REPORT
2013
- 2021

EVOTING

LEADER IN ELECTRONIC DEMOCRACY

REPORT
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EVOTING

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INDEX

"

We want to change
the way people make
their decisions"

MISSION STATEMENT

To strengthen the election of representatives, citizen participation and collective decision-making in organizations and territories, providing technological tools that facilitate individual participation and guarantee individual participation and guarantee transparency, voting secrecy and integrity.

"There are software that
have changed the world.
We want to change the way
societies make their decisions".

Letter from the Chairman of the Board

THE NEW SOCIETY
WE WANT TO BUILD

*"Society's digital transformation
forces us to bring technology to
the table of countries' political and
strategic discussion".*

It is a source of deep satisfaction to present to you EVoting's first corporate report, which summarizes our seven years of existence. It's no coincidence that it is today that we have decided to show this seven-year period of creation, development and growth: we have reached a level of maturity and insertion in society that makes us not only proud, but also obliges us to assume more responsibility towards those who have accompanied us on this journey, those who are getting to know us and those whom we hope to meet soon.

It has been seven years of intense work; with moments of great achievements and advances, and others of mistakes and setbacks. But above all, it has been an exciting journey, of searching, constant innovation, learning and new challenges.

Our team has been decisive throughout this period. Professionals that come from diverse backgrounds and hold different skills and lives; different ages and interests, united by challenges and audacity, a sense of responsibility and commitment towards a project that goes far beyond the technological and entrepreneurial and business, which is related to one of the foundations of our societies: democracy.

During this 21st century we have seen how most of our daily activities have been transformed by technology: the way we communicate, move around, inform ourselves, shop, travel, work, have fun and entertain ourselves. In the productive sphere, entire businesses have disappeared as a result of these changes and others have been created at breakneck speed, impacting the daily activity of people and countries.

Society as a whole, including our personal relationships, are being reconsidered as a result of the emergence of information technologies. However, one of the fundamental pillars of our societies, the democratic system, has survived this revolution unscathed. To this day, in the vast majority of the democratic world, we continue to elect governments and representatives in the same way as we did in the XIX

century, which is also similar to the democracy proposed by the Greeks before Christ.

The very concept of Representative Democracy was born during that period and maintains to this day some characteristics that make it cumbersome and, in modern life, often difficult to practice, with complicated communications and electoral acts that are costly and complex to organize.

Since the inception of our democratic systems, we have become accustomed to the existence of long periods between elections and to voting on paper and in physical ballot boxes for "representatives", i.e., people who we believe can bring our opinion to an assembly. The concept of "representative" has been considered reasonable all these years, given the infeasibility of holding physical periodic meetings of all citizens in the same place to give their opinion and vote directly.

At the same time, we have seen how in recent years the entire world has been undergoing a process of citizen emancipation, where people in different countries, from different culture and political affiliations, have voiced their dissatisfaction with the way in which decisions are made,

demanding to be considered more frequently and more directly. So far, this demand has only relatively been met by those in power, mainly due to the difficulty of changing national and international decision-making techniques that are centuries old.

The question is: couldn't we have a better democracy by using computers and by applying information technologies? There are successful examples, mainly in the field of local democracy, where citizens have been able to express their choices on one or more issues that directly concern them in a remote, efficient, quick and concrete way. They have exercised what we in EVoting refer to as Electronic Democracy.

The digital transformation of society forces us to place technology in countries' political and strategic discussions. The digital transformation of democracy can be revolutionary, and touches upon the basic foundations of our society, which is why it must be done with great care and knowledge. Social networks and their use to spread fake news around have shown us that technology can also be misused and endanger the foundations of our civilization. At EVoting, we deeply believe in Democracy, that is, the system of decision-making where the majorities rule through free and secret vote. And we believe that we can contribute to a modern democracy with better tools, encouraging participation and promoting the legitimacy of the processes, at a time when the traditional institutions are being questioned.

We also believe that we must be cautious, and not get ahead of ourselves in implementing changes without testing their effects. But we are convinced that these changes are already occurring, and that we must prepare ourselves and create the conditions to give them the legitimacy that citizens demand and deserve.

We must learn, innovate, improve and correct our systems on an ongoing basis. Some people could say that we have only developed software. But there are software that have changed the world. We want to change the way societies make their decisions.

We believe that democracy's problems can be fixed with more democracy, and that the democratic system cannot be marginalized from the technological changes that have already transformed our societies. And we are also convinced that EVoting has a great contribution to make - and is already making- to the new society we all want to build.

José M. Piquer
FOUNDING PARTNER
CHAIRMAN OF THE BOARD

EVoting's greatest asset is our over 1,300 electronic elections, our more than 200 electronic assemblies and meetings, our over 600 customers, and the nearly two million of votes received".
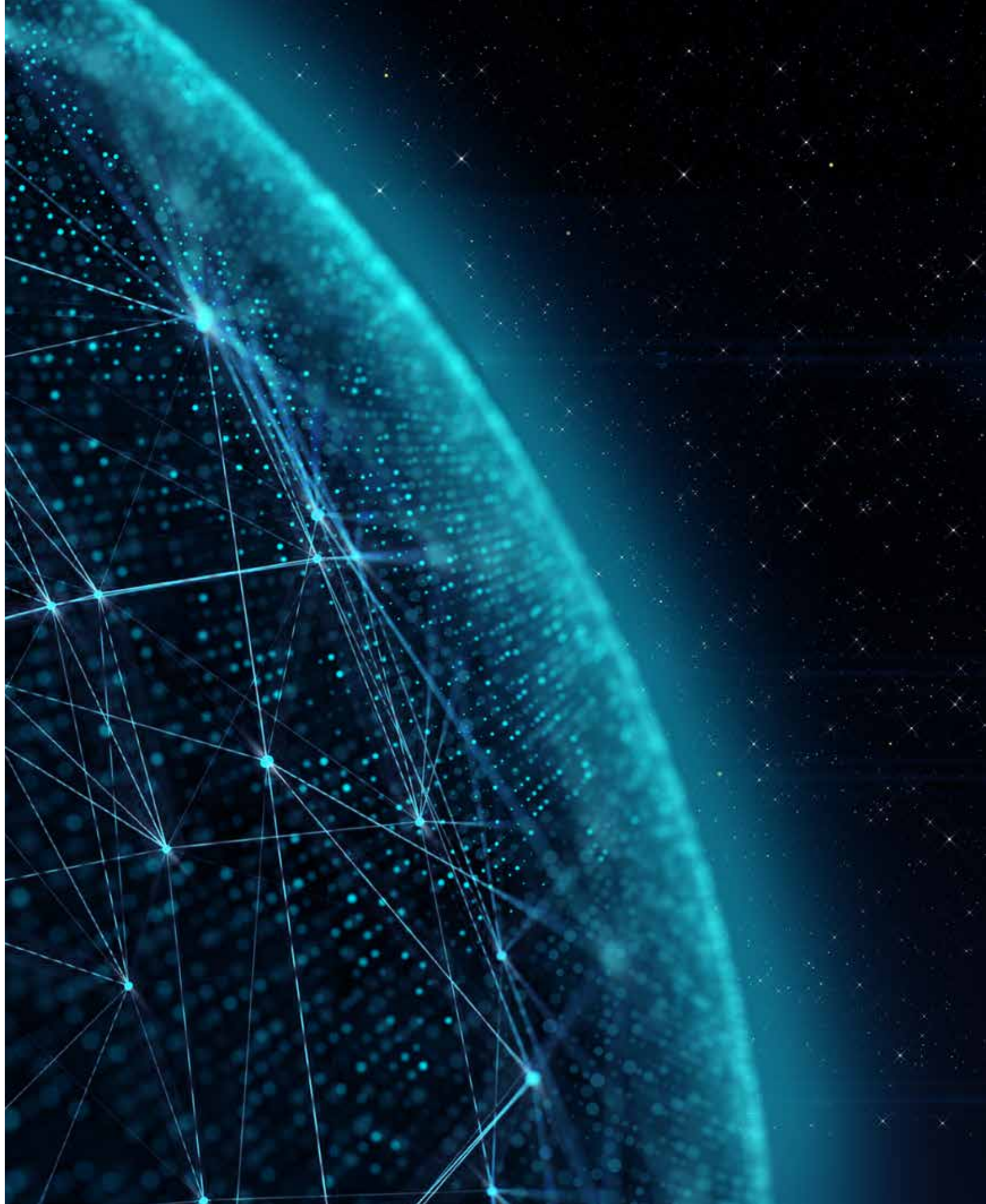
Letter from the General Manager

