



Earnings Presentation 1Q2020

May 04, 2020



Improving & Transforming Customers' Business

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Highlights 1Q2020

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Results highlights 1Q2020

- 1 Revenues in 1Q2020 grew 10.5% (YoY) in reporting currency (+3.6% in constant currency)
 - ❑ Chile +8.9% in reporting currency (+2.2% in constant currency)
 - ❑ Brazil +17.5% in reporting currency (+15.3% in constant currency)
 - ❑ México -27.8% in reporting currency (-37.6% in constant currency)
 - ❑ OPLA +19.0% in reporting currency (+5.2% in constant currency)

- 2 EBITDA decreased 28.1% in reporting currency compared to 1Q2019, affected by the sale of Acepta (Sep-19), revenue postponement, lower business closures and extraordinary effects in 1Q2019 that were not registered in 1Q2020.
 - ❑ EBITDA margin reached 6.8%

- 3 Net profit grew 68.4% in reporting currency (YoY), positive effects in non operational results and income tax.

- 4 Operational cash flow grew 134% compared to Mar-19 (+US\$ 10 million)

- 5 Business closed decreased 18.0% in the quarter (YoY). Despite lower dynamism, we highlight the increase in Mexico (+29.2%) and OPLA (+17.9%)

- 6 The Pipeline Increased 9.7% compared to Dic-19
 - ❑ Chile (+42.9%)
 - ❑ Brazil (+9.7%)
 - ❑ Mexico (-8.6%)
 - ❑ OPLA (+3.7%)

- 7 The company cash reached US\$ 182.1 million and Net Financial Debt / EBITDA was 1.8x

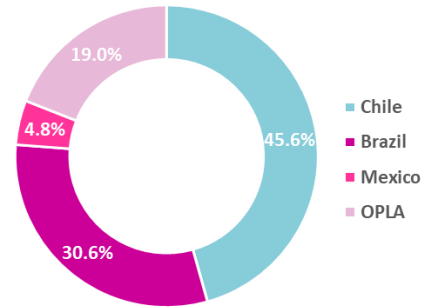
Results highlights 1Q2020

Consolidated SONDA

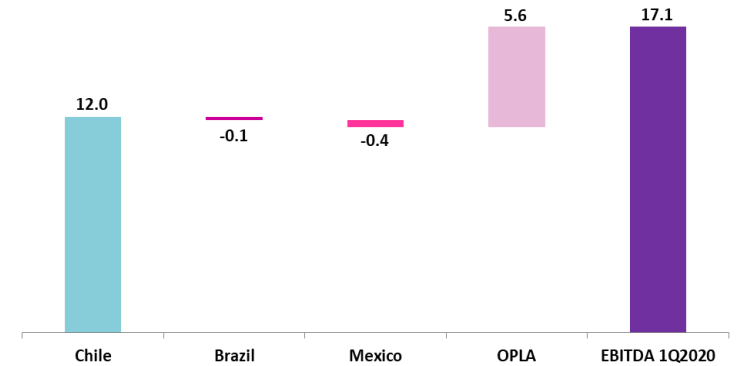
(US\$ million)

US\$ Million	1Q2020	Chg. 20/19	
Revenues	253.0	↑	10.5%
EBITDA	17.1	↓	(-28.1%)
EBITDA Margin	6.8%		(-363pb)
Net Income	9.4	↑	68.4%
Net Margin	3.7%		128pb

Revenue Distribution by Country



EBITDA Contribution by Country (million US\$)



SONDA Core Business

(US\$ million)

US\$ Million	1Q2020	Chg. 20/19	
Revenues	195.2	↑	9.2%
EBITDA	14.7	↓	(-33.9%)
EBITDA Margin	7.5%		(-491pb)
Net Income	12.4	↑	162.9%
Net Margin	6.4%		372pb

SONDA Distribution Business (Only in Chile)

US\$ Million	1Q2020	Chg. 20/19	
Revenues	57.8	↑	15.2%
EBITDA	2.4	↑	56.8%
EBITDA Margin	4.1%		109pb
Net Income	(3.0)	↓	(-451.8%)
Net Margin	(-5.2%)		(-692pb)

