APPROVED

By order of the director of
Korporativ Maslahat Tizimlari LLC

No. 7 of 14 July 2026

QUALITY POLICY

Korporativ Maslahat Tizimlari LLC

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Director's address

Dear colleagues!

High quality of services provided is the basis for sustainable development of Korporativ Maslahat Tizimlari LLC, our business reputation and the trust of our clients, banks, investors, government agencies and business partners.

We view quality not only as compliance with legal requirements and contract terms, but also as a constant commitment to exceeding client expectations, improving internal processes, enhancing employee professionalism, and implementing modern assessment and business consulting methods.

This Quality Policy defines the strategic goals and fundamental principles of the Company's quality management system, establishes uniform requirements for the organization of work, interaction with clients, process management, and continuous improvement of the company's activities.

Each employee of the Company, regardless of their position, makes a personal contribution to ensuring the quality of services provided and is responsible for compliance with the requirements of this Policy.

We believe that only professionalism, independence, objectivity, responsibility, and continuous improvement can ensure high-quality services and strengthen the trust of our clients.

Director
of Korporativ Maslahat Tizimlari LLC

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Document status

This Quality Policy is a local regulatory act of Korporativ Maslahat Tizimlari LLC, which defines the goals, principles and main areas of activity of the Company in the field of ensuring the quality of services provided and continuous improvement of the management system.

The policy establishes uniform requirements for the organization of processes, the professional activities of employees, interaction with clients, risk management, improving personnel competence, and the continuous improvement of the company's activities.

The provisions of this Policy are binding on all employees of the Company, regardless of their position, the nature of the work performed, and their length of service.

This Policy applies in conjunction with the Anti-Corruption Policy, the Code of Professional Ethics, the Privacy Policy, the Internal Labor Regulations and other internal regulatory documents of the Company.

The quality policy is one of the key elements of the corporate governance system of Korporativ Maslahat Tizimlari LLC and reflects the Company's commitment to the principles of legality, professionalism, customer focus, objectivity, responsibility and continuous improvement.

QUALITY MANAGEMENT POLICY

Korporativ Maslahat Tizimlari LLC considers the quality of services provided as a strategic basis for its activities, sustainable development, strengthening of business reputation and long-term cooperation with clients, banks, investors, government agencies and business partners.

The Company's top management assumes responsibility for the creation, maintenance, and continuous improvement of a quality management system based on the principles of the legislation of the Republic of Uzbekistan, international approaches to quality management, professional independence, objectivity, and customer focus.

The Company's management undertakes the following obligations:

- ensure compliance of the services provided with the requirements of the legislation of the Republic of Uzbekistan, the terms of contracts and professional standards;
- ensure the independence, objectivity and reliability of the results of assessments and consulting services;
- to increase customer satisfaction through timely and high-quality fulfillment of accepted obligations;
- continuously improve the quality management system and the efficiency of internal processes;
- provide employees with the necessary resources, information and conditions for the high-quality performance of their professional duties;
- develop professional competencies of employees through training and advanced training;
- implement modern methods of assessment, financial analysis, business consulting and digital technologies;
- apply a risk-oriented approach when organizing activities and making management decisions;
- ensure transparency of the Company’s activities and compliance with the requirements of corporate documents;
- maintain a corporate culture based on the principles of professionalism, responsibility, integrity and mutual respect;
- regularly analyze the effectiveness of the quality management system and take measures to continuously improve it.

To achieve the set goals, the Company's management ensures the functioning of a quality management system based on the following principles:

- customer orientation;
- leadership of management;

- employee engagement;
- process approach to activity management;
- decision making based on objective data;
- risk and opportunity management;
- continuous improvement of processes;
- development of mutually beneficial relationships with clients and business partners.

This Quality Policy is communicated to all employees of the Company, is mandatory for implementation and is subject to regular review taking into account changes in the legislation of the Republic of Uzbekistan, the development of the Company's activities and the improvement of the quality management system.

Korporativ Maslahat Tizimlari LLC confirms its commitment to the principles of quality and assumes responsibility for creating the conditions necessary to achieve the Company's strategic goals, ensure high quality of services provided and continuously improve customer satisfaction.

Chapter 1. General Provisions

Article 1. Subject of regulation

1. This Quality Policy defines the goals, principles, objectives and basic requirements for the organization of the quality management system of Korporativ Maslahat Tizimlari LLC, and also establishes uniform approaches to ensuring the quality of services provided and the continuous improvement of the Company's activities.
2. The quality policy is aimed at ensuring a high level of quality of appraisal, consulting and other professional services, increasing customer satisfaction, strengthening the business reputation of the Company and improving the efficiency of internal processes.
3. This Policy is one of the main internal regulatory documents of the Company and is applied in conjunction with the Anti-Corruption Policy, the Code of Professional Ethics, the Privacy Policy, the Internal Labor Regulations and other local regulatory acts of the Company.

Article 2. Objectives of the Quality Policy

The main objectives of this Policy are:

- ensuring a consistently high quality of services provided;
- increasing customer satisfaction;
- ensuring compliance of the Company's activities with the requirements of the legislation of the Republic of Uzbekistan;
- ensuring compliance with professional standards;
- increasing the efficiency of internal processes;
- development of employee competence;
- reducing risks that could affect the quality of services;
- creating conditions for continuous improvement of the Company's activities;
- strengthening the trust of clients, partners, banks, investors and government agencies.

