

QUALITY

Policy Statement

QUALITY POLICY



1. INTRODUCTION

- 1.1. PROYTEC PANAMA Corp. providing high quality services, financing, and investments, in line with the requirements, needs, and objectives of its customers in terms of strategy, implementation and business development, taking into account the impact on the environment, on people's well-being and in the reference community.
- 1.2. PROYTEC PANAMA Corp. supports, finances, and participates directly or indirectly with other companies in the development of projects concerning natural resources, ecosystem, and environment, in the fields of construction, energy, waste, recycling, water, air, health, food and technology, in order to improve the quality of life of the beneficiaries by obtaining financial resources on the international capital market.
- 1.3. PROYTEC PANAMA Corp. also supports, finances, and invests in projects of small businesses, women entrepreneurs, and young people because these are the engine of the economy.
- 1.4. PROYTEC PANAMA Corp. does not exclude projects in Emerging Markets and Third World countries.
- 1.5. All projects that are considered must comply with ESG (Environmental, Social and Governance) principles with particular attention also and above all to the rights of workers and beneficiaries.

2. STATEMENT OF PURPOSE AND SCOPE

- 2.1. PROYTEC PANAMA Corp.'s mission is to provide high-quality products and services that meet and exceed customer expectations.
- 2.2. PROYTEC PANAMA Corp. is committed to continually improving processes and innovating to maintain the highest quality standards.

3. QUALITY OBJECTIVES

- 3.1. Customer Satisfaction: Ensuring that our customers are completely satisfied with the products and services offered.
- 3.2. Continuous Improvement: Implement a continuous improvement process to optimize the efficiency and effectiveness of every activity and every operation.
- 3.3. Regulatory Compliance: Ensure that all activities comply with applicable regulations and industry standards.
- 3.4. Training and Development: Investing in the training and continuous development of our Managers, Agents and Collaborators to ensure up-to-date skills and knowledge.

4. QUALITY POLICY

- 4.1. Innovation: Promote a culture of innovation to constantly improve products, services and processes.
- 4.2. Sustainability: Adopt sustainable practices that minimize environmental impact and promote social responsibility.
- 4.3. Transparency: Communicate clearly and openly with customers, suppliers and stakeholders.
- 4.2. Ethics: Take responsibility for actions and decisions, ensuring that each team member understands their role in maintaining quality.

5. QUALITY MANAGEMENT PROCESS:

- 5.1. Planning: Define clear and measurable objectives for quality.
- 5.2. Execution: Implement plans and procedures to achieve quality objectives.
- 5.3. Monitoring: Monitor and measure performance against quality objectives.
- 5.4. Review: Regularly review results and make improvements where necessary.

6. TOOLS AND METHODOLOGIES:

- 6.1. Internal Audits: Conduct regular internal audits to evaluate compliance with quality processes and identify areas for improvement.
- 6.2. Data Analytics: Use data analytics tools to monitor performance and make evidence-based decisions.
- 6.3. Customer Feedback: Collect and analyze customer feedback to continuously improve products and services.
- 6.4. Benchmarking: Compare practices with those of industry leaders to identify opportunities for improvement.

7. QUALITY CULTURE:

- 7.1. Involvement of Managers, Agents and Collaborators: Promote a culture in which each team member feels responsible for quality and is encouraged to contribute ideas and suggestions.
- 7.2. Open Communication: Maintain open and transparent communication channels to ensure that all team members are informed and aligned on quality objectives.
- 7.3. Recognition and Reward: Recognize and reward team members who demonstrate commitment to quality.