Figures in US\$ were translated using Exchange rate equal to \$ 852.03 / US\$

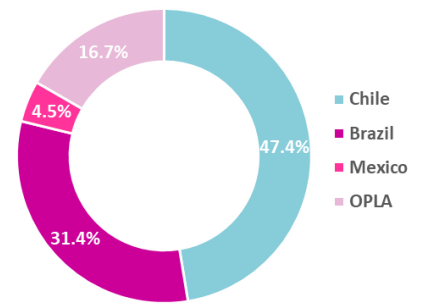
Results highlights 1Q2020

Business Closed

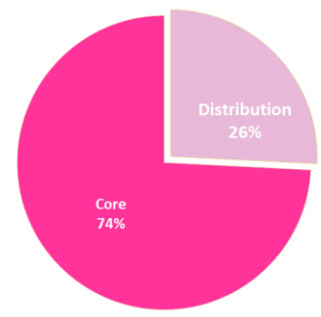
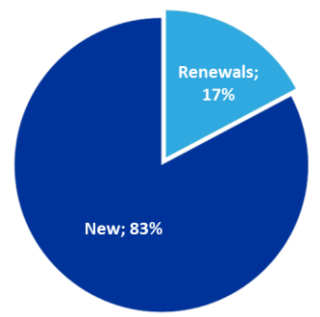
1Q2020



Closures by Country



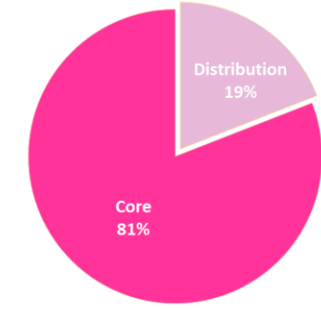
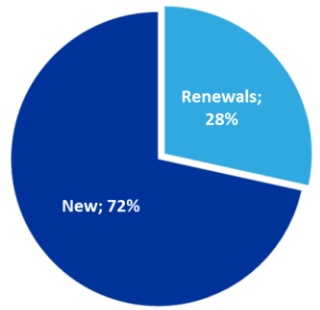
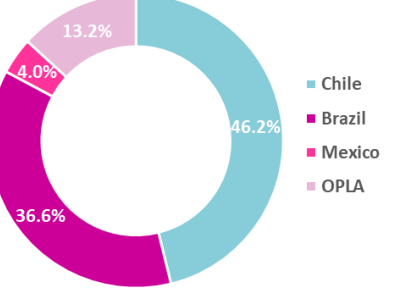
Type of Closure



