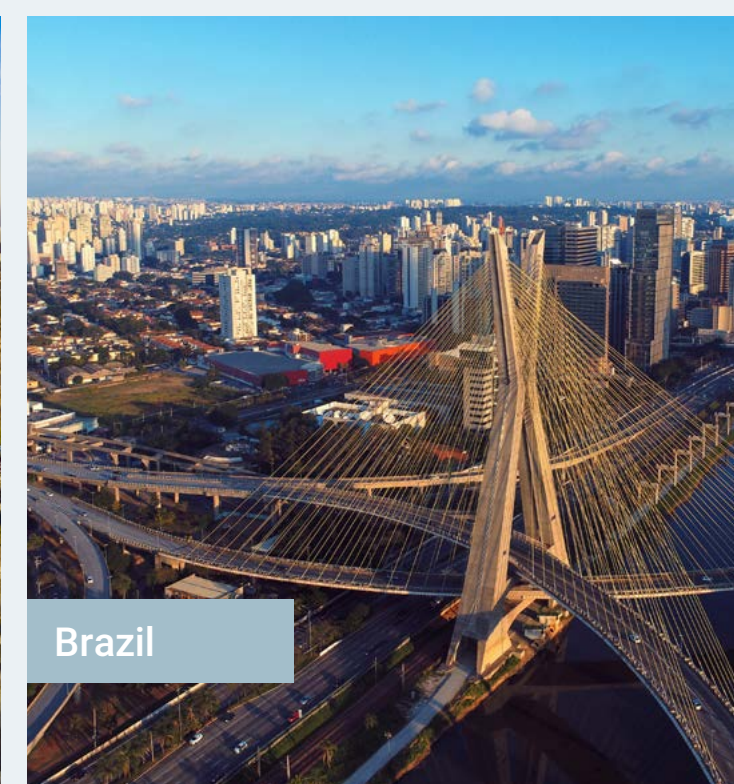
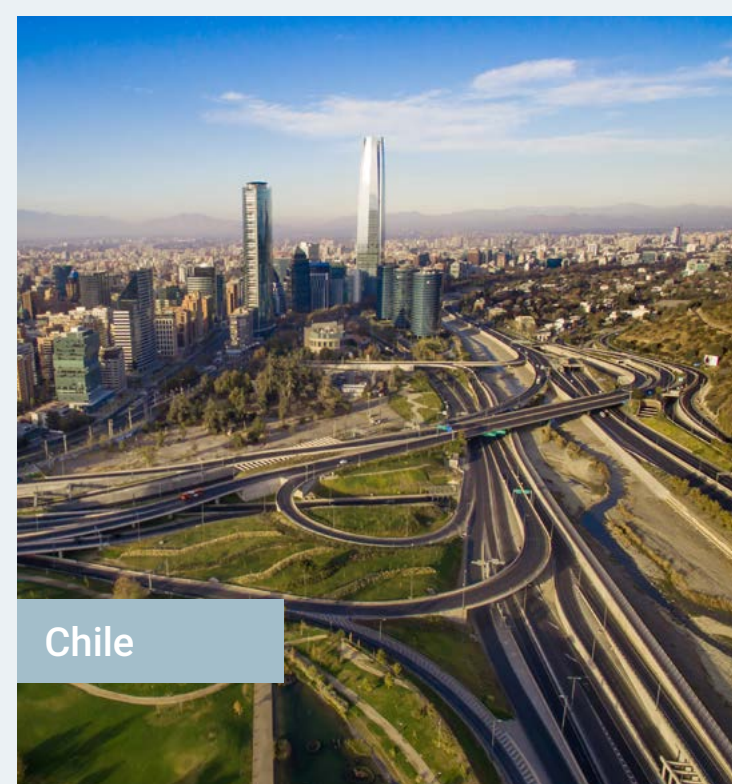
The EBITDA margin was 12.4%, an increase of 130bp yoy. Profitability improved in all our markets, as EBITDA margins were 14.0% in Chile (+140bp yoy), 7.0% in Brazil (+100bp yoy), 7.7% in Mexico (+70bp yoy) and 15.8% in OPLA (+50bp yoy).

Operating revenue for business outside Chile totaled Ch\$395,185 million (US\$467.8 million), representing 44.0% of the consolidated total, and EBITDA of Ch\$41,076 million (US\$48.6 million). Operating revenue in comparable currencies increased by 8.5% and EBITDA increased by 12.9%, compared to 2020.

Net income attributable to the parent company was Ch\$34,864 million (US\$41.3 million), an increase in the reporting currency of Ch\$34,405 million (+US\$40.7 million) with respect to 2020.

Closed business was US\$ 1,262 million, which represents growth of 23.0% compared to 2020. Business was dynamic with growth of 29.4% in Chile, 16.5% in Brazil and 24.3% in other Latin American countries (OPLA). The opportunities pipeline totaled US\$4,509 million.

The current liquidity ratio was 1.9, the financial leverage ratio was 0.5, and the financial expenses ratio was 7.1, which all reflect a healthy financial position.



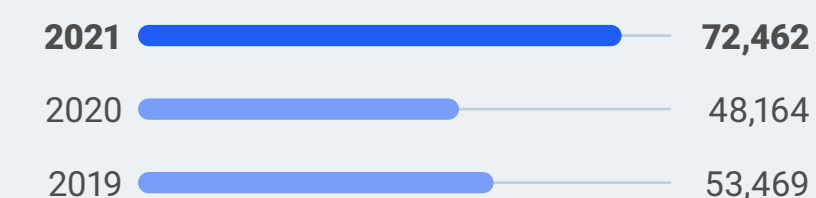
## Operating revenue

**897,198**  
(thousands of CLP)



## Net Operating Income

**72,462**  
(thousands of CLP)



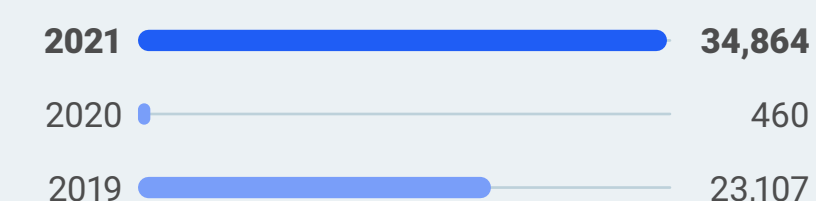
## EBITDA

**111,451**  
(thousands of CLP)



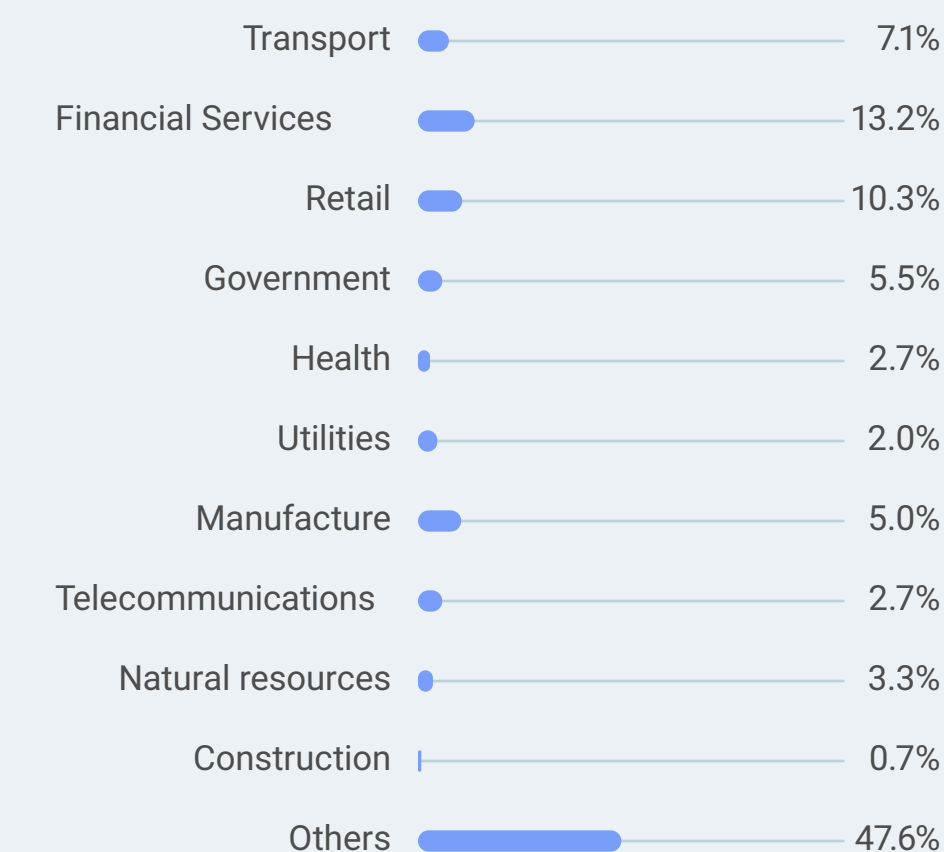
## Net Income

**34,864**  
(thousands of CLP)



## Operating revenue

(By Industry)



## Financial Performance in Chile

Operating revenue was Ch\$502,014 million (US\$594.3 million), an increase of 29.1% compared to 2020.

This increase was mainly explained by Platforms (+41.9%), mainly due to the Distribution business and IT Services (+16.2%).

Net operating income was Ch\$48,409 million (US\$57.3 million / +53.1%) and EBITDA was Ch\$70,375 million (US\$83.3 million / +43.1%) compared to 2020. Net operating income in comparable currencies increased by 52.1% and EBITDA by 42.7% compared to 2020. This increase was due to better performances from the Distribution and Core businesses.

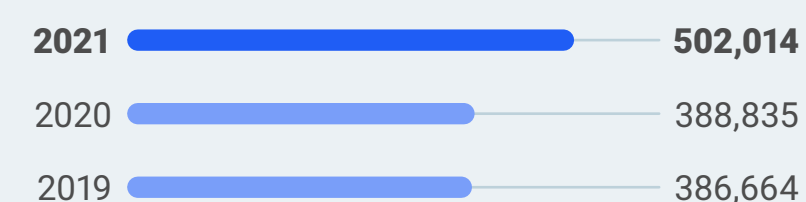
The net operating margin was 9.6%, +150bp, and the EBITDA margin was 14.0%, +140bp compared to 2020.

The core business, excluding the wholesale and retail business, achieved high margins and mix of high added value operating revenue, so the EBITDA margin was 21.8% (+160bp yoy).

### Operating revenue

# 502,014

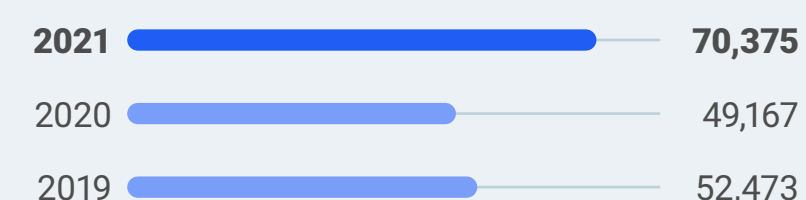
(thousands of CLP)



### EBITDA

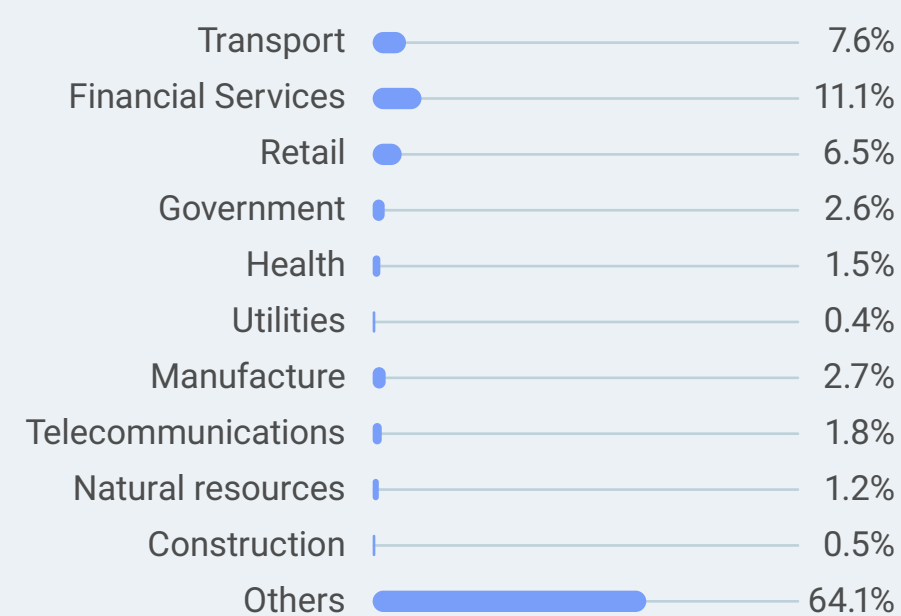
# 70,375

(thousands of CLP)



### Operating revenue

(By Industry)





## Financial Performance in Brazil

Operating revenue in comparable currencies increased by 12.9%, mainly driven by the Platforms business (+23.9% in comparable currencies) and IT Services (+6.4% in comparable currencies). Operating revenue in the reporting currency was Ch\$207,236 million (US\$245.3 million), an increase of 1.5% over 2020.

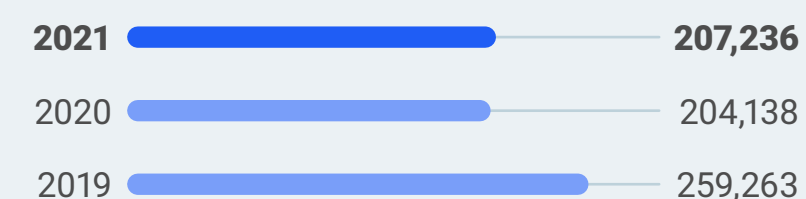
Net operating income in the reporting currency was Ch\$4,785 million (US\$5.7 million) and EBITDA was Ch\$14,434 million (US\$17.1 million), which were much higher than in 2020.

The net operating margin was 2.3%, +250bp, and the EBITDA margin was 7.0%, +100bp, compared to 2020.

### Operating revenue

# 207,236

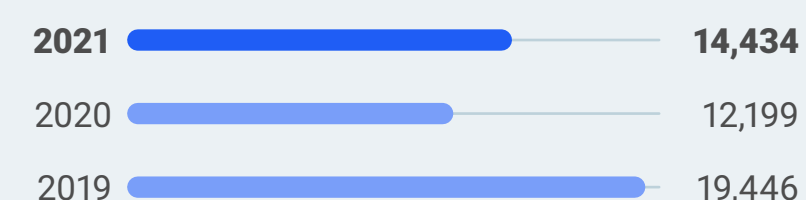
(thousands of CLP)



### EBITDA

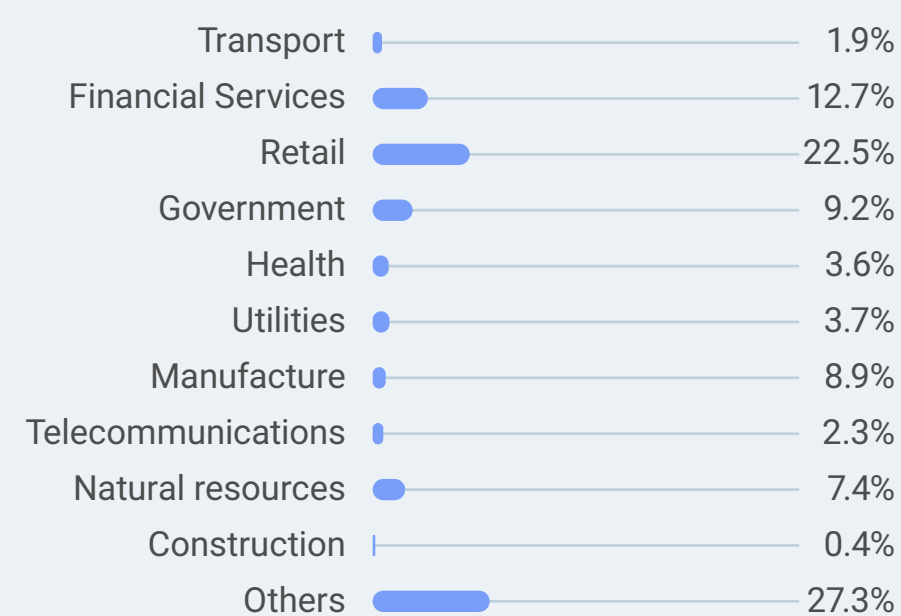
# 14,434

(thousands of CLP)



### Operating revenue

(By Industry)



## Financial Performance in Mexico

Operating revenue in comparable currencies decreased by 0.2%, compared to 2020, mainly due to the Platforms business (-20.4% in comparable currencies), offset by the Applications business (+16.5% in comparable currencies). Operating revenue in the reporting currency increased by 1.3% compared to 2020, totaling Ch\$7,718 million (US\$44.7 million).

Net operating income in comparable currency increased by for 63.3%, and EBITDA increased by 1.4%, compared to 2020.

Net operating income in the reporting currency was Ch\$559 million (US\$0.7 million) and EBITDA was Ch\$2.912 million (US\$3.4 million), both higher than in 2020.

The operating margin was 1.5%, +130bp, and EBITDA margin was 7.7%, +70bp, compared to 2020.

### Operating revenue

**37,718**  
(thousands of CLP)



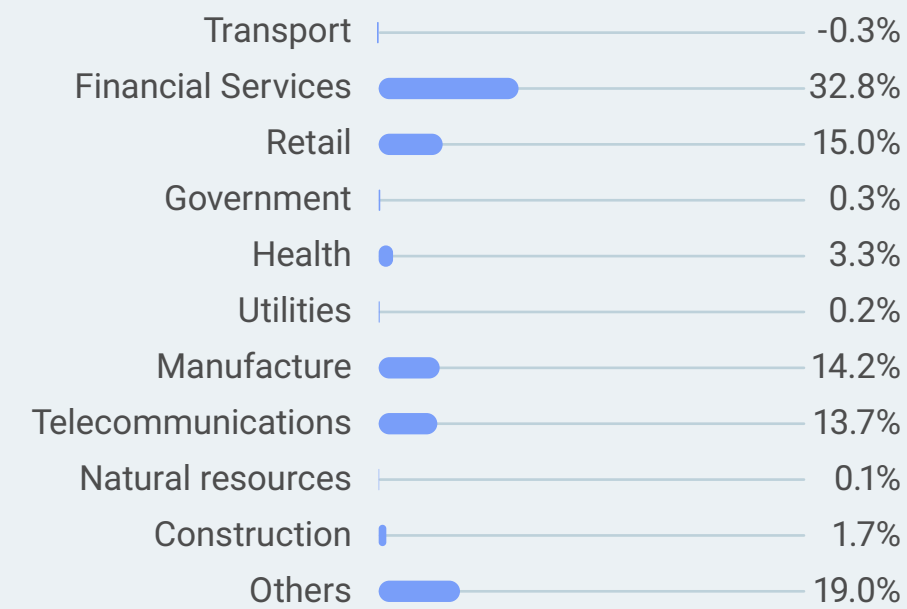
### EBITDA

**2,912**  
(thousands of CLP)



### Operating revenue

(By Industry)



## Financial Performance in OPLA

Operating revenue in comparable currencies increased by 5.1%, mainly due to the Platforms business (+13.0%), compared to 2020. Operating revenue in the reporting currency was similar to 2020 at Ch\$150,231 million (US\$177.9 million).

Net operating income in comparable currency increased by 15.2%, and EBITDA increased by 7.9%, compared to 2020. Net operating income was Ch\$18.710 million (US\$22.1 million), an increase of 11.0%, and EBITDA was Ch\$23,730 million (US\$28.1 million), an increase of 3.3%, compared to 2020.

The operating margin was 12.5%, +130bp, and the EBITDA margin was 15.8%, +50bp, compared to 2020.

### Operating revenue

**150,231**  
(thousands of CLP)



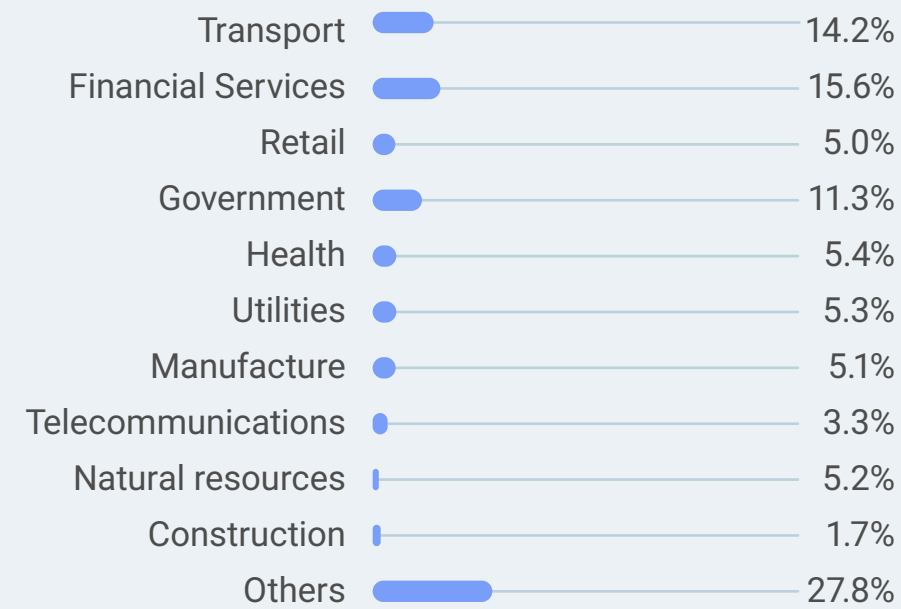
### EBITDA

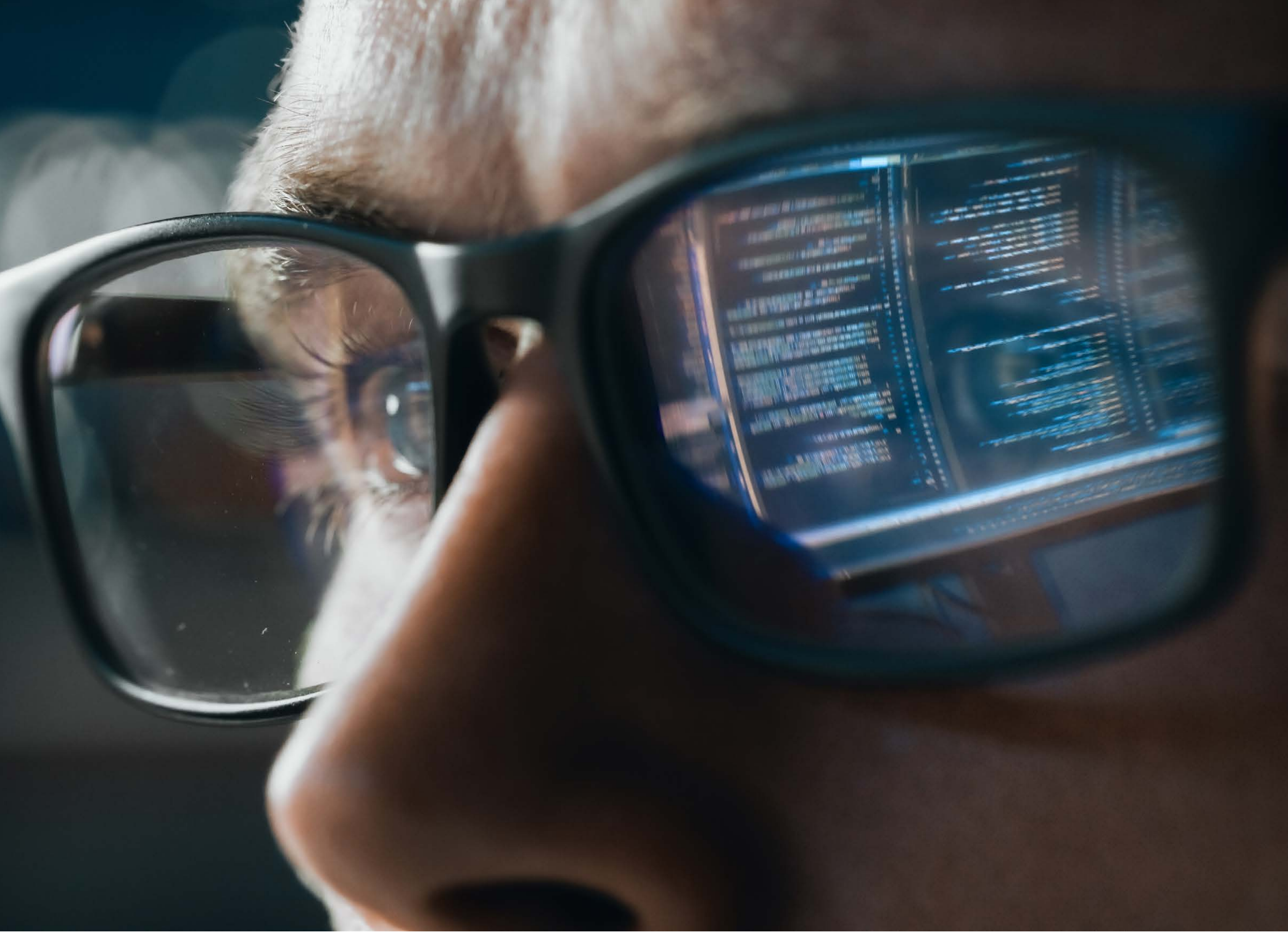
**23,730**  
(thousands of CLP)



### Operating revenue

(By Industry)





Chapter VI

# Additional Information

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

**SONDA**<sup>®</sup>  
make it easy

## Corporate Governance

# Excellent Governance

Building solid and transparent corporate governance capable of mobilizing the organization to comply with the business strategy has been achieved due to the systematic achievements in terms of compliance, risk assessment, internal audit, and a robust ethics management system.