Article 3. Scope of application

1. This Policy applies to all structural divisions and employees of Korporativ Maslahat Tizimlari LLC.
2. The requirements of this Policy shall apply to the provision of all services of the Company, including, but not limited to:

- business valuation;
- real estate valuation;
- valuation of residential buildings and apartments;

- equipment assessment;
- assessment of vehicles;
- assessment of intellectual property;
- development of business plans;
- development of feasibility studies (FS);
- development of financial models;
- investment consulting;
- strategic consulting;
- support of investment projects;
- other services provided by the Company.

3. The requirements of this Policy are taken into account when interacting with clients, government agencies, financial institutions, business partners, contractors and other interested parties.

Article 4. Main objectives of the quality management system

The Company's quality management system is aimed at solving the following tasks:

- Ensuring that services comply with customer requirements and legislation;
- ensuring uniform corporate standards for work performance;
- prevention of errors and inconsistencies;
- increasing the efficiency of resource use;
- ensuring transparency of service delivery processes;
- increasing the professional responsibility of employees;
- Ensuring the objectivity of the results of assessment and consulting services;
- improving the internal management system;
- formation of a quality culture among the Company's employees.

Article 5. Basic concepts

The following key concepts are used in this Policy:

quality – the degree of compliance of the services provided with the requirements of legislation, terms of the contract, professional standards and client expectations;

quality management system – a set of interrelated processes, procedures, resources and management decisions aimed at ensuring the quality of the Company’s activities;

client – an individual or legal entity who has entered into an agreement with the Company or has applied for the provision of services;

process – an interconnected set of actions aimed at achieving a certain result;

non-compliance – failure to comply with the requirements of legislation, contracts, internal regulations or established quality standards;

continuous improvement – systematic activities aimed at increasing the efficiency of processes, quality of services and customer satisfaction;

risk – an event or circumstance that may have a negative impact on the quality of services provided, the timing of work, the business reputation of the Company or customer satisfaction.

Article 6. Basic principles of the quality management system

Quality Management System of Korporativ Maslahat Tizimlari LLC is based on the following principles:

- legality;
- customer orientation;
- professional independence;
- objectivity;
- competence of employees;
- responsibility of each employee for the quality of work performed;
- process approach to activity management;
- decision making based on objective data;
- risk management;
- continuous improvement;
- openness and transparency of internal processes;
- compliance with the requirements of internal regulatory documents;
- efficient use of the Company's resources;
- development of a corporate quality culture.

Article 7. Responsibility for compliance with the Quality Policy

1. Each employee of the Company is obliged to comply with the requirements of this Quality Policy when performing their work duties.
2. The Company's management ensures the necessary conditions for the functioning of the quality management system, provides the necessary resources and organizes activities aimed at improving the quality of activities.
3. Failure to comply with the requirements of this Policy is considered a violation of the Company's internal regulatory documents and may entail the application of liability measures in accordance with the legislation of the Republic of Uzbekistan and the Company's internal documents.

Chapter 2. Objectives and principles in the field of quality

Article 8. Strategic goal in the field of quality

1. The strategic goal of Korporativ Maslahat Tizimlari LLC is to ensure high quality of services provided that comply with the requirements of the legislation of the Republic of Uzbekistan, the terms of concluded contracts, professional standards and customer expectations.
2. The achievement of this goal is achieved through effective process management, development of professional competencies of employees, the use of modern technologies and continuous improvement of the Company's activities.

Article 9. Main objectives in the field of quality

To implement this Policy, the Company sets the following goals:

- ensuring high quality appraisal and consulting services;
- increasing customer satisfaction;
- ensuring compliance with the requirements of the legislation of the Republic of Uzbekistan;
- ensuring compliance with professional standards;
- timely fulfillment of contractual obligations;
- continuous improvement of internal processes;
- development of professional competence of employees;
- improving the efficiency of the Company's activities;
- reducing the number of errors and inconsistencies;
- strengthening the company's business reputation.

Article 10. Customer Focus

1. Customer satisfaction is one of the main criteria for evaluating the Company’s activities.
2. When providing services, the Company strives to:

- understand the needs and expectations of customers;
- ensure timely fulfillment of obligations;
- provide objective and professionally sound results;
- ensure accessibility and transparency of interaction;
- promptly process customer requests;
- maintain long-term partnerships.

3. When making decisions, the Company takes into account the interests of its clients, subject to compliance with the legislation of the Republic of Uzbekistan, professional standards and the principle of independence.

Article 11. Principle of professional independence

1. Professional independence is a prerequisite for ensuring the quality of services provided.
2. Employees of the Company are obliged to make professional decisions solely on the basis of:

- legislation of the Republic of Uzbekistan;
- professional standards;
- objective data;
- results of the analysis;
- internal quality control system.

3. Any influence that could cast doubt on the objectivity of the assessment results or consulting services is not permitted.