ELECTRONIC DEMOCRACY: A SPACE THAT SOCIETY NEEDS

"We believe that the advantages of remote electronic voting for direct, massive and frequent democracy have been validated by our concrete experience."

As never before, digital platforms consolidated in 2020 in areas of our daily life, as a result of the pressure that the COVID 19 pandemic exerted on the demand for remote solutions. People and institutions had to adapt to the new scenarios, both in their daily operations and in their decision making.

Thus, electronic democracy, as a means of participation and decision-making, acquired unprecedented scopes of meaning and presence. For EVoting, this new scenario meant deepening, developing and advancing in our proposals for concrete spaces in order to meet the new needs of remote participation.

At EVoting, we know that electronic democracy is not only about technology, but it is also deeply related to human and cultural aspects, traditions and protocols. We offer a technology that is at people's service: it's not just a technical platform, but a service through which we attend to, advise and accompany institutions and voters in their processes.

The demand for electronic democracy in Chile was already on the rise since the end of 2019, when the climate of social effervescence culminated in a historic electronic municipal consultation in more than 200 boroughs, which received over one million votes. EVoting played a preponderant role in this process, proving that we offer a genuine space of democratic exercise, that wasn't being covered and that our society needs.

Today, we believe that the advantages of remote electronic voting for direct, massive, frequent and low-cost democracy have been validated by our concrete experience.

It has been 7 years since we founded EVoting. We can proudly say that our greatest asset is our over 1,300 electronic elections, our more than 200 electronic assemblies and meetings, our over 600 customers, and the nearly two million votes received.

Among those who have exercised their democratic right on our platforms, which include neighbors from more than 30 municipalities, health care workers, financial sector employees, mining sector workers, fair organizations, academics, kindergarten educators, teachers, doctors, students, engineers, soccer associations, volleyball associations, surfers, port workers, commerce, retail, the Judiciary System, insurance companies, the forestry sector, pilots, non-governmental organizations, public employees and mass media.

In 2013 we started a path that did not exist in Chile, breaking down prejudices and the natural resistance to change. 2020 was the culmination of seven years of hard work: along with record numbers of voting, we began to diversify our service offerings with the EVoters, EHolders, EAssemblies and EParticipation platforms.

We have consolidated our presence in six Latin American countries with a successful international foray. Today we can say that we have a deeper and longer-term outlook, closely linked to the development of democracy, and that we are proud of our technological and social contribution in those countries where we have provided our services.

Tomás Barros
FOUNDING PARTNER
GENERAL MANAGER

TEAM

Our diversity of knowledge, experiences, professions, nationalities, ages and interests, professions, nationalities, ages and interests, gives us a cross-cutting approach. We believe in innovation and experience, creativity and commitment. We believe in teamwork, cooperation and autonomy. This is us.

Tomás Barros
GENERAL MANAGER

Mario Novoa
COMMERCIAL MANAGER

Felipe Lorca
OPERATIONS MANAGER

Rossana Dresdner
COMMUNICATIONS DIRECTOR

EVoting today has become a multicultural and multinational company, made up of people from different countries, with different historical backgrounds, from different cultures, and different ways of doing things. We are building a Latin American culture, with heterogeneous professionals, and we consider ourselves very fortunate because of it.

THE VALUES THAT GUIDE US

We believe in Democracy

At EVoting, we deeply believe in Democracy, a system of decision-making where the majorities rule through free and secret vote.

We are honest

We know the value of our offer and its limitations; we do not enhance or magnify it. We proactively recognize our mistakes before they are pointed out to us, and we do everything possible to correct them. We ensure transparency, and we guarantee it through our procedures. We assure voters of the integrity of their processes.

We are committed

We know that every process is extremely important to our clients and we give each one of them the same dedication and commitment. We care about giving everyone equal access to participate and vote, on a permanent basis. We are diligent and strict in following our protocols, always seeking the perfection of the process.

We put technology at the service of people

We are aware that electronic participation is not only about technology, but also and to a great extent about human and cultural aspects. That is why we strive to broaden access to these tools by training, assisting and facilitating the approach to them.

