

## **VICE PRESIDENCY FOR OPERATIONS**

### **QUALITY POLICY**

***We are committed to providing our customers with a competitive and quality service, making our utmost effort to satisfy their requirements.***

***Our main objective is to provide an expeditious, safe, reliable and efficient transit, through a competent workforce committed with continuous improvement and customer satisfaction, in order to successfully connect production with markets, while protecting the environment and fostering Panama´s progress.***

#### **Original Signed (Spanish Version)**

**Ilya R. Espino de Marotta**

Deputy Administrator and Vice President  
for Operations

October 1, 2020