



# PROYTEC

## Capital Partner

GROUP OF COMPANIES

# QUALITY

## Policy Statement



# QUALITY POLICY



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Quality is not just a goal to achieve but a daily commitment that guides our every action.

It is the foundation of our growth, our reputation, and the trust we earn day after day.

Every detail matters, every standard represents a commitment to excellence, and every process is driven by precision.

There is no progress without quality.

Only through continuous improvement do we transform every challenge into an opportunity to innovate, grow, and excel. Quality is never improvised—it is built with method, dedication, and vision.

That is why every process, every decision, and every strategy are oriented towards precision, reliability, and consistency. In a highly competitive environment, only those who prioritize quality can ensure impeccable, sustainable, and lasting results. This is why we invest in best practices, data analysis, and proactive risk management, ensuring adherence to the highest standards of compliance, integrity, and transparency, in line with international regulations.

Quality is also an institutional value, a guiding principle, and a strategic lever that permeates our corporate culture.

Quality-oriented leadership inspires every team member to contribute actively, fostering an environment where responsibility, collaboration, and continuous improvement are at the heart of everything we do.

Only those who choose quality secure the future.

And we do so every day—through rigorous processes, advanced technologies, and an unwavering commitment to excellence.



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### INTRODUCTION

1. **Business Services and Investments.** The PROYTEC Group Companies provide excellence in services, including project implementation, promotion, and support; advanced financial solutions; investment opportunities; company, foundation, and holding formation; asset protection through trusts, funds, and foundations; company acquisition and sale; establishment and relocation of businesses abroad; license and authorization procurement; foreign residency and second citizenship; international representations; commodity trading; and import-export operations.
2. **Business Strategy and Impact.** All activities are conducted with the utmost attention to clients' strategic, operational, and business development requirements, ensuring a careful assessment of the impact on the environment, people's well-being, and the surrounding community.
3. **Environmental and Economic Development.** The PROYTEC Group Companies facilitate, promote, support, finance, invest in, enhance, and coordinate, directly or indirectly, alongside other entities, the development of projects related to natural resources, ecosystems, and the environment across various sectors, including construction, energy, agriculture, waste management, recycling, water, air, health, food, culture, entertainment, tourism, and technology. The objective is to improve the quality of life for beneficiaries, also by securing financial resources from international capital markets.
4. **Support for Entrepreneurs and Start-ups.** The PROYTEC Group Companies also support, finance, and invest in projects of small businesses, start-ups, and new companies, as well as initiatives led by women entrepreneurs and young professionals, recognizing them as the driving force of the economy.



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5. **Global Expansion and Emerging Markets.** The PROYTEC Group does not exclude projects in emerging markets and Third World countries.
6. **ESG Commitment and Social Responsibility.** All considered projects must comply with ESG (Environmental, Social, and Governance) principles, with particular attention, above all, to the rights of communities, local organizations, individuals, workers, beneficiaries, future generations, and vulnerable populations.
7. **Innovation and Sustainability.** The PROYTEC Group places innovation and sustainability at the core of its operations, developing solutions that drive the transition toward more efficient and responsible economic models. The adoption of advanced technologies and the implementation of sustainable practices ensure long-term growth, minimizing environmental impact and maximizing social and economic value for all stakeholders.
8. **Compliance and Transparency.** The PROYTEC Group companies operate in accordance with the highest standards of regulatory compliance and transparency, ensuring that all activities are conducted in full adherence to national and international regulations. Corporate governance is based on principles of integrity and responsibility, guaranteeing operational security and trust from stakeholders.
9. **Strategic Partnerships.** The PROYTEC Group collaborates with institutional partners, non-governmental organizations, and business entities to develop valuable synergies and expand growth opportunities in global markets. These strategic partnerships enable the implementation of innovative and scalable projects, strengthening the positive impact on local communities and ensuring an inclusive approach to economic development.



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### STATEMENT OF PURPOSE AND SCOPE

1. **Quality and Excellence.** The mission of the PROYTEC Group Companies is to provide high-quality products and services that meet and exceed customer expectations.
2. **Innovation and Improvement.** The PROYTEC Group is committed to continuously improving processes and innovating to maintain the highest quality standards.
3. **Precision, Efficiency, and Reliability.** The PROYTEC Group Companies uphold excellence through an approach based on precision, efficiency, and attention to detail. Every solution is designed to ensure reliability and competitiveness in compliance with international standards, offering clients a sustainable strategic advantage over time.

### QUALITY OBJECTIVES

1. **Customer Satisfaction.** Ensuring that our customers are completely satisfied with the products and services offered.
2. **Regulatory Compliance.** Ensure that all activities comply with applicable regulations and industry standards.
3. **Training and Development.** Investing in the training and continuous development of our Managers, Agents and Collaborators to ensure up-to-date skills and knowledge.



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### QUALITY POLICY

1. **Reliability.** Ensure consistency in the quality of products and services offered.
2. **Customer Orientation.** Tailor solutions to customers' specific needs, providing added value.
3. **Customer-Centric Approach.** Anticipate customer needs and deliver concrete, personalized, and value-driven responses.
4. **Customer Engagement.** Establish active feedback loops with customers to ensure their insights contribute to ongoing improvements.
5. **Transparency.** Communicate clearly and openly with customers, suppliers and stakeholders.
6. **Ethics.** Take responsibility for actions and decisions, ensuring that each team member understands their role in maintaining quality.
7. **Sustainability.** Adopt sustainable practices that minimize environmental impact and promote social responsibility.
8. **Innovation.** Promote a culture of innovation to constantly improve products, services and processes.
9. **Quality Culture Integration.** Embed quality into every aspect of operations, ensuring it is not just a goal but a fundamental part of decision-making.





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### QUALITY MANAGEMENT PROCESS

1. **Planning.** Define clear and measurable objectives for quality.
2. **Execution.** Implement plans and procedures to achieve quality objectives.
3. **Review.** Regularly review results and make improvements where necessary.
4. **Data Analysis.** Collect and analyse quality metrics to identify trends and improvement opportunities.
5. **Risk Management.** Identify and mitigate potential issues that could compromise quality.
6. **Non-Conformance Management.** Establish procedures to identify, correct, and prevent deviations from quality standards.
7. **Monitoring.** Monitor and measure performance against quality objectives.
8. **Documentation.** Maintain detailed records of processes, results, and corrective actions to ensure compliance and continuous improvement.
9. **Continuous Improvement:** Implement a constant optimization cycle based on feedback, audits, and industry best practices.



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### TOOLS AND METHODOLOGIES

1. **Internal Audits.** Conduct regular internal audits to evaluate compliance with quality processes and identify areas for improvement.
2. **Customer Feedback.** Collect and analyse customer feedback to continuously improve products and services.
3. **Benchmarking.** Compare practices with those of industry leaders to identify opportunities for improvement.

### QUALITY CULTURE

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.
2. **Open Communication.** Maintain open and transparent communication channels to ensure that all team members are informed and aligned on quality objectives.
3. **Recognition and Reward.** Recognize and reward team members who demonstrate commitment to quality.