Closures / Revenues

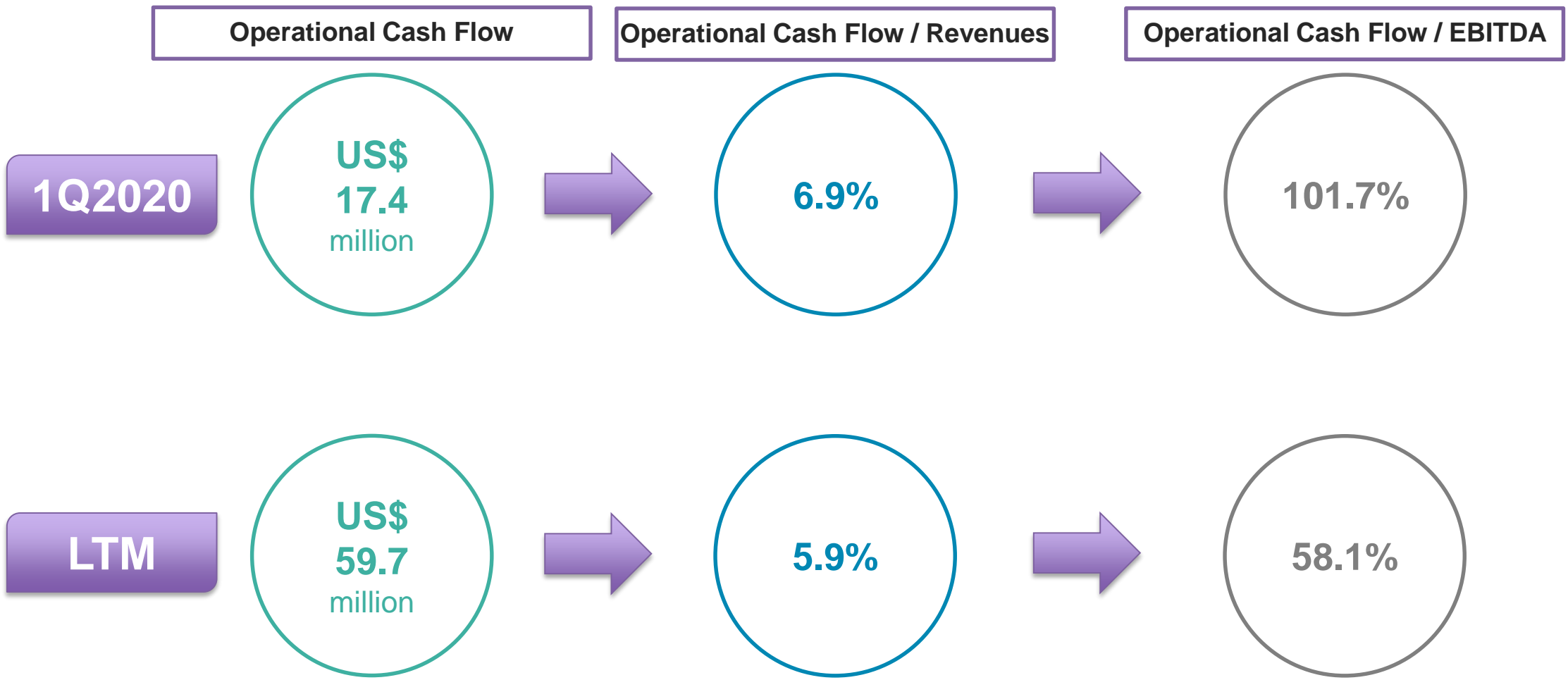


LTM



Figures in US\$ were translated using Exchange rate equal to \$ 852.03 / US\$

Results Highlights 1Q2020



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Segment Results 1Q2020

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Income Statement

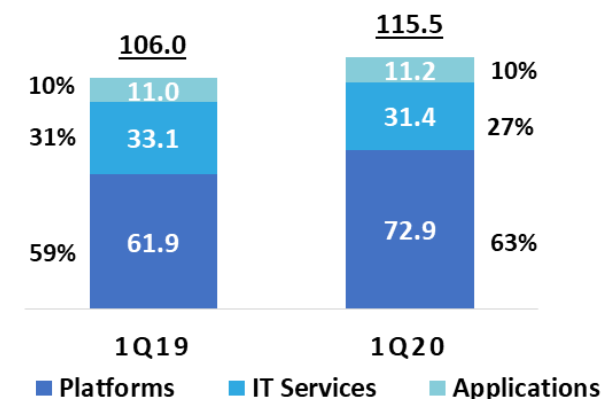
(US\$ million)

	1Q2019	1Q2020	Var.	1Q2020 A	Var.
Revenues	106.0	115.5	8.9%	108.4	2.2%
Gross Profit	23.3	21.1	(9.2%)	20.6	(11.4%)
<i>Gross Margin</i>	<i>22.0%</i>	<i>18.3%</i>	<i>(365bp)</i>	<i>19.0%</i>	<i>(292bp)</i>
Sales and Administrative Expenses	(13.3)	(13.3)	0.2%	(13.0)	(2.7%)
Operational Profit	10.0	7.8	(21.7%)	7.7	(22.9%)
<i>Operational Margin</i>	<i>9.4%</i>	<i>6.8%</i>	<i>(264bp)</i>	<i>7.1%</i>	<i>(231bp)</i>
EBITDA	13.4	12.0	(10.3%)	11.8	(11.6%)
<i>EBITDA margin</i>	<i>12.6%</i>	<i>10.4%</i>	<i>(223bp)</i>	<i>10.9%</i>	<i>(171bp)</i>

- Revenues increased 8.9%
 - ❑ *Platforms (+17.7%) y Applications (+2.3%)*
 - ❑ *IT Services affected by the sale of Acepta (Sep-19)*
 - ❑ *Not considering the divestiture of Acepta, revenues increased 14.2%*
- EBITDA decreased 10.3%
 - ❑ *Without the effect of Acepta, EBITDA grew 0.5%*
- EBITDA margin reached 10.4% affected by the divestiture and greater contribution of the distribution business
- Business closed decreased 1.5% compared to 1Q19, totaling US\$ 121 million
- Pipeline reached US\$ 554 million (+42.9% compared 2019 year end)