Article 12. Ensuring objectivity and reliability

The company ensures the objectivity of the results of its activities through:

- use of reliable information;
- application of recognized methods of assessment and analysis;
- verification of calculations;
- internal analysis of work results;
- documenting significant decisions;
- compliance with the requirements of internal regulatory documents.

Article 13. Competence of employees

1. The quality of services provided directly depends on the professional level of employees.
2. The company provides:

- selection of qualified specialists;
- continuous training of employees;
- advanced training;
- study of changes in legislation;
- development of professional competencies;
- exchange of professional experience within the company.

3. Each employee is obliged to independently maintain the required level of professional knowledge and improve their competencies.

Article 14. Risk Management

1. When organizing its activities, the Company applies a risk-oriented approach.
2. The main objectives of risk management are:

- error prevention;
- reducing the likelihood of non-conformities;
- protection of clients' interests;
- ensuring stable quality of services;
- protection of the Company's business reputation.

3. The Company's management regularly assesses risks that could affect the quality of services provided and takes measures to minimize them.

Article 15. Continuous improvement

1. Continuous improvement is an integral part of the Company’s quality management system.
2. Improvement is achieved through:

- analysis of performance results;
- studying customer requests;
- elimination of the causes of identified deficiencies;
- implementation of new technologies;
- improving internal processes;
- improving the qualifications of employees;
- analysis of best professional practices.

3. All employees of the Company are obliged to participate in activities to improve the quality of their work and the activities of the Company as a whole.

Article 16. Performance indicators

To assess the effectiveness of the quality management system, the Company takes into account, among other things:

- customer satisfaction;
- compliance with deadlines for completion of work;
- number of repeat customer requests;
- number of complaints and comments;
- compliance with legal requirements;

- compliance with internal regulations;
- timeliness of fulfillment of contractual obligations;
- results of the analysis of internal processes;
- level of professional development of employees.

The results obtained are used by the Company's management when making decisions aimed at further improving the quality management system.

Chapter 3. Quality management of services provided

Article 17. General requirements for the quality of services

1. Korporativ Maslahat Tizimlari LLC ensures the provision of services in accordance with the requirements of the legislation of the Republic of Uzbekistan, the terms of concluded contracts, professional standards, internal regulatory documents of the Company and this Quality Policy.
2. Quality service is ensured at all stages of the work process – from receiving the client's request to delivering the final result and completing the project.
3. Every employee is obliged to perform his duties conscientiously, professionally and within the limits of his competence.

Article 18. Main stages of quality management

To ensure high quality of services provided, the Company applies the following main stages of quality management:

- analysis of customer needs;
- determination of the scope and conditions of work;
- project implementation planning;
- collection and analysis of necessary information;
- execution of works in accordance with professional methods;
- checking results;
- coordination of final documents within the Company (if necessary);
- transfer of results to the client;
- analysis of the client's comments and suggestions.

Article 19. Planning of execution of works

1. Before commencing work, the Company determines:

- project objectives;
- volume of services provided;
- deadlines;

- necessary resources;
- responsible performers;
- potential risks.

2. Planning should ensure the ability to fulfill obligations to the client in a timely and high-quality manner.

Article 20. Use of reliable information

1. All conclusions and recommendations must be based solely on reliable, verified and up-to-date information.
2. Employees are required to take reasonable steps to verify the completeness and accuracy of the data used.
3. If any inconsistencies or insufficient information are discovered, the employee is obliged to immediately notify the immediate supervisor or director of the Company and take measures to obtain the necessary information.

Article 21. Application of professional techniques

1. The work is carried out using methods and approaches that comply with the legislation of the Republic of Uzbekistan, professional standards and best practices.
2. When choosing a method, the performer must take into account:

- characteristics of the research object;
- purposes of providing the service;
- legal requirements;
- project specifics;
- available source data.

3. The use of methods that do not ensure the objectivity of results is not permitted.

Article 22. Quality control of results

1. Before transferring the results to the client, the contractor is obliged to ensure that:

- completeness of the work performed;
- correctness of calculations;
- absence of obvious errors;
- compliance of the document with legal requirements;
- compliance with contracts and technical specifications;
- logic and validity of conclusions.

2. When carrying out complex or significant projects, the Director of the Company has the right to organize additional verification of the results.

Article 23. Compliance with deadlines for completion of work

1. Compliance with agreed deadlines is one of the main indicators of the quality of the Company's activities.
2. Employees are required to organize their activities in such a way as to exclude unjustified delays in the performance of work.
3. If any circumstances arise that may affect the project completion time, the client must be informed in a timely manner.

Article 24. Change Management

1. If it is necessary to change the scope of work, deadlines or other essential conditions of the project, such changes must be documented and agreed upon with the client in accordance with the established procedure.
2. All changes must ensure that the quality of services provided is maintained.

Article 25. Use of digital technologies

1. The company supports the use of modern information technologies, specialized software, and digital tools to improve the quality of services provided.
2. The use of artificial intelligence technologies is permitted solely as an auxiliary tool.
3. Any materials prepared using artificial intelligence technologies are subject to mandatory professional review by a Company employee prior to their use in official documents.
4. Responsibility for the content of the final documents always lies with the employee who prepared and signed the relevant document.