Although this process has been continuous since SONDA's incorporation, it was strengthened in 2006, when the company was listed on the Chilean Stock Exchange. This milestone introduced the responsibility to comply with national and international standards, and aspects of the regulations issued by the Financial Market Commission (CMF). These included General Rule 385 on best practices in Corporate Governance, which was

recently updated in General Rule 461 in Chile, and all the relevant regulations in our ten countries.

As a result, SONDA was recognized in 2021 for the fifth consecutive year by the Dow Jones Sustainability Index as a company with the best sustainability practices in terms of corporate, social and environmental governance. SONDA's position improved by four points in the sustainability rankings for Chile and the Latin American Interconnected Markets (MILA) with respect to 2020. It was ranked in the 75th percentile compared to the 71st in 2020.

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



For the fifth consecutive year we were selected to join the DJSI Chile and MILA. We also renewed the ESG Seal from the Santiago Stock Exchange.



## 2022 Challenges

Our 2022 challenges mainly relate to automating risk management and audit processes. The objectives are to streamline and strengthen remote working, in order to stay connected and sustain response times, as well as improve how it is managed in order to comply with the requirements of NCG 461. We also expect to optimize the complaints channel, and create more indicators that safeguard our organizational principles and values.



## The Board of Directors

The Board of Directors is responsible for safeguarding and managing the organization's assets and resources, and for leading and strengthening the team to achieve the company's strategic objectives. Therefore, it must monitor management control systems and risks, and its sustainability and ethical compliance.

Its formation, composition and authority are aligned with Law 19,550. Directors are elected for a three year term and can be re-elected. The Board is composed of nine members elected at the Annual General Shareholders' Meeting for three-year renewable terms. The current Board of Directors was formed in 2020 and will serve until 2022. It holds regular meetings every month and extraordinary meetings when required.

## Board of Directors Members

(As of December 31, 2021)



**Andrés Navarro Haeussler**  
Chairman  
Industrial Civil Engineer,  
Universidad Católica de Chile.



**Enrique Bone Soto**  
Independent Director  
Industrial Civil Engineer,  
Universidad Católica de Chile.



**Alberto Eguiguren Correa**  
Independent Director  
Lawyer, Universidad Católica de Chile.



**Carlos Hurtado Rourke**  
Independent Director  
Industrial Civil Engineer,  
Universidad Católica de Chile.



**María Del Rosario Navarro Betteley**  
Director  
Bachelor of Esthetic,  
Universidad Católica de Chile.



**Andrés Navarro Betteley**  
Director  
Industrial Civil Engineer,  
Universidad Católica de Chile.



**Mario Pavón Robinson**  
Director  
Industrial Civil Engineer,  
Universidad Católica de Chile.



**Ingo Plöger**  
Independent Director  
Economist.



**Raúl Véjar Olea**  
Director  
Electronic Civil Engineer,  
Universidad Federico Santa María.



## Composition of the Board of Directors

(As of December 31, 2021)

Gender		Independence		Age (years)			Directors with executive positions within the company	
Men	Women	Independent	Non-independent	Under 30	31 to 50	Over 51	Executive	Non-executive
8	1	4	5	0	2	7	0	9

### Board Committees

The Board of Directors fulfills the duties described in the regulations. It is supported by three committees that meet regularly and are required to review, analyze

and evaluate various matters depending on their responsibilities.

**Directors' Committee:** This is composed of three independent directors: They are currently Enrique Bone Soto,

Alberto Eguiguren Correa, and Carlos Hurtado Rourke. The Committee appointed Enrique Bone Soto as its Chairman.

**Executive Committee:** This is composed of directors and senior executives and its purpose is to advise management regarding strategy design, business and performance analysis, investment plans, customer satisfaction evaluation, quality management, organizational marketing, corporate communications, and other matters.

**Ethical Committee:** This is comprised of two directors where one must be independent, the Chief Executive Officer, the Chief Human Resources Officer and the Internal Control,

Risks and Governance Officer. Its purpose is to ensure that the organization's ethical policies and regulations are correctly fulfilled. It reports to the Board of Directors and meets at least twice a year or when necessary when there are significant issues to address. During 2021 it mainly addressed issues related to the complaints channel.

## Governance Framework

### Integration of the sustainability approach

Environmental matters, climate change, social issues and human rights are addressed by the Board and have been included in the 2022-2024 Strategic Plan, as they were in

the 2019-2021 Strategic Plan. We have had a Sustainability Statement since the end of 2020 and our Code of Ethics addresses ESG matters. Our sustainability performance has been evaluated as required by our sustainability strategy, and we have been included in the Dow Jones Sustainability Index (DJSI) Chile and MILA for the fifth consecutive year, which ranks us among the companies with the best sustainability practices, in particular for our environmental care, social commitments and corporate governance.

The Board is responsible for the company's strategic direction including ESG matters, approving policies, monitoring value creation and efficient resource use, and monitoring performance, risks and management control systems. It also ensures that SONDA always acts in the best interest of all shareholders and takes into account the requirements of its stakeholders. The Board of Directors delegates the management and administration of sustainability issues to the Chief Executive Officer.

We have also aligned ourselves with the United Nations Sustainable Development Goals (SDGs) as our contribution to a sustainable society, as we believe that information technologies play a central role in achieving many of these goals.

### Promotion of innovation and development

We want digital transformation to be the foundation of resilient societies, because we are passionate about it. Therefore, we provide technological solutions that meet the challenges facing societies, such as climate change, efficiently using energy and natural resources, and providing efficient and smart public services. SONDA provides technologies that process every aspect of data

management. These technologies include the Internet of Things and Edge Computing, Big Data & Analytics, Artificial Intelligence, Cloud Computing and Robotic Process Automation.

Our strategy is to provide the innovation required by today's society and markets by integrating skills from within the IT industry ecosystem, in order to create, inspire and innovate. This participatory process includes startups, niche companies, innovation centers, universities and our technology partners, and it can add value for our customers by supporting them in their transformation.

We created a department in 2017 that is dedicated to generating value with the ecosystem. It helps us to link this ecosystem with business units in every country.

### Detection and constraint of organizational barriers

SONDA thrives on its cultural diversity. SONDA operates in ten countries, so multiculturalism, plurality of ideas and diversity of nationalities give SONDA the drive that IT companies require to achieve their business objectives. This diversity is supported by a strong culture, as clear corporate principles and ethical training are a fundamental requirement everywhere in the region, and enable us to comply with the same technical, professional and ethical standards (see page 69) We have an Ethics Management System, working environment measurements, performance evaluations and development and training programs that encourage the plurality of ideas, strengthen the organizational culture, and reduce the organizational, social and cultural barriers that may constrain the abilities of our employees.

We promote gender diversity by encouraging the number of women studying science, technology, engineering and mathematics (STEM) to increase, while providing a working environment that promotes the abilities of our female employees through the SONDA Women Program. (see page 49).

We published a hiring policy that addresses gender equality during 2021. Now all shortlists must include at least one woman.

## Risk Management

The Board of Directors is responsible for risk identification and management, while the Internal Control, Risks and Corporate Governance Department is responsible for monitoring and coordinating the corporate risk identification and assessment process, including sustainability risks, and

for reviewing compliance with the action plans to mitigate or eliminate them. It uses internal control and information technology best practices to fulfill this role, such as the Committee of Sponsoring Organizations of Tread Way Commission (COSO).

Each person responsible for the strategic risks in the current matrix developed indicators during 2021, while developing the new risk matrix for 2022-2024.

The Internal Audit department was strengthened and the teams formed in 2020 achieved the plan approved by the Board of Directors, which expanded its coverage to all the countries where we provide continual support to the business. These audits and reviews of the subsequent action plans ensured that processes were improved and best practices were adopted by each process.



### Internal audit structure

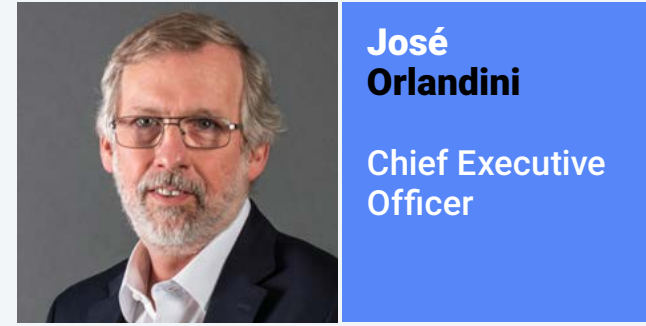
- ✓ Chilean internal audit covers Uruguay, Argentina and Chile.
- ✓ Mexican internal audit covers Mexico, Costa Rica and Panama.
- ✓ Colombian internal audit covers Colombia, Ecuador and Peru.
- ✓ Brazilian internal audit covers Brazil.



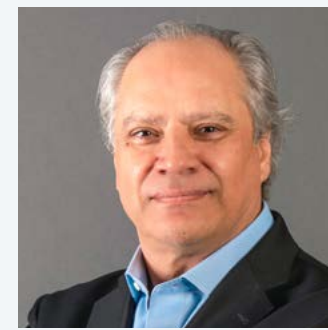
## Administration

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

### Regional Corporate Governance



**José Orlandini**  
Chief Executive Officer

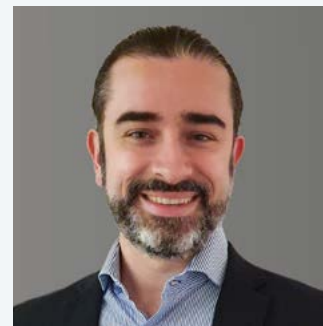


**Rafael Osorio**  
Chief Financial Officer



**Roberto Jana**  
People VP

### Digital Business



**Adriano Esposito**  
Digital Business and Innovation VP



**Maximiliano Fabrega**  
Digital Business and Innovation VP

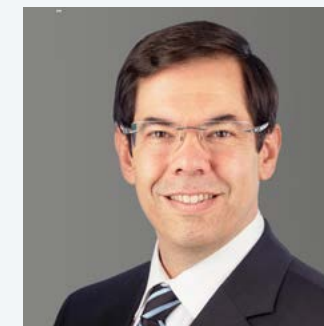
### Digital Services



**Francisco Escala**  
Platform Services VP



**Luis Alberto de la Cruz**  
Cloud & Data Center Services VP



**Carlos Bustos**  
Cybersecurity Services VP



**Juan Aristizábal**  
Workplace Services VP

### Verticals



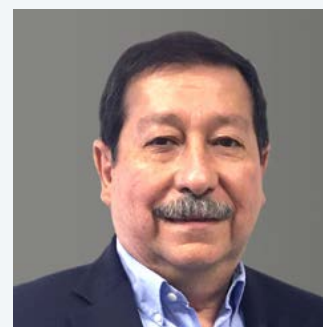
**Marcelo Castiglione**  
Smart Cities & Mobility VP



**Maurizio Rinaldi**  
Retail & Commerce VP



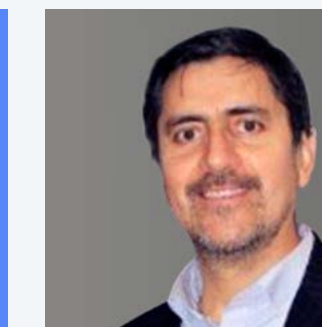
**Alberto Aguilera**  
Multi Industry VP



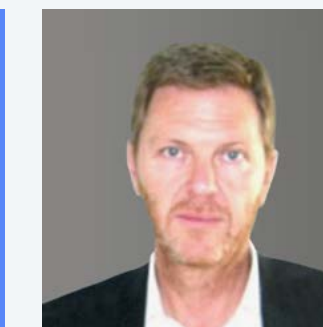
**Oscar Cerda**  
Healthcare VP



**Rivaldo Ferreira**  
Utilities VP



**Patricio Fuentes**  
Banking & Insurance VP

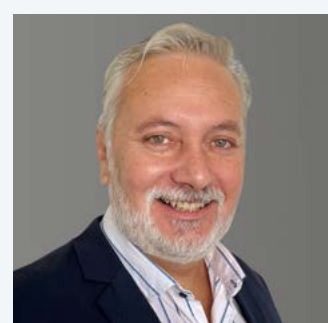


**Carlos Osiniri**  
Enterprise Applications VP

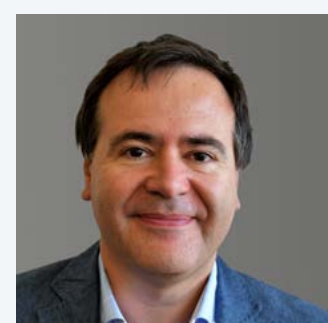
## Local Administration



**Raúl Sapunar**  
General Manager  
Chile  
Southern Cone  
Region Leader



**Daniel Ponce**  
General Manager  
Argentina  
Southern Cone  
Region



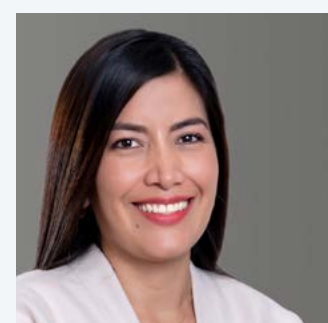
**Ricardo Vilas**  
General Manager  
Uruguay  
Southern Cone  
Region



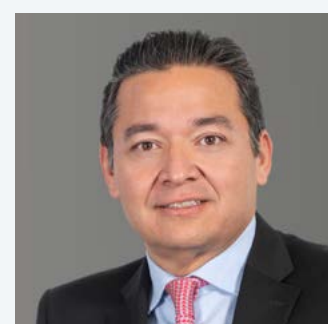
**Ricardo Rodríguez**  
General Manager  
Colombia  
Andean Region  
Leader



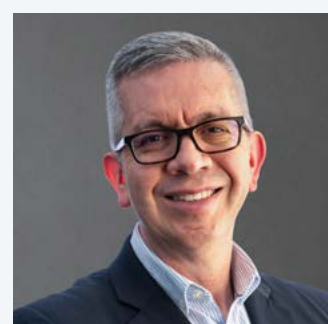
**Hugo González**  
General Manager  
Peru  
Andean Region



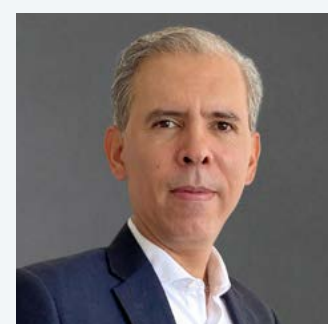
**Silvia Ramos**  
General Manager  
Ecuador  
Andean Region



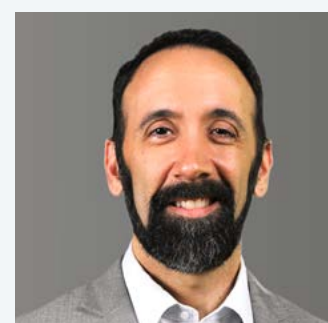
**Anselmo Romero**  
General Manager  
Mexico  
North America



**Eduardo Sandoval**  
General Manager  
Costa Rica  
North America



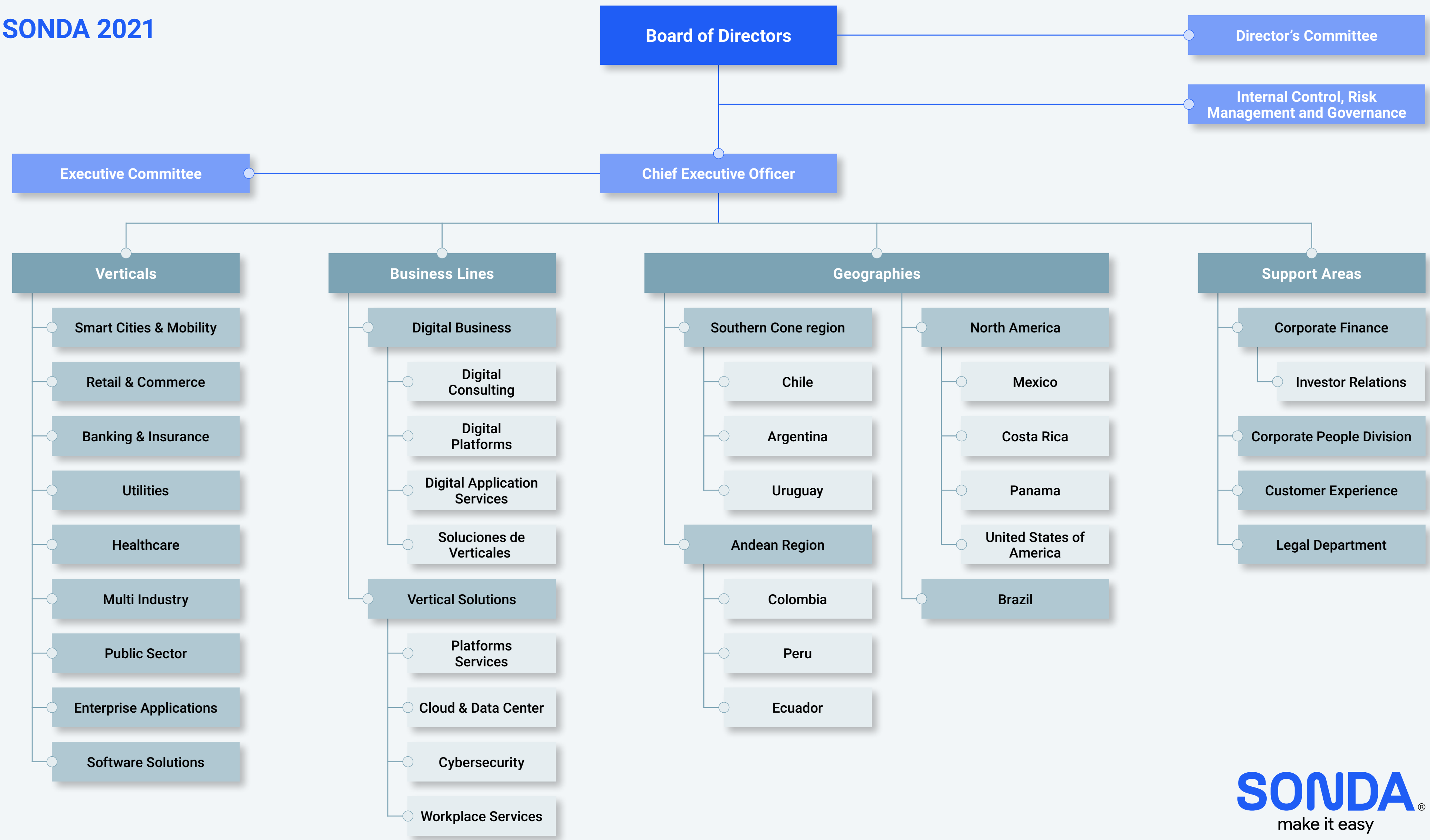
**Victor Betancourt**  
General Manager  
Panama  
North America



**Ricardo Scheffer**  
General Manager  
Brazil

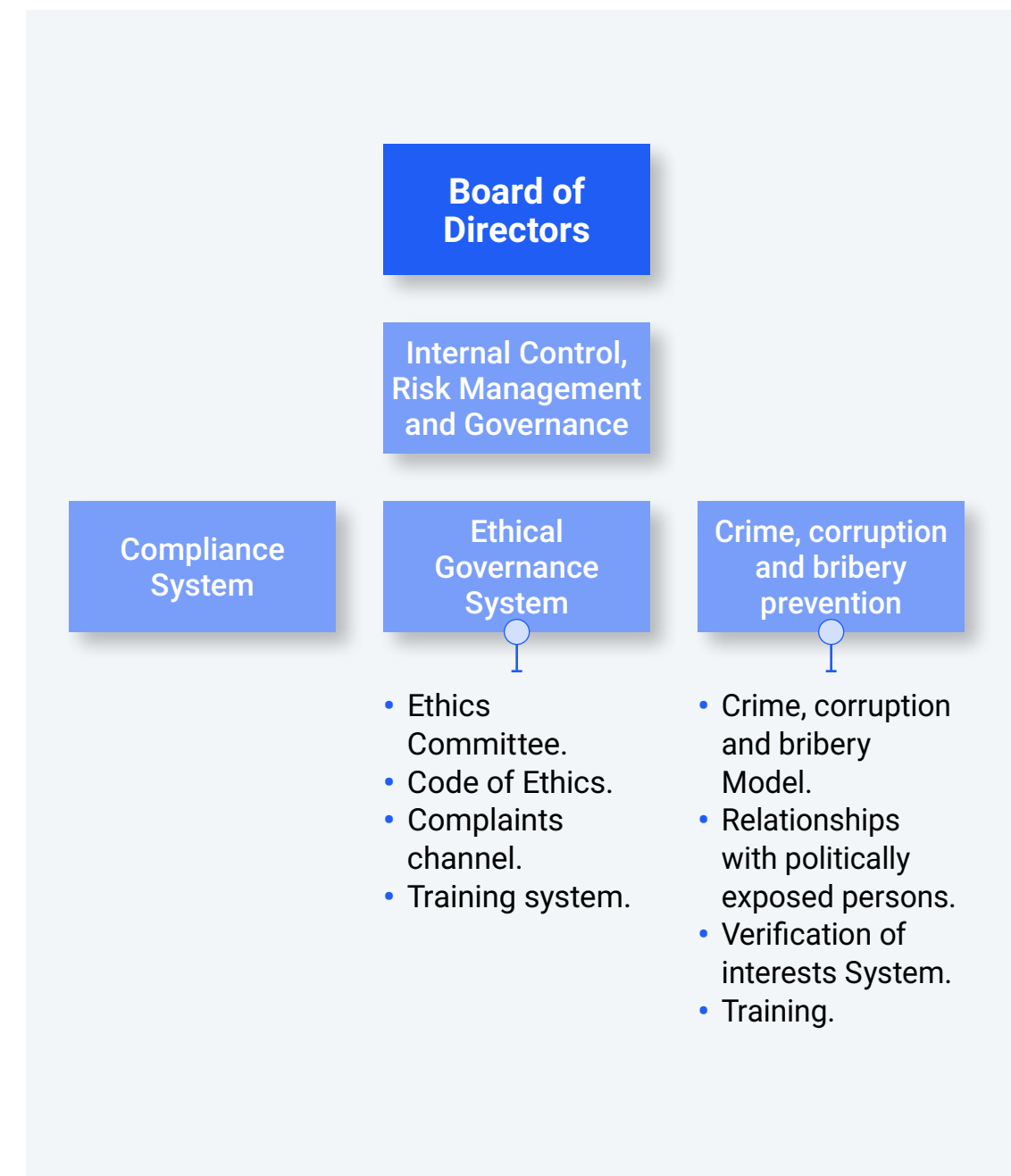


# Organigrama SONDA 2021



## Ethics and compliance

All SONDA employees, without exception, must behave in accordance with regulations, ethics and the organization's policies and procedures. They must attend awareness lectures when they join the company and then attend ongoing training. The objective is to ensure that our business operates correctly, not only from a technical and professional perspective, but also from a value perspective. SONDA has a compliance system, an ethics management system and a crime, corruption and bribery prevention model, to ensure that everyone complies with the same values and codes in our ten countries.



## Compliance System

SONDA's compliance system uses mechanisms to manage the code of ethics and the crime prevention model. As SONDA operates throughout the region, its consolidated financial statements and the internal controls of each Chilean and foreign subsidiary are audited every year, in compliance with International Financial Reporting Standards (IFRS), and the laws and regulations that apply in each country.

The Board of Directors is continually informed about all compliance matters and an analysis of our internal control model maturity required evaluating our compliance processes and practices, specifically those that relate to our organizational structure, our comprehensive compliance program, compliance risk identification, and our policies and procedures. Processes were strengthened in 2021, in order to assure management of compliance with regulations. We updated our version of the declaration of interests system. The Board of Directors approved the anti-corruption policy and the gifts and invitations policy, and we use a world-class validation service to validate our compliance standards.

## Ethical Governance System

SONDA has an ethics management system that achieves the same service levels and shared values throughout the organization. This system helps us to achieve organizational goals through compliance with high ethical standards, respect for all our commitments in the region and being faithful to our principles. This system is continually reviewed and people are trained in compliance, ethics and anti-corruption.



