

# OUR QUALITY POLICY

With close ties to the world's leading civil and defence suppliers, Panna Plus represents some of the most respected and well-established companies in the global civil, defence, and security industry.

We are a client-oriented company that strives to build and maintain close relationships with its customers. Panna Plus prides itself on the ability to work under tight deadlines and schedules, and working within budget requirements, while maintaining the highest of standards and providing optimal solutions.

## Quality Principles

We achieve our Quality Policy through the following Quality principles:

### Customer focus

We are a proactive partner that fulfils customer expectations by building and maintaining a close, proactive relationship, and we focus on delivering fully customized, turnkey solutions on-time, on-quality, and on-budget. We cover our activities with complete after-sales support. Customer satisfaction with the quality and safety of our products and services is our main goal.

### Product Safety and full Compliance

We guarantee that our products are safe and in compliance with customer requirements, with all applicable legislation and regulatory requirements, and requirements of international standards ISO 9001:2015, AQAP 2110:2016, and EN9120:2018 when required.

### Committed Employees

Our highly motivated, engaged, and empowered employees are involved in decisions to fulfil customer expectations and quality goals. We care for a safe and respectful working environment, and offer opportunities for our employees' personal development, motivation, and continuous improvement. Our employees are fully aware of their contribution to quality of our products and services.

### Process approach

We optimize our processes and improve process effectiveness to achieve our quality goals and increase the satisfaction of our customers and employees.

Evidence-based decision making: our decisions are based on thorough analysis of the relevant information, after surveying all results, evidence, and facts. Our decision making is effective and timely.

### Confidentiality and Information Security

We guarantee our customers full confidentiality and information security. Our facilities are equipped with the latest security technology. Our employees are educated in information security and the strict protection of classified information. The duty to protect trade secrets is binding both during our team members' employment, as well as indefinitely thereafter.

### Continuous improvement

We continually improve our processes, products, and services on all levels by using the Plan-Do-Check-Act circle to increase the added value of our products and services to customers, by improving our quality management system and processes in accordance with the standards ISO 9001:2015 and AQAP 2110:2016 and by implementing the requirements from standard EN 9120:2018.

### Sustainability

As an environmentally conscious company, we strive to preserve the environment by complying with all legal measures and recommendations. Implementing environmental actions within company, such as reducing paper usage, using renewable energy sources, promoting recycling, etc.

## Our Commitment

Our Quality Policy is a commitment that pervades our employees' tenure with our company at all levels, starting on day one through on-boarding programs, later at awareness-raising meetings and training, and regularly through feedback from management.

We implement our Quality Policy and goals through the planning, implementation, analysis, and continuous improvement of our processes within our Quality Management System (QMS). The Quality Policy is the framework for determining and reviewing our Quality Objectives. These, along with our planned actions to achieve them, are included annually within the company's business plan and are periodically reviewed and updated to align them with newly arising business objectives. The company's implemented Internal and External Audit Program ensure that on-going conformity of the QMS is assured.

Panna Plus's Quality Policy is available both on our website and in person at our facilities.

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Simon Škerjanec, CEO