Article 26. Protection of the quality of services provided

In order to ensure the high quality of the Company’s activities, the following is not permitted:

- performance of work in the presence of a conflict of interest;
- distortion of the results of the assessment or analysis;
- use of knowingly false information;
- concealment of errors or identified deficiencies;
- violation of legal requirements;
- disclosure of confidential information;
- performance of work by persons who do not have the necessary qualifications;
- violation of the requirements of the Company's internal regulatory documents.

Article 27. Employees' responsibility for quality

1. Each employee is personally responsible for the quality of the work performed.
2. The project manager or director of the Company is responsible for organizing the execution of work, distributing responsibilities and ensuring compliance with the requirements of this Policy.
3. Violation of quality requirements is considered a violation of the Company's corporate standards and entails the application of measures provided for by the legislation of the Republic of Uzbekistan, the employment contract and the Company's internal regulatory documents.

Chapter 4. Employee Competence Management

Article 28. General requirements for the competence of employees

1. Korporativ Maslahat Tizimlari LLC considers the competence of employees as one of the key factors in ensuring the quality of services provided.
2. Each employee must have the knowledge, skills and practical experience necessary to perform the duties assigned to him/her in a high-quality manner.
3. Employees are obliged to carry out professional activities solely within the limits of their competence.

Article 29. Requirements for professional qualifications

The company ensures that work is carried out by specialists who have the necessary:

- education;
- professional knowledge;
- practical skills;
- work experience;
- knowledge of the legislation of the Republic of Uzbekistan;
- knowledge of professional standards;
- skills in applying modern methods of assessment and consulting.

If it is necessary to perform specialized work, the Company has the right to engage specialized specialists or consultants.

Article 30. Improving the qualifications of employees

1. Improving the skills of employees is a continuous process.
2. The company promotes the professional development of employees through:

- participation in seminars;
- completing advanced training courses;
- studying changes in legislation;

- studying new professional standards;
- internal exchange of experience;
- independent learning;
- studying modern digital technologies.

3. Employees are required to continually improve their professional knowledge and skills.

Article 31. Study of legislation

1. Employees are required to promptly familiarize themselves with changes in the legislation of the Republic of Uzbekistan related to their professional activities.
2. Particular attention is paid to studying changes in the field of:

- appraisal activities;
- corporate governance;
- investment activities;
- financial analysis;
- accounting;
- taxation;
- public procurement;
- public-private partnership;
- protection of personal data;
- anti-corruption.

Article 32. Use of modern technologies

1. Employees are required to have mastered modern tools used in their professional activities.
2. The Society encourages the use of:

- specialized software;
- digital analysis tools;
- information systems;
- automation technologies;
- artificial intelligence technologies.

3. The use of new technologies should contribute to improving the quality of services provided without reducing the requirements for professional responsibility of employees.

Article 33. Transfer of professional knowledge

1. Employees are obliged to facilitate the exchange of professional knowledge and experience within the Company.
2. The transfer of experience is carried out through:

- collaboration on projects;
- internal consultations;
- discussions of complex professional issues;
- preparation of internal methodological materials;
- conducting internal training events.

Article 34. Assessment of employees' competence

When assessing the professional competence of employees, the following are taken into account:

- level of professional knowledge;
- quality of work performed;
- meeting deadlines;
- compliance with internal regulations;
- compliance with professional ethics requirements;
- ability to make independent professional decisions;
- ability to interact with clients;
- ability to work effectively in a team;
- desire for professional development.

Article 35. Professional responsibility

Every employee is obliged to:

- to perform their official duties in good faith;
- make decisions solely within the limits of their competence;
- comply with legal requirements;
- comply with the internal regulatory documents of the Company;
- ensure the quality of the work performed;
- promptly inform management about factors that may affect the quality of services provided.

Article 36. Restrictions on professional activities

The employee is obliged to refuse to perform the task or immediately notify the Director of the Company in cases where:

- the performance of the task is beyond the scope of his professional competence;
- there is no information necessary to complete the work;
- there are circumstances that may affect the objectivity of the results;
- there is a conflict of interest;
- the performance of the task may lead to a violation of the legislation of the Republic of Uzbekistan or the internal regulatory documents of the Company.

Article 37. Formation of a corporate quality culture

1. The Company's management creates conditions for the formation of a corporate culture based on:

- professionalism;
- responsibility;
- mutual respect;
- open exchange of knowledge;
- continuous improvement;
- striving for high quality of services provided.

2. Each employee is obliged by their professional behavior to contribute to strengthening the corporate culture and maintaining the high business reputation of Korporativ Maslahat Tizimlari LLC.

Chapter 5. Customer Focus and Customer Relationship Management

Article 38. General principles of interaction with clients

1. Korporativ Maslahat Tizimlari LLC considers the client as a key stakeholder in its activities.
2. All employees of the Company are obliged to ensure professional, conscientious, respectful and responsible interaction with clients at all stages of service provision.
3. Relationships with clients are built on the following principles:

- legality;
- good faith;
- professional independence;
- objectivity;
- openness;
- mutual respect;
- confidentiality;

- compliance with contractual obligations.