**Ethics Committee:** It is comprised of two directors where one must be independent, the Chief Executive Officer, the Chief Human Resources Officer and the Internal Control, Risk and Corporate Governance Officer. Its purpose is to ensure the guidelines, definitions and sanctions in the Code of Ethics are applied. Furthermore, it evaluates any information regarding breaches.

**Code of Ethics:** we have a guiding document that was endorsed by every country in the region during 2020.

The objective was to propose a basic guideline that incorporates specific local conditions. It includes guidelines on fundamental principles, conflicts of interest, competitors and fair competition, relationships with stakeholders, prohibited behavior, and addresses relationships and responsibilities with respect to the local community and the environment. This document applies to the entire organization, which covers every director and employee of SONDA S.A. and its subsidiaries, and it extends to consultants and suppliers of goods and services.

**Complaints channel:** this mechanism is anonymous and is available to both internal and external employees. The channel is managed by a specialized company, in order to guarantee its confidentiality and independence. In 2021, 84 complaints were received, all of which were analyzed and resolved in accordance with procedures.

**Training system:** SONDA has an ethics and compliance training system that begins during induction and continues throughout the career path using regular bulletins and updates of the code of ethics and the crime prevention and compliance model. Training continued throughout 2021 using the e-learning system, which was attended by 7,636 employees.

### Crime, corruption and bribery prevention

A component of the compliance system is the crime prevention model as required by Chilean Law 20,393, which addresses issues such as bribery, receiving stolen goods, money laundering and financing terrorism. The model is continually updated to include any new laws enacted by the Government. It applies to directors, executives and employees of SONDA and its subsidiaries. Additionally, the relationship of the company and its subsidiaries with its customers, suppliers, service providers, contractors and subcontractors is monitored, and relationships with politically exposed persons are reviewed in Chile.

The Code of Ethics also contains procedures that avoid and mitigate conflicts of interest. The corporate verification of interests platform implemented in 2020 was strengthened in 2021. This system keeps the declarations of interests by directors, managers and executives of all subsidiaries updated on-line and detects

any conflicts of interest, which are submitted to the Board of Directors every month. The Board of Directors approved the anti-corruption policy and the gifts and invitations policy during 2021.

The last time that the model was updated was in 2020, which addressed aspects related to the declaration of interests, donations, authorization of expenses, financing terrorism and money laundering. Ongoing training is provided, to ensure that all employees comply with the model's guidelines, together with training on the Code of Ethics, which is explained during induction and reinforced during professional development.

### Responsible supply chain management

SONDA optimizes the resources allocated to its procurement process, from supplier accreditation and registration through to payment, by improving the systemic model that defines general criteria and guidelines for all business units. The objective of this model is to strengthen relationships with suppliers and contractors, by automating the evaluation of labor, tax, compliance and stakeholder risks, and accelerating the reception and payment of their bills. The organization is preparing to update its procurement model in 2022, to incorporate new functionalities and close gaps.

It simplified the documents required from new suppliers in 2021, which largely depend on the characteristics and risks of the service/product. This results in selective stratification that streamlines these procedures, while maintaining adequate risk control. Purchasing data was standardized to create accumulated purchasing management reports for the year.

All business units joined the suppliers and contractors portal, which was launched in the services department in 2020. New functionalities will be added in 2022, to improve supplier data security and automate the registration and accreditation process for both suppliers and contractors.

So the foundations are being built to refine the traceability of the entire procurement process during 2022, by extending digitalization to secure adequate risk control. This system uses technology to automate procurement processes, digitalize risk assessment and supplier accreditation, and reinforce security and confidentiality when processing supplier data.

Another challenge for 2022 will be to continue engaging with our suppliers to create value throughout the entire chain. We also want to continue creating regional procurement opportunities that create value for our customers, which will improve the competitiveness of our services.


### Value chain management

SONDA has implemented policies and procedures that identify, quantify and manage its supplier selection and

procurement risks, which are constantly reviewed and updated. Suppliers were accredited in 2021 according to the risk associated with that service, which had been classified into high, medium or low. The taxation department was included in reviews of purchases from foreign suppliers, in order to avoid tax and commercial risks regarding withholding taxes.

We have introduced contractors regulations and use a risk identification method for suppliers and contractors, as they are evaluated and accredited every year. It monitors their compliance with our code of ethics, crime prevention model and politically exposed persons (PEP) guidelines. We also ensure that they comply with safety and labor standards that protect their own employees. Accordingly, all contractors must be evaluated by SONDA's internal certification department.

We have a complementary subcontracting policy for service companies that depends on whether the supplier has been classified as indefinite or sporadic. All supplier payments follow the same control procedure, which generates payments within the deadlines agreed in the supplier's commercial terms and conditions.



**Critical service suppliers are technical agents, communications and network experts, IT consultants and software developers.**

**The most important consumables are spare parts for equipment, hardware, software, and management and monitoring tools.**

# Stakeholder Engagement

## Market and shareholder engagement

SONDA's engagement with the market and shareholders is based on laws and regulations, which establish the disclosure deadlines and criteria that are appropriate for this purpose. When the public offer for the company's shares began in 2006, a stakeholder and media relations department was created to respond to questions and provide information on the company's main risks, as well as its financial, legal and business situation. This team communicates through email, telephone, office and online meetings, or directly through the company's website<sup>5</sup>.

The Board of Directors provides the market with information by analyzing and communicating significant events and promptly publishing information of interest on its website. It tries not to use technical language, but prefers terms that are easily understood by the public.

SONDA has an expert hiring policy that guides how the Board of Directors can hire an external company to advise on detecting and implementing potential improvements to its market disclosure process.

The company has a procedure for appointing the Board of Directors, which involves publishing a list of candidates on the company's website with a record of their professional profile that includes their experience, education and specialization. This information should be published at least 2 days prior to the Shareholders' Meeting where they will be elected, or at its beginning if the candidates are known and have already submitted these details to the Chief Executive Officer. However, the shareholders propose candidates for director positions, so they are usually already aware of their capabilities and experience. On March 24, 2020, SONDA's Board of Directors approved a procedure for shareholders to attend online and vote at the AGM to be held on April 1, 2020, and everyone attended this meeting online. A system was purchased for the 2021 AGM, which created an account with a password for shareholders wishing to register, attend and vote online using a web site with appropriate security measures, such as Captcha validation, biometric identification and shareholder's identity validation. Again, everyone attended this meeting online. Any of these procedures may be used in future meetings, if deemed appropriate by the Board of Directors given the prevailing circumstances.

5. <https://www.sonda.com/inversionistas/contacto/>



## Principal stakeholders

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

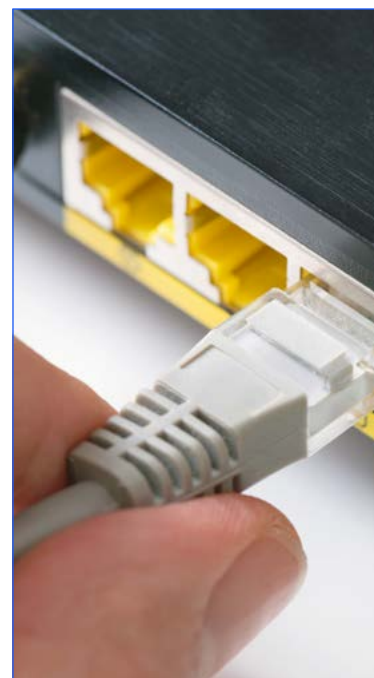
Priority company stakeholders are those who could be significantly affected by our business, products or services, and those whose could influence our ability to successfully implement our business strategy.

### Principal stakeholders



#### Customers

Over 5,000 companies and organizations, spanning various industries and countries have chosen us as their technological supplier and partner.



#### Partners and suppliers

Manufacturers and suppliers around the world provide us with technological products and services. In addition to developers and startups.



#### Employees

We employ 13,522 people in 10 countries, with 47% in Brazil, 21% in Chile, 10% in Mexico and the remaining 22% in other countries. 29% are women and 27% are under 30 years old.



#### Shareholders and investors

SONDA is a publicly traded corporation. The controlling group has a 45.68% interest, and the remaining 54.32% is owned by pension fund managers (AFPs), institutional investors, mutual funds, and other shareholders.



#### Society

We have offices in close to three thousand cities in the region. Their inhabitants benefit from our technological solutions that improve their quality of life.

## Stakeholder's interests and concerns and our response

### Customers

Interests and concerns		Our response	
<ul style="list-style-type: none"> <li>• Technology to ensure business continuity, particularly during the pandemic.</li> <li>• Agile and swift response to their requirements.</li> <li>• Satisfactory service experience and effective solutions.</li> <li>• How IT can improve the efficiency of organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• The opportunities and threats posed by digital transformation in business.</li> <li>• Automation and simplification solutions and new business model creation.</li> <li>• Specific understanding of their industry.</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist teams by industry, sector and customer.</li> <li>• Integrated customer management model.</li> <li>• End-to-end solutions, with an extensive understanding of the customer's requirements.</li> <li>• Data center growth strategy to ensure operational continuity for our customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Our transformation model provides innovative and better solutions.</li> </ul> <p>see page 9 and 15.</p>

### Partners and suppliers

Interests and concerns		Our response	
<ul style="list-style-type: none"> <li>• Capturing new customers.</li> <li>• Achieving the account plan.</li> <li>• Positioning new business solutions.</li> <li>• Accessing and implementing developed solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Expanding our presence in strategic markets.</li> </ul>	<ul style="list-style-type: none"> <li>• We have reviewed and agreed plans, together with our technology suppliers and partners.</li> <li>• We have presented new solutions provided by our technology suppliers and partners to customers.</li> <li>• We regularly certify the staff involved in the services provided by our technology suppliers and partners.</li> </ul>	<ul style="list-style-type: none"> <li>• We regularly review the products and new solutions proposed by our technology suppliers and partners.</li> </ul>

## Employees

Interests and concerns	Our response
<ul style="list-style-type: none"> <li>• SONDA's purpose.</li> <li>• Employee Value Proposition.</li> <li>• Interpersonal relationships and inclusion.</li> <li>• Personal life and work balance.</li> <li>• Personal and professional growth.</li> <li>• Recognition.</li> </ul>	<ul style="list-style-type: none"> <li>• People Value Proposition, which puts SONDA's purpose at the center.</li> <li>• Talent development to generate agile and trained professionals and teams.</li> <li>• SONDA Academy is a corporate platform to self-manage learning and career paths.</li> <li>• Benefits and wellness program.</li> <li>• "Women who transform" program, to empower women in leadership.</li> <li>• Inclusive opportunities for people with disabilities.</li> </ul>

## Shareholders and investors

Interests and concerns	Our response
<ul style="list-style-type: none"> <li>• The company's performance, management and financial position. Particularly in countries in a difficult macroeconomic or political situation.</li> <li>• Extending and deploying our strategy.</li> <li>• Growth and investment plans, especially with regard to acquisitions.</li> <li>• Volume of business closed and revenue generation.</li> </ul>	<ul style="list-style-type: none"> <li>• We introduced the NPS survey to obtain important information on how shareholders relate to the company and their perspective of SONDA.</li> </ul>

## Society

Interests and concerns	Our response
<ul style="list-style-type: none"> <li>• Contribution of information technology to the development of countries and the quality of life of their inhabitants.</li> <li>• Data security and information privacy.</li> <li>• Cyber-security.</li> </ul>	<ul style="list-style-type: none"> <li>• SONDA is aligned with the 2030 Agenda. It has been established as the roadmap for our contribution to safeguarding sustainability in each country and for their inhabitants.</li> <li>• SONDA GRC (Governance, Risk Management and Compliance) and data protection systems.</li> <li>• Portfolio of solutions to safeguard the cyber-security of customers.</li> </ul>



## Engagement and feedback mechanisms

We have several corporate and local mechanisms to engage with our stakeholders.

We hold frequent physical and remote meetings with customers and technology partners. We organize our own corporate events and participate in those organized by our partners, suppliers and other market leaders. We arrange technology lectures and conferences, where we exchange information and knowledge. We have the Global Risk Compliance (GRC) platform that analyzes complaints from customers who express their poor satisfaction, and it suggests action plans.

We have set up formal communication channels, such as business proposals, presentations, brochures and annual reports. We use websites, where the extranet is for the general public and the intranet is for our employees. We use the SONDA CONECTA application for employee communication, and we publish information on LinkedIn

and Instagram. We launched two channels in 2021 to open up communication opportunities and improve connectivity with internal and external groups. Accordingly, the @SONDATalento and @SONDAInnova Instagram accounts were launched.

We regularly communicate with regulatory agencies and governmental agencies in our ten countries. The investor relations department communicates with the market through virtual and face-to-face meetings, it participates in conferences in Chile and abroad, arranges breakfast meetings, it sends company information and our financial results to the market, keeps our website up-to-date, and prepares annual reports. Our press relationship is managed by external media agencies.

Our relationships with stakeholders and our understanding of their requirements is based on various feedback methods, such as customer satisfaction and working environment surveys, differentiated web contacts for customers, investors and suppliers, an anonymous complaints channel, and Intranet and App services for employees.



## Our participation in other organizations

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

### Sustainable development

- **Business Association for Integrated Electronic Waste Management (ASEGIRE, Costa Rica)**
- **United Nations Global Compact (Brazil).**

### Innovation and transformation

- **The Anacleto Angelini Innovation Center at the Pontificia Universidad Católica de Chile.**
- **Informatics and Information Company of Belo Horizonte Municipality (Prodabel):** SONDA innovation hub for Smart Cities in collaboration with Prodabel (Brazil).
- **Inovabra Habitat:** Banco Bradesco co-innovation project with the SONDA innovation hub.
- **Parque de Inovação Tecnológica de Joinville e Região (Inovaparq),** to develop disruptive technology, consultancy and software quality projects (Brazil).
- **Technological Research Club (Costa Rica).**

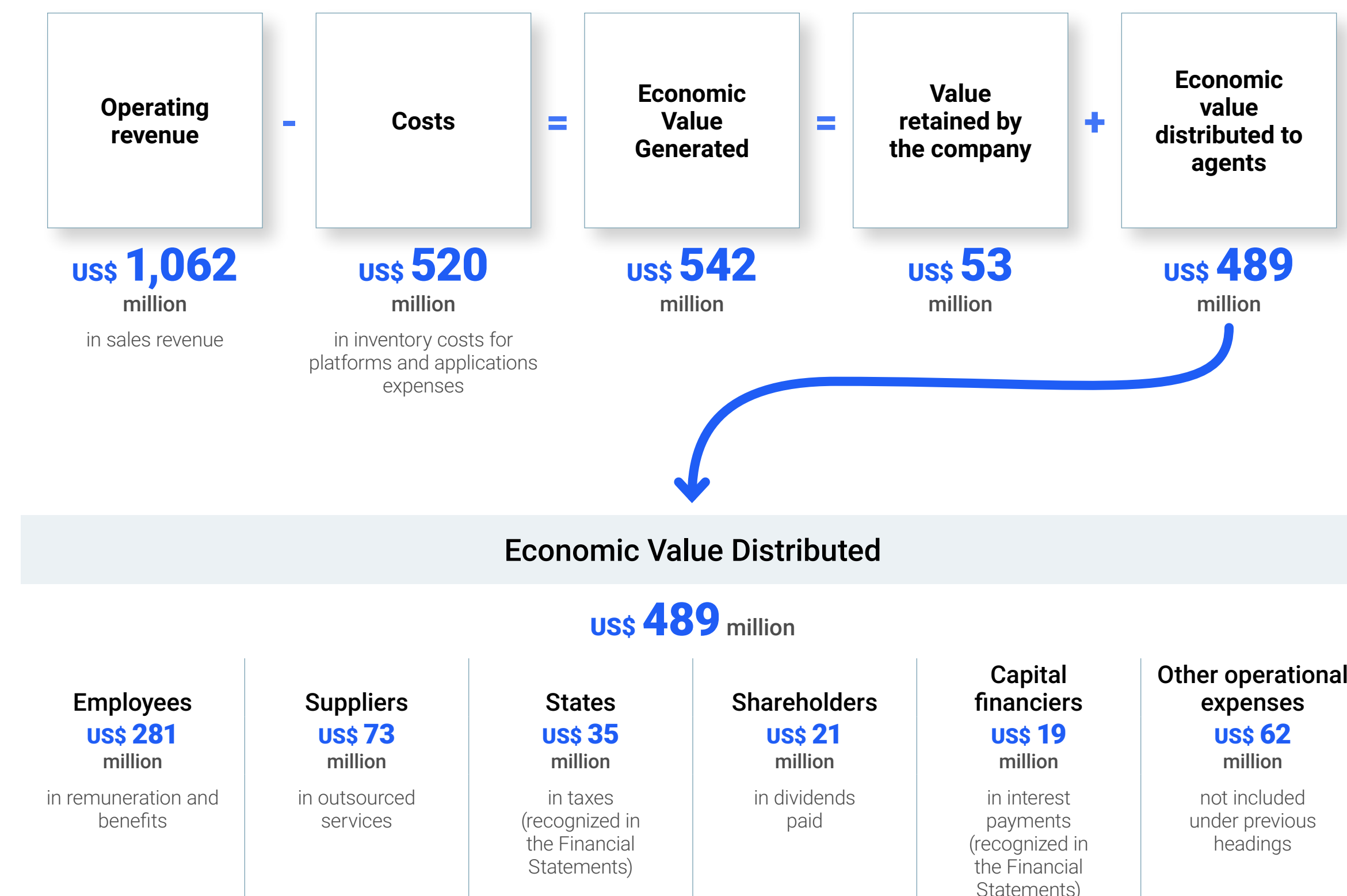
### Trade and industry organizations

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

## Distribution of the Economic Value Generated

The Economic Value Generated by SONDA is the difference between its sales revenue and its inventory costs. This value was US\$ 542 million in 2021. The company retained US\$ 53 million and the remaining US\$ 489 million was

distributed among its agents, such as employees, external service suppliers, states (taxes recognized in its financial statements), shareholders (dividends), capital financiers (interest); and other operational expenses.



Note: The exchange rate is at the close of 2021: US\$ 1 = Ch\$ 844.69

# Additional Information

## Information on the company and its subsidiaries

### Incorporation

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

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

at the Santiago Notary of Mr. Rene Benavente Cash, and its excerpt was registered on page 15,640 number 11,777 of the Trade Register of the Real Estate Registry of Santiago in 2004 and published in the Official Gazette number 37,873 dated May 31, 2004.

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

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

### Legal Name

SONDA S.A.

### Legal Address:

Santiago district, Metropolitan Region

### Chilean Identification Number

83,628,100-4

### Legal Status

Publicly Traded Corporation

### Registration in Securities Registry

950

### External Auditors

Deloitte Auditores y Consultores Ltda.

### Main Office Address

Teatinos 500, Santiago, Chile.

### P.O. Box

275 v - Correo 21, Santiago

### Telephone

(56 2) 2657 5000

### Fax

(56 2) 2657-5410

### Website

www.sonda.com

### E-mail

corporativo@sonda.com

### Corporate Purpose

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

## Interests in Subsidiaries

Chilean ID number	Company Name	Country	Currency	Percentage held in the subsidiary							
				12.31.2021				12.31.2020			
				Parent Company Direct Share	Parent Company Indirect Share	Parent Company Total Share	Minority Interest	Parent Company Direct Share	Parent Company Indirect Share	Parent Company Total Share	Minority Interest
Foreign	ATIVAS DATACENTER S.A.	Brazil	BRL : Brazilian real	-	0.8040	0.8040	0.1960	-	0.6000	0.6000	0.4000
96,916,490-6	BAZUCA INTERNET PARTNERS S.A.	Chile	CLP : Chilean pesos	0.0001	0.9989	0.9989	0.0011	0.0001	0.9989	0.9989	0.0011
Foreign	COMPUFACIL S.A.S.	Colombia	COP : Colombian peso	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	CONSORCIO SONDA COLOMBIA	Colombia	COP : Colombian peso	0.2000	0.8000	1.0000	-	0.2000	0.8000	1.0000	-
Foreign	CONSORCIO SONDA ECUADOR	Ecuador	USD : US dollars	0.7000	0.3000	1.0000	-	0.7000	0.3000	1.0000	-
Foreign	CTIS TECNOLOGÍA LTDA.	Brazil	BRL : Brazilian real	-	1.0000	1.0000	-	-	1.0000	1.0000	-
96,803,810-9	FACTORING GENERAL S.A.	Chile	CLP : Chilean pesos	-	-	-	-	-	-	-	-
Foreign	INGENIERIA SERVICIOS INFORMATICOS S.A. DE C.V.	Mexico	MXN : Mexican peso	-	-	-	-	-	1.0000	1.0000	-
76240462-1	INMOBILIARIA SERVICBANCA S.A.	Chile	CLP : Chilean pesos	-	0.8675	0.8675	0.1325	-	0.8675	0.8675	0.1325
78,936,330-7	INNOVACIÓN Y TECNOLOGÍA EMPRESARIAL ITEM LTDA.	Chile	CLP : Chilean pesos	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
77,122,745-7	INVERSIONES INTERNACIONALES S.A.	Chile	CLP : Chilean pesos	1.0000	0.0000	1.0000	-	1.0000	0.0000	1.0000	-
Foreign	INVERSIONES QUINTEC COLOMBIA LTDA.	Colombia	COP : Colombian peso	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
88,579,800-4	MICROGEO S.A. AND SUBSIDIARY	Chile	USD : US dollars	-	0.8000	0.8000	0.2000	-	0.8000	0.8000	0.2000
96,967,100-K	NOVIS S.A. AND SUBSIDIARIES	Chile	CLP : Chilean pesos	-	0.6000	0.6000	0.4000	-	0.6000	0.6000	0.4000
Foreign	NOVIS CORP US INC.	USA	USD : US dollars	-	0.6000	0.6000	0.4000	-	-	-	-
Foreign	PARS PRODUTOS DE PROCESSAMENTO DE DADOS LTDA.	Brazil	BRL : Brazilian real	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	PRICELESS COLOMBIA S.A.S	Colombia	COP : Colombian peso	-	1.0000	1.0000	-	-	1.0000	1.0000	-
86,731,200-5	QUINTEC CHILE S.A.	Chile	CLP : Chilean pesos	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
96,723,760-4	QUINTEC DISTRIBUCION S.A.	Chile	CLP : Chilean pesos	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
76,376,955-0	QUINTEC FILIALES OPERATIVAS S.A.	Chile	CLP : Chilean pesos	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
76,656,910-2	QUINTEC INVERSIONES LATINOAMERICANAS S.A.	Chile	CLP : Chilean pesos	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
96,515,590-2	QUINTEC SERVICIOS DE VALOR S.A.	Chile	CLP : Chilean pesos	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
96,571,690-4	SERVIBANCA S.A. & SUBSIDIARIES	Chile	CLP : Chilean pesos	-	0.8675	0.8675	0.1325	-	0.8675	0.8675	0.1325
Foreign	SERVICIOS DE APLICACIÓN E ING. NOVIS S.A. de C.V.	Mexico	MXN : Mexican peso	-	0.6000	0.6000	0.4000	-	0.6000	0.6000	0.4000
78,072,130-8	SERVICIOS EDUCACIONALES SONDA S.A.	Chile	CLP : Chilean pesos	0.0067	0.9933	1.0000	-	0.0067	0.9933	1.0000	-
99,551,120-7	SERVICIOS FINANCIEROS UNO S.A.	Chile	CLP : Chilean pesos	-	0.9982	0.9982	0.0018	-	0.9982	0.9982	0.0018
76,903,990-2	SOC. PROD. Y SERV. REDES MOVILES S.A.	Chile	CLP : Chilean pesos	-	0.6700	0.6700	0.3300	-	0.6700	0.6700	0.3300
96,725,400-2	SOLUCIONES EXPERTAS S.A. & SUBSIDIARIES	Chile	CLP : Chilean pesos	-	0.5000	0.5000	0.5000	-	0.5000	0.5000	0.5000
Foreign	SONDA ARGENTINA S.A.	Argentina	ARS : Argentine pesos	0.0526	0.9474	1.0000	-	0.0526	0.9474	1.0000	-
Foreign	SONDA DE COLOMBIA S.A.S.	Colombia	COP : Colombian peso	0.0498	0.9502	1.0000	-	0.0498	0.9502	1.0000	-
Foreign	SONDA DEL ECUADOR ECUASONDA S.A.	Ecuador	USD : US dollars	0.0000	1.0000	1.0000	-	0.0000	1.0000	1.0000	-
Foreign	SONDA DEL PERU S.A.	Peru	PEN : Peruvian sol	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	SONDA DO BRASIL S.A.	Brazil	BRL : Brazilian real	-	1.0000	1.0000	-	-	1.0000	1.0000	-
76,041,219-8	SONDA FILIALES BRASIL S.A.	Chile	CLP : Chilean pesos	-	-	-	-	-	-	-	-
76,039,505-6	SONDA FILIALES CHILE LTDA.	Chile	CLP : Chilean pesos	1.0000	0.0001	1.0000	-	1.0000	0.0001	1.0000	-
96,987,400-8	SONDA INMOBILIARIA S.A.	Chile	CLP : Chilean pesos	0.0000	1.0000	1.0000	-	0.0000	1.0000	1.0000	-
Foreign	SONDA MEXICO S.A. DE C.V.	Mexico	MXN : Mexican peso	-	1.0000	1.0000	-	0.5010	0.4990	1.0000	-
Foreign	SONDA MOBILITY LTDA.	Brazil	BRL : Brazilian real	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	SONDA PANAMA S.A.	Panama	USD : US dollars	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	SONDA PROCWORK INF. LTDA.	Brazil	BRL : Brazilian real	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	SONDA PROCWORK OUTSOURCING LTDA.	Brazil	BRL : Brazilian real	-	1.0000	1.0000	-	-	1.0000	1.0000	-
76,030,421-2	SONDA REGIONAL S.A.	Chile	CLP : Chilean pesos	-	-	-	-	-	-	-	-
99,496,560-4	SONDA SERVICIOS PROFESIONALES S.A.	Chile	CLP : Chilean pesos	0.0008	0.9992	1.0000	-	0.0008	0.9992	1.0000	-
Foreign	SONDA SERVICIOS S.A.S.	Colombia	COP : Colombian peso	-	1.0000	1.0000	-	-	1.0000	1.0000	-
76,035,824-K	SONDA SPA	Chile	CLP : Chilean pesos	1.0000	-	1.0000	-	1.0000	-	1.0000	-
Foreign	SONDA TECNOLOGIAS DE COSTA RICA S.A.	Costa Rica	USD : US dollars	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	SONDA URUGUAY S.A.	Uruguay	USD : US dollars	0.4990	0.5010	1.0000	-	0.4990	0.5010	1.0000	-
96,823,020-4	TECNOGLOBAL S.A.	Chile	USD : US dollars	-	1.0000	1.0000	-	-	1.0000	1.0000	-
Foreign	TELSINC COMERCIO DE EQUIPAMIENTO DE INF. LTDA.	Brazil	BRL : Brazilian real	0.0095	0.9905	1.0000	-	0.0095	0.9905	1.0000	-
Foreign	TELSINC PREST. DE SERV. PARA SIST. DE INF. LTDA.	Brazil	BRL : Brazilian real	0.0056	0.9944	1.0000	-	0.0056	0.9944	1.0000	-