We are supportive

We understand that knowledge is not exclusive and we share it; we believe that each member of our team can enrich the rest with their knowledge and that it is the collective know-how that gives EVoting its strength and makes it unique. In the same way, we share our knowledge and methodologies with our clients, enriching the use of our technologies.
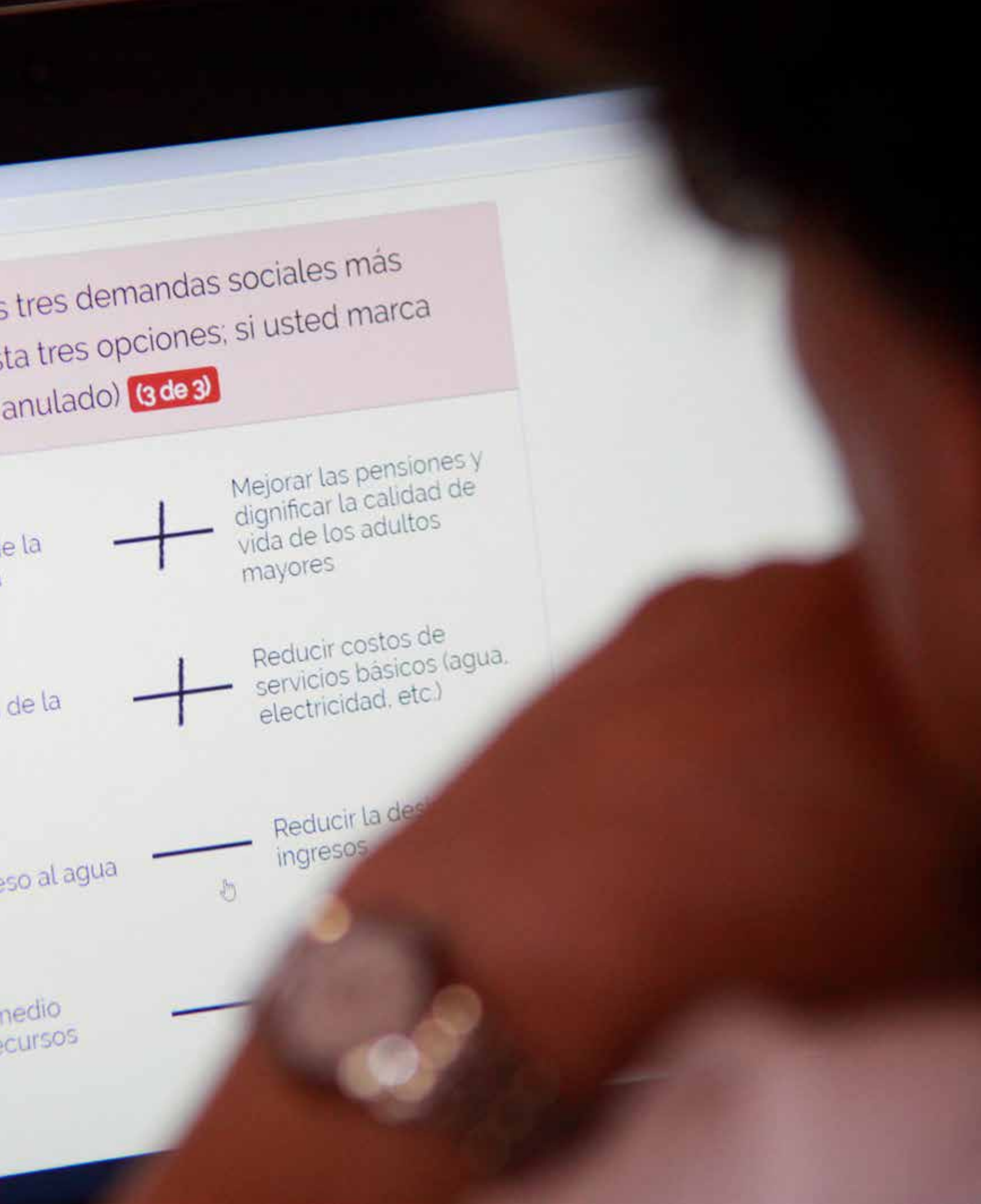
RELEVANT BACKGROUND INFORMATION

Between December 30, 2013 and December 31, 2020, EVoting carried out a total of 1,422 electronic processes, of which 1,212 were votes and 210 meetings. In these 7 years, we have worked with 600 clients, received more than one million nine hundred thousand votes in our ballots, and approved more than 1,300 matters in our meetings and assemblies.

VOTING

• 1.212 votes

YEARLY EVOLUTION OF VOTING

2013	2014	2015	2016	2017	2018	2019	2020
3	6	21	89	115	273	284	421

• 1.890.345 votes

VOTES BY AREA OF WORK

- 78.8% Unions
- 6.3%
- 0.8%
- 3.6%
- 3.9%
- 6.8%
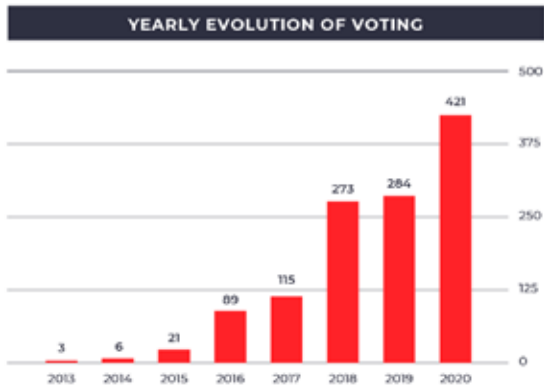
Legend:
- Unions
- Associations
- Syndical Central
- Professional College
- Confederations
- Federations
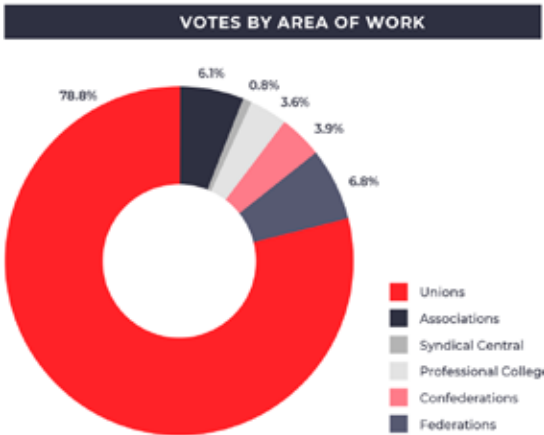
MEETINGS AND ASSEMBLIES

• 210 assemblies

MONTHLY EVOLUTION OF ASSEMBLIES

April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020	November 2020	December 2020
41	67	19	16	14	13	18	8	14
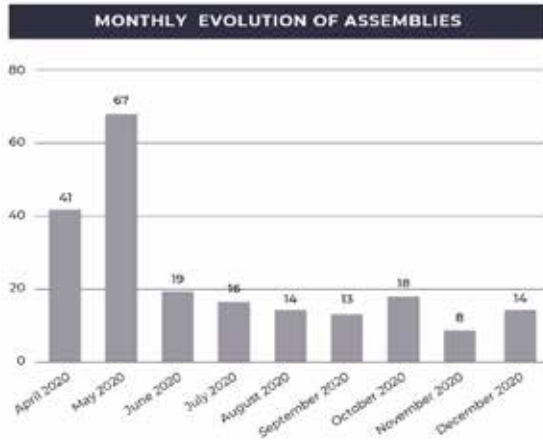
• 1.273 subjects approved

• 9.500 participants present

A HISTORY OF TECHNOLOGY IN THE SERVICE OF DEMOCRACY

> "Our objective is to give citizens and their organizations an opportunity to participate in the decision-making process on issues that influence their daily lives".

A HISTORY OF DEMOCRACY IN THE SERVICE OF DEMOCRACY

In 2012, Chile had an abstention rate of 57% in its municipal elections. Low citizen participation in electoral processes had been manifesting itself as a global phenomenon, of which Chile was not an exception.

In this context, a team of engineers, experts in computer science and applied cryptography from the University of Chile decided to generate a tool that would facilitate the participation processes: secure electronic voting via the Internet.

During their first year of experimental work, the team advised numerous electronic voting by civil society, the most renowned being the symbolic suffrage of Chileans abroad "We are all Chileans", in the presidential election of December 2013. In that electronic voting, 12,486 nationals from 105 countries voted, a fact that was highlighted by former president Michelle Bachelet in her first speech as elected president of Chile.

Parallel to this and towards the end of 2013, the same group of engineers founded EVoting, a spin-off of Inria Chile, a French entity recognized worldwide for its work in R&D and computer science. It was an act of audacity, due to the fact that they were entering a market where there were no clear rules, established prices or secure customers. Initially, EVoting was made up of four people from Inria Chile, developing the electronic voting program required and seeing who might be interested.