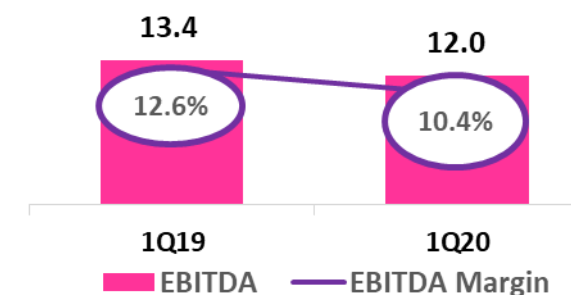
Revenues by Business Line

(US\$ million)



EBITDA & EBITDA Margin

(US\$ million, %)



Income Statement

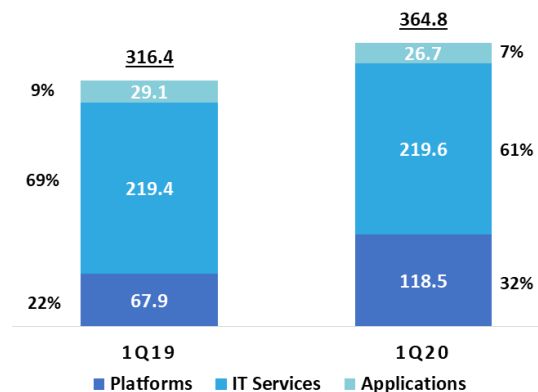
(BRL million)

	1Q2019	1Q2020	Var.
Revenues	316.4	364.7	15.3%
Gross Profit	34.3	19.7	(42.6%)
<i>Gross Margin</i>	10.8%	5.4%	(544bp)
Sales and Administrative Expenses	(35.8)	(41.0)	14.6%
Operational Profit	(1.5)	(21.3)	1316.9%
<i>Operational Margin</i>	-0.5%	-5.9%	(537bp)
EBITDA	20.3	0.0	(99.8%)
<i>EBITDA margin</i>	6.4%	0.0%	(642bp)

- Greater Dynamism in revenues of MDS, value software and platforms associated to services
- Discounting extraordinary positive effects by R\$ 10 million in 2019 and extraordinary costs by culmination of contracts by R\$ 12.4 million in 1Q2020, EBITDA would have grown 24%
- EBITDA lower than expected due to the delay of approval of projects from clients and lower business closures in March
- Business closed decreased 44% (in US\$) compared to 1Q2019 mainly due to a high comparative base and a delay of closures during March 2020
- Pipeline reached US\$ 2.171 million, representing an increased of 9.7% compared to Dic-19

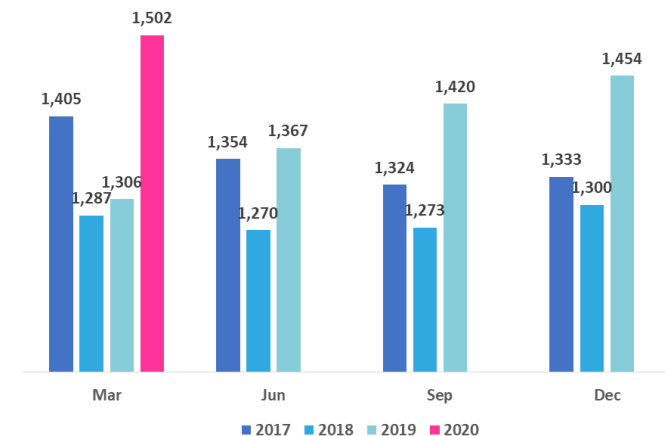
Revenues by Business Line

(BRL million)



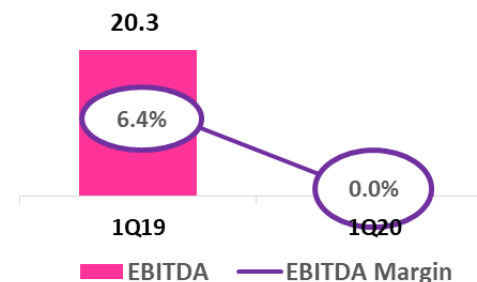
Revenues LTM

(BRL million)



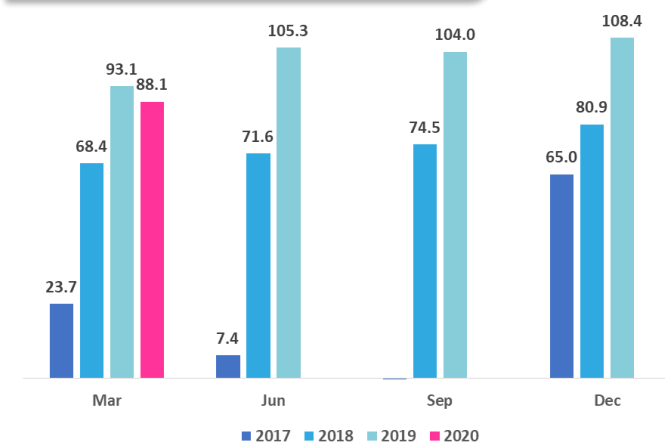
EBITDA & EBITDA Margin

(BRL million, %)