## Information about affiliates

Sonda Filiales Chile Ltda.	Sonda SpA	Consortio Sonda Ecuador	Inversiones Internacionales S.A.	Sonda México S.A. de C.V. y Filiales
Direct	Direct	Direct	Direct	Direct
<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>
ThCh\$ 14,400,199	ThCh\$ 101	ThCh\$ 8,447	ThCh\$ 578,322,082	ThCh\$ 24,450,200
<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>
-	100	-	779,353,143	1,168,436
<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>
To invest in movable and immovable tangible or intangible property, including the acquisition of shares, rights in partnerships, bonds, commercial paper and, in general any class of securities and investment instruments, and manage these investments and their returns. The Company may form other companies or incorporate itself into them, to meet its objectives.	To invest in movable and immovable tangible or intangible property, including the acquisition of shares, rights in partnerships, bonds, commercial paper and, in general any class of securities and investment instruments, and manage these investments and their returns.	The corporate purpose of Consortio Sonda is exclusively to comply with all of its obligations under its LICs-EPMAPS-003-2015 contract to provide "The EPMAPS Private Virtual Cloud Infrastructure Service, which includes SAP Netweaver, backup administration and delivery, and communication links."	The Company's exclusive purpose is to acquire all kinds of assets in US dollars or other foreign currency, including movable, immovable, tangible or intangible, securities, shares or rights, in order to receive the associated income, including the civil or other benefits from the disposal of its assets. The Company may not invest in Chilean pesos.	To manufacture, process, assemble, import, and trade computing equipment, provide data processing services and develop, implement, support and guarantee equipment and programs or computer systems.
<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>
<b>Chairman of the Board:</b> Not applicable	<b>Chairman of the Board:</b> Not applicable	<b>Chairman of the Board:</b> Not applicable	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert
<b>Directors:</b> Not applicable	<b>Directors:</b> Not applicable	<b>Directors:</b> Not applicable	<b>Directors:</b> Rafael Osorio Peña Raúl Sapunar Kovacic	<b>Directors:</b> Rafael Osorio Peña Raúl Sapunar Kovacic
<b>Chief Executive Officer's</b> José Orlandini Robert	<b>Chief Executive Officer's</b> José Orlandini Robert	<b>Chief Executive Officer's</b> Silvia Ramos	<b>Chief Executive Officer's</b> José Orlandini Robert	<b>Chief Executive Officer's</b> Anselmo Romero Rodriguez
<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>
17.90%	0.001886%	0.008%	43.865%	7.098%
<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>
100%	100%	100%	100%	100%
<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>
No business relationship	No business relationship	Subsidiary company that procures IT services from Sonda S.A.	No business relationship	Sonda S.A. provides administrative, IT platform operation and computing systems implementation services. Sonda S.A. provides Licenses for customer support. Sonda Mexico S.A. provides server replication services. Sonda Mexico S.A. provides technological infrastructure monitoring services. Sonda Mexico S.A. provides specialist IT engineering services (Transantiago).
<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>
No contracts between the parties	No contracts between the parties	Monitoring services, operating system administration, SAP Basis administration, security and back-up.	No contracts between the parties	Administrative and infrastructure operation services. PureCloud License support contract. Server Replication Contract for Zurich. Technological infrastructure monitoring service contract. Specialized IT engineering service contract (Transantiago).

Quintec Filiales Operativas S.A y Filiales	Servicios Educativos Sonda S.A.	Sonda Inmobiliaria S.A.	Sonda Servicios Profesionales S.A.	Novis S.A.
Indirect	Indirect	Indirect	Indirect	Indirect
<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>
ThCh\$ 34,207,231	ThCh\$ 395,635	ThCh\$ 321,487	ThCh\$ 12,681	ThCh\$ 443,201
<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>
15,700,000	1,890,127	1,025,000	3,901	4,200
<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>
The Company's purpose shall be: 1) To develop, on its own or on behalf of third parties, computer electronics, information systems and data processing, and any general business connected with information technology and communications. 2) To create, produce, develop, apply, import, export, sell, maintain, update, operate, install and represent hardware, software and related services. 3) To buy, sell, import, export, represent, distribute and generally market equipment for computer electronics and data processing, their spare parts, parts, tools, accessories and other related items. 4) To directly use such goods, either to provide services, leasing, or in any other form. 5) To provide occupational training, mainly in the areas of automation and informatics, through courses, seminars, conferences, publications, events, or any other systematic forms of knowledge and technology transfer. 6) To provide organizational and business administration consultancy services, including market, feasibility and operational research. 7) To generally develop any other business in the computing and information technology areas, or that directly or indirectly relates to them. 8) To invest in all kinds of movable or immovable, tangible or intangible property, rights in partnerships, bonds, commercial paper and, in general any class of securities and investment instruments, and manage these investments and their returns. The Company may form other companies or incorporate itself into them, to meet its objectives.	The company has the sole purpose of providing training services.	To acquire, sell and manage all kinds of property, especially real estate, build on them, for itself or on behalf of third parties, directly operate them or through third parties in any form, manage such investments for itself or on behalf of third parties, obtain income from them, invest in all kinds of tangible and intangible movable property, such as shares, pledges of shares, bonds and debentures, units or rights in all kinds of companies, whether commercial or civil, communities and associations, and all kinds of securities, in Chile and abroad.	The Company's corporate purpose is: 1) To provide the following services to Chilean or foreign natural persons or legal entities: a) Software design, development, implementation, deployment and maintenance services. b) Consultancy on financial, commercial, risk analysis, and administrative issues. c) Services and consultancy to manage customer, supplier, debtor and other similar portfolios. d) Services and consultancy to manage accounting, legal and other similar issues, particularly business and contract issues. Services and consultancy to manage taxation, employment and social security issues. e) Occupational and work training. 2) To invest in all kinds of tangible and intangible property, such as shares, rights in partnerships, bonds, commercial paper and generally in all kinds of securities and investment instruments, manage them and receive their returns.	To develop and market solutions where information technology can be applied, including all directly or indirectly related services, such as marketing computer systems, developing and maintaining software, network management, user support, installing and maintaining hardware, operating computers, providing computing resources, training, and consultancy in general.
<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>
<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert
<b>Directors:</b> Rafael Osorio Peña Raúl Sapunar Kovacic	<b>Directors:</b> Rafael Osorio Peña Raúl Sapunar Kovacic	<b>Directors:</b> Rafael Osorio Peña Mónica Varela Aravena	<b>Directors:</b> Raúl Sapunar Kovacic Rafael Osorio Peña	<b>Directors:</b> Rafael Osorio Peña Patricio Artiagoitia Altí
<b>Chief Executive Officer's</b> Raúl Sapunar Kovacic	<b>Chief Executive Officer's</b> Sergio Prieto Silva	<b>Chief Executive Officer's</b> Raúl Sapunar Kovacic	<b>Chief Executive Officer's</b> Raúl Sapunar Kovacic	<b>Chief Executive Officer's</b> Patricio Artiagoitia Altí
<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>
6.446%	-0.071%	2.256%	1.041%	0.105%
<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>
99.82275%	100%	100%	100%	60%
<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>
No business relationship	Sonda provides integrated administrative services.	Subsidiary company that provides real estate services provider to Sonda S.A. Sonda provides integrated administrative services.	Subsidiary company that provides system development and adaptation services, and implementation services for professional support and advice. Sonda S.A. provides administrative and accounting consulting and professional services.	Subsidiary company that purchases IT services from Sonda S.A. Sonda S.A. provides administrative and accounting consulting and professional services.
<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>
No contracts between the parties	Integrated administrative services contract.	Real estate leasing contract. Integrated administrative services contract.	Consulting and professional services contract. Administrative and accounting services contract.	Technology services contract. Administrative and accounting services contract.

Sociedad Proveedor de Productos y Servicios para Redes de Datos Móviles S.A. ( Wireless-IQ S.A.) y Filial	Sonda de Colombia S.A.	Sonda Tecnologías de Costa Rica S.A.	Sonda Procwork Inf. Ltda. y Filial
Indirect	Indirect	Indirect	Indirect
<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>
ThCh\$ 197,726	ThCh\$ 29,960,464	ThCh\$ 1,108,470	ThCh\$ 133,368,873
<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>
1,000	52,430,198	1,000	690,382,980
<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>
The Company's corporate purpose is: 1) To develop for itself or on behalf of third parties telecommunications, information systems and data processing and generally information, automation and fixed or mobile telecommunications technology. 2) To create, produce, develop, apply, import, export, market, maintain, update, operate, install and represent telecommunications hardware, software and services. 3) To purchase, sell, import, export, represent and generally market equipment for computing, data processing, mobile and fixed telecommunications, spare parts, parts, tools, accessories and other related items. 4) To directly operate such goods, either through providing services, leasing, or any other manner. 5) To provide commercial and technical advisory services in telecommunications. 6) To generally develop any other business in telecommunications, informatics and computing, or that is directly or indirectly related to them. 7) To implement the commercial and legal steps necessary for the purposes expressed, including representing Chilean and foreign natural or legal persons. 8) To provide products and services for fixed and mobile telecommunications operators and end users, specifically focused on promoting the use of fixed and mobile data networks. 9) To invest in all kinds of tangible and intangible, movable and immovable goods, including acquiring shares, rights in partnerships, bonds, commercial paper and generally all kinds of securities and investment instruments, and manage them and receive their returns.	To schedule, analyze, develop, acquire, sell, lend, operate and market all kinds of data processing systems through computers. To conduct research into planning and implementing systematization programs. To manage computer services and maintenance programs. To provide and sell consultancy services and technical assistance in these areas. To manage processing systems. To represent, distribute, supply or operate any goods or services related to its purpose that are produced, patented or registered by national or foreign companies. To undertake any transaction related to the purchase, sale, manufacture, assembly, import, export and distribution of computer and communications equipment and systems, office equipment, parts and supplies for this equipment and all accessories to enable this equipment to function correctly.	To supply technological platforms and their related services.	(i) To analyze and develop systems. (ii) To program. (iii) To process data and similar information. (iv) To develop computer programs, including video games. (v) To license or grant the right to use computer programs. (vi) To provide advice and consultancy services in information technology. (vii) To provide technical support in information technology, including installing, configuring and maintaining computer programs and databases. (viii) To plan, prepare, maintain and update web pages. (ix) To provide business management. (x) To provide training in information technology. (xi) To provide information technology services in general, including consulting, analyzing and developing software to measure "customized software" and data processing. (xii) To provide administrative services. (xiii) To license third party software. (xiv) To provide technical assistance in information technology, hardware and maintenance software. (xv) To develop, implement and maintain structured cabling systems. (xvi) To provide computers and computer equipment on a retail basis. (xvii) To provide reprographic printing services using multifunction printers (outsourcing printing).
<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>
<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> Not applicable
<b>Directors:</b> Rafael Osorio Peña Víctor Coronado Román	<b>Directors:</b> Rafael Osorio Peña Ricardo Rodríguez Vásquez Juan Esteban Ossul Raul Sapunar Kovacic Marcelo Castiglione Veloso	<b>Directors:</b> Rafael Osorio Peña Eduardo Sandoval Obando	<b>Directors:</b> Not applicable
<b>Chief Executive Officer's</b> Víctor Coronado Román	<b>Chief Executive Officer's</b> Ricardo Rodríguez Vásquez	<b>Chief Executive Officer's</b> Eduardo Sandoval Obando	<b>Chief Executive Officer's</b> Ricardo Scheffer de Figueiredo
<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>
0.01%	3.855%	1.084%	6.978%
<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>
67%	100%	100%	100%
<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>
Sonda S.A. provides administrative and accounting consulting and professional services. Subsidiary company that provides SMS services.	Sonda S.A. provides IT application design and development services. Sonda de Colombia provides Remote Help Desk services.	Sonda S.A. provides professional and project supervision services. Sonda S.A. provides the design, training, management and supervision for IT disaster recovery plans.	No business relationship
<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>
Administrative and accounting consulting and professional services contract. SMS services contract.	Application design and development services contract. Remote Help Desk services contract.	Professional services contract and Project PMO supervision. Design, training, management and supervision for IT disaster recovery plan.	No contracts between the parties

CTIS Tecnología S.A.	Sonda Do Brasil S.A	Sonda Procwork Outsourcing Inf. Ltda. y Filial	Telsinc Comercio de Equipamiento de Inf. Ltda.	Telsinc Prest. De Servicios para Sist. De Inf. E Com de Datos Ltda.
Indirect	Indirect	Indirect	Indirect	Indirect
<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>
ThCh\$ 119,971,338	ThCh\$ 69,816,830	ThCh\$ 41,997,494	ThCh\$ 13,303,741	ThCh\$ 32,249,304
<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>
516,425,901	262,269,514	210,550,931	51,364,030	143,763,119
<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>
IT Services: 1. To provide development services and develop computer programs (software), install, upgrade and maintain software, consultancy, systems analysis and development, modeling, data management and analysis, database support and administration, solution design and architecture, analyze and produce information and statistics to support decisions (data warehouse / data market) in computer science and data processing, consultancy, training, supply and pay for specialized technicians in computer science, data processing, engineering, installation, management and communication of data and maintenance of voice networks, including technological adaptation (customization) of computer programs (software) and hardware engineering, installation, management and maintenance services. Outsourcing: 2. To provide outsourced solutions to manage and operate printing and reproduction using multifunction printers (outsourcing printing). To provide outsourced operations management, call center and customer relations solutions (Contact Center). To provide management for outsourced solutions and operations centers for tele-services and remote technical support (Help Desk), and outsourced management solutions and hardware operation (computers, routers, modems and related equipment). 3. To provide computer programs (software) and databases. To distribute, sell, resell, license and sub-license its own computer programs (software) and data bases, or those purchased from the manufacturers or owners of intellectual property, and support and consultancy services. 4. Commercial representation: Represent computing and informatics products in their own or third party's premises. 5. Leasing assets: renting machinery, equipment and movable and immovable property. 6. Industrial off-set and laser printing. To provide the graphics industry with continuous services and manufacturing of paper, plastic, newspapers, printing and publishing, tax forms, books, magazines, tax documents, and other general documentation. 7. Computer equipment (hardware): To distribute, sell and resell its own computer equipment (hardware) or that acquired from manufacturers, such as servers, applications, tape libraries, storage, workstations, and their corresponding components.	Hardware and Software Marketing. To provide consultancy, training, program and system development. To represent IT assets, information technology in telecommunications and other related businesses, including the import and export of related goods and services. Rental of computers. Software, peripherals, and others. Computer equipment and maintenance peripherals, software support. Development, implementation and maintenance of computer networks. Development, implementation and maintenance of structured cabling systems. Professional outsourcing and the development, implementation and maintenance of Call Centers.	(i) To provide business management; (ii) sell and lease computer equipment and electronics; (iii) training in information technology; (iv) provide information technology in general, including consulting, analyzing and developing software and data processing; (v) providing administrative services; (vi) general support in the technological environment, and (vii) maintaining computer equipment and peripherals.	To explore the business of trade, imports, exports, representation, leasing, development, implementation, and understanding software, microcomputer integrated systems, minicomputers, mainframes and logical processors, supply, maintenance, repair and install equipment, project consulting and implementing computer systems, including the sale, purchase, all properties and any type of computer, telephony and data communication equipment, known as hardware, resale software, and training in informatics and telecommunications.	To provide equipment maintenance, repair and installation services. To provide consulting services for projects and develop tele-information systems. To trade, represent, lease, implement and develop software, microcomputer integrated systems, minicomputers, mainframes and logical processors, including the sale, purchase, all properties and any type of computer, telephony and data communication equipment, known as hardware, resale software, and training in informatics and telecommunications.
<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>
<b>Chairman of the Board:</b> Ricardo Scheffer de Figueiredo	<b>Chairman of the Board:</b> Ricardo Scheffer de Figueiredo	<b>Chairman of the Board:</b> Not applicable	<b>Chairman of the Board:</b> Not applicable	<b>Chairman of the Board:</b> Not applicable
<b>Directors:</b> Jorge David Ramirez Scott	<b>Directors:</b> Jorge David Ramirez Scott	<b>Directors:</b> Not applicable	<b>Directors:</b> Not applicable	<b>Directors:</b> Not applicable
<b>Chief Executive Officer's</b> Ricardo Scheffer de Figueiredo	<b>Chief Executive Officer's</b> Ricardo Scheffer de Figueiredo	<b>Chief Executive Officer's</b> Ricardo Scheffer de Figueiredo	<b>Chief Executive Officer's</b> Ricardo Scheffer de Figueiredo	<b>Chief Executive Officer's</b> Ricardo Scheffer de Figueiredo
<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>
3.396%	5.45%	2.380%	0.994%	1.309%
<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>
100%	99.999998%	100%	100%	100%
<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>
No business relationship	No business relationship	No business relationship	No business relationship	No business relationship
<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>
No contracts between the parties	No contracts between the parties	No contracts between the parties	No contracts between the parties	No contracts between the parties

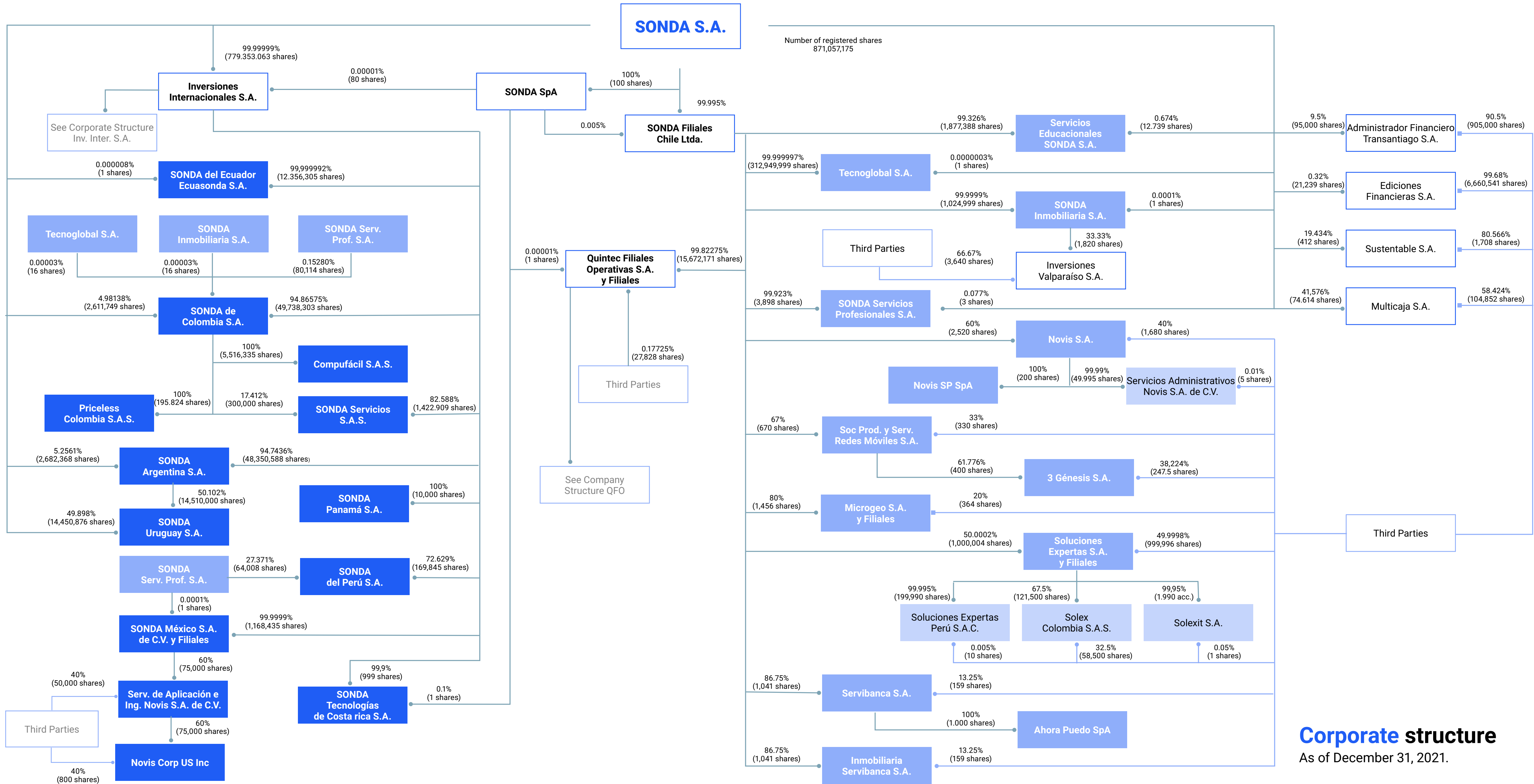
PARS Productos de Procesamiento de Datos Ltda.	Sonda del Perú S.A.	Sonda del Ecuador Ecuasonda S.A.	Sonda Argentina S.A.
Indirect	Indirect	Indirect	Indirect
<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>
ThCh\$ 47,319,606	ThCh\$ 473,855	ThCh\$ 417,490	ThCh\$ 7,149,955
<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>
192,338,333	233,853	12,356,306	51,033,104
<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>
To market, import and export goods and data processing materials, including software and marketing non-personal multiple copies, license and assign the right to use computer programs.	The Company's purpose is as follows: 1. To buy, sell, import, use, distribute, lease in any manner allowed by law, including financial leasing, electrical and electronic equipment, their components, parts and pieces, used to process information and to automate processes and communications. 2. To provide installation, repair, maintenance, operation and management services for electrical and electronic equipment, their components, parts and pieces, used to process information and to automate processes and communications. 3. To buy, sell, information, export, distribute, process, lease in any manner allowed by law, including financial leasing, computer applications and own software packages, or those with their respective licenses or of third parties, and their component programs and procedures used to process information and to automate processes and communications. 4. To provide installation, maintenance, operation and management services for computer applications and software packages, their components, parts and pieces, used to process information and to automate processes and communications. 5. To provide training and consulting services in the selection, use, operation, management and optimization of equipment, computer programs and packages, automation and communications. 6. To provide value-added services in integrated solutions, business consulting, information technology, software customization, application development, support, and technical training in systems integration, networks, connectivity and communications. 7. To provide outsourced services covering information-processing operations, with the required team, equipment and expertise in the various process components, such as consulting, analysis, programming, operation, installation, maintenance and administration.	a) To procure and sell computer services to natural or legal persons, or public or private, commercial or industrial companies. These services will include programming and automatic data processing, especially for accounting purposes. b) To buy, sell, import or export computer equipment or materials and related items. c) To design and install computer networks. d) To provide technical assistance to programming, systems engineering and informatics mechanization areas. e) To provide advice, training and develop computer packages, and everything related to computing. f) To provide occupational training, mainly in automation and informatics, through courses, seminars, conferences, publications, events, or any other forms of systematic knowledge and technology transfer. g) To directly operate computer equipment and electronic data processing, and to create, manufacture, develop and implement hardware and software. h) To represent national and foreign companies with similar purposes. In general, the company shall have all the necessary authority to do anything, and sign contracts, permitted by law, whether they are civil, mercantile or commercial, with public or private entities, in Chile or abroad, as required to fulfill its purpose, without prejudice to the conditions laid down in Ecuadorian law. The company can participate as a partner or shareholder in the formation of all kind of companies, contribute capital to them or acquire and own shares, bonds or shares of other companies. The company can generally perform any task, contract and transaction permitted by Ecuadorian law.	To promote, sell, rent, lease, repair, purchase, exchange, export, import, represent, recover, maintain, design, manufacture, program and train equipment and data processing systems (computers) including, but not limited to, central processing units, peripherals, auxiliary equipment, consumable components, spare parts, interfaces, connectors and other items that current or future technology requires for any use. To provide automatic data processing services, and any service that can be provided to individuals, companies, agencies or institutions through the use of automatic data processors, or not.
<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>
<b>Chairman of the Board:</b> Not applicable	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> Gerardo Cruz Cironi
<b>Directors:</b> Not applicable	<b>Directors:</b> Rafael Osorio Peña Mario Pavón Robinson	<b>Directors:</b> Marcelo Castiglione Veloso Rafael Osorio Peña Mario Pavón Robinson	<b>Directors:</b> Jose Orlandini Guillermo Lizama González Roberto González La Fuente
<b>Chief Executive Officer's</b> Celso Roberto Blandy Azanha	<b>Chief Executive Officer's</b> Hugo Gonzalez Castañeda	<b>Chief Executive Officer's</b> Silvia Ramos	<b>Gerente general</b> Daniel Ponce
<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>
3.874%	3.011%	1.077%	0.875%
<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>
100%	100%	100%	100%
<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>
No business relationship	Sonda S.A. provides Mail Robot tool services. Sonda S.A. provides license rental services. Sonda S.A. provides IT consulting services. The subsidiary provides cloud computing platform specialist services.	No business relationship	Sonda S.A. provides Help Desk services
<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>
No contracts between the parties	Mail Robot tool services contract License rental contract. IT consulting services contract. Cloud computer platform specialist service contract.	No contracts between the parties	Walmart Help Desk contract