It was a slow process, in which organizations that had always voted in person and on paper had to be convinced of the advantages of voting electronically. Leaders had to be persuaded that their voters would validate the results of this new type of voting, many union assemblies had to be attended, and doubts had to be explained and answered. Nobody believed in electronic voting, nobody knew that it was possible to vote using this new technology, and nobody, neither EVoting nor eventual clients, knew what the monetary value of this service was. An additional problem was that, at the time, the legislation did not allow electronic voting for a sector that was considered a priority: unions.

It was necessary to explain, to show, to test, and to convince Chile's Labor Directorate. Finally, after seven months, the

entity approved electronic voting, certifying that it was a free and secret vote.

This meant a turnaround in the acceptance of this new method of voting and, little by little, some processes began to take place, until, almost without noticing it, the clients began to arrive on their own. And once the client contracted, it was difficult for them to return to voting on paper.

EVoting closed 2016 with an average of two or three votes per month, which was considered a great achievement (by way of comparison, in 2020, several months there were a hundred or more votes). Then came the first big elections, some of them with a lot of media exposure. And there were also hard times for the company.

Today, EVoting is consolidating its services in several countries of the continent and evolving into a global company. It is the result of a job well done and an opportunity to continue strengthening e-participation in the region.

"In 10 months, we diversified our offer, our customers, our users, our team and our territory of action and became a global company".

Greater participation for a better society

Since its inception, EVoting has aimed to provide citizens and their organizations with an easy and efficient tool to participate in deciding issues that influence their daily lives.

We are based on two basic beliefs: that greater participation generates better organizations and territories, and that transparency is a requirement for the legitimacy of these processes. We believe that electronic democracy enables, enhances and strengthens direct, massive, frequent and low-cost local participation.

Our technology is at the service of people: we bring decisions closer to citizens and their institutions, and we assist, advise and train the organizers of these participatory processes.

We are convinced of the advantages of remote electronic participation, which is why we are available to cooperate and support the development and progress of electoral processes of national representation in the region.

Democracy in times of pandemic

The global pandemic of 2020 accelerated the process of the collapse of physical boundaries in all types of relationships: personal, work and institutional. This meant a greater use of technological tools and remote processes, replacing previous face-to-face procedures and actions. Consequently, collective participation processes were modified, increasingly taking them to electronic and remote variants, acquiring this modality greater presence and legitimacy.

For EVoting, this reality presented important challenges and greater commitments given that, due to its characteristics, responsible remote participation demanded high standards of security, adaptability and transparency. Thus, in 2020, we began the process of developing the necessary innovations to provide a fully remote electronic participation system, not only in Chile but throughout the region, with procedures adapted to the new global situation, while maintaining security in both electoral and health aspects.

Throughout 2020 we found that the need for people and institutions to make collective decisions, despite the global health crisis, did not diminish but, on the contrary, increased. This led us to implement 100% remote and 100% secure platforms, and to train our team and our clients in the remote management of technological tools that respect the methodology and guarantees of each process.

The results are our best endorsement: in ten months, we have diversified our offer, our clients, our users, our team and our territory of action. And, in accordance with this worldwide process, we have become a global company, without physical limits, with services, equipment and protocols adapted to this new reality.

We have advanced with strength, but also with responsibility and commitment. Because we aim to be a benchmark in quality standards and good practices in electronic democracy.

IT'S NOT A SOFTWARE, IT'S A SERVICE FOR DEMOCRATIC PARTICIPATION

For EVoting, electoral security, a key aspect in the generation of legitimate results, has always been the main commitment to voters. As it has been pointed out, this is especially sensitive in a context where every step of the participatory processes must be done remotely.

Therefore, our system incorporates several components that guarantee the integrity and reliability of each process. Our platforms, developed with EVoting technology, allow immediate monitoring and correction of any irregularity; the use of an asymmetric encryption algorithm with homomorphic sum, which ensures the secrecy of the vote; the formal and permanent involvement of the external counterpart throughout the process; the application of a methodology that involves public and open milestones -among them the scrutinies-; the use of authentication mechanisms of different complexity to verify the voter's identity; the work with official lists and standardized procedures expressed in public protocols, are some of the components that guarantee the integrity and reliability of each process. expressed in public protocols, are some of the elements that provide security to our system in each of its stages.

But EVoting's work is not only distinguished by its high technological level or the standard of the methodology applied to its processes, but also -and especially- by the service it provides. We are fully aware that participation is a dynamic process, which is expressed in diverse cultural contexts, involving people and, many times, their aspirations, claims and personal ideas.

We know from experience that organizing an electronic participation process involves not only designing a robust and efficient technical platform, but also deploying a support service to help participants in elections and assemblies, to advise them in the event of difficulties, clarify their doubts and solve their specific problems.

Our services seek to meet the specific requirements of each participatory process and the needs of the people who carry it out. Our expertise in this area has earned us the recognition of our clients and has transformed us into a concrete solution for their demands.

From large international companies to neighborhood councils, populous municipalities to student centers, through sports clubs, companies shareholders, unions, professional bodies, parent centers, universities, among many other institutions, large and small, from major urban centers or areas, in any country of the region, our platform and its services adapt to every need, organization and person.

PLATFORMS FOR EVERY NEED

Our services are encompassed in **4** remote electronic voting platforms: **EVoters, EHolders, EParticipation** and **EAssemblies.** Each service is complemented by our complete customer support system: **EAssistance.**

The platforms offer different voting and participation systems, but all share the following benefits:

// **Easy access:** they are simple, user-friendly and intuitive, and allow participation without prior technological knowledge.

// **Greater efficiency:** they deliver accurate results, published as soon as the process is closed.

// **Greater participation:** they significantly increase the number of participants in each process.

// **Greater security:** they guarantee the secrecy of the vote, the privacy of personal data and the transparency of the process, with standardized, clear and public protocols.

EVOTERS

BY EVOTING

"EVoters is an electronic voting platform with features specially developed for each election, such as voting with ballots segmented by constituency or district, or weighted voting, for elections with ballots with different values."

EVOTERS: Democracy doesn't stand still

EVoters is an electronic voting platform developed by EVoting that removes barriers to direct democracy and lays the foundation for broad participation in institutions, both large and small.

This platform includes features specially developed for each election, allowing, for example, segmented ballots that allow voting according to different constituencies or districts, or weighted voting, for elections with ballots that hold different values.

It offers 3 voting alternatives:

1. REMOTE VOTE

Remote electronic voting, from a computer, mobile phone or tablet, with strict measures to protect the secrecy of the vote and authenticate the voter's identity. The process is remotely supervised and assisted.

2. FACE-TO-FACE VOTING

Electronic voting at specially set up points, with authorized computers and trained monitors to assist in the process. The voting is supervised and assisted both remotely and in person.

3. MIXED VOTING

Remote and face-to-face electronic voting, coordinated centrally, with the security measures inherent to both processes. The process is supervised and assisted both remotely and in person.

