

A woman with dark curly hair, wearing a white and black vertically striped long-sleeved shirt and a grey skirt, is smiling while talking on a black smartphone. She is standing at a desk with a green mat, holding a blue pen and a yellow sticky note. In the background, there are shelves with cardboard boxes and a window with a view of a city. The overall scene is a professional office environment.

kovecta

Financing Policy

Corporate Policies 2025

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01

Purpose

The objective of this Financing Policy (hereinafter, the “Policy”), which forms part of the Compliance Framework Policy of Konecta, a multinational group of companies specialising in the provision of digital customer management services and solutions (hereinafter, Konecta, the Company or the Firm), is to lay the foundations for prudent liquidity risk management, based on maintaining sufficient cash and financing availability, through an adequate amount of committed credit facilities in order to ensure optimal capacity to settle market positions.

This Policy is an extension of Konecta’s regulatory framework to establish a frame of reference and respond to the expectations of its stakeholders (employees, customers, partners and shareholders, investors, financial institutions, suppliers, public administration and regulatory bodies), ensuring scrupulous compliance with the laws and regulations in force in each country, its own requirements, and international standards. This Policy will be available on the corporate website (www.Konecta.com) to ensure that it can be consulted by all interested parties.

The objective of this policy is to guide decision-making regarding Konecta's financing, seeking a sustainable direction in this area. The aim is to manage capital in a way that ensures:

- Normal operation of business and long-term business continuity;
- Securing financing for new investments in order to maintain sustained growth over time;
- Maintaining an appropriate capital structure in line with the economic cycles that impact the business and the nature of the industry;
- Maximising the value of the Company by providing an adequate long-term return for shareholders.

To meet the above objectives, three fundamental pillars are considered:

Financial strength:

- Credit metrics: efforts will be made to maintain them at levels appropriate to Konecta’s structure;
- Dividend policy: this must be conservative; adapting to the adequate maintenance of net equity and the cash requirements of the company distributing them;
- Liquid funds: these must be sufficient to cover short-term commitments.

Optimal capital allocation:

- The parent company will ensure that the net debt of its subsidiaries remains at reasonable levels in accordance with approved investment projects;
- The channels of indebtedness must be the most convenient, considering all available options and conditions in terms of terms, rates, domestic or foreign financial institutions, direct indebtedness with securities placements in the market, diversification of sources, etc. The financial areas of the subsidiaries, under the control of the Corporate area, will plan their needs in a timely manner

to anticipate access to financial markets and obtain the best possible conditions;

- Transfers of financial resources to subsidiaries must follow market criteria.

Strategic establishment of cash flows:

- Debt maturities must be well distributed over time and reasonably established with the cash flows generated by operations;
- The objective is to ensure that the currency in which the debt is denominated is appropriate to meet cash flows and minimise exchange rate fluctuations;
- Interest rate hedging to protect cash flows when required by the corporate area.



02

Scope of application

This Policy falls within the scope of the Compliance Framework Policy and applies to all Konecta entities, backed by the company's senior management.

Consequently, its content must be observed by all Konecta employees, regardless of their position or role within the organisation or their geographical location.

Given that many of Konecta's companies have their registered office outside the European Union, internal regulations will be adapted to the regulations of each State where necessary, respecting and ensuring compliance with the basic principles set out herein.

In the event of an unexpected event, occurrence, fact or change that individually or collectively could have a material adverse effect on the business, financial condition, assets, financial or operating results, cash flow and/or compliance with the contractual obligations of the Konecta Group, the guidelines established in this policy may be revised.



03

General principles of action

Contingency plans

The following are mentioned as examples:

Debt levels

In the event that debt levels exceed those committed to by Konecta, one or more measures related to the following will be considered:

- Reduction of investments.
- Operational efficiencies.
- Dividend policy of Konecta entities
- Sale of assets.
- Capital increase.

Additionally, if any subsidiary presents adjusted metrics, measures such as the following may be considered:

- Capital contributions to the subsidiary.
- Modifications to the subsidiary's dividends.

Maturities

If the maturity profile does not fall within the agreed parameters, the following is recommended:

- Refinance debt.
- Prepay debt.

Liquidity

In the event that liquidity is lower than expected, the possibility of taking on debt, credit lines or other instruments that improve liquidity will be evaluated.

Efficiency in funding sources

Lower financial costs and better loan terms

Debt financing channels must be the most efficient for each term, and they must be the most appropriate for meeting maturity distribution objectives. The company's subsidiaries will consider banking and public sources (where applicable) when making financing decisions.

In compliance with applicable legal requirements, certain Konecta entities may provide guarantees for debts incurred by subsidiaries and/or related companies, provided that this does not jeopardise the financial stability of the company and the indicators mentioned in this policy. Current guarantees will be included in the calculation of these indicators.

Cash surplus and dividend policy in subsidiaries

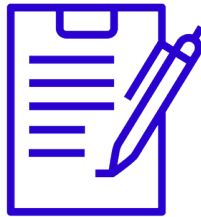
Unjustified cash surpluses may be withdrawn from certain subsidiaries and made available to the parent company to help finance or support business opportunities within the company, or to strengthen subsidiaries that may find themselves in a more vulnerable credit situation. Cash analyses will take into account the nature of each subsidiary and the respective investment plans, among other factors.

This will be achieved through the payment of dividends from the subsidiaries to the parent company, which will vary according to the situation and needs of each subsidiary at a given time. It is in Konecta's interest that the metrics of its main subsidiaries are in line with the requirements for being an investment-grade company.

The funds raised via dividends will be managed by the parent company and invested and/or distributed in accordance with the company's financial and dividend investment strategy.

Subsequently, the parent company could allocate resources for use by its subsidiaries as they request them, all subject to the approval of the corporate finance department.

The distribution of dividends or transfer of cash flows from a currency other than Konecta's functional currency will require a prior analysis of exchange rate hedging.



04

Updating and revision

The Financing Policy will be reviewed periodically or whenever necessary to adjust it to changes in the business model, the approval of new regulations or international best practices, ensuring its effectiveness and continued compliance.

NOTE: This Policy has been reviewed and approved on December 16, 2025, by the highest governing body and replaces any previous version of it, with only this document being valid from this date onwards.

Version Control

Version	Review date	Reviewed	Validated	Approved	Reason for change
1	12/19/2022	Finance Organization & Procedures	Legal Affairs	Board of Directors	Initial edit
2	12/16/2025	Finance Organization & Procedures	Legal Affairs	Board of Directors	Alignment with legal requirements Alignment with the new format and branding