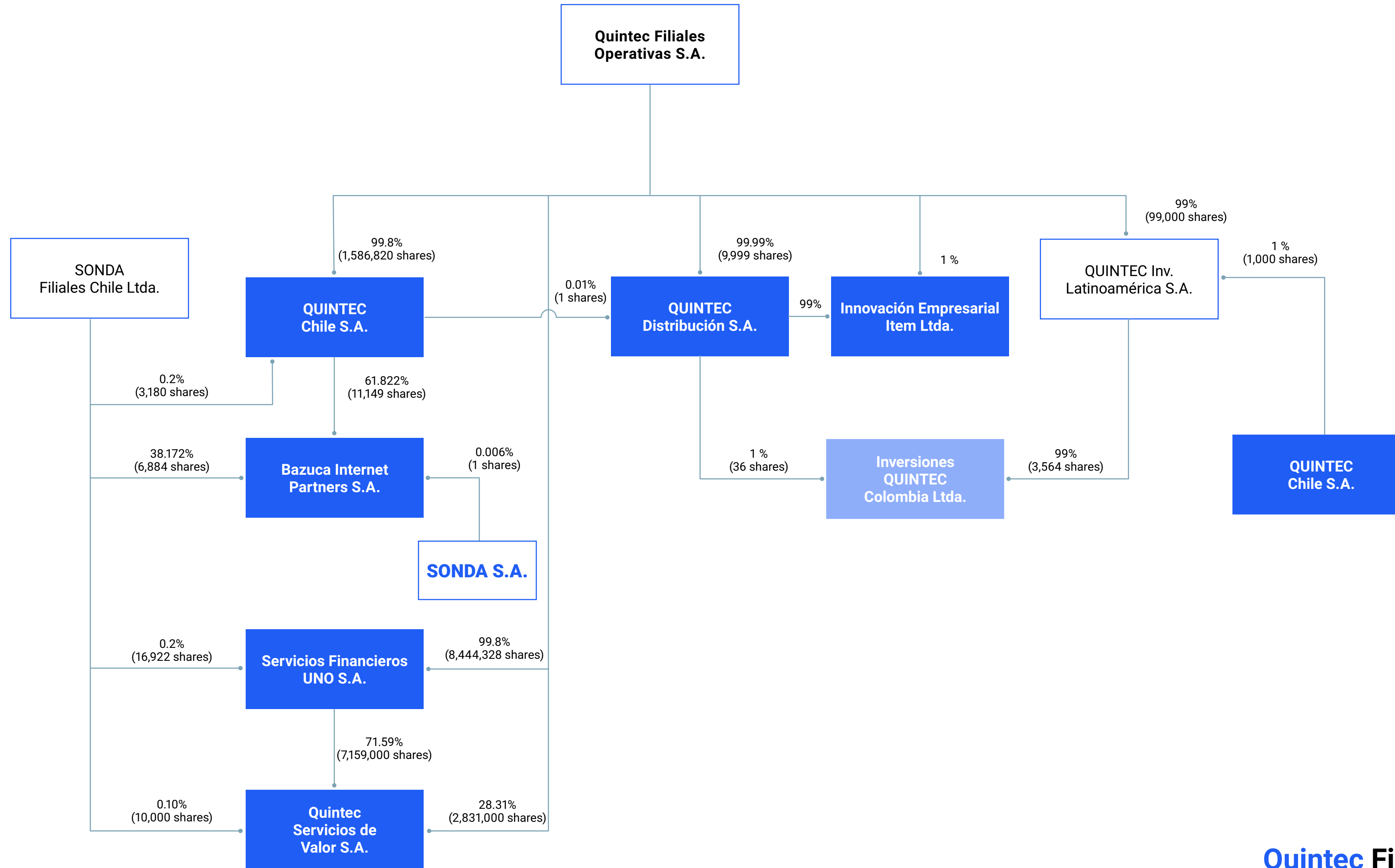
Sonda Uruguay S.A.	Tecnoglobal S.A.	Microgeo S.A.	Soluciones Expertas S.A. y Filiales
Indirect	Indirect	Indirect	Indirect
<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>
ThCh\$ 610,278	ThCh\$ 19,063,876	ThCh\$ 2,488,056	ThCh\$ 8,910
<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>
28,960,876	312,950,000	1,800,020	2,000,000
<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>
1) Develop electronic computing, information and data processing systems and general information technology, automation and communications, for itself or for third parties. 2) Purchase, sell, import, export, represent, distribute and generally trade electronic computing and data processing equipment, its spare parts, components, accessories and other related items. 3) Directly use the same goods by offering services, renting these goods, or in any other manner. 4) Provide occupational training, mainly in the automation or information technology fields, through courses, seminars, conferences, publications, events or other forms of systematic knowledge and technology transfer. 5) Generally develop any other informatics and computational or related business, sign any contracts and conventions that are directly related to the Company's purpose.	a) Acquire, represent, distribute, import, export, and generally market and operate, in any form, all kinds of electronic, office, telephony, communication and computational equipment, their spare parts, pieces and other complementary, related or annexed items. b) Design, develop, produce, maintain, operate or market products or software applications and generally operate them in any way. c) Provide occupational training, mainly in automation or informatics, through courses, seminars, conferences, or other forms of systematic knowledge and technology transfer. d) Store, process and market information. e) Provide any kind of professional consultancy and services, which relate directly or indirectly to the Company's business.	To buy, sell, import and distribute equipment, software and supplies.	a) Design and implement expert systems and solutions; b) Purchase, sell, import, export, represent and market in Chile or abroad any kind of computer programs or computer, electronic or telecommunications equipment; c) Provide any kind of consulting and information technology services and with respect to the computer programs marketed by the company; and d) Provide any kind of training services, such as courses, seminars and staff training workshops.
<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>
<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> Raúl Sapunar Kovacic	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> Mario Pavón Robinson
<b>Directors:</b> Gerardo Cruz Cironi Rafael Osorio Peña Guillermo Lizama González	<b>Directors:</b> Rafael Osorio Peña José Orlandini Robert Francisco Escala Korenblit	<b>Directors:</b> Raul Sapunar Kovacic Stefano Sigala Romele Rafael Osorio Peña Robert Richter Stein	<b>Directors:</b> Jorge Díaz Fernández Raúl Hernández Torres Jorge Hoyl Moreno
<b>Chief Executive Officer's</b> Ricardo Vilas	<b>Chief Executive Officer's</b> Rodrigo Hermosilla Bobadilla	<b>Chief Executive Officer's</b> Alberto Merino Pohl	<b>Chief Executive Officer's</b> Jorge Hoyl Moreno
<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>
0.962%	3.698%	0.988%	0.091%
<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>
100%	100%	80%	50.0002%
<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>
The subsidiary provides asset management and implementation services	Subsidiary company that markets computer equipment and supplies Sonda S.A. Sonda S.A. provides administrative and accounting consulting and professional services.	Subsidiary company that procures integrated and IT services from Sonda S.A.	Subsidiary company that procures IT services from Sonda S.A.
<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>
Asset management and implementation services contract for projects	Administrative and accounting services contract.	Software licensing, subletting and integrated services contract.	Computational services contract

Servibanca S.A.	Inmobiliaria Servibanca S.A.	Sonda Panamá S. A.
Indirect	Indirect	Indirect
<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>	<b>Subscribed and Paid Capital</b>
ThCh\$ 714,574	ThCh\$ 411,341	ThCh\$ 8,447
<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>	<b>Number of subscribed and paid shares</b>
1,200	1,200	10,000
<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>	<b>Corporate purpose according to the bylaws</b>
To provide technical and computational professional services.	To invest capital in general securities.	To develop, on its own or on behalf of third parties, computer electronics, information systems and data processing, and any general business connected with information technology, automation and communications. To create, produce, develop, apply, import, export, sell, maintain, update, operate, install and represent hardware, software and related services. To buy, sell, import, export, represent, distribute and generally market equipment for computer electronics and data processing, their spare parts, parts, tools, accessories and other related items. To directly use such goods, either to provide services, leasing, or in any other form. To provide occupational training, mainly in the areas of automation and informatics, through courses, seminars, conferences, publications, events, or any other systematic forms of knowledge and technology transfer. To provide organizational and business administration consultancy services, including market, feasibility and operational research. To generally develop any other business in the computing and information technology areas, or that directly or indirectly relates to them.
<b>The Board of Directors</b>	<b>The Board of Directors</b>	<b>The Board of Directors</b>
<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> José Orlandini Robert	<b>Chairman of the Board:</b> Eduardo Sandoval Obando
<b>Directors:</b> Rafael Osorio Peña Mario Pavón Robinson	<b>Directors:</b> Rafael Osorio Peña Mario Pavón Robinson	<b>Directors:</b> José Orlandini Robert Niro Marquinez Juan Ossul Franklin Quintero Heidi Caballero
<b>Chief Executive Officer's</b> Cristian Zegers Reyes	<b>Chief Executive Officer's</b> Cristian Zegers Reyes	<b>Chief Executive Officer's</b> Victor Betancourt
<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>	<b>The investment as a percentage of the parent company's assets</b>
0.318%	0.169%	0.018%
<b>Total controller's interest</b>	<b>Total controller's interest</b>	<b>Total controller's interest</b>
86.75%	86.75%	100%
<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>	<b>Description of the Business Relationship with Sonda S.A.</b>
Subsidiary company that procures IT services from Sonda S.A.	No business relationship	No business relationship
<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>	<b>Contracts with Sonda S.A.</b>
Computational services contract	No se celebraron contratos entre las partes.	No contracts between the parties

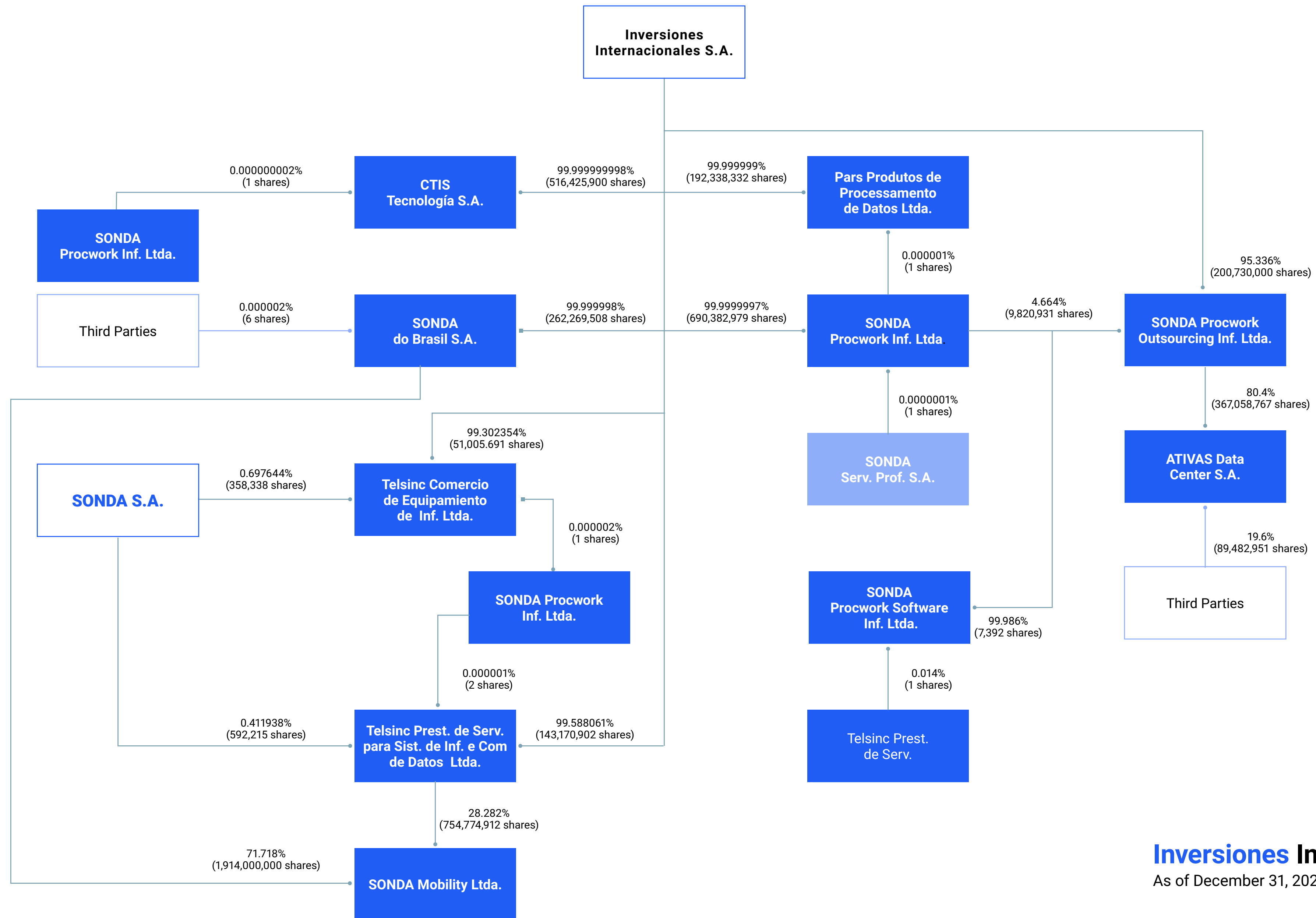




**Corporate structure**  
As of December 31, 2021.



**Quintec Filiales Operativas S.A.**  
As of December 31, 2021.



**Inversiones Internacionales S.A.**  
As of December 31, 2021.

## Material Events

### Amendment of Dividend Policy, Material Event dated December 16, 2021.

As reported at the Annual General Shareholders' Meeting held on April 28 this year, the Board proposed that company dividend policy for 2021 distributes a dividend of 50% of net distributable income for the year. The Board also intended to distribute an interim dividend during the second half of the year of 50% of net distributable income for the first half of this year.

On September 6 of this year, the company paid an interim dividend of 50% of the company's net distributable income from the statement of net income as of June 30, 2021, in accordance with that policy.

The Board of Directors held an ordinary meeting on December 16, 2021, where they agreed to distribute a second interim dividend of Ch\$17,421,143,500 payable from earnings as of November 30 this year. This modified the Company's dividend policy for this year only.

## Share Trading

### Santiago Stock Exchange

2019	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	1,104.13	42,982,160	47,457,792
Total 2nd Quarter	984.29	37,559,968	36,969,976
Total 3rd Quarter	875.79	72,434,457	63,437,417
Total 4th Quarter	742.50	73,628,119	54,669,204

2020	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	585.32	69,429,403	40,638,491
Total 2nd Quarter	504.71	105,870,937	53,433,912
Total 3rd Quarter	593.46	56,982,953	33,817,227
Total 4th Quarter	482.85	63,889,101	30,848,975

2021	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	448.86	99,327,960	44,584,255
Total 2nd Quarter	446.41	79,006,105	35,269,066
Total 3rd Quarter	401.97	46,815,686	18,818,460
Total 4th Quarter	279.18	94,208,555	26,301,264

### Chilean Electronic Stock Exchange

2019	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	1.084,67	2,650,674	2,875,111
Total 2nd Quarter	951.41	1,136,178	1,080,969
Total 3rd Quarter	900.88	753,019	678,378
Total 4th Quarter	689.51	1,489,753	1,027,195

2020	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	549.14	2,849,523	1,564,799
Total 2nd Quarter	511.40	2,499,074	1,278,019
Total 3rd Quarter	587.17	2,413,279	1,417,010
Total 4th Quarter	498.23	2,578,193	1,284,546

2021	Average Price (Ch\$)	Number	Value ThCh\$
Total 1st Quarter	458.08	3,248,143	1,487,913
Total 2nd Quarter	449.48	3,927,782	1,765,470
Total 3rd Quarter	400.85	3,105,538	1,244,865
Total 4th Quarter	294.47	6,253,315	1,841,393

SONDA's stock market presence in the Santiago Stock Exchange was 97.78%, and in the Electronic Stock Exchange it was 97.78%, according to information provided by each institution as of December 31, 2021.

### Principal Shareholders

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

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

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

As of December 31, 2021, SONDA is controlled by Andrés Navarro Haeussler (Chilean ID 5,078,702-8) and Pablo Navarro Haeussler (Chilean ID 6,441,662-6) as controllers of 45.68% of the shares in SONDA S.A. This is detailed as follows:

- i. As managers of Inversiones Atlántico Limitada (Chilean ID 78,091,430-0) and Inversiones Pacifico II Limitada (Chilean ID 88,492,000-0). These companies, in conjunction with Inversiones Santa Isabel Limitada (Chilean ID 79,822,680-0), which is controlled by Mr. Andrés Navarro Haeussler, own 96.4463% of the shares in Indico S.A., and this company owns 37.7740% of the shares in SONDA S.A.
- ii. Inversiones Yuste S.A. owns 3.5894% of the shares in SONDA S.A. and is controlled and managed by Mr. Andrés Navarro Haeussler.
- iii. A further 33,089,478 shares acquired by companies controlled by Mr. Andrés Navarro Haeussler, which represent 4.31% of SONDA S.A.'s total shares.
- iv. Meanwhile, there is a shareholders agreement between Inversiones Yuste S.A. and Indico S.A., and these two companies control 41.3634% of the shares in SONDA S.A.

The most significant changes in the ownership structure during the year ended December 31, 2021 were the following:

- i. BANCHILE ADM GENERAL DE FONDOS S A increased its interest from 0.8% to 3.1%.
- ii. INVERSIONES SANTA ISABEL LTDA increased its interest from 0.8% to 2.0%.
- iii. COMPASS SMALL CAP CHILE INVESTMENT FUND increased its interest from 1.8% to 2.5%.
- iv. BANCO DE CHILE ON BEHALF OF STATE STREET decreased its interest from 2.7% to 0.4%.
- v. AFP PROVIDA S.A. PENSION FUND C decreased its interest from 2.6% to 1.2%.
- vi. BTG PACTUAL SMALL CAP CHILE INVESTMENT FUND decreased its interest from 4.9% to 3.9%.

During the year ended December 31, 2021, there were no comments nor proposals by shareholders regarding the company's performance.

## Principal Shareholders (As of December 31, 2021)

Chilean ID Number	Principal Shareholders	Percentage	Shares
76,413,035-9	INDICO SA (*)	37.8%	329,032,953
79,532,990-0	BICE Inversiones Corredores de Bolsa S A	6.0%	52,370,130
84,177,300-4	BTG Pactual Chile S A C DE B	4.3%	37,037,560
96,966,250-7	BTG Pactual Small Cap Chile Investment Fund	3.9%	33,763,999
96,688,520-3	Inversiones Yuste S.A. (*)	3.6%	31,265,345
96,767,630-6	Banchile Administradora General de Fondos	3.1%	27,174,852
98,000,100-8	AFP Habitat S A for Pension Fund C	2.8%	23,975,384
96,804,330-7	Compass Small Cap Chile Investment Fund	2.5%	21,846,649
79,822,680-0	Inversiones Santa Cecilia Ltda	2.0%	17,193,811
97,036,000-K	Banco Santander on behalf of Foreign Investors	1.8%	15,953,738
76,547,723-9	Koyam SA	1.7%	14,965,730
76,100,825-0	Siglo XXI Investment Fund	1.6%	14,104,746

\* Controlling shareholder

The Company had a total of 649 shareholders as of December 31, 2021, according to the Shareholders Register.

## Transactions by directors, senior executives and related parties

The SONDA share transactions by senior executives and directors during 2021 were as follows. Purchase of 17,294,937 shares by Mr. Andres Navarro Haeussler.

- (i) Purchase of 15,319,240 shares by Mr. Andres Navarro Haeussler
- (ii) Purchase of 126,696 shares by Mr. José Orlandini Robert
- (iii) Purchase of 212,252 shares by Mr. Rafael Osorio Peña

## The directors and senior executives hold the following interests in the company as of 12/31/2021

a. Andrés Navarro Haeussler (Presidente)	13.3100%
b. María del Rosario Navarro Betteley (Vicepresidente)	0.5500%
c. Andrés Navarro Betteley (Director)	0.5500%
d. Mario Pavón Robinson (Director)	0.0140%
e. Raúl Véjar Olea (Director)	0.0270%
f. Ingo Plöger (Director)	0.0000%
g. Enrique Bone Soto (Director)	0.0000%
h. Carlos Hurtado Rourke (Director)	0.0000%
i. Alberto Eguiguren Correa (Director)	0.0000%
j. José Orlandini Robert (Gerente General Corporativo)	0.0260%
k. Rafael Osorio Peña (Gerente Finanzas Corporativas)	0.0420%
l. Raúl Sapunar Kovacic (Gerente General SONDA Chile)	0.0081%

## Dividends

### Dividend policy

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

The Ordinary Shareholders' Meeting held on April 28, 2021 was informed that "the Board intends that the Company distributes a dividend of 50% of net income for the year. The Board also intends to distribute an interim dividend during the second half of the year of 50% of net income for the first half of the year". This interim dividend was paid in September 2021, as previously agreed.

Subsequently, a second interim dividend was paid in December 2021, as agreed by the Board of Directors at a meeting held on December 16, 2021, thus modifying the dividend policy only for that year, which was duly reported as an Material Event on that same date.

## Dividends paid per share

	2015	2016	2017	2018	2019	2020	2021
Number of shares <sup>(*)</sup>	871,057,175	871,057,175	871,057,175	871,057,175	871,057,175	871,057,175	871,057,175
Net distributable income per share (Ch\$)	49.19	30.30	74.50	12.27	26.53	0.53	40.03
Dividends paid (Ch\$)	24.03 <sup>(1)</sup>	25.83 <sup>(2)</sup>	8.71 <sup>(3)</sup>	31.32 <sup>(4)</sup>	12.30 <sup>(5)</sup>	7.56 <sup>(6)</sup>	30.27 <sup>(7)</sup>

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

(\*) Subscribed and paid shares

(1) Payment of the final dividend (net income distribution for 2014, of Ch\$12.13 per share, paid on May 4 2015) and interim dividend (Ch\$11.90 per share, paid on September 1, 2015).

(2) Payment of the final dividend (net income distribution for 2015, of Ch\$12.69 per share, paid on May 3, 2016) and interim dividend (Ch\$13.14 per share, paid on September 5, 2016).

(3) Payment of the final dividend (net income distribution for 2016, of Ch\$2.01 per share, paid on May 2, 2017) and interim dividend (Ch\$6.70 per share, paid on September 5, 2017).

(4) Payment of the final dividend (net income distribution for 2017, of Ch\$30.55 per share, paid on May 8, 2018) and interim dividend (Ch\$0.77 per share, paid on September 5, 2018).

(5) Payment of the final dividend (net income distribution for 2018, of Ch\$5.37 per share, paid on May 8, 2019) and interim dividend (Ch\$6.93 per share, paid on September 5, 2019).

(6) Payment of the final dividend (net income distribution for 2019, of Ch\$6.34 per share, paid on April 9, 2020) and interim dividend (Ch\$1.22 per share, paid on September 4, 2020).