In Chile, EVoters is authorized by the Directorate of Labor for voting in Unions and State Employee Associations, in compliance with the formal requirements of these elections, among them, the secrecy of the vote.

EVoting has proven to be effective for, among others, elections of directors, delegates, joint committee, university and student authorities, change of statutes, collective bargaining, last offer, incorporation or constitution of a

Federation, affiliation to a Compensation Fund, awards, participatory budgets, consultations to the Regulatory Plan or Community Development Plan.

Unions

In the seven years of EVoting, we have held more than 750 union votes, including board elections, collective bargaining, bylaws reform, incorporation and constitution of federations. Those carried out in Chile are processes regulated by the respective Labor Directorate.

EVOTING BY THE NUMBER

- More than **500** institutions have electronically voted with us.

- We have carried out a total of **1,212** processes.

- More than **1,890,000** people have voted on the EVoters platform.

- In the last two years, we have had voters from **83** countries.

- Since our inception, voting has increased by an average of **127.53** per year.

"We got a good impression of the system because it resulted in high voter turnout. Due to the fact that it is simpler and more at hand, it allows us to vote from anywhere. In addition, the results are known immediately and we don't have to count them vote by vote".

Juan Álvarez
SECRETARY GENERAL
OF THE WALMART FEDERATION, CHILE.

"The EVoting service is excellent, very professional and committed. They helped us a lot with this election, which was complex due to the requirements of the Office of Labor Inspection".

Patricia Gordon
PRESIDENT OF THE AMERICAN AIRLINES CABIN CREW UNION.

Our clients in the labor area include the LAN - Chile Pilots Union, the Codelco Norte Supervisors Union, the National Association of Fiscal Employees - ANEF, the Central Unitary Workers Union - CUT, the Banco de Chile Union, the Coordinating Confederation of Trade Unions, the Unitary Union of Workers of Telefónica del Perú S.A.A. - SUTTP and the unions SUTRACOMASA and SUTRAMPT, also from Peru.

Of EVoting's total number of clients, almost 400 belong to the labor sector.

Professional Associations

Board elections, modification of bylaws and consultations to their members are some of the 33 types of elections that professional associations have developed with the EVoters platform, with affiliates distributed inside and outside the country. Among the entities we can mention are the Chilean Medical Association, the Chilean Engineers Association, the Veterinary Doctors Association, the Journalists Association, the Nutritionists Association, among others.

Universities

Although university campuses have been EVoting clients for a couple of years, in 2020 and in an unprecedented trend, 6 Chilean universities and one in Costa Rica used the EVoters platform for their internal processes, carrying out a total of 91 electoral processes. The Chilean universities were Universidad de Concepción, Universidad Católica de la Santísima Concepción, Universidad Técnica Federico Santa María, Universidad Católica del Norte, Universidad de Santiago de Chile, Universidad Austral de Chile, and Universidad de Costa Rica.

As a rule, these elections were supported by academics which allowed in all of them a significant increase in participation rates. So much so, that it could be argued that 2020 was the year of university electronic democracy.

Likewise, the new student boards of two of the most important and numerous federations in Chile -the FEUSACH, Student Federation of the University of Santiago; and the FEUC, Student Federation of the Catholic University-, were held with the EVoters platform, as well as the election of the student board of the Universidad Mayor.

ELECTRONIC MEETINGS: 2020's novelty service

The EHolders platform was developed by EVoting especially for shareholder and bondholder meetings and was highlighted as one of the best innovations of the year by the Avonni 2020 awards, an important award given annually in Chile in recognition of innovation.

In mid-2020, this platform gave rise to a second one, EAssemblies, a very similar system, but with EHolders oriented mainly to shareholder and bondholder meetings, while EAssemblies focuses on organizations not necessarily related to the corporate sector.

Both platforms were a response to the demand for electronic meetings and assemblies generated by the pandemic health contingency. During 2020, we held 210 meetings and assemblies. EHolders and EAssemblies consist of two platforms, operated by our own experienced team, which ensures the efficient integration of both, for the optimal development of each process in all its stages.

The platforms are supported throughout the entire process to ensure informed, smooth and successful participation, including training, voting and test assemblies, and a multi-channel help desk.

Decision-making platforms

The platforms have 3 alternatives for decision-making:

1. DECISION BY VOTING

Electronic platform, which allows weighted votes - per share, bonus or quota - and distributable votes - allocable according to the total number represented by a person.

2. DECISION BY ACCLAMATION

Supervision of the opening and closing of speaking slots on the videoconference, allowing those present to express their opinion on a subject.

3. DECISION BY MIXED VOTING

Where some matters are decided by vote and others by acclamation.

Videoconferencing platform, with live broadcasting

1. Access management during the opening and closing and participant registration.

2. Explanation of each procedure and its tools, supervision and control of each participants' interactions and interventions, as well as attention to their queries.

3. Enabling and technical administration of voting times and mechanisms, according to the needs and characteristics of the meeting.

4. Same strict levels of authentication security, so that only those who are accredited can access.

EHOLDERS: DECISION-MAKING WITHOUT LIMITS

EHolders is an online decision-making platform created by EVoting and launched on March 31, 2020, for Shareholders' Meetings, Bondholders' Meetings and General or Contributors' Meetings. It was initially developed in consultation with the Chilean Financial Market Commission (CMF) and strictly adheres to the legal requirements demanded by the Chilean regulator, allowing remote, secure and unlimited decision making. When holding meetings and assemblies in other countries in the region, the platform has been adapted to the corresponding regulations.

EHolders allows compliance with legal procedures and deadlines, in a remote modality, guaranteeing vital aspects of these processes, such as authentication of participants, reservation of votes until the results are known, immediate and verifiable results, and the required formal backups. It also includes features specially developed for these meetings, such as weighted and distributable votes, and allows face-to-face modalities, which are attended and coordinated on-site with the remote system".

For EVoting, one of the biggest challenges of this innovative system of remote meetings, in addition to the technological one, is related to a new form of participation, different from the traditional one. This meant conducting an average of four rehearsal sessions with each client, i.e. a fourfold increase in the number of remote meetings per assembly. It was a major challenge for EVoting. And it was precisely this integral accompaniment that allowed an average attendance rate of 72% for these processes, something highly valued by the clients.

Some of the clients who have successfully held their meetings with EHolders are: Banco Santander, Empresas COPEC, Sociedad Química y Minera de Chile, SQM; Parque Arauco, Concha y Toro, Engie Chile, Engie Perú, Masisa, Ripley, Grupo CAP, Compañia General de Electricidad, CGE; and Luz de Sur Perú.

EHOLDERS BY **EVOTING**

"EHolders is an online decision-making platform for Shareholders' Meetings, Bondholders' Meetings and General or Contributors' Meetings. It was originally developed in consultation with the Chilean Financial Market Commission and strictly adheres to the legal requirements".

EASSEMBLIES BY EVOTING

EHolders: One of the 4 best innovations of the year

EHolders was voted in Chile as one of the four best initiatives in the Digital Services category of the Avonni 2020 awards, standing out for its "differentiation, value creation and exemplary capacity for innovation".