Article 39. Determining customer needs

1. Before commencing work, the Company is obliged to determine the client's needs and agree on:

- purpose of providing the service;
- volume of work;
- expected result;
- deadlines;
- cost of services;
- rights and obligations of the parties;
- order of interaction.

2. If necessary, the Company's employees are obliged to provide the client with explanations regarding the content, procedure and features of the provision of services.

Article 40. Informing the client

1. The client has the right to receive reliable, timely and understandable information about the progress of the work.
2. Employees are required to:

- inform the client in a timely manner about the progress of the project;
- report the occurrence of circumstances that may affect the timing or results of work;
- provide necessary clarifications on issues related to the services provided;
- Maintain professional correctness when communicating.

Article 41. Compliance with contractual obligations

1. The company takes all necessary measures to ensure the timely and high-quality fulfillment of obligations stipulated by the agreement.
2. Employees are required to comply with:

- agreed deadlines for completion of work;
- volume of services provided;
- requirements of the technical specifications;
- terms of the contract;
- requirements of the legislation of the Republic of Uzbekistan.

Article 42. Ensuring professional independence

1. When interacting with clients, employees are required to maintain professional independence.
2. The following are not allowed:

- changing the results of the assessment or analysis at the client’s request;
- preparation of obviously unfounded conclusions;
- concealment of material information;
- decision-making under the influence of personal interest or pressure from third parties.

3. The interests of the client cannot serve as grounds for violating the legislation of the Republic of Uzbekistan, professional standards or internal regulatory documents of the Company.

Article 43. Confidentiality of client information

1. All information obtained during the provision of services is subject to protection and is used solely for the purpose of fulfilling the contract or in cases stipulated by the legislation of the Republic of Uzbekistan.
2. Employees are required to:

- ensure the safety of documents;
- prevent unauthorized access to information;
- comply with the requirements of the Company's Privacy Policy;
- not to disclose information that constitutes a commercial or other secret protected by law.

Article 44. Consideration of customer requests

1. The company views customer feedback as an important source of improvement for its operations.
2. Each request is subject to objective and timely consideration.
3. The Company's management takes measures to eliminate the causes of justified comments and prevent their recurrence.

Article 45. Handling complaints

1. In the event of a claim, the Company shall ensure:

- objective consideration of the circumstances;
- analysis of the causes of the situation;
- taking necessary corrective measures;
- informing the client about the results of the review.

2. Claims are considered independently, impartially and in compliance with the requirements of the legislation of the Republic of Uzbekistan.

Article 46. Customer Satisfaction Assessment

1. The company regularly evaluates customer satisfaction with the quality of services provided.
2. The following can be used for evaluation:

- customer reviews;
- written requests;
- letters of thanks;
- repeat requests;
- customer recommendations;
- results of the claims analysis;
- other ways to get feedback.

3. The results obtained are used to improve service delivery processes and enhance the quality of the Company’s work.

Article 47. Long-term partnerships

The company strives to build long-term partnerships with clients based on:

- mutual trust;
- professionalism;
- compliance with obligations;
- open interaction;
- high quality of services provided;
- respect for the legitimate interests of each party.

Article 48. Responsibility of employees when interacting with clients

Every employee is obliged to:

- adhere to standards of professional communication;
- treat customers with respect;
- provide a high level of service;
- comply with the requirements of this Policy;
- promptly inform management of any circumstances that may affect the quality of customer service;
- to help strengthen trust in Korporativ Maslahat Tizimlari LLC and maintaining its business reputation.

Chapter 6. Managing Risks and Opportunities

Article 49. General Provisions

1. Korporativ Maslahat Tizimlari LLC applies a risk-based approach in organizing its activities, planning processes and providing services.
2. Risk management is an integral part of the quality management system and is aimed at ensuring stable quality of services provided, preventing possible violations and improving the efficiency of the Company.
3. Capability management is aimed at developing the Company, improving the quality of services and strengthening competitive advantages.

Article 50. Objectives of risk management

The main objectives of risk management are:

- prevention of errors in the provision of services;
- ensuring stable quality of work performed;
- compliance with the requirements of the legislation of the Republic of Uzbekistan;
- protection of clients' interests;
- prevention of financial and reputational losses;
- ensuring timely fulfillment of contractual obligations;
- increasing the efficiency of internal processes;
- Ensuring sustainable development of the Society.

Article 51. Main categories of risks

When carrying out its activities, the Company takes into account the following main categories of risks:

- legal risks;
- professional risks;
- organizational risks;
- financial risks;
- information risks;
- reputational risks;
- personnel risks;
- risks of violation of deadlines for completion of work;
- risks of violation of confidentiality requirements;
- risks associated with the use of digital technologies.

If necessary, the Company’s management has the right to determine other risk categories.

Article 52. Identification of risks

1. Risk identification is carried out on an ongoing basis by the Company’s management and employees.
2. When identifying risks, the following are taken into account:

- features of the service provided;
- project complexity;
- legal requirements;
- the presence of a conflict of interest;
- completeness of the initial information;
- qualifications of performers;
- experience in implementing similar projects;
- customer comments;
- results of previously completed work.