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

## Net distributable income

Net distributable income ThCh\$	2019	2020	2021
Net income attributable to owners of the parent company	23,106,793	459,599	34,864,310
Prior year retained earnings	242,232,100	253,735,837	253,132,212
Dividends for the year (*)	-11,553,397	-1,063,224	-26,361,653
Unrealized adjustments on first application of IFRS (**)	-3,176,754	-3,176,754	-3,176,754
Other adjustments to retained earnings	-49,659	-	-
<b>Net distributable income</b>	<b>250,559,083</b>	<b>249,955,458</b>	<b>258,458,115</b>

(\*) Interim dividends attributable to net distributable income for the year plus the accrued minimum dividend, in accordance with the dividend policy.

(\*\*) Adjustments for the first-time application of IFRS, which are recorded in the "Retained earnings" account and cannot be distributed as dividends, as they are unrealized.

## Director's remuneration

	12.31.2021		12.31.2020	
	ThCh\$	ThCh\$	ThCh\$	ThCh\$
<b>Directors</b>	<b>Remuneration <sup>(1)</sup></b>	<b>Others <sup>(2)</sup></b>	<b>Remuneration <sup>(1)</sup></b>	<b>Others <sup>(2)</sup></b>
Mario Pavón Robinson	32,218	-	39,506	87,252
María del Rosario Navarro Betteley	29,584	-	31,828	-
Juan Antonio Guzmán <sup>(1) (3)</sup>	-	-	10,238	-
Mateo Budinich Diez <sup>(1) (3)</sup>	-	-	10,238	-
Hernan Marió Lores <sup>(3)</sup>	-	-	7,679	-
Victor Alfonso Gomez Morales <sup>(3)</sup>	-	-	7,679	-
René Lehuedé Fuenzalida <sup>(1) (3)</sup>	-	-	10,238	-
Enrique Bone Soto <sup>(1)</sup>	42,958	-	39,877	-
Andrés Navarro Betteley	32,218	-	31,828	-
Raúl Véjar Olea <sup>(4)</sup>	32,218	-	24,149	-
Alberto Eguiguren Correa <sup>(1) (4)</sup>	42,958	-	32,569	-
Carlos Alberto Hurtado Rourke <sup>(1) (4)</sup>	42,958	-	32,199	-
Ingo Plöger <sup>(4)</sup>	32,320	-	21,287	-
Andrés Navarro Haeussler <sup>(4)</sup>	64,437	-	48,298	-
<b>Total</b>	<b>351,869</b>	<b>-</b>	<b>347,613</b>	<b>87,252</b>

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

(2) Payments for services established by contract.

(3) Director until the Shareholders Meeting held on April 1, 2020.

(4) Appointed Director at the Shareholders Meeting held on April 1, 2020.

## SONDA's executives remuneration

	2021	2020
Fixed remuneration	3,836,768	3,476,920
Variable remuneration <sup>(*)</sup>	917,935	679,694
	<b>4,754,703</b>	<b>4,156,614</b>

(\*) Variable remuneration is an annual bonus, based on the fulfillment of targets and an evaluation of performance.

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

During 2021, SONDA paid severance indemnities to senior executives of ThCh\$919,291 (ThCh\$808,980 in 2020).

## Director's Committee management report and expenses

The Directors' Committee met on ten occasions throughout 2021, which every member attended and all its decisions were unanimous, so complying with Article 50 bis of Company Law 18,046. The Committee fixed its meeting schedule, approved its annual report for 2020, examined the results of the audit for the year ended December 31, 2020, the company's individual and consolidated financial statements for 2020 and for the first three quarters of 2021. The Committee conferred with Management and with the external auditors and unanimously approved these statements for submission to the Board of Directors. It examined and reported to the Board the related party transactions referred to in Chapter XVI of Law 18,046 and reviewed the Audit Plan and Audit Letter to Management submitted by the auditors, which covered the team, service scope, approach, schedule and conclusions. It also reviewed the executive variable income model and the remuneration and incentive policy, and reviewed the amendments to Corporations and Securities Laws.

The Committee made well founded recommendations to the Board of Directors regarding the choice of external auditors and risk rating agencies for 2021.

The Committee has not made any recommendations, comments or proposals with regard to business progress for inclusion in the 2021 Annual Report. The Committee did not use its expenditure budget approved at the Annual General Shareholder's Meeting on April 28, 2021, and has not required professional consulting services to carry out its duties.

## Properties and facilities

The Company's principal fixed assets are computer equipment, software, and other fixed assets, such as those associated with the Transantiago project,

and real estate such as the corporate building and the new data center. These are maintained by SONDA and its subsidiaries.

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

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

- **SONDA S.A.:** Data center at Av. Víctor Uribe 2211, Quilicura.
- **SONDA Inmobiliaria S.A.:** The corporate building, offices and warehouses at Teatinos 540 and 574; Santo Domingo 1,334, Conquistador del Monte 4844 and 4848, Camino de La Colina 1423 and 1431. Datacenter land owned by SONDA S.A. at Santiago Av. Víctor Uribe 2211, Quilicura.
- **SONDA Argentina S.A.:** At Alsina 772, Buenos Aires, Argentina.
- **Microgeo S.A.:** At Camino El Cerro 5154, Huechuraba, Santiago.
- **Inmobiliaria Servibanca S.A.:** At Catedral 1888, Santiago.
- **SONDA de Colombia S.A.:** - Corporate building at Avenida Carrera 45 (autopista norte) 118 - 68, Bogotá, Colombia. - SONDA Servicios S.A.S.: Lots 44M, 44N, 44° Stage 4 of the Zona Franca de Tocancipa
- **SONDA Procwork Informática. Ltda:** - Corporate building at Alameda Europa 1206 Santana de Parnaíba, Sao Paulo. - Rua Dom Aguirre 576, Sao Paulo.



- **ATIVAS Datacenter S.A.:** At Rua Agenério Araújo, 20 - Camargos, Belo Horizonte - Minas Gerais.

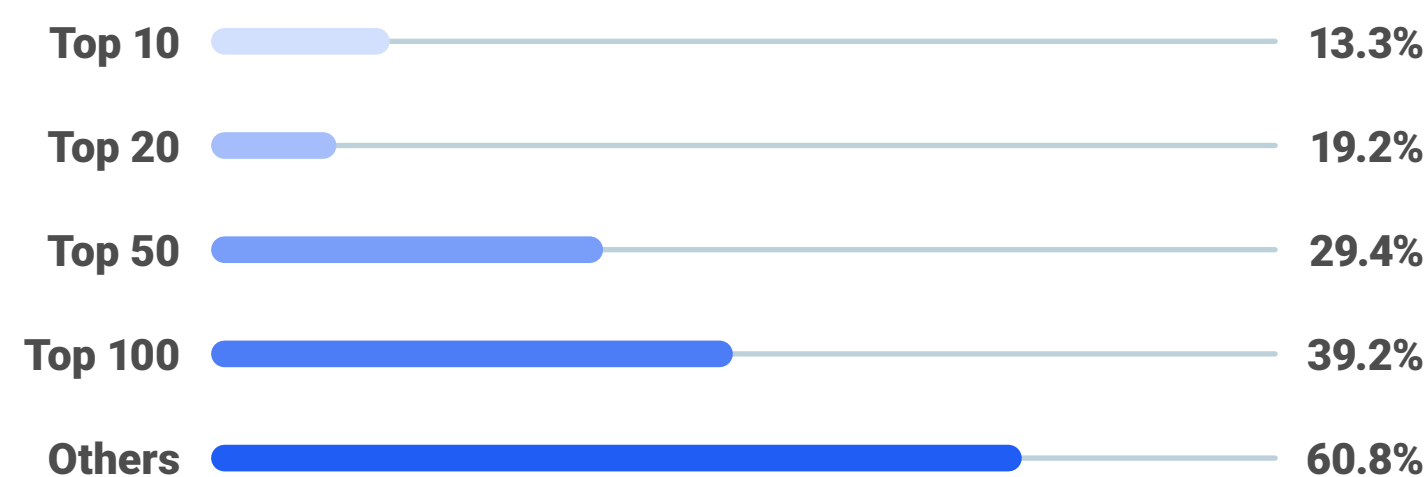
SONDA's equipment and software are primarily dedicated to IT services, and this technology is used to benefit the business.

## Customers

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

In fact, the company's 50 largest customers represent approximately 30% of total revenue, which results in low concentration and vulnerability, minimizing the risk that could arise from a potential crisis affecting a single customer, country, industry, sector or specific business area. No SONDA contract represents more than 4% of total revenue for the company.

### Distribution of the client portfolio



## Insurance

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

The major policies are:

- **Physical property all risks policy:** Covers all the risks to SONDA's assets and those of its subsidiaries such as buildings, warehouses and contents, both owned or customer's data centers, high-cost equipment and customer's contracts for specific projects.
- **Corporate civil liability policy:** Covers the risk of any potential damage caused by SONDA employees and contractors in the course of their work to third parties or their assets, either on SONDA or third party premises, or whilst travelling.
- **Floating international transport policy:** Covers the damage suffered by equipment and materials imported by land, sea or air.
- **Other miscellaneous policies:** Other policies such as vehicle insurance, travel insurance, personal accident insurance, electronic equipment insurance, and others.

## Trademarks

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

## Regulatory framework

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

employees during induction courses and is published on the intranet, so is now understood by all company employees.

## Financing policy

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

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

As of December 31, 2021 financial debt was US\$353.8 million, whereas cash equivalents and other financial assets were US\$226.4 million, which left a net financial debt of US\$127.4 million.

## Investment policy

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

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

Acquisition analysis evaluates factors such as their financial situation, their portfolio of customers and contracts, possibilities for cross-selling,

their volume of recurring revenue, customer's perception of them, their range of products and services, the capability of the executive team, their geographical coverage, possible synergies and their management style.

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

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

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

## Corporate bonds

### Series C Bonds

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

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

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

### Series H bond

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

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

- **Borrowing ratio:** Total liabilities less cash divided by consolidated equity should be less than 1.3 times.
- **Financial expenses ratio:** EBITDA divided by net financial expenses must be greater than or equal to 2.5 times.
- **Equity:** Minimum equity is UF 8,000,000.
- **Keep assets free of encumbrances:** Assets free of any pledge, mortgage or other charge should be at least 1.25 times unsecured liabilities.

- **Control over important subsidiaries:** Keep the important subsidiaries under control.
- **Prohibit the sale of assets:** No more than 15% of consolidated assets.

### Series J bond

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

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

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

Bond contracts impose limits on our financial indicators and require compliance with obligations, which is usual for this type of financing, and as of December 31, 2021 the company fully complies.

## Gender Gap

We are proud that between 2016 and 2021 we reduced the gender pay gap by 14%, measured as the gap between salaries for men and women in the same job category. Specifically, we reduced the gap from 30.6% in 2016 to 16.8% in 2020.

Number of people	Board of Directors	General Management	Organization
<b>By gender</b>			
Women	1	1	3,911
Men	8	35	9,611
<b>Total</b>	<b>9</b>	<b>36</b>	<b>13,522</b>
<b>By nationality</b>			
Chilean	8	20	2,614
Foreign	1	16	10,908
<b>Total</b>	<b>9</b>	<b>36</b>	<b>13,522</b>
<b>By age</b>			
Less than 30	0	0	3,598
Between 30 and 40	1	1	5,206
Between 41 and 50	1	8	3,144
Between 51 and 60	2	18	1,290
Between 61 and 70	2	9	279
Over 70	3	0	5
<b>Total</b>	<b>9</b>	<b>36</b>	<b>13,522</b>
<b>By length of service</b>			
Under 3 years	5	7	6,923
Between 3 and 6	2	5	3,437
Between 6 and 9	1	5	847
Between 9 and 12	1	3	986
Over 12 years	0	16	1,329
<b>Total</b>	<b>9</b>	<b>36</b>	<b>13,522</b>
<b>Salary gap*</b>			
	<b>2019</b>	<b>2020</b>	<b>2021</b>
Senior executives and managers	29.6%	32.2%	28.0%
Professionals, technicians and administrative staff	6.1%	11.2%	13.7%
<b>SONDA S.A.</b>	<b>11.6%</b>	<b>16.0%</b>	<b>16.8%</b>

\* Percentage difference between the average salary received by men and women in the same job category.

## Risk factors

Main Risks at SONDA S.A. and Subsidiaries

### A. Risks Associated with

#### 1. SONDA S.A.

The parent company SONDA S.A. has received labor demands from former employees. Management and their legal advisors believe that the provisions are sufficient to cover the risks associated with these proceedings.

#### 2. Subsidiaries

##### 2.1 Subsidiaries in Brazil

The subsidiaries in Brazil are party to various proceedings before the courts and government entities that have arisen from the normal course of business, relating to tax, civil and labor matters. These proceedings principally refer to:

- Discrepancies with the Brazilian tax authorities (Receita Federal) regarding the treatment of tax payments.
- Challenges by the tax authority regarding the use of tax-credits, arguing that their retention at source cannot be substantiated.
- Discrepancies regarding the INSS tax treatment of certain benefits paid to employees.
- Hiring labor through individual companies for temporary services. Due to the characteristics of this service, an employment relationship could be inferred between the parties, and as a result the companies could be fined by the fiscal authority, and be required to pay the associated social security contributions, taxes and penalties.

Local attorneys have informed the company of progress and the possibilities of reversal, based on their defense.

Management has provided for the estimated losses on these proceedings, classified as a probable loss of R\$39.3 million including fines, indexation and interest for the civil and tax proceedings, and R\$47.1 million for the labor proceedings, as these proceedings have reached the supervisory entity's testing and documentation stage. Management and their legal advisors believe that the provisions are sufficient to cover the estimated probable losses.

Judicial deposits have been paid, which are classified as CTIS restricted assets. They have been deposited with courts as partial collateral until the conflict is resolved.

Our legal advisors believe that there are sufficient reasons to reduce the impact of the civil and tax proceedings classified as a possible or remote loss risk. Therefore, Management considers that no loss provision is required for them, considering the status of these proceedings. The principal original litigation cases total R\$147.6 million.

All the contingencies that arose prior to acquiring Ativas are the responsibility of its previous controllers and are covered by escrow accounts constituted on the acquisition date.

a) SONDA Procwork Outsourcing Informática Ltda.: On October 22, 2018, the Company initiated a judicial procedure to collect money from the mutual granted to two Asamar Group companies called ASM Participacoes Societarias S.A. and Ativas Participacoes S.A., former controlling shareholders of Ativas Datacenter S.A., for an original amount of R\$65 million as this sum was not paid on the agreed due date of October 19, 2018. As of the maturity date, the mutual totaled R\$77 million, and the Company waived the contractual and accrued interest, inflation indexation and penalties.

In view of the evidence provided, the judge in the case (i) first seized the assets of the defendants, which are the amounts they are entitled to receive from Glencore Oil Participações Ltda. (Glencore) from the recent sale of certain assets; and, (ii) ordered that these amounts be deposited in the

court's bank account. If the proceeds payable by Glencore are lower than its receivable, Procwork will pursue payment from various other assets owned by the debtors and their related companies, to the fullest extent permitted by Brazilian law.

This loan was not a routine business transaction, as it was related to acquiring the subsidiary Ativas. Its special nature meant that the Company did not apply its general policy of evaluating commercial assets for indications of impairment.

In May 2021, ATIVAS Participações paid SONDA Procwork R\$83 million, which was R\$6 million higher than the receivable, plus legal expenses, and this payment closed the case. SONDA also acquired from ATIVAS Participações all its shares in the subsidiary Ativas Data Center S.A.

## 2.2 Subsidiaries in Chile

The subsidiaries Quintec Distribución S.A. and Innovación y Tecnología Empresarial Ltda., are participating in several judicial processes before guarantee courts, as victims of theft, robbery and others, which have reached various procedural stages. The results of these processes not covered by the respective insurances are covered by corresponding provisions.

## 2.3 Subsidiaries in Colombia

a) SONDA de Colombia S.A.: The proceedings initiated by the company are mainly taxation matters, where the most representative claim is against the National Tax and Customs Directorate (DIAN), which currently amounts to COP\$7,937 million. This process has involved discussions regarding the legality of administrative measures, whereby the DIAN amended income tax returns filed by the Company for the taxable year 2008, resulting in the payment of more tax, and a penalty for inaccuracy. Notification was received in May 2018 of the first instance sentence partially annulling the alleged conduct, so an appeal was filed and was declared admissible. On November 28, 2018, the process started the second instance ruling. Management believes that there are sufficient grounds to defend the company's position, and legal advisors rate this contingency as possible.

Proceedings were initiated against the company where the main claim arises from a declaratory proceeding initiated by AMNETPRO, a former supplier of the SONDA Consortium under the contract with Acueducto de Bogota, which seeks damages for unjustifiably terminating the contract. This claim was initiated at the end of 2020 and totals COP\$1,367 million. The parties reached a reconciliation agreement in June 2021, and SONDA paid COP\$300 million, thus closing this case.

b) Compufácil S.A.: The main legal claim arises from a dispute between Empresa de Telecomunicaciones de Bogotá (ETB) and Compufácil regarding a contract signed in 2015. While Compufácil seeks a breach of contract by ETB with a claim for COP\$18,039 million, ETB seeks to annul the contract with a claim for COP\$12,768 million.

The Attorney General's Office opened a Fiscal Responsibility case in 2018, which is in the process of preliminary investigation. The estimated value for this investigation is COP\$14,904 million.

Our legal advisors believe that there are sufficient grounds to defend the company's position, and they qualify these lawsuits as possible.

We have a favorable ruling in the cases initiated by the company against the Attorney General's Office, where an award of COP\$606 million is expected during 2022.

All the contingencies arising from these proceedings, which began prior its acquisition date, are the responsibility of its previous controllers, as established in the acquisition agreement.

## 2.4 Subsidiaries in Argentina

The subsidiaries SONDA Argentina S.A. and Quintec Argentina S.A. (absorbed by SONDA Argentina S.A.) have received labor demands from former employees. Management and their legal advisors believe that the provisions are sufficient to cover the risks associated with these proceedings.

The subsidiary SONDA Argentina S.A. is involved in proceedings before the Tax Court of the Nación AFIP regarding its calculation of Income Tax -

Withholdings to Beneficiaries Abroad, for the periods 2013 and 2014. The amount claimed is between ARS\$53.8 million (maximum) and ARS\$32.7 million (minimum), which includes interest and penalties. Sufficient provisions cover the estimated losses on these proceedings.

## 2.5 Subsidiaries in Peru

The Sonda del Perú S.A. - Sonda de Colombia S.A. - Sonda S.A. consortium was awarded a contract in 2016 to provide services to ESSALUD through FONAFE public tender N°011-2015. Some of these services were not accepted by ESSALUD, which resulted in the notification of default and partial termination of the Contract by the Consortium. The legal deadline for ESSALUD to oppose it has expired. Therefore, the Consortium initiated arbitration in order to claim compensation totaling US\$1,095,908.

## 3. Other Disputes

The Company is defendant and plaintiff in other legal actions arising from the ordinary course of business. In the opinion of Management, the final outcome of these matters will not have an adverse impact on the Company's financial situation, its operational results nor its liquidity.

## B. Risks Associated with Acquisitions

An important component in SONDA's growth strategy is the acquisition of IT service assets or businesses. However, the Company's experience of these transactions, which is supported by the opinions of lawyers and external auditors, is that the acquisition of businesses or assets exposes the Company to future contingent risks that may have an adverse effect on the profitability of these assets or businesses, and on the Company's financial position. Also, the negotiation of potential acquisitions may involve significant costs, while assets acquired in the future may not achieve the sales and returns that justify the original investment. Moreover, there is no guarantee that SONDA will be able to identify future acquisition opportunities consistent with its growth policy.

### C. Risks Associated with the Contract for the Transantiago Financial Manager (Administrador Financiero de Transantiago S.A., AFT) and related third parties.

On December 14, 2012, SONDA signed a contract with the Chilean Ministry of Transport and Telecommunications (MTT) to provide technology services for Transantiago, its transport and complementary services suppliers (Technological Services Contract for the Santiago Public Passenger Transportation System and its Complimentary Services).

On February 8, 2019, the MTT and SONDA amended that contract and extending its validity until the tender processes to be carried out by the transportation authority are complete, and amended the contract technological services purpose and the financial conditions associated with them.

### D. Risks Associated with the Financial Management Services Concession Contract with the Government of Panama.

In April, 2011, SONDA S.A. signed a contract with the State of Panama called the "Financial Management Service Concession for the Passenger Mass Mobilization System in the Metropolitan Panama Area". This contract includes installing the technological equipment required to collect passenger's fares and their subsequent distribution to the transport operator.

This contract involves operating the bus collection system for ten years, the refill network, customer service offices and the central systems. It covers managing and safeguarding the funds collected and allocating them to the various transport service suppliers. The contract required SONDA S.A. to provide a contract performance bond of US\$18,060,000 that must remain valid for the term of the contract, plus one additional year.

### E. Risks Associated with Subsidiaries and Associates

SONDA is a business, while it is also a parent company and associate of several companies through which it conducts a significant part of its business, and

whose operating margin and financial condition may have an adverse effect on the Company's business.

### F. Risks Associated

The Company is supplied by various technology vendors, in order to provide integrated solutions to customers. Most of these vendors are well known global manufacturers, with offices and representatives in Chile and the rest of the world. These vendors could fail to meet delivery commitments or fail to meet quality standards for their equipment, services and products. Even though SONDA has various policies to control this risk and is not dependent on any particular vendor, a significant failure at a vendor could cause adverse effects to SONDA's business and operating margins.

### G. Risks Associated with Obsolescence and Technological Change

An essential requirement of SONDA's business is to be at the forefront of the latest technological developments in the industry, in order to offer customers the latest technological solutions. SONDA regularly invests significant resources in developing and updating its applications, in order to stay at the leading edge. SONDA is constantly evaluating regional and global technological trends and developments. However, changes may occur that were not foreseen by SONDA that make assets technologically obsolescent and have significant adverse effects on SONDA's business and operating margins.

### H. Risks Associated with Assets

Fixed assets, including buildings, infrastructure, facilities and equipment, plus the civil liability risks associated with them, are protected by relevant insurance policies, with normal market terms and conditions. However, any damage to assets can have significant adverse effects on SONDA's business and operating margins.

### I. Risks Associated with Countries

SONDA and its subsidiaries operate in various Latin American countries. Consequently, its business, financial condition and net income will depend partly

on the political and economic stability of these countries. Any adverse changes in regional or global conditions can have significant adverse effects on SONDA's business and operating margins.

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

### J. Risks not Insured

SONDA does not have insurance to cover the risk of stoppages. If this contingency occurs, it could have a significant adverse effect on SONDA's business and operating margins.

### K. Risks Associated with Exchange Rate

SONDA and its subsidiaries are exposed to fluctuations in exchange rates, which could affect its financial position, net income and cash flow. However, the Company's hedging policy provides for regular reviews of the exchange rate risk exposure affecting the principal assets and obligations of the Company. Where needed, these risks should be covered by operational matching between various business units and subsidiaries, or in their absence, through market-based instruments designed for such purposes, such as forward currency purchases or currency swaps. However, there is no certainty that such measures would completely avoid the possible adverse effects of fluctuations in exchange rates.

### L. Risks Associated with Interest Rates

SONDA currently has liabilities payable to the financial system at fixed interest rates. SONDA S.A.'s financial investments serve to ensure an adequate level of surplus funds to meet short-term cash requirements.

This risk is not considered significant based on the financial instruments in the portfolio.

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

In November 2014, a Series E bond was issued from line 622 with a nominal value of ThCh\$36,300,000, which matures on November 1, 2019. This bond carries an interest rate of 5.4% per annum on the outstanding capital.

On November 28, 2014 the capital and interest on the Series A Bonds was repaid totaling ThCh\$37,481,945.

On July 11, 2019, a Series H bond was issued under Line 832 for UF 3,000,000, which was placed with a 10-year term, at an annual interest rate of 1.34%.

On October 17, 2019, a Series J bond was issued under Line 622 for UF 1,500,000, which was placed with a 5-year term, at an annual interest rate of 0.37% on the outstanding principal. On November 4, 2019, the capital and interest on the Series E Bond was repaid totaling ThCh\$37,267,214.

### M. Risks Associated with Credit

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

The Company has defined policies to control trade receivables and reduce the risk of unrecoverable debts or payment default. Additionally SONDA S.A. has a database of over 7,000 regional customers, including leading Latin American companies from a wide range of industries and markets.

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

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

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

### N. Risks Associated with Liquidity or Financing

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

SONDA had cash, cash equivalents and other current financial assets of Ch\$176,571 million (US\$209.0 million) as of December, 31 2021, which was comprised of cash, fixed-term deposits at less than 90 days, fixed income mutual funds, and other short-term investment instruments.

### O. Risks Associated with COVID-19 (Coronavirus)

Following the outbreak of the global COVID-19 pandemic, the Company has implemented various action plans to address it, which included protecting the health of employees, ensuring operational continuity, and complying with the SLAs in contracts with customers.

The most important aspect of these action plans has been introducing the hybrid working modality, which offers employees the opportunity to alternate remote and office-based working days, while distributing workloads based on the requirements of the business and our customers. This mixed approach to working location encourages our employees to flexibly adapt their working hours to fulfill their objectives.