This distinction was especially relevant because it comes from an institution that has been rewarding innovation in Chile for a decade and a half, and especially because it was developed under the slogan "Innovating Chile reinvents itself", marked by the health pandemic, the negative effects it has had in different areas of national life and the role of innovation in this context.

Partnership with Ernst & Young

Several meetings held in 2020 were the result of a strategic alliance with the financial and business auditing and consulting firm Ernst & Young (EY), through the Chilean Institute of Directors (IdDC). In this joint work, EY audited compliance with all Chilean Financial Market Commission (Comisión para el Mercado Financiero de Chile) rules on shareholder meetings in each electronic process.

"It gave us almost the same peace of mind as if it were a face-to-face meeting: we had two moments where the identity of the shareholders was validated, and only those who passed both validations satisfactorily had access to the videoconference".

José Manuel Dedios
HEAD OF CORPORATE AFFAIRS
AND COMPLIANCE OF LUZ DEL SUR, PERÚ.

EASSEMBLIES: COLLECTIVE, REMOTE AND SECURE DECISIONS

EAssemblies is an online meeting, exchange and decision making platform, designed for Associations, Cooperatives, Federations, Mutuals, Corporations and Foundations, among other organizations.

It is adaptable and, therefore, has the capacity to adjust to the regulations of each institution for these formal and resolutive meetings, whether they are their own or regulated by government agencies.

EAssemblies guarantees the authentication of participants, controlled access, confidentiality, integrity and backup of information, as well as a mechanism that accredits the ownership of those who participate. Like the other EVoting platforms, it allows face-to-face modalities, which are attended and coordinated in situ with the remote system.

Some of the clients of the EAssemblies platform are: Cámara Chilena de la Construcción A.G. (CCHC), the Costa Rican Firefighters' Union - SICBO, the Santiago Chamber of Commerce, the Chilean College of Engineers, the Peruvian Red Cross, and the Chilean National Professional Football Association (ANFP), among others.

THE NUMBERS

• During 2020, EVoting has held 210 meetings and assemblies, through the EHolders and EAssemblies platforms.

• It has defined 1,273 matters specific to these institutions.

EPARTICIPATION BY EVOTING

> "
>
> We were able to reach a greater number of neighbors and provide guarantees of transparency and probity. We are pleased and grateful with EVoting".
>
> **Claudio Castro,**
> MAYOR OF THE MUNICIPALITY OF RENCA,
> SANTIAGO DE CHILE

EPARTICIPATION: TERRITORIAL MANAGEMENT WITH CITIZENS

EParticipation is an online citizen participation platform, dynamic and modern, which incorporates the opinion of citizens to the decisions of their municipality, in a transparent, secure and efficient way. It allows the development of an effective territorial policy, in harmony and interaction with the neighbors, to involve them in improving the conditions of their daily lives. It is designed to host various virtual spaces, which converse and complement each other and allow different types of citizen participation. These are:

Informative Web Site

// Web site with information about the platform and its operation, participation spaces, relevant dates and other information about virtual activities.

Voting

// Voting platform, with ballots adapted to each process, authentication system and other election steps. Includes a voting tracking site, showing online participation and final results.

Polls

// Polls on issues of the community, ensuring the anonymity of the participants, speed in the counting and publication of results.

Neighborhood Assemblies

// Virtual neighborhood meetings, with accreditation, moderator, voting space, minutes and results reports.

Social events

// Raffles, event registrations and other activities organized by the municipality for the community, coordinated electronically and remotely.

THE NUMBERS

• EVoting has carried out 50 citizen participation processes through the EParticipation platform.

• It has received more than 1,360,259 votes from citizens.

• It has been present in 34 municipalities.

> *"Processes like this one, done with today's technology and where EVoting has demonstrated that it has the capacity to do it in a transparent, efficient and fast way, allows us to make better decisions and focus on policies".*
>
> **Raúl Torrealba**
> MAYOR OF THE MUNICIPALITY OF VITACURA
> SANTIAGO. CHILE.

"This is the first time we are holding a public consultation in La Pintana, so it is historic, and it is also historic that we do it electronically. There was an increase of 10,000 people who voted in this election."

Claudia Pizarro
MAYOR OF THE MUNICIPALITY OF LA PINTANA.
SANTIAGO, CHILE

Some of the citizen processes in Chile that have successfully used the EParticipation platform:

Padre Hurtado Park Consultation - October 2018

The community voted and decided about the construction of a private lagoon inside the park.

- **Participation:** 77,812 people.
- Organized by 3 municipalities: Las Condes, La Reina and Providencia
- 90% voted remotely -from phones, tablets, or notebooks- and 10% from on-site voting points in the municipalities.
- There were 30 support monitors

Participatory Budgeting Consultation Renca - November 2018

Neighbors of Renca voted and prioritized which projects should receive municipal funding.

- **Participation:** 12,579 people
- **Duration:** one week

- There were 10 face-to-face points daily
- There were 20 daily support monitors

Curfew Consultation - June 2019

Residents gave their opinion on the establishment of a limitation of nighttime traffic hours for children under 14 years of age.

- **Participation:** 120,772 people
- Organized by 8 municipalities: Antofagasta, Las Condes, Lo Barnechea, Quilpué, Peñalolén, Colina, La Reina, La Florida.
- **Duration:** 1 day
- Until then, it was the largest electronic citizen consultation in the history of Chile.

Municipal Consultation - December 2019

Citizens voted to express their opinions on various issues related to the country's new Constitution.

- The largest electronic citizen consultation in the history of Chile.

- **Participation:** 1,055,044 people
- Organized by 26 municipalities: Antofagasta, Cerro Navia, Independencia, Isla de Maipo, La Cisterna, La Pintana, La Reina, Limache, Macul, Paine, Peñalolén, Primavera, Providencia, Quilicura, Quilpué, Quintero, Recoleta, San Joaquín, San Miguel, Santiago, Temuco, Tiltil, Valparaíso, Villa Alemana, Viña del Mar, Ñuñoa.
- **Duration:** 6 days
- Included votes for young people between 14 and 18 years old, in which 49,341 people voted.

Concepción Regulatory Plan Consultation - January 2020

- **Participation:** 11,728 people
- Organized by the Municipality of Concepción
- **Duration:** 4 days
- There were 7 daily presential support points

La Reina Consultation COVID-19 - May 2020

The community voted and gave its opinion on different municipal measures to deal with the pandemic.

- **Participation:** 5,518 people
- Organized by the Municipality of La Reina.

"It was proven that this electronic voting system is as accurate as it can be".

Andrés Zarhi,
MAYOR OF THE MUNICIPALITY OF ÑUÑOA,
SANTIAGO, CHILE.

EASSISTANCE:
PUTTING PEOPLE FIRST

"Electronic voting with the EVoting platform, which we used for the election of our National Board of Directors, was easy, dynamic and agile. They accompanied us and advised us at all times, giving us full guarantees during this process".

Bárbara Figueroa
FORMER PRESIDENT OF THE UNITED WORKERS' ORGANIZATION OF CHILE (CUT)

As we have pointed out, EVoting does not only offer a voting software, but a comprehensive support service to those who use its platforms, before, during and after the voting process.