Article 53. Risk assessment

When assessing risks the following are taken into account:

- probability of risk occurrence;
- possible consequences;
- the impact of risk on the quality of services provided;
- the impact of risk on the timing of work;
- the impact of risk on customer satisfaction;
- the impact of risk on the Company's business reputation.

The results of risk assessment are used in making management decisions.

Article 54. Risk management

In order to minimize risks, the Company applies the following measures:

- compliance with the requirements of the legislation of the Republic of Uzbekistan;
- compliance with internal regulations;
- application of professional standards;
- distribution of responsibility between performers;
- checking the results of the work performed;
- improving the qualifications of employees;

- Ensuring confidentiality of information;
- application of modern information technologies;
- analysis of the causes of identified deficiencies;
- continuous improvement of internal processes.

Article 55. Management of Opportunities

The company views opportunities as a factor in increasing the efficiency of operations and the quality of services provided.

The main areas of use of opportunities are:

- introduction of new types of services;
- improvement of existing processes;
- implementation of modern digital technologies;
- application of innovative methods of analysis;
- improving the qualifications of employees;
- expanding cooperation with clients and business partners;
- development of new areas of activity;
- increasing the efficiency of resource use.

Article 56. Change Management

1. When making decisions that may affect the quality of services provided, the Company's management evaluates the possible consequences of such changes.
2. Change management is carried out taking into account:

- requirements of the legislation of the Republic of Uzbekistan;
- interests of clients;
- available resources;
- level of training of employees;
- possible impact of changes on the quality of services provided.

3. All significant changes in internal processes must be communicated to employees in a timely manner.

Article 57. Prevention of non-conformities

In order to prevent the occurrence of non-conformities, the Company ensures:

- timely identification of potential problems;
- analysis of the causes of deficiencies;
- taking preventive measures;

- control over the implementation of decisions taken;
- assessment of the effectiveness of the implemented measures.

Article 58. Response to identified risks

If a risk is identified that could have a significant impact on the quality of services provided, the Company's management has the right to make one or more of the following decisions:

- redistribute responsibilities between performers;
- attract additional specialists;
- request additional information;
- change the sequence of work;
- conduct further verification of the results;
- take other measures aimed at reducing the risk.

Article 59. Continuous improvement of the risk management system

1. The risk management system is subject to regular analysis and improvement.
2. To improve the effectiveness of risk management, the Company's management takes into account:

- results of completed projects;
- customer requests and complaints;
- changes in the legislation of the Republic of Uzbekistan;
- development of professional standards;
- changes in the market environment;
- practical experience of the Society;
- results of the analysis of internal processes.

3. The results obtained are used to improve the quality management system, increase the sustainability of the Company's activities and prevent the recurrence of similar risks.

Chapter 7. Management of Documented Information

Article 60. General Provisions

1. Documented information is an integral part of the quality management system of Korporativ Maslahat Tizimlari LLC and ensures a unified approach to organizing the activities of the Company.
2. Documented information is created, used, stored and updated for the purposes of:

- ensuring uniformity of the processes performed;

- confirmation of compliance with the requirements of the legislation of the Republic of Uzbekistan;
- confirmation of fulfillment of contractual obligations;
- ensuring the quality of services provided;
- preservation of corporate knowledge;
- improving the efficiency of the Company's activities.

Article 61. Documented information of the Company

The Company's documented information includes, but is not limited to:

- internal regulatory documents;
- Society policies;
- provisions;
- instructions;
- regulations;
- methodological documents;
- document forms;
- contracts;
- reports;
- conclusions;
- assessment results;
- business plans;
- feasibility studies;
- financial models;
- correspondence on projects;
- documents confirming the completion of work;
- other documents created in the course of the Company’s activities.

Article 62. Basic requirements for documented information

Documented information must be:

- reliable;
- relevant;
- complete;
- understandable;
- identifiable;

- protected from unauthorized modification;
- accessible to authorized employees;
- drawn up in accordance with the internal requirements of the Company.

Article 63. Creation of documents

1. Documents are created using the Company’s approved corporate templates.
2. Each document must contain information that allows us to determine:

- document title;
- date of preparation;
- performer (if necessary);
- number or other identifier;
- document version (for internal regulatory documents);
- other details provided for by law or internal regulatory documents of the Company.

Article 64. Updating documents

1. The Company's management ensures timely revision of internal regulatory documents.
2. Documents subject to revision:

- when changing the legislation of the Republic of Uzbekistan;
- when internal processes change;
- when changing the structure of the Company;
- when introducing new services;
- if there is a need to improve the quality management system;
- in other cases by decision of the Director of the Company.

3. The use of outdated versions of internal regulatory documents is not permitted.

Article 65. Storage of documents

1. Documents are stored in a manner that ensures their safety, accessibility and protection from damage or loss.
2. Documents can be stored:

- on paper;
- in electronic form;
- simultaneously in paper and electronic form.

3. Electronic documents must be protected from unauthorized access, modification or deletion.

Article 66. Confidentiality of documented information

1. When working with documented information, employees are required to comply with the requirements of the legislation of the Republic of Uzbekistan, the Privacy Policy, the Anti-Corruption Policy and other internal regulatory documents of the Company.
2. The following are not allowed:

- transfer of documents to third parties without legal grounds;
- disclosure of confidential information;
- use of information for personal purposes;
- unauthorized copying of documents;
- changing documents without appropriate authority.