The impact of COVID-19 on our business cannot be forecast as of the presentation date of these financial statements. It will depend on the severity,

location and duration of the pandemic's spread, the measures taken by governments in our ten countries to contain the virus or treat its effects, as well as the behavior of our employees, suppliers and customers.

## Senior Executive Information

Chilean ID number	Name	Education	Senior Executive Position	Date Appointed
7.599.934-8	José Orlandini Robert	Civil Electrical Engineer	Corporate CEO	03-31-2020
7.923.570-9	Rafael Osorio Peña	Industrial Engineer	Corporate Finance Manager	March 01, 1996
7.289.970-9	Raúl Sapunar Kovacic	Civil Electrical Engineer	General Manager SONDA Chile	November 21, 2014

# Statement of responsibility

The signatories are Directors and the CEO of SONDA S.A. and they declare that they are responsible for the accuracy of all the information contained in this 2021 Annual, Social Responsibility and Sustainable Development Report ("2021 Integrated Report"), in accordance with General Rule 30 issued by the Superintendent of Securities and Insurance, now known as the Financial Market Commission.



**Andrés Navarro Haeussler**  
Chairman  
RUT 5.078.702-8



**Mario Pavón Robinson**  
Director  
RUT 5.386.757-K



**María del Rosario Navarro Betteley**  
Director  
RUT 12.720.922-7



**Andrés Navarro Betteley**  
Director  
RUT 13.830.732-8



**Raúl Véjar Olea**  
Director  
RUT 6.580.740-8



**Enrique Bone Soto**  
Director  
RUT 6.056.216-4



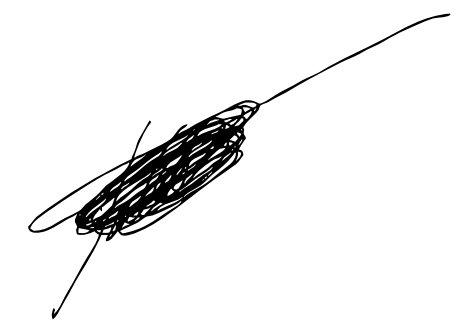
**Alberto Eguiguren Correa**  
Director  
RUT 9.979.068-7



**Carlos Hurtado Rourke**  
Director  
RUT 10.724.999-0



**Ingo Plöger**  
Director  
R. de N. 2.885.436-6



**José Orlandini Robert**  
Chief Executive Officer  
RUT 7.599.934-8





Chapter VII

# About this Report

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

**SONDA**<sup>®</sup>  
make it easy



# About this Report

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

This report has been prepared in accordance with Global Reporting Initiative Standards (GRI), using the Core option. It focuses on the most important issues to SONDA and its stakeholders, which were defined in accordance with the guidance contained in those standards ([see GRI content index on page 111](#)) It also includes aspects described in General Rule 461 issued by the Chilean Financial Market Commission (CMF) published in November 2021.

The information presented addresses the management of our entire company during 2021, covering SONDA's business in our ten countries. It includes data from previous years to provide greater context, and the main events through to the publication date of this report.

A cross-departmental team participated in preparing this report, who were led by the Corporate Finance Department with advice from external experts. The team ensured compliance with GRI principles, and they gathered and validated the information in this report.



## The most important ESG issues

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

We analyzed how these issues had developed in comparison to the materiality exercise performed for the previous year's Integrated Report, and selected the

emphases and issues that emerged as a result of this year's context.

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

- The financial market's ESG requirements for the communications technology sector: DJSI (Information Technology Services sector) and the CMF's Rule 461 in Chile. The latter integrates the SASB<sup>6</sup> requirements for the Software and Information Technology Services

6. <https://www.sasb.org>

sector, in addition to the TCFD guidelines<sup>7</sup> regarding climate change.

- Evolution of society's requirements and specific challenges for information technology companies as a result of the quadruple crises facing the region and humanity. Global Risk Report 2021 issued by the World Economic Forum, a roadmap drawn up by the Chilean government on climate change and conversations that have arisen in Chile with respect to the Constitutional Convention.

7. <https://www.fsb-tcfd.org>

- Strategic and priority issues for SONDA that arose from the 2022-2024 Strategic Plan and the risk matrix.

A list of issues emerged from this exercise, which were prioritized and validated by the Corporate Finance Department.

Subsequently, meetings were held with SONDA managers and executives to address some of these material issues, and to agree a management approach, the central aspects to disclose, the initiatives to emphasize and the indicators.

## The most important ESG issues



### Environment

- **Technological solutions for a net zero, circular and regenerative society.**
- **Environmental care in SONDA's business:** climate strategy (energy efficiency, carbon footprint, renewable energies) and waste management.



### Social

- **Technological solutions that contribute to the Sustainable Development Goals (SDGs).**
- **SONDA employee value proposition:** engagement, development, welfare, talent management.
- **Diversity and inclusion at SONDA**



### Governance

- **Innovation and digital transformation that serves our customers:** innovation, experience and satisfaction, service quality and continuity, and ecosystem integration to create the best solutions.
- **Cyber-security and data protection.**
- **Corporate governance, risk management and responsible growth.**
- **Ethics and compliance**
- **Stakeholder engagement.**
- **Responsible supply chain**



Chapter VIII

# Appendices

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# Our contribution to the sustainable development goals (SDGs)

We have aligned our internal practices and our solutions with the United Nations Sustainable Development Goals (SDGs). *(Further information in the “Contributions to the SDGs by the core business” section on p. 100)*



## SDGs and their respective 2030 targets

### Initiatives that contribute to achieving the goals

Nomenclature:

- Technological solutions provided by SONDA
- [Initiatives within SONDA](#)

### SDG 1: NO POVERTY



<p><b>1.4</b> Ensure that all men and women, particularly the poor and vulnerable, have equal rights to economic resources, as well as <u>access to basic services, ownership and control of land and other property, inheritance, natural resources, appropriate new technologies and financial services, including micro-finance.</u></p>	<ul style="list-style-type: none"> <li>• Technological solutions for institutions providing microfinance to small and medium-sized entrepreneurs.</li> <li>• Dual card for financial and transport services, to increase banking penetration (Banco Nacional de Panamá).</li> <li>• Payment solution with virtual wallet and digital transactions.</li> <li>• Digital onboarding solutions to streamline financial inclusion and make access to products easy without having attending in person.</li> <li>• Openbanking platforms that facilitate interbank transactions.</li> <li>• Assurance as a Service solution, pay-as-you-drive insurance policy for vehicles using IoT technology.</li> <li>• Digital banking platform and virtual transactions.</li> <li>• Virtual assistant with vocal transactions and facial recognition.</li> <li>• Application that helps cooperatives to efficiently manage their finances, and streamline access to their services for members.</li> </ul>
<p><b>1.5</b> Build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.</p>	<ul style="list-style-type: none"> <li>• IoT platform that detects problems caused by climatic or environmental phenomena, such as measuring environmental variables, monitoring effluents and watercourse levels, etc.</li> </ul>

## SDG 2: ZERO HUNGER



<p><b>2.3</b> Double the <u>agricultural productivity</u> and incomes of small-scale food producers through secure and equal access to land, other productive resources and inputs, knowledge, financial services, markets and opportunities for value addition and non-farm employment.</p>	<ul style="list-style-type: none"> <li>• Livestock traceability that ensures food is safe and improves its quality</li> <li>• Sensors and analytics that protect plantations before the harvest.</li> </ul>
<p><b>2.4</b> Ensure <u>sustainable food production systems</u> and implement resilient agricultural practices that increase productivity and production, that help maintain ecosystems, that strengthen capacity for adaptation to climate change, extreme weather, drought, flooding and other disasters and that progressively improve land and soil quality.</p>	<ul style="list-style-type: none"> <li>• Smart Farming that promptly detects pests in crops.</li> <li>• Kupay solution provides integrated and sustainable agricultural management.</li> <li>• IoT platform with sensors for monitoring environmental variables and detecting problems caused by meteorological phenomena.</li> <li>• Cold chain control when transporting or storing food.</li> <li>• Water quality control at fish farms.</li> <li>• Complete milk chain monitoring solution.</li> <li>• Connected Agro solution, a dashboard using IoT and analytics that monitors milk quality throughout the production chain, from animal health through to milk storage, transport and production.</li> <li>• Micro-computing and local communication technology platform in dairy processing plants (Colombia).</li> <li>• Smart Kitchen to reduce food waste, optimize energy consumption and reduce the risks of sanitary inspections.</li> </ul>

## SDG 3: GOOD HEALTH AND WELL-BEING



<p><b>3.3</b> Terminate the epidemics involving AIDS, tuberculosis, malaria, tropical diseases, hepatitis, waterborne diseases and other <u>communicable diseases</u>.</p>	<ul style="list-style-type: none"> <li>• Smart Detection, tracks the movement of people, their temperature and reduces the risk of infection.</li> <li>• People counting and registering solution to control the capacity of meeting rooms and report any infection (Colombia).</li> </ul>
<p><b>3.6</b> Halve the number of global deaths and injuries from <u>road traffic accidents</u>.</p>	<ul style="list-style-type: none"> <li>• Smart Cities Transport solutions that facilitate safe public transport.</li> <li>• Traffic incident management platform that reduces response times and saves lives.</li> <li>• Speed control on highways.</li> <li>• Lane control exclusively for public transport.</li> <li>• Traffic flow control.</li> <li>• Management of traffic violations.</li> <li>• Route monitoring with fixed and mobile cameras in vehicles or drones.</li> </ul>
<p><b>3.8</b> Achieve universal health coverage, including access to <u>good quality essential health services</u> and access to safe medicines and vaccines.</p>	<ul style="list-style-type: none"> <li>• Smart Health, a telemedicine solution that expands access to basic healthcare.</li> </ul>
<p><b>3.9</b> Substantially reduce the number of <u>deaths and illnesses from hazardous chemicals</u> and air, water and soil pollution and contamination.</p>	<ul style="list-style-type: none"> <li>• IoT platform with sensors for monitoring industrial effluents.</li> <li>• IoT platform with sensors for monitoring air quality.</li> <li>• Food Defense, a security solution for food processing plants that prevents sabotage or attacks that could lead to shortages or poor quality food reaching consumers.</li> </ul>

<p><b>3.d Strengthen the capacity of all countries, in particular developing countries, for <u>early warning, risk reduction and management of national and global health risks.</u></b></p>	<ul style="list-style-type: none"> <li>• Smart Detection, tracks the movement of people, their temperature and reduces the risk of infection.</li> <li>• Telecommunication and telemedicine systems.</li> <li>• Artificial Intelligence to authorize medical leave.</li> <li>• Solutions that improve hospital management.</li> <li>• Integral management of information regarding health plan members (management, disease prevention and control).</li> <li>• Solution for dental prostheses.</li> <li>• Cold chain control when transporting and storing food.</li> <li>• Blockchain.</li> <li>• Technologies for hospital systems that integrate each patient’s clinical information as they receive the various services provided by the institution (Colombia).</li> <li>• A solution that integrates specialized healthcare software and focuses on patient safety, protocols, healthcare plans and medication traceability. (Colombia).</li> <li>• A solution that support medication closed circuits by integrating each process from medication procurement to being taken by the patient (Colombia).</li> <li>• An electronic record solution that improves healthcare service delivery and electronic prescriptions.</li> <li>• Mechanisms for citizen interaction and data gathering in accordance with COVID-19 pandemic response strategies required by health authorities (Colombia).</li> <li>• Corporate Wellness to improve employee welfare.</li> <li>• <a href="#">Initiatives that promote healthy diets and lifestyles (Mexico).</a></li> <li>• <a href="#">Agreements with health institutions that provide preventive health care and medical services for employees.</a></li> </ul>
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**SDG 4: QUALITY EDUCATION**



<p><b>4.1 Ensure that all children complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.</b></p>	<ul style="list-style-type: none"> <li>• Virtual classrooms to provide efficient and accessible education</li> <li>• Technological platform support for the primary and secondary education enrolment system for the Ministry of National Education (Colombia).</li> <li>• Internet connectivity for urban and rural schools in Argentina.</li> </ul>
<p><b>4.2 Ensure that all children have <u>access to quality early childhood development, care and pre-primary education</u> so that they are ready for primary education.</b></p> <p><b>4.4 Substantially increase the number of youth and adults who have <u>relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</u></b></p>	<ul style="list-style-type: none"> <li>• 360° Remote Education, a complete e-learning platform.</li> <li>• Virtualization, digital connectivity and e-learning that improves education for children and young people.</li> <li>• Transfer of transformation information to organizations, such as Data &amp; Artificial Intelligence, Cybersecurity and Cloud.</li> <li>• Courses and outreach to schools, technical education centers and universities.</li> <li>• Technological projects for virtual classrooms. Internet for all with a focus on higher education (Mexico).</li> <li>• Cloud technology platform for remote learning in public schools in response to the COVID-19 pandemic (Colombia).</li> <li>• Remote PC Access that gives students access to technological resources from anywhere.</li> <li>• Predictive analytics and artificial intelligence solution to identify dropouts in educational institutions. It aims to anticipate the reasons for dropping out and prepare action plans.</li> <li>• <a href="#">Diploma in new technological skills, such as cyber-security, data science, cloud and agility.</a></li> <li>• <a href="#">Scholarships that develop the skills of young students in vulnerable situations.</a></li> <li>• <a href="#">Fresh Graduate Program that recruits young professional graduates (Chile, Panama, Peru and Mexico).</a></li> <li>• <a href="#">Internship program for students from technical schools and universities in Costa Rica.</a></li> <li>• <a href="#">SONDA Transformation Academy.</a></li> </ul>
<p><b>4.5 Eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for vulnerable people.</b></p>	<ul style="list-style-type: none"> <li>• Assurance for the platform that validates degrees received outside Colombia, for the Ministry of National Education in Colombia.</li> </ul>

## SDG 5: GENDER EQUALITY



5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

- Strengthening the female leadership program.
- Driving gender parity forward.
- Training on unconscious bias to promote diversity and inclusion (Colombia).

## SDG 6: CLEAN WATER AND SANITATION



6.3 Improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

- IoT platform with sensors for monitoring industrial effluents.
- Monitoring and prompt detection of cyanobacteria, to safeguard the quality of drinking water.
- Real-time monitoring and management of sewerage and water supply networks.
- Detection of waste being dumped into water supplies using cameras and video analytics.

6.4 Substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.

- Smart Metering that encourages efficient water use.
- IoT platform with rainfall sensors.
- Technologies that conserve and rationally use water.
- Technologies for water supply monitoring, fault identification and leak control for the Bogota Aqueduct (Colombia).

6.6 Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes.

- Management of aquifers by integrating data from web applications, geo-portals, hydrological information systems and accounts in Colombia.
- Smart Forest Fire Safety to rapidly detect forest fire outbreaks.

## SDG 7: AFFORDABLE AND CLEAN ENERGY



7.2 Increase substantially the share of renewable energy in the global energy mix.

- The new Kudos call center is exclusively supplied by renewable energy (Santiago-Chile).

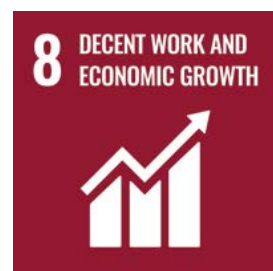
7.3 Double the global rate of improvement in energy efficiency.

- Smart Lighting for energy saving and smart control.
- New KUDOS Tier IV data center in Chile with improved energy efficiency.
- Printing and computing equipment that meets energy efficiency standards, such as Energy Star v3.0 in Colombia.

7.b Expand infrastructure and upgrade technology for supplying modern and sustainable energy services for all in developing countries.

- Smart Grid and artificial intelligence solutions for greater energy efficiency and service quality when distributing electricity.
- Smart Forest Fire Safety para la detección temprana de focos de incendios forestales.

## SDG 8: DECENT WORK AND ECONOMIC GROWTH



8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors.

- SONDA's solutions improve the competitiveness and efficiency of thousands of businesses and governmental organizations, and provide solutions to challenges facing citizens or productive and service sectors.
- Smart Retail, omni-channel retail solutions and tools.

8.5 Achieve full and productive employment and decent work for all women and men.

- SONDA's People Value Proposition.
- Attracts and retains talented people.

8.6 Substantially reduce the proportion of youth not in employment, education or training.

- Seed programs for young students starting work (Colombia).
- Including staff in the teaching practice stage of the SENA National Learning System, in Colombia.

<p><b>8.8 Protect labor rights and promote safe and <u>secure working environments</u> for all workers.</b></p>	<ul style="list-style-type: none"> <li>• Smart Working, provides connectivity for virtual meetings, remote education and training and online collaboration opportunities.</li> <li>• Smart Detection, tracks the movement of people, their temperature and reduces the risk of infection.</li> <li>• Smart Safety that focuses on occupational safety.</li> <li>• Artificial vision that detects and prevents risks to employees.</li> <li>• People counting and registering solution to control the capacity of meeting rooms and report any infection (Colombia).</li> <li>• Robotics with image recognition systems that inspect areas that are dangerous for people, using software to replace human tasks.</li> <li>• Robotics and analytics that work in unsafe areas or areas unfit for people.</li> <li>• Smart Lighting solutions that adapt the lighting for workplaces to meet the requirements for those tasks.</li> <li>• Corporate Wellness to improve employee welfare.</li> <li>• <a href="#">Implementation of ISO 45001 for an occupational health and safety management system.</a></li> <li>• <a href="#">Working climate management through surveys and improvement plans.</a></li> <li>• <a href="#">Annual occupational health and safety programs, including training.</a></li> </ul>
<p><b>8.10 Strengthen the capacity of domestic financial institutions to encourage and expand <u>access to banking, insurance and financial services</u> for all.</b></p>	<ul style="list-style-type: none"> <li>• Technological solutions for institutions providing microfinance to small and medium-sized entrepreneurs.</li> <li>• Dual card for financial and transport services, to increase banking penetration (Banco Nacional de Panamá).</li> </ul>

**SDG 9: INDUSTRY, INNOVATION AND INFRASTRUCTURE**



<p><b>9.1 Develop quality, reliable, sustainable and resilient infrastructure, including <u>regional and transborder infrastructure</u>, to support economic development and human well-being.</b></p>	<ul style="list-style-type: none"> <li>• Smart Borders, integrated border control and customs solutions.</li> </ul>
<p><b>9.3 Increase the <u>access of small-scale industrial and other enterprises, in particular in developing countries, to financial services</u>, including affordable credit, and their integration into value chains and markets.</b></p>	<ul style="list-style-type: none"> <li>• Technological solutions for institutions providing microfinance to small and medium-sized entrepreneurs.</li> <li>• Factoring that strengthens small and medium-sized enterprises, such as the FIN700 solution.</li> </ul>
<p><b>9.4 Upgrade infrastructure and <u>retrofit industries to make them sustainable, with increased resource-use efficiency</u> and greater adoption of clean and environmentally sound technologies and industrial processes.</b></p>	<ul style="list-style-type: none"> <li>• Electricity powering public transport in Chile.</li> <li>• Access control and video surveillance system for the Panama Canal Authority's logistics corridor, to improve the efficiency of overland cargo transportation.</li> <li>• Kupay solution provides integrated and sustainable agricultural management.</li> <li>• Smart Cities portfolio solution with asset and goods in process traceability, to increase reliability and reduce times, while achieving greater efficiencies.</li> </ul>
<p><b>9.5 Enhance scientific research, <u>upgrade the technological capabilities of industrial sectors</u> in all countries, in particular developing countries, including encouraging innovation and substantially increasing the number of research and development workers.</b></p>	<ul style="list-style-type: none"> <li>• Automation of the production chain at Productos Ramo with IT and OT integrated technologies, which can be replicated throughout the food industry.</li> <li>• <a href="#">The KUDOS Tier IV data center in Chile.</a></li> </ul>
<p><b>9.b Support domestic technology development, research and innovation in <u>developing countries</u>.</b></p>	<ul style="list-style-type: none"> <li>• Transfer of transformation information to organizations, such as Data &amp; Artificial Intelligence, Cyber-security and Cloud.</li> <li>• Innovation and consolidation of collaborative opportunities leveraged by co-working.</li> <li>• Development of a technological tool that supports remote or assisted sales and reactivates selling with a zero-contact experience.</li> <li>• <a href="#">Training and development of IT professionals.</a></li> <li>• <a href="#">SONDA's open innovation model</a></li> <li>• <a href="#">Programs with universities.</a></li> </ul>
<p><b>9.c <u>Significantly increase access to information and communications technology</u> and strive to provide universal and affordable access to the Internet in least developed countries by 2020.</b></p>	<ul style="list-style-type: none"> <li>• SONDA's solutions improve the competitiveness and efficiency of thousands of businesses and governmental organizations, and provide solutions to challenges facing citizens or productive and service sectors.</li> </ul>



## SDG 10: REDUCED INEQUALITY



10.2 Empower and promote the <u>social</u> , economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	<ul style="list-style-type: none"> <li>Promotion of inclusion and diversity within SONDA.</li> </ul>
10.3 Ensure <u>equal opportunity</u> and reduce inequalities of outcome.	<ul style="list-style-type: none"> <li>Promotion of inclusion and diversity within SONDA.</li> </ul>
10.4 Adopt policies, especially fiscal, wage and <u>social protection</u> policies, and progressively achieve greater equality.	<ul style="list-style-type: none"> <li>Integral solutions that improve investment and pension fund management.</li> </ul>

## SDG 11: SUSTAINABLE CITIES AND COMMUNITIES



11.1 Ensure access for everyone to adequate, safe and affordable housing and basic services, and improve vulnerable communities.	<ul style="list-style-type: none"> <li>System for managing mortgage loans.</li> </ul>
11.2 Provide access to safe, affordable, accessible and sustainable <u>transport systems</u> for all, improving <u>road safety</u> , notably by expanding <u>public transport</u> , with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.	<ul style="list-style-type: none"> <li>Smart Transport, smart and efficient public transport.</li> <li>Electricity powering public transport in Chile.</li> <li>Smart traffic control.</li> <li>Self-service terminals for public transport.</li> <li>IoT platform with gas sensors that registers usage, detects thresholds and issues warnings.</li> </ul>
11.3 Enhance <u>inclusive and sustainable urbanization</u> and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.	<ul style="list-style-type: none"> <li>Smart Cities, solutions for smart, safe cities.</li> <li>Smart Parking.</li> <li>Smart Grid, solutions for utilities.</li> </ul>
11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.	<ul style="list-style-type: none"> <li>Prompt detection of vandalism in urban environments using video analysis that monitors street fittings, monuments, historical buildings, etc.</li> </ul>
11.5 Significantly reduce the number of deaths and the number of people affected and substantially decrease the direct economic losses relative to global gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations.	<ul style="list-style-type: none"> <li>Smart Forest Fire Safety to rapidly detect forest fire outbreaks.</li> </ul>
11.6 Reduce the adverse per capita environmental impact of cities, including by paying special attention to <u>air quality and municipal and other waste management</u> .	<ul style="list-style-type: none"> <li>Contamination measurement.</li> <li>Real-time monitoring and management of sewerage and water supply networks.</li> <li>Smart kitchen, to reduce food waste.</li> </ul>
11.7 Provide universal access to safe, inclusive and accessible, green and <u>public spaces</u> .	<ul style="list-style-type: none"> <li>Smart Lighting, smart solutions for public lighting.</li> <li>Smart Safety, public and property safety.</li> <li>IoT for supplying devices with solar energy</li> </ul>

## SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION



12.2 Achieve the <u>sustainable management and efficient use of natural resources</u> .	<ul style="list-style-type: none"> <li>Kupay solution provides integrated and sustainable agricultural management.</li> <li>Smart Farming that promptly detects pests in crops.</li> <li>Smart Metering that encourages efficient water use.</li> <li>Paperless solution that reduces paper usage by invoicing electronically.</li> <li>Technologies that promote the conscious use of paper.</li> </ul>
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12.3 Halve per capita global food waste at the retail and consumer levels and reduce food losses along <u>production and supply chains</u> , including post-harvest losses.	<ul style="list-style-type: none"> <li>• Cold chain control when transporting and storing food.</li> <li>• Connected Agro solution, a dashboard using IoT and analytics that monitors milk quality throughout the production chain, from animal health through to milk storage, transport and production.</li> <li>• Food Defense, a security solution for food processing plants to prevent sabotage or attacks that could result in food waste.</li> <li>• Smart Kitchen to reduce food waste, optimize energy consumption and reduce the risks of sanitary inspections.</li> </ul>
12.4 Achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and <u>significantly reduce their release to air, water and soil</u> .	<ul style="list-style-type: none"> <li>• Real-time monitoring and management of sewerage and water supply networks.</li> </ul>
12.5 Substantially reduce waste generation through <u>prevention, reduction, recycling and reuse</u> .	<ul style="list-style-type: none"> <li>• Solutions that reduce waste.</li> <li>• Enterprise content management that transforms printing into digital document management within companies.</li> <li>• Paperless solution that reduces paper usage by invoicing electronically.</li> <li>• <a href="#">The circular economy in our outsourcing services.</a></li> <li>• <a href="#">Alliances with business partners that recycle electronic waste.</a></li> <li>• <a href="#">Campaigns that promote recycling and efficiently using resources.</a></li> <li>• <a href="#">Responsible collection and integral final disposal of spare parts, supplies and electronic equipment by manufacturers in Colombia.</a></li> <li>• <a href="#">Participation in socio-environmental programs organized by municipal, healthcare and NGO institutions (Aldeas infantiles SOS, RECIDAR, Angelitos de Cristal) that support recycling clothes and waste in Peru.</a></li> </ul>
12.6 Encourage companies, especially large and transnational companies, to adopt <u>sustainable practices and to integrate sustainability information</u> into their reporting cycle.	<ul style="list-style-type: none"> <li>• <a href="#">SONDA Integrated Report.</a></li> <li>• <a href="#">Certified compliance with various sustainability standards, such as ISO 14001, ISO 45001.</a></li> </ul>
12.7 Promote <u>public procurement practices</u> that are sustainable, in accordance with national policies and priorities.	<ul style="list-style-type: none"> <li>• Public procurement portals, such as ChileCompras and PanamaCompra.</li> <li>• E-Procurement solution in Argentina.</li> </ul>

## SDG 13: CLIMATE ACTION



13.1 Strengthen resilience and <u>adaptive capacity to climate-related hazards and natural disasters</u> in all countries.	<ul style="list-style-type: none"> <li>• Smart Forest Fire Safety to rapidly detect forest fire outbreaks.</li> <li>• IoT platform that monitors environmental variables, effluents in the water supply, rainfall, and other factors, which promptly detects problems caused by environmental or climatic phenomena.</li> </ul>
13.2 Integrate <u>climate change measures</u> into national policies, strategies and planning.	<ul style="list-style-type: none"> <li>• <a href="#">Decarbonize our energy matrix.</a></li> </ul>
13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	<ul style="list-style-type: none"> <li>• <a href="#">Participation in the Ministry of the Environment's "Huella Chile" (Chile Footprint) program that measures SONDA's carbon footprint and creates action plans to reduce it.</a></li> <li>• <a href="#">Awareness campaigns promoting environmental care.</a></li> <li>• <a href="#">Participation in the Panamanian Ministry of the Environment's "Reduce your footprint" program, and being one of the first 50 companies in Panama to initiate a "Carbon Neutral" Plan.</a></li> </ul>

## SDG 14: LIFE BELOW WATER



14.1 Prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities.	<ul style="list-style-type: none"> <li>• IoT platform with sensors that monitor water quality variables in seas and lakes.</li> <li>• IoT platform with sensors for monitoring industrial effluents.</li> </ul>
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## SDG 15: LIFE ON LAND



15.1 Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands.