Based on concrete experience, we have developed a range of services that add value to our participatory processes and that make us stand out from our clients.

The most important are:

1. VOTER SUPPORT
Remote technical assistance to people, through a telephone and/or electronic help desk service, which provides immediate support, records each case and its solution.

2. COMMUNICATIONAL SUPPORT
Generation of informative material for a better understanding and dissemination of voting, dissemination in social networks, via email or other institutional media. Development of customized web pages and creation of explanatory videos of each step of the process.

3. TRAINING FOR THE ELECTORAL COMMISSION AND MINISTERS OF FAITH
The training consists of technical and procedural aspects of electronic voting, so that they may supervise its correct development.

4. TEST VOTING
Test voting takes place prior to the official voting, in order to verify the correct performance of the technical platform and the equipment in charge.

5. ASSEMBLY REHEARSAL
We conduct assemblies prior to the official voting, in order to train participants in the use of the platform, and to verify the correct technical performance at each stage of the process.

6. MOBILE POINTS
The installation of computers enabled for voting, which can be moved to different points of the territory involved in the process, in case the client requires it.

7. TRAINING FOR MONITORS
Instruction to the people in charge of the premises in the electronic voting, in case they exist, to manage the computers and to advise the voters in the election process.

8. RESULTS TO VOTERS
Sending of the final information of the process, via e-mail and SMS, to the voters list.

9. FINAL REPORT OF THE PROCESS
Summary reports with results of the process and statistics of main variables (final votes, participation, attendance).

10. ATTENDANCE CERTIFICATES
Formal documents delivered after the electronic meetings and assemblies have been held.

"EVoting offers a comprehensive support service to those who use its platforms; before, during and after the process. We have developed a range of services that add value to our participatory processes and that make us stand out to our clients".

CHAPTER 4

ELECTORAL SECURITY /
COMPREHENSIVE SECURITY

"Electronic voting shows the country that it is possible to innovate with technology and advance in democracy".

Marcos González
DIRECTOR OF THE NATIONAL ASSOCIATION
OF INTERNAL REVENUE OFFICIALS OF CHILE.

In EVoting we have made a special effort to provide assurance and security to our clients and voters in all the stages that make up an electronic voting or electronic assembly.

With state-of-the-art technology and experience, and with the development of our own voting software, our platforms and methodologies guarantee security, correct data handling, availability, among others.

Our platforms consider 4 fundamental aspects for security:

1. SECRECY OF THE VOTE

We use asymmetric cryptography, a mathematical technique that transforms a readable message into an unreadable one. When a voter marks his or her preference, this vote is "locked" by the encryption process, transforming it into an unreadable message, and ensuring the secrecy of its content.

After the voter has passed the different control stages - being part of the voter list, not having voted before and having authenticated his or her identity - the encrypted vote is deposited in the electronic ballot box where all the encrypted votes are gathered. The use of an algorithm

called "homomorphic" makes it possible to add up the encrypted votes and obtain an encrypted result. This means that the votes are never opened individually, preventing their content from being known. Once the voting is finished, the sum of the votes is decrypted, using private keys -which contain the inputs to decrypt-, held by the Electoral Commission.

In the case of the meetings and assemblies, the votes are reserved, that is to say, their secrecy is assured until the publication of the result.

2. AUTHENTICATION

We seek to ensure that the person who participates is who he/she says he/she is. There are several authentication mechanisms, some more robust than others. In general, the more complex -and therefore secure- the authentication method, the more cumbersome the procedure becomes for the participants of each process.

In EVoting we have tried to strike a balance between a secure authentication mechanism and a user-friendly system that facilitates participation. Therefore, we have defined 7 authentication mechanisms, which combine different security variables, depending on the type of process.

3. STANDARDIZED PROCEDURES

We have a set of general and homogenized procedures that govern the processes, are worked with each Electoral Commission or counterpart, stipulate the phases and rules and ensure safe, reliable and legitimate results.

These protocols are guided by the principles of transparency, security, equity and flexibility:

- Transparency: protocols, procedures and results are public.

- Security: we guarantee the secrecy of the vote and the efficiency of the process.

- Fairness: all voters vote under equal conditions.

- Flexibility: we seek solutions to eventual problems that may arise during voting, always with the approval of the respective Electoral Commission.

The protocols are organized around key elements of each process, which are present in all voting.

Each organization that votes with EVoting must define an Electoral Commission, Supreme Court, Tricel or formal counterpart, according to its internal rules. This is the body with which we relate during the electoral process and which guarantees its correct development.

The Electoral Commission or formal counterpart is responsible for coordinating and executing the process, ensuring its neutrality and normal development and making decisions about it. Among others, it has the following functions:

- Validates the voting or assembly agreements, such as the electoral roll, ballot or voting platform and start and end times.

- Participates in the ceremony of generation of voting keys and is in charge of them until the counting of the votes.

- Decides on aspects of the process, such as incorporating or disabling people on the voter list.

- Resolves queries or complaints from participants that go beyond the action of the Help Desk.

- Participates in the counting ceremony, delivers the keys to obtain the results and receives the list of voters and non-voters.

Key generation for electronic voting

In our "key generation" ceremony, public and private keys are created in the presence of the Electoral Commission. In cryptographic language we speak of "keys" to denote the inputs that allow the algorithm to perform the required encryption, whose scheme is defined by these keys.

There are two types of keys: a public key, which encrypts, and a private key, which decrypts. The keys are unique for each vote and have no copies. The private key is divided into several parts, depending on the number of members

"It was a historic vote. Thanks to it, members from the farthest corners of the country were able to vote. The EVoting system provides an equitable, transparent and democratic election process".

Silvia Silva
PRESIDENT OF THE ASSOCIATION OF WORKERS OF THE NATIONAL PRESCHOOL BOARD (AJUNJI), AND PRESIDENT OF THE UNITED WORKERS' ORGANIZATION OF CHILE (CUT).

of the Electoral Commission. These are not copies of a key but parts of the key, and the idea is that the private key - and therefore access to the voting results - does not depend on a single person. If most of these private key parts are lost, it is impossible to do the scrutiny and the vote must be repeated.

Counting an electronic ballot

This ceremony is performed with the members of the Electoral Commission who were present at the key generation. Once the individual encrypted votes are added up, each member of the Electoral Commission delivers his or her part of the private key to be loaded to decrypt the results ("open the ballot box"). A simple majority of the key parts is required for this procedure.

As a transparency measure, the results are delivered publicly and immediately and can be automatically viewed on the voting page, allowing the Electoral Commission and any participant to have access to this information.

"We have made a special effort to give confidence to our clients and voters in the different stages of the electronic process. Our platforms combine state-of-the-art technology and experience, and guarantee security, data management and availability".

DATA PRIVACY POLICY

Data privacy is an uncompromising value in our management. That is why we have strict rules on the use, safeguarding, retention and deletion of information, which are specified in our Privacy and Data Management Policy, which is public.

1. Information provided by customers before voting

In electronic voting and assemblies, EVoting works with the information provided by its customers for these purposes. This is generally information containing the name, identity card number and e-mail address of the persons authorized to participate in the voting or meeting (electoral roll or register of members).