Article 67. Use of electronic technologies

1. The Society supports the use of modern information technologies for the creation, storage and processing of documented information.
2. The information technologies used must ensure:

- data security;
- the possibility of information recovery;
- access control;
- relevance of documents;
- ease of searching for information;
- protection against loss and unauthorized modification.

Article 68. Corporate knowledge management

1. The company considers accumulated knowledge and experience as one of the most important resources of the quality management system.
2. In order to preserve corporate knowledge, the Company ensures:

- storage of teaching materials;
- systematization of professional information;
- saving the results of completed projects;
- exchange of professional experience;
- using best practices when implementing new projects.

3. Employees are obliged to contribute to the preservation and development of corporate knowledge within the limits of their competence.

Article 69. Responsibility of employees

Every employee is obliged to:

- comply with the requirements of this Policy when working with documented information;
- use only the most current versions of internal documents;
- ensure the safety of documents;
- comply with confidentiality requirements;
- promptly inform management about any identified errors, inconsistencies, or the need to update documents.

Article 70. Improvement of the documented information management system

1. The documented information management system is subject to regular improvement.
2. Improvement is achieved through:

- implementation of modern digital solutions;
- unification of corporate documents;
- improving document templates;
- increasing the efficiency of information storage;
- analysis of the practice of applying internal regulatory documents;
- taking into account employees' suggestions for improving document flow.

3. Improving the documented information management system is aimed at increasing the efficiency of the Company's activities, ensuring high quality of services provided, and developing a quality management system.

Chapter 8. Monitoring, Analysis and Continuous Improvement

Article 71. General Provisions

1. Korporativ Maslahat Tizimlari LLC continuously monitors the effectiveness of its quality management system to ensure high quality of services provided and continuous improvement of its activities.
2. Monitoring is carried out on an ongoing basis and is an integral part of the Company’s management system.
3. The results obtained are used by the Company’s management when making management decisions.

Article 72. Monitoring objects

The following are subject to monitoring:

- quality of services provided;
- compliance with the requirements of the legislation of the Republic of Uzbekistan;
- compliance with the requirements of internal regulatory documents;

- compliance with contractual obligations;
- compliance with deadlines for completion of work;
- customer satisfaction;
- efficiency of internal processes;
- professional activities of employees;
- compliance with corporate standards;
- results of the implementation of measures to improve activities.

Article 73. Sources of information

When analyzing the effectiveness of a quality management system, the following are used:

- results of completed projects;
- customer requests;
- customer reviews;
- claims and suggestions;
- results of the analysis of internal processes;
- changes in the legislation of the Republic of Uzbekistan;
- results of employee training;
- employees' suggestions for improving activities;
- risk analysis results;
- other information relevant to quality assurance.

Article 74. Analysis of activities

1. The Company's management periodically conducts an analysis of the company's activities in order to assess the effectiveness of the quality management system.
2. When conducting the analysis the following are taken into account:

- achieving quality goals;
- quality of services provided;
- customer satisfaction;
- compliance with deadlines for completion of work;
- number of identified nonconformities;
- effectiveness of the implemented measures;
- the need to improve processes;
- risk management efficiency;
- professional development of employees.

Article 75. Inconsistencies

1. Non-conformity means any deviation from the requirements of the legislation of the Republic of Uzbekistan, the terms of the contract, internal regulatory documents or established quality requirements.

2. If a discrepancy is detected, the Company shall ensure:
- establishing the causes of occurrence;
- assessment of possible consequences;
- taking measures to eliminate the identified non-compliance;
- preventing the recurrence of similar cases.
3. Each significant discrepancy is reviewed by the Company's management.

Article 76. Corrective measures

In order to improve the efficiency of the Company's operations, the management has the right to take the following corrective measures:

- change in internal processes;
- improving work performance methods;
- additional training of employees;
- clarification of the distribution of responsibilities;
- updating internal regulatory documents;
- implementation of new technologies;
- taking other measures aimed at eliminating the causes of the identified deficiencies.

Article 77. Employees' proposals

1. Each employee has the right to make suggestions for improving the Company’s activities.
2. Proposals may relate to:
- improving the quality of services provided;
- improving internal processes;
- optimization of document flow;
- implementation of new technologies;
- improving work efficiency;
- improving customer interactions;
- development of corporate culture.
3. The Company's management reviews the proposals received and, if there are grounds for doing so, makes a decision on their implementation.

Article 78. Innovation and Development

1. The company supports the implementation of modern management methods, digital technologies, and innovative solutions aimed at improving the quality of services provided.
2. When implementing new solutions, the following are taken into account:
- requirements of the legislation of the Republic of Uzbekistan;

- clients' interests;
- economic feasibility;
- possible risks;
- the impact of changes on the quality of services provided.

3. All changes introduced should contribute to increasing the efficiency of the Company’s activities.

Article 79. Continuous improvement

1. Continuous improvement is one of the key principles of Korporativ Maslahat Tizimlari LLC.
2. Continuous improvement is achieved through:

- improving the quality management system;
- improving the professional competence of employees;
- implementation of modern technologies;
- improving internal processes;
- analysis of practical experience;
- studying changes in legislation;
- taking into account customer opinions;
- application of best professional practices.