- Smart Forest Fire Safety to rapidly detect forest fire outbreaks.

## SDG 16: PEACE, JUSTICE AND STRONG INSTITUTIONS



16.1 Significantly reduce all forms of violence and related death rates everywhere.

- Smart Safety that reduces crime and manages public safety risks.

16.5 Substantially reduce corruption and bribery in all their forms.

- Fraud prevention solution for State accounts.
- Fraud Prevention & DMI.
- [SONDA's Crime Prevention Model](#).

16.6 Develop effective, accountable and transparent institutions at all levels.

- Automated payment system for municipal, state, and federal taxes.
- Solutions that prevent money laundering.
- Computer equipment platform for the Attorney General's Office in Colombia.
- Virtual communication system for attention during the pandemic for the Ministry of Health in Colombia.
- [Transparency and accountability within SONDA](#).
- [Monitoring and safeguarding compliance with legal and other requirements](#).

16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.

- Automated election systems.

16.9 Provide legal identity for all, including birth registration.

- Integral solution and digital biometrics for the civil register system.

16.b Promote and enforce non-discriminatory laws and policies for sustainable development.

- [SONDA's Sustainability Declaration](#).

## SDG 17: PARTNERSHIPS TO ACHIEVE THE GOALS



17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

- [Connection with ecosystems that promote innovation and add value to society](#).
- [SONDA's open innovation model](#)

# Sustainability Indicators

## SONDA's 2021 Integrated Report

Indicator	Calculation method	2018	2019	2020	2021
<b>SONDA AT A GLANCE</b>					
<b>Revenue</b>					
Revenue value	US\$ million	1,125	1,191	1,098	1,062
Percentage revenue from emerging markets	Percentage of revenue from emerging markets in relation to total revenue. All the countries where SONDA operates fall into the "emerging markets" category, according to RobecoSAM, with the exception of Chile and Uruguay.	52.4%	52.1%	47.9%	42.7%
<b>% revenue by business line</b>					
IT Services	% of revenue compared to the total	47.6%	48.1%	45.3%	41.0%
Applications	% of revenue compared to the total	9.2%	11.4%	9.1%	8.0%
Platforms	% of revenue compared to the total	43.2%	40.5%	45.7%	51.0%
<b>% revenue by geographical area</b>					
Chile	% of revenue compared to the total	46.0%	45.7%	49.8%	56.0%
Brazil	% of revenue compared to the total	28.6%	30.6%	26.2%	23.1%
Mexico	% of revenue compared to the total	8.3%	5.3%	4.8%	4.2%
OPLA	% of revenue compared to the total	17.0%	18.4%	19.2%	16.7%
<b>EBITDA</b>	US\$ million	128	131	122	132
<b>Capitalization</b>	US\$ million Market capitalization at the end of the year.	1.332	795	535	258
<b>Investment</b>	US\$ million Investment disbursed in the year	46	112	68	52
<b>Suppliers</b>					
Supplier payments	US\$ million Total payments to suppliers	734	735	731	731

### HUMAN CAPITAL IN IT

Human capital development in IT					
Number of IT professionals	Number of our IT professionals	13,289	12,598	10,326	10,354
% of IT professionals	% compared to our total employees	79%	78%	78%	77%

### TRANSFORMATION

Amount invested in R&D	US\$ million Investment disbursed in the year	1.6	4.3	2.1	2.0
Percentage invested in R&D compared to sales	% invested in R&D compared to sales	0.1%	0.4%	0.2%	0.2%

Indicator	Calculation method	2018	2019	2020	2021
<b>GOVERNANCE AND ETHICS</b>					
<b>Board composition and diversity</b>					
Number of directors with executive positions within the company	Number as of December 31 each year Excluding independent directors	0	0	0	0
Number of independent directors	Number as of December 31 each year	6	6	4	4
Number of directors	Number as of December 31 each year	1	1	1	1
Under 30 years old	Number of directors as of Dec 31	0	0	0	0
Between 31 and 50 years	Number of directors as of Dec 31	2	2	2	2
Over 51 years old	Number of directors as of Dec 31	7	7	7	7
Average seniority of directors	Average years on the SONDA Board	5	6	6	6
Average attendance of directors	Average attendance of directors at SONDA Board meetings	98%	93%	100%	96%
Directors with experience in the IT industry	Number as of December 31 each year Only include non-executive directors (Directors without an executive position in the company)	8	8	7	8
Directors with experience in risk management	Number as of December 31 each year Only include non-executive directors (Directors without an executive position in the company)	4	4	4	4
<b>Code of Ethics scope</b>					
Percentage of employees covered	% of employees covered as of December 31 each year	100%	100%	100%	100%
<b>Code of Ethics</b>					
Complaints received	Number of complaints received during the year	55	79	45	73
% of complaints resolved	Number of complaints resolved during the period / Number of complaints received during the period	100%	100%	100%	100%
<b>Discrimination cases</b>					
Number of discrimination cases		0	0	2	0
<b>Corruption</b>					
Corruption cases	Number of confirmed corruption cases	0	0	0	0
Cases where the employee was dismissed	Number of confirmed cases where employees have been dismissed for corruption, or disciplinary action has been taken	0	0	0	0
Cases where a business partner's contract was terminated	Number of confirmed cases where a business partner's contract was terminated or not renewed for corruption-related offences	0	0	0	0
Legal cases against the organization	Number of public legal cases related to corruption filed against the organization	0	0	0	0
Unfair competition	Number of legal proceedings pending or terminated for unfair competition, monopolistic or anti-competitive practices, where the organization was involved	0	0	0	0
<b>Compliance</b>					
Value of fines	Monetary value of significant fines for non-compliance with social or financial laws and regulations US\$ million	0	0	0	0

Indicator	Calculation method	2018	2019	2020	2021
Number of non-monetary sanctions	Number of non-monetary sanctions for non-compliance with social or financial regulations	0	0	0	0
Number of cases	Number of cases submitted to social or financial dispute resolution mechanisms	0	0	0	0
<b>Contributions to political parties</b>	US\$ million Value of all contributions to political parties	0	0	0	0
<b>Economic value generated and distributed among economic agents</b>					
Direct operational cost	US\$ million Cost of sales for platforms and applications	399	481	474	520
Economic Value Generated	US\$ million Sales revenue - Direct operational cost	727	710	624	542
Value retained by the company	US\$ million Includes annual depreciation and amortization plus non-distributed profits.	61	34	86	53
Economic Value Distributed	"US\$ million (Economic Value Generated - Value retained by the company) = Value Distributed to economic agents (Employee remunerations and benefits + Suppliers + State taxes + Dividends to shareholders + Payments to Financiers)"	666	675	538	489
Employees	US\$ million Operating and administrative costs	384	401	336	281
Service suppliers	US\$ million (service provider companies)	101	95	80	73
State	US\$ million Taxes paid to the State	40	50	12	35
Shareholders	US\$ million Dividend payments	8	16	0	21
Capital financiers	US\$ million Capital repayment and interest	20	25	24	19
Other operating expenses	US\$ million	113	87	85	62

## CUSTOMERS

<b>Customer satisfaction</b>					
% customers measured by satisfaction	% of customers whose satisfaction was evaluated	100%	100%	80%	88%
Complaints	Complaint rate (Number of complaints/Number of Service Orders)	0.06	0.03	0.04	0.03
<b>Service quality</b>					
	% of cases dropped out at help desks	92.0%	91.0%	92.0%	92.5%
	% SLA compliance OS service	88.7%	91.5%	94.8%	95.8%
<b>Customer data security</b>					
Value of fines	Value in US\$ of customer data security breaches	0	2,080	0	0
Number of fines	Number of customer data security breaches	0	1	0	0
Lost customer data cases	Number of customer cases with privacy or lost data problems	0	3	0	0
Complaints	Number of customer complaints for privacy or lost data issues	2	4	0	0
	Number of authority/regulator complaints for customer privacy or lost data issues	2	0	0	0

Indicator	Calculation method	2018	2019	2020	2021
<b>Service continuity</b>					
Service availability	Percentage time service available / Total time	99.8%	97.4%	99.6%	99.6%
Availability complaints	Number of customer complaints for failures in system availability (DCC customer complaints for availability)	5	10	0	6
Uptime components	(1 - ((Td-Tm)/Ta))* 100% Td: Downtime during the period. Tm: Scheduled maintenance time during the period. Ta: Agreed service time during the period.	99.6%	98.1%	99.6%	99.7%

## EMPLOYEES

<b>Total employees</b>					
Number of employees	Number as of December 31 each year	16,845	16,119	13,252	13,522
<b>Indefinite and temporary employees</b>					
Indefinite employees	Number as of December 31 each year	16,845	16,119	13,252	13,522
Temporary employees	Number as of December 31 each year	278	242	195	109
<b>Number of contractor's employees</b>	Number as of December 31 each year	278	242	195	109
<b>Employees by age</b>					
Employees under 30 years old	Number as of December 31 each year	5,382	5,016	3,709	3,598
Employees between 31 and 50 years old	Number as of December 31 each year	9,887	9,493	8,090	8,350
Employees over 51 years old	Number as of December 31 each year	1,576	1,610	1,453	1,574
<b>Employees by gender</b>					
Men	Number as of December 31 each year	12,009	11,665	9,558	9,611
Women	Number as of December 31 each year	4,836	4,454	3,694	3,911
	% of women in relation to total	29%	28%	28%	29%
<b>Women in executive positions</b>					
Number of employees in executive positions	Number of female executives (senior management, maximum two levels from the CEO)	54	47	38	36
Number of women in executive positions	Number of female executives (senior management, maximum two levels from the CEO)	1	2	2	1
<b>Female employees by age</b>					
Women under 30 years old	Number as of December 31 each year	1,505	1,498	1,206	1,163
Women between 31 and 50 years old	Number as of December 31 each year	2,914	2,564	2,168	2,385
Women over 51 years old	Number as of December 31 each year	417	408	321	363
<b>Employees by age range</b>					
Employees under 30 years old	Number of employees	5,382	5,016	3,709	3,598
Employees between 31 and 50 years old	Number of employees	9,887	9,493	8,090	8,350
Employees over 51 years old	Number of employees	1,576	1,610	1,453	1,574
<b>Employees by country</b>					
Chile	Number of employees	3,437	3,088	2,758	2,876
Brazil	Number of employees	8,354	8,102	6,032	6,306
Mexico	Number of employees	1,475	1,373	1,225	1,299
OPLA	Number of employees	3,579	3,556	3,237	3,041

Indicator	Calculation method	2018	2019	2020	2021
<b>Employees by length of service in the company</b>					
Under 3 years	Number of employees	8,921	8,775	6,467	6,923
Between 3 and 6 years	Number of employees	4,499	3,949	3,647	3,437
Between 6 and 9 years	Number of employees	1,102	1,035	914	847
Between 9 and 12 years	Number of employees	1,151	1,026	940	986
Over 12 years	Number of employees	1,172	1,334	1,284	1,329
<b>Salary gap by gender</b>					
Executives and managers	Percentage salary earned by women compared to men in the same category	34%	30%	32%	28%
Professionals, technicians and administrative staff	Percentage salary earned by women compared to men in the same category	10%	6%	11%	14%
<b>Training in leadership and soft skills</b>					
Training hours	Average training and development hours, per employee	3	3	2	3
Total amount invested	US\$ invested in training	501,812	293,854	96,863	141,214
Training index	US\$ invested in training divided by number of employees	30	19	8	10
<b>Unionization</b>					
Unions	Number of unions as of December 31	40	40	39	40
Unionization	Percentage of unionized employees as of December 31 compared to total employees	14%	16%	14%	20%
Strikes	Number of strikes that lasted more than a week	0	0	0	0
Employees covered by collective bargaining agreements	Percentage of employees covered by collective bargaining agreements	73%	70%	69%	72%
<b>Accident rate</b>					
Number of fatalities (Own and contractors)	Number of fatalities during the year, including own and contractor's employees	0	0	0	0
Frequency Index (Own and contractors)	Number of lost-time accidents during the year, per million hours worked including own and contractor's employees	3.5	2.3	0.8	1.5
<b>Rotation and satisfaction</b>					
Total employee rotation	Percentage of leavers to total employees	41%	41%	46%	39.2%
Employee satisfaction survey	% of employees surveyed	100%	100%	100%	81.0%
	% favorable in employee satisfaction	61%	63%	70%	72.0%
	% satisfied employees	61%	68%	77%	75.0%
	% committed employees	74%	78%	78%	76.0%
<b>Leavers</b>	Number of employees who left SONDA	7,589	6,790	6,059	5,305

Indicator	Calculation method	2018	2019	2020	2021
<b>THE ENVIRONMENT</b>					
<b>Environmental Management</b>					
Certified Compliance with ISO 14,001	Number of employees working under ISO 14001 certification	2,091	5,078	4,750	4,989
<b>Eco-efficiency</b>					
Water	Volume of water consumed (m3)	46,826	38,476	104,031	34,689
Energy	Electricity consumed (MWh)	31,433	30,140	59,114	38,006
NCRE consumed	Renewable energy consumed (MWh)	s.i	28,662	57,088	34,077
	% electricity from NCRE / Total electricity consumed	s.i	95%	97%	90%
<b>Eco-efficiency of Data Center</b>					
Data Center consumption	% of electricity consumed in DC / total electricity consumed by SONDA	s.i	77%	51%	91%
PUE	Ratio of total energy consumption at the facility, to energy consumption by the IT equipment within that facility.	s.i	1.6	1.8	1.8
<b>IT waste</b>					
IT waste generated	Kilos	39,657	37,216	36,546	64,873
Data Center waste generated	Kilos	1,376	3,912	8,984	2,690
IT waste recycled	% of IT waste recycled	91%	62%	28%	97%
IT waste disposed of in a safe location	% of IT waste disposed of in a safe location	9%	38%	46%	79%
<b>SUPPLY CHAIN</b>					
<b>Supply chain</b>					
Supplier training	% of suppliers trained	70%	70%	70%	33%
Contractor training	% of contractors trained	80%	80%	80%	55%

# GRI Content Index - Standards

## Core Option

GRI Standard	Contents	Page number or Link	Omission
GRI 101: 2016 FUNDAMENTALS		GRI 101 does not include contents	

### GENERAL DISCLOSURES

GRI Standard	Contents	Page number or Link	Omission
GRI 102: General Disclosures 2016	102-1 Name of the organization	Cover page	
	102-2 Activities, brands, products, and services	7, 15, 16-18, 28, 89	
	102-3 Location of headquarters	The head office is in Santiago, Chile.	
	102-4 Location of operations	7	
	102-5 Ownership and legal form	61, 74	
	102-6 Markets served	7, 14, 16-18	
	102-7 Scale of the organization	7, 42, 108-110	
	102-8 Information on employees and other workers	7, 42, 109, 110	
	102-9 Supply chain	69	
	102-10 Significant changes to the organization and its supply chain	10	
	102-11 Precautionary principle or approach	SONDA's Code of Ethics demonstrates its precautionary approach to its business.	
	102-12 External initiatives	19	
	102-13 Membership of associations	73	
	102-14 Statement from senior decision-maker	4, 5	

Estándar GRI	Contenido	Número de página o URL	Omisión
GRI 102: General Disclosures 2016	102-15 Key impacts, risks and opportunities	7, 14, 17-19, 23, 27, 31, 32, 34-36, 64	
	102-16 Values, principles standards, and norms of behavior	8, 9, 26, 68	
	102-17 Mechanisms for advice and concerns about ethics	68	
	102-18 Governance structure	61 - 64	
	102-19 Delegating authority	63-66	
	102-20 Executive-level responsibility for economic, environmental and social topics	63, 64	
	102-22 Composition of the highest governance body and its committees	62, 63	Composition information not available that refers to: the number of significant positions, each person's commitments, the nature of those commitments, their membership of underrepresented social groups and their stakeholder representation.
	102-23 Chair of the highest governance body	The Chairman of the Board does not hold any executive positions within the company.	
	102-26 Role of the highest governance body in setting purpose, values and strategy	62, 64	
	102-29 Identification and management of economic, environmental and social impact	63, 64	
	102-30 Effectiveness of risk management processes	64, 91-94	
	102-40 List of stakeholder groups	71, 72	
	102-41 Collective bargaining agreements	110	

GRI Standard	Contents	Page number or Link	Omission
GRI 102: General Disclosures 2016	102-42 Identifying and selecting stakeholders	71	
	102-43 Approach to stakeholder engagement	70, 71	Information not available that refers to engagement frequency by type nor by stakeholder.
	102-44 Key topics and concerns raised	71, 72	
	102-45 Entities included in the consolidated financial statements	This document is an integrated report. Therefore, both the financial and the sustainability information have the same scope.	
	102-46 Defining report content and topic boundaries	97, 98	
	102-47 List of material topics	98	
	102-48 Restatements of information	The effect of any restated information with respect to the previous report and the reasons for that restatement. These are specified as footnotes to the respective indicators.	
	102-49 Changes in reporting	Significant changes with respect to the issues covered. These are specified as footnotes to the respective information.	
	102-50 Reporting period	97	
	102-51 Date of most recent report	2020 Integrated Report, published in March 2021.	
	102-52 Reporting cycle	Annual	
	102-53 Contact point for questions regarding the report	115	
	102-54 Claims of reporting in accordance with the GRI standards	97	
	102-55 GRI content index	111	
	102-56 External assurance	This report has not been externally verified.	

GRI Standard	Contents	Page number or Link	Omission
<b>MATERIAL ESG ISSUES</b>			
<b>ENVIRONMENT</b>			
<b>Technological solutions for a net zero, circular and regenerative society</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	34	
	103-2 The management approach and its components	33-36	
	103-3 Evaluation of the management approach	33-36	
	Technological solutions for a net zero, circular and regenerative society	35, 36	
<b>Environment care in SONDA's business</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	37	
	103-2 The management approach and its components	37, 39	
	103-3 Evaluation of the management approach	37-39	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	110	Environmental management: climate change, energy efficiency, and electronic waste consumption for heating, cooling, steam consumed and sold.
GRI 303: Water and effluents 2018	303-5 Water consumption	110	This indicator is not analyzed into consumption by department, volume consumed by areas with water stress, changes in how water is stored.
GRI 306: Waste 2020	306 - 3: Waste generated 306 - 4 Waste diverted from disposal 306 - 5 Waste directed to disposal	110	The focus is on IT and electronic waste. Traditional waste type and disposal method is not analyzed.
	Number of employees covered by ISO 14001 certification	110	



GRI Standard	Contents	Page number or Link	Omission
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**SOCIAL**

**Technological solutions that contribute to the SDGs**

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	19	
	103-2 The management approach and its components	19	
	103-3 Evaluation of the management approach	19	
	Technological solutions that contribute to the SDGs	19, 100-107	
	Initiatives within SONDA that contribute to the SDGs	19, 100-107	
	Number of IT professionals (own employees)	108	
	Percentage of IT professionals compared to total own employees	108	

**SONDA employee value proposition**

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	41	
	103-2 The management approach and its components	41-49	
	103-3 Evaluation of the management approach	41-49	
GRI 404: Training and education 2016	404-1 Average training hours per year per employee	110	Information not available: average training hours analyzed by gender and employment type.
	404-2 Programs to improve employee's skills and outplacement assistance programs	45-47	Information not available: Outplacement assistance programs to help professionals leaving the company.
	Investment in training (total and by employee)	110	
GRI 403: Occupational health and safety 2018	403-9 Work-related injuries	110	"Safety indicators are not analyzed by region, as they represent the entire business. Information not available: analysis by gender and employment type"
GRI 401: Employment 2016	401-1 Employee recruitment and staff turnover	110	This indicator is not analyzed by the region, nor by gender and employment type.
	Labor relations: trade unions, strikes, workplace climate index	45, 110	

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**Diversity and inclusion at SONDA**

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	49	
	103-2 The management approach and its components	49	
	103-3 Evaluation of the management approach	49	
GRI 405: Diversity and equal opportunity 2016	405-1 Employee diversity (gender, age, age range, length of service)	49, 109, 110	
	405-1 Directors by age range and length of service	63	
	405-2 Ratio of basic salary and remuneration for women versus men	110	
	Initiatives that promote diversity and inclusion at SONDA	49	

**GOVERNANCE**

**Innovation and Digital Transformation that serves our customers**

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	61	
	103-2 The management approach and its components	61, 63, 64	
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	Complaints	109	
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	Availability complaints	109	
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	Amount invested in R & D	108	
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GRI Standard	Contents	Page number or Link	Omission
<b>Cyber-security and data protection</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	27	
	103-2 The management approach and its components	28-31	
	103-3 Evaluation of the management approach	28-31	
GRI 418: Customer privacy 2016	418-1 Grievances based on breaches in customer privacy and customer data loss	31	
	Customer data security (fines, amounts, cases and complaints)	31, 109	
	Cyber-security and data protection initiatives	28-31	
<b>Corporate governance, risk management and responsible growth</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	61	
	103-2 The management approach and its components	61, 63, 64	
	103-3 Evaluation of the management approach	61, 63, 64	
GRI 405: Diversity and equal opportunity 2016	405-1 Number of directors	63, 108	
	405-1 Directors by age range and length of service	63, 108	
	Directors with experience in the IT industry	108	
	Directors with experience in risk management	108	
	Average attendance by directors	108	
<b>Ethics and compliance</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	68	
	103-2 The management approach and its components	68, 69	
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GRI 205: Anti-corruption 2016	205-3 Number of confirmed corruption cases	108	

GRI Standard	Contents	Page number or Link	Omission
GRI 206: Anti-competitive behavior 2016	206-1 Cases of anti-competitive behavior	108	
GRI 406: Non-discrimination 2016	406-1 Discrimination incidents	108	
GRI 2016: Socioeconomic compliance 2016	419-1 Monetary value of significant fines for breaches	108	
	419-1 Number of significant fines for breaches	109	
	419-1 Number of cases brought through dispute resolution mechanisms	109	
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	70, 71	
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GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	73, 109	
<b>Responsible supply chain</b>			
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundary	69	
	103-2 The management approach and its components	69	
	103-3 Evaluation of the management approach	69	
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	Supplier training	110	
	Contractor training	110	



## Investor Relations

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Currency conversion statement

**The figures in this Integrated Report are expressed in Chilean pesos as of December 31, 2021. Unless otherwise indicated, conversions to US dollars have used the closing exchange rate as of December 31, 2021.**

(US\$ 1 = 844.69 Chilean pesos)

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