2. Information provided by users in the voting process

EVoting asks for the personal data of the voters or participants, which they themselves provide, such as, identity card number, telephone number, and some other, depending on the authentication mechanism and the process. Also, through one of the authentication mechanisms (question challenge), we have access to personal information of each participant. This system is provided by an external supplier whose contract stipulates that EVoting cannot store this information.

3. Data usage

The information provided by the client or by the users to EVoting is confidential. This means that it is only used for the purpose of providing a good voting or electronic assembly service.

The provision that prohibits the information to be given to third parties or used for purposes other than voting is explicit in the contracts signed between EVoting and its customers.

The data generated in EVoting's voting or assemblies have a differentiated treatment, which is also detailed in the service contract.

The following electronic voting data are considered public, i.e., they are available to all:

- Existence of the election, the reason for the election and those calling it
- Time at which votes are received
- Time of opening and closing of the election

- Online participation
- Results

The following electronic voting data are considered confidential, that is, the Electoral Commission has restricted access:

- The list of voters and their data
- The identity of those who have voted

In the case of assemblies, the following data are considered private:

- Time votes are received
- Closing time of elections
- Subjects to be discussed
- Online participation
- Results

The following electronic voting data are considered secret, i.e., it is not possible to know them:

- The preference marked by those who have voted

In the case of assemblies, the following may be secret, depending on how the configuration of a vote is requested:

- The preferences marked by those who have voted.

It should be noted at this point that the voting platform developed by EVoting makes it technically impossible to know the option marked by the voter.

4. Data backup

EVoting safeguards all the data that is collected in its votes in a folder in the cloud, under strict controls, to which only the company's operational staff has access.

For data backup, EVoting works with recognized providers, such as Amazon and Google, so it inherits the same security policies of those providers.

In both cases, access to data by EVoting is protected by two-factor authentication, a procedure similar to the dynamic key used by banks.

5. Data retention

EVoting only retains personal data that is necessary to fully perform the service for which it was collected: electronic voting.

In determining the appropriate retention period for personal data, we consider the nature and sensitivity of the data, the

purposes for which it was collected and processed, and compliance with applicable laws. We use encrypted disks, so that any information released is impossible to decrypt, as long as you do not have the cryptographic key that allows decoding the information.

6. Deletion of information

All the information that EVoting retains is stored in Amazon Web Services. When resources are released, Amazon follows the National Institute of Standards and Technology (NIST SP 800-88, Guidelines for Media Sanitization), which is part of the U.S. Department of Commerce.

These guidelines provide direction on how to make sanitization decisions - a process that restricts access to target data in the media - based on the categorization of the confidentiality of your information.

7. Legal rights concerning personal data protection

In the field of personal data protection, EVoting respects the following rights:

- Right of Access: to know the personal data held by EVoting and to be able to have a copy of it.

- Right of Modification or Rectification: to correct personal data held by EVoting.

- Right of Cancellation or Deletion: to object and delete personal data held by EVoting.

- Right of Blocking: to withdraw EVoting's authorization to process personal data. This provision, however, shall not affect the processes developed before the termination of the authorization to use this data.

IT SECURITY

The success of our processes depends, to a great extent, on our ability to provide the necessary technological protection so that they can run without external intervention of any kind. To this end, we perform monitoring and load tests, implement anti-attack measures, as well as ethical hacking services with external companies to corroborate the soundness of the platform.

// **Technical team:** we have a specialized and first line team that supervises the processes in real time and in constant communication with the EVoting Operations area. It also works to prevent malicious scenarios and quickly mitigate any anomaly.

// **Real time Monitoring:** installation of multiple servers in different geographical areas, that are automatically activated if any problem should arise.

// **Anti-hacking protection measures:** measures backed by the highest standard in security and protection of Amazon Web Services, where our platform is hosted. This allows us to control where data is stored and who has access to it.

INTERNATIONALIZATION:
FROM A NATIONAL COMPANY
TO A GLOBAL COMPANY

"It was a very good experience (...) in face-to-face assemblies we normally do not have that percentage of participation of those who have the right to vote. That undoubtedly contributes to this governance exercise and, of course, better positions us".

Rafael Contreras
DIRECTOR OF OPERATIONS OF THE INTERNET
ASSOCIATION OF MEXICO (AIMX).

"80% of the people that participate are from Canada, the United States, from many parts of the world. This was the first time I have met someone who lives in Switzerland, who has his apartment in Brazil; an owner who is in New York was also connected (...) people who had never participated in person in an assembly participated in this process".

Axel Ramírez
OPERATIONS MANAGER OF REAL ESTATE
ADMINISTRATIONS (ALB) OF PANAMA.

During 2020, EVoting experienced a significant expansion of its operations, reaching most of the major economies in Latin America: in addition to Chile, it developed electronic voting and assemblies in Mexico, Peru, Argentina, Costa Rica and Guatemala.

These are the initial results of the internationalization strategy, whose first projection was for a slower development but which, with the arrival of the pandemic, was accelerated, to the point of reaching countries that were originally contemplated for a second stage.

EVoting's international incursion began in 2019, when it won a bid to carry out the elections of the Board of Administration of the Pension Fund of the Costa Rican Judiciary System. It resumed in May 2020, with the Assembly of members of the Firefighters' Union SICOBO, also in Costa Rica, which became the first union in that country to use electronic voting and which debuted with a record turnout.

In July, Peru opened with the holding of shareholders' meetings, through the EHolders platform, for two of the country's main electricity generation companies: Luz del Sur and Engie Energía Perú. Both shareholder meetings reached more than 95% quorum.

In August, the Unitary Union of Workers of APM Terminals Callao in Peru made its debut by electing its Board of Directors with electronic voting. At the end of October, the Association of Public Accountants of Junin, Peru, successfully elected its Board of Directors of the Functional Committees and representatives of the Satipo and Chanchamayo branches.

In November, for the first time in its history, the University of Costa Rica held elections of authorities electronically and remotely, with four processes in which the average participation rate was 73%, much higher than in previous years.

Towards the end of November, the national election of the Board of Directors of the Instituto Social del Periodista de Guatemala was successfully held. In the last quarter, the Argentinean Association of Cooperatives, ACACOOP, held six assemblies.

Finally, in December, the Internet Association of Mexico, AIMX, which brings together the main technology brands operating in the country -Apple, Amazon, Google, Facebook, Nike, Visa, Ebay, HP, Airbnb, Mercado Libre, Beat, among others- held its annual assembly and board renewal with the EAssemblies platform.

As a result of this growing demand, EVoting now has commercial directors in Mexico, Peru, Costa Rica and Central America.

"Everything went perfect; the process was clear and transparent".

Pedro Atoche
COORDINATOR OF THE ELECTION PROCESS
OF THE UNITED WORKERS' UNION OF APM
TERMINALS CALLAO, PERÚ.

"During 2020, EVoting experienced a significant expansion of its operations, reaching most of the major economies in Latin America: in addition to Chile, it developed electronic voting and assemblies in Mexico, Peru, Argentina, Costa Rica and Guatemala".

EVOTING

LEADER IN ELECTRONIC DEMOCRACY