3. The Company's management views continuous improvement as an ongoing process aimed at improving the quality of services provided, strengthening its business reputation and ensuring the sustainable development of the Company.

Chapter 9. Final Provisions

Article 80. Monitoring the implementation of the Quality Policy

1. General control over the implementation of the requirements of this Policy is carried out by the Director of Korporativ Maslahat Tizimlari LLC.
2. Each employee of the Company is personally responsible for compliance with the requirements of this Policy within the scope of their job responsibilities.

Article 81. Amendments

1. Changes and additions to this Policy are approved by order of the Director of the Company.
2. The grounds for revising the Policy may be:

- changes in the legislation of the Republic of Uzbekistan;
- change in the structure or directions of the Company’s activities;
- improving the quality management system;

- implementation of new processes and technologies;
- results of the analysis of the effectiveness of this Policy;
- other circumstances requiring updating of the document.

Article 82. Familiarization of employees

1. Employees of the Company are subject to familiarization with this Policy upon hiring, as well as upon approval of a new version of the document.
2. Each employee is obliged to comply with the requirements of this Policy when performing their work duties.

Article 83. Entry into force

1. This Policy is approved by the order of the Director of Korporativ Maslahat Tizimlari LLC.
2. The policy shall come into force on the date specified in the order approving it, unless otherwise provided by such order.
3. From the moment the Policy comes into force, all employees of the Company are obliged to be guided by its provisions.

Article 84. Final Provisions

1. This Policy is one of the fundamental documents of the corporate governance system of Korporativ Maslahat Tizimlari LLC and defines uniform requirements for ensuring the quality of services provided.
2. The implementation of the provisions of this Policy is aimed at achieving the following strategic results:

- ensuring high quality of services provided;
- increasing customer satisfaction;
- strengthening the trust of banks, investors, government agencies and business partners;
- development of professional competence of employees;
- improvement of internal processes;
- strengthening the business reputation of the Company;
- Ensuring sustainable development of the company.

3. Management and employees of Korporativ Maslahat Tizimlari LLC confirms its commitment to the principles of quality, professionalism, objectivity, responsibility, legality and continuous improvement.
4. This Quality Policy is one of the key elements of the quality management system of Korporativ Maslahat Tizimlari LLC and confirms the Company's commitment to providing services that meet high professional standards, the requirements of the legislation of the Republic of Uzbekistan and customer expectations.

Corporate declaration

Korporativ Maslahat Tizimlari LLC considers the quality of services provided as one of the key factors in the sustainable development of the Company, strengthening its business reputation and the long-term trust of clients, banks, investors, government agencies and business partners.

Each employee of the Company, regardless of their position, is personally responsible for the quality of their work, compliance with corporate standards, and the continuous improvement of their professional activities.

We believe that professionalism, objectivity, independence, responsibility, customer focus, and continuous improvement are the foundation for providing high-quality services and achieving the Company's strategic goals.

This Quality Policy reflects the commitment of Korporativ Maslahat Tizimlari LLC principles of the quality management system and serves as the basis for organizing internal processes, making management decisions and continuously improving the company's efficiency.

We consider compliance with this Policy as a prerequisite for ensuring high quality of services provided, increasing customer satisfaction and sustainable development of Korporativ Maslahat Tizimlari LLC.

Official publication

This document is the official version of the Quality Policy of Korporativ Maslahat Tizimlari LLC and is posted on the Company's official website to ensure transparency of the Company's activities and to inform clients, business partners, government agencies, and other stakeholders of the Company's current corporate standards.

The current version of this document is published on the Company's official website. In the event of discrepancies between different copies of this document, the latest version, approved by order of the director and posted on the official website of Korporativ Maslahat Tizimlari LLC, shall prevail.

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Appendix No. 1

Key Performance Indicators (KPIs)

In order to assess the effectiveness of the quality management system of Korporativ Maslahat Tizimlari LLC The Company's management may use the following performance indicators.

No.	Indicator	Purpose of the assessment
1	Compliance with deadlines for completion of work	Evaluation of the timeliness of fulfillment of obligations
2	Customer satisfaction level	Assessment of the quality of services provided
3	Number of repeat customer requests	Customer Trust Assessment
4	Number of customer complaints	Identifying areas for improvement
5	Number of identified nonconformities	Monitoring the efficiency of internal processes
6	Number of overdue projects	Monitoring compliance with deadlines
7	Number of corrections to final documents	Quality control of document preparation
8	Number of employees who have undergone advanced training	Development of personnel competence
9	Number of implemented improvements	Evaluating the effectiveness of continuous improvement
10	Achieving quality objectives	Overall assessment of the effectiveness of the quality management system

The list of indicators may be supplemented and adjusted by the Director of the Company depending on changes in the areas of activity and strategic goals of the company.

Appendix No. 2

Form for registration of non-conformities and corrective actions

No.	Date	Description of nonconformity	Cause	Corrective action	Responsible	Completion date	Mark of completion
1							
2							
3							
4							
5							

Appendix No. 3

Change Registration Sheet
Quality