EBITDA LTM

(BRL million)



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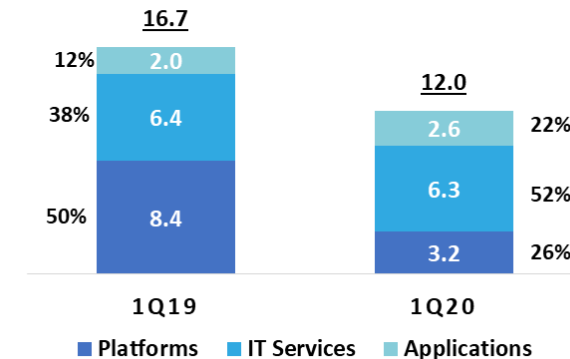


Income Statement (US\$ million)

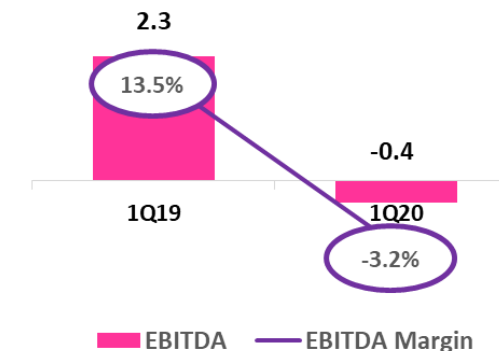
	1Q2019	1Q2020	Var.	1Q2020 A	Var.
Revenues	16.7	12.0	(27.8%)	10.4	(37.6%)
Gross Profit	1.5	1.1	(30.3%)	0.9	(38.1%)
<i>Gross Margin</i>	9.1%	8.8%	(31bp)	9.1%	(7bp)
Sales and Administrative Expenses	0.1	(2.3)	(2329.4%)	(2.0)	(2029.3%)
Operational Profit	1.6	(1.2)	(176.6%)	(1.1)	(164.8%)
<i>Operational Margin</i>	9.8%	-10.4%	(2,013bp)	-10.1%	(1,989bp)
EBITDA	2.3	(0.4)	(117.0%)	(0.3)	(114.0%)
<i>EBITDA margin</i>	13.5%	-3.2%	(1,669bp)	-3.0%	(1,653bp)

- Revenues decreased 27.8%
 - Lower performance in Platforms (-62.1%)
 - IT Services were practically flat (-1.5%)
 - Applications (+32.9%)
- EBITDA decreased 117.0%
 - Difference of US\$ 2.2 million in extraordinary effects (lower expenses) in 1Q2019
 - Discounting that effect EBITDA would have decreased US\$ 500 thousand
- EBITDA margin reached -3.2%, in line with margins of 4Q2019
- Business closed grew 29.2%, totaling US\$ 11.6 million
- Pipeline reached US\$ 330 million, representing a decrease of 8.6% (compared to Dic-19) and an increase of 7.1% (compared to 1Q2019)

Revenues by Business Line (US\$ million)



EBITDA & EBITDA Margin (US\$ million, %)



Income Statement

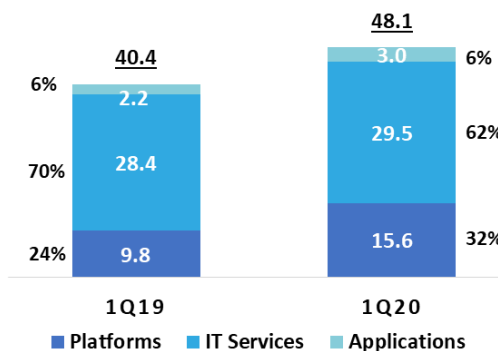
(US\$ million)

	1Q2019	1Q2020	Var.	1Q2020 A	Var.
Revenues	40.4	48.1	19.0%	42.5	5.2%
Gross Profit	5.9	9.0	52.7%	7.8	33.7%
<i>Gross Margin</i>	14.5%	18.6%	411bp	18.4%	394bp
Sales and Administrative Expenses	(3.6)	(5.4)	50.5%	(4.7)	33.0%
Operational Profit	2.3	3.6	56.0%	3.1	34.8%
<i>Operational Margin</i>	5.7%	7.5%	177bp	7.3%	161bp
EBITDA	3.9	5.6	42.3%	4.9	24.4%
<i>EBITDA margin</i>	9.7%	11.6%	190bp	11.5%	178bp

- Revenues increased 19.0%
 - Platforms (+59.0%), Applications (+35.4%) and IT Services (+3.9%).
 - Expansion in markets of Colombia (+21.2%), Panama (+19.6%), Peru (+49.1%), Ecuador (+39.4%), Costa Rica (+124.5%) and Argentina (+13.3%)
- EBITDA increased 42.3%
 - Better results in Colombia (+195.0%), Argentina (+106.4%), Costa Rica (+235.3%) and Panama (+15.6%).
- EBITDA margin reached 11.6% (+190bp)
 - Margin improvements in Colombia, Argentina and Ecuador
- Business closed increased 17.9%, totaling US\$ 43 million
- Pipeline reached US\$ 1,046 million, representing an increase of 3.7% (compared to Dic-19) and a 7.8% (compared to 1Q2019)

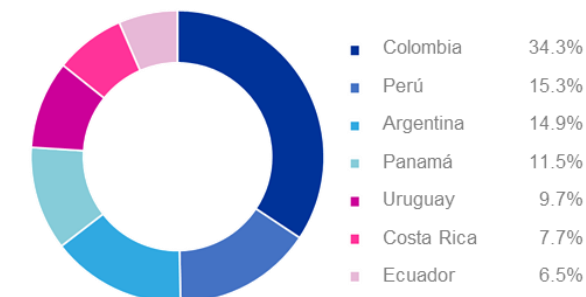
Revenues by Business Line

(US\$ million)



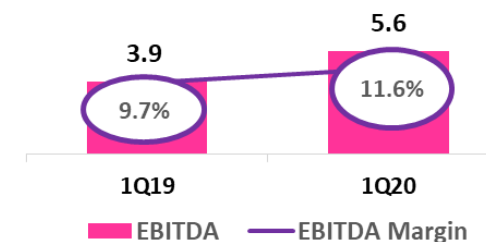
Revenues by Country

(%)



EBITDA & EBITDA Margin

(US\$ million, %)



Figures in US\$ were translated using Exchange rate equal to \$ 852.03 / US\$



Financial Performance 1Q2020

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Financial Performance (as of 03.31.2020)



Consolidated SONDA US\$ million	Financial Position	
	▲ Dec-19	Mar-20
Cash and Cash Equivalents	3.0	165.9
Other Current Financial Assets	(6.5)	16.2
Trade Accounts Receivable and Other Receivables	(29.0)	298.4
Accounts Receivable from Related Companies	(0.2)	1.8
Inventories	9.3	57.0
Other Current Assets	14.3	68.6
Current Assets	(9.2)	607.9
Intangibles Assets and Goodwill	(32.0)	280.6
Property, Plant and Equipment	2.3	197.0
Non-Current Receivables	(2.8)	86.3
Other Non-currents Assets	(1.1)	70.1
Non-Current Assets	(33.7)	633.9
Total Assets	(42.8)	1,241.8
Current Financial Liabilities	(2.9)	101.8
Accounts Payable and Others	16.6	133.1
Accounts Payable to Related Companies	2.0	4.7
Other Current Assets	(16.8)	81.4
Current Liabilities	(1.2)	321.0
Non-Current Financial Liabilities	(5.7)	262.3
Other Non-Current Liabilities	(6.7)	59.9
Non-Current Liabilities	(12.5)	322.2
Equity Attributable to Owners of The Company	(29.4)	595.2
Minority Interest	0.2	3.5
Total equity	(29.2)	598.6
Total Liabilities and Shareholders Equity	(42.8)	1,241.8

Consolidated SONDA US\$ million	Cash Flow	
	▲ Mar-19	Mar-20
Net Cash Flow From Operating Activities	6.9	15.3
Net Cash Flow From Investing Activities	4.6	(11.8)
Net Cash Flow From Financing Activities	(4.3)	(2.7)
Effect of the variation in exchange rate over Cash & Equivalent	2.7	2.2
Cash and Cash equivalent at the beginning of the period	104.9	162.8
Cash and Cash equivalent at the end of the period	114.8	165.9

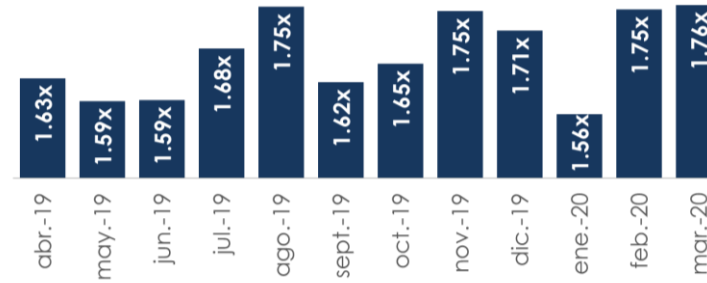
Consolidated SONDA US\$ million	CAPEX		
	Mar-19	Mar-20	▲ \$
Net Investment in PP&E	7.4	17.4	10.0
Incorporation of Intangibles	0.9	0.8	(0.0)
Net Investment in Subsidiaries and Associates	8.9	0.0	(8.9)
Total CAPEX	17.2	18.2	1.0

Financial Performance (as of 03.31.2020)

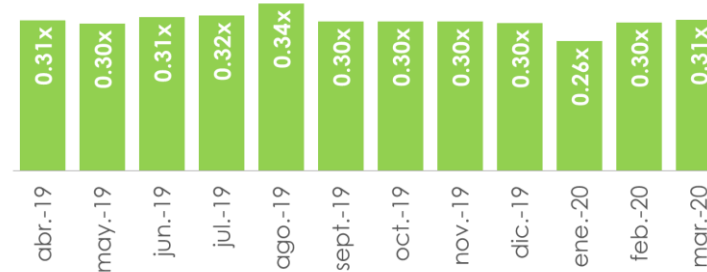
Consolidated SONDA	Metrics	
	▲ Dic-19	Mar-20
Liquidity		
Current Liquidity	(0.02x)	1.9x
Acid Ratio	(0.05x)	1.7x
Working Capital (MMUS\$)	(7.99)	286.9
Indebtedness		
Leverage	0.03x	1.1x
Financial Leverage	0.01x	0.6x
Current Debt	0.01x	0.5x
Non-Current Debt	(0.01x)	0.5x
Financial Expenses Coverage	(0.43x)	4.7x
Net Debt / Equity	0.01x	0.3x
Net Debt / EBITDA (LTM)	0.01x	1.8x
Profitability		
Gross Margin	(-300pb)	13.9%
Operational Margin	(-410pb)	2.2%
EBITDA Margin	(-390pb)	6.8%
Net Margin	100pb	3.7%
Return on Equity	200pb	6.3%
Return on Assets	90pb	3.0%
Collection Days (*)		
Chile	(25.4)	56.9
Brazil	(6.7)	74.8
Mexico	14.0	86.6
OPLA	16.8	111.5
Consolidated	(10.0)	73.8

(*) Without VAT and Financed sales

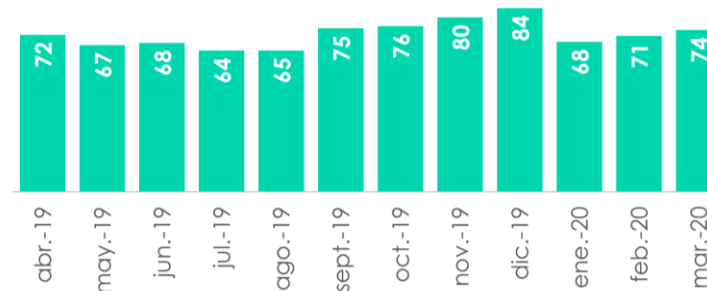
Net Financial Debt / EBITDA



Net Financial Leverage / Equity



Collection days





COVID-19

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Featured Actions

- Employees and clients health protection (*more than 70% of employees working remotely*)
- Operational continuity plan
- Ensure the provision of services to our clients
- Increase of productivity and reduction of administrative expenses
- Customer management installed base
- Strong WK and cash management that allow us to have a solid financial position
- Focus in the organization of commercial management and catch new opportunities
- Redefinition of processes and type of services for the new clients needs
- Adapt the organization to the new reality
- Maintain liquidity and solid financial indicators which are competitive advantages in order to do the strategic investments, both internal and with our clients, that will ultimately strengthen our business model in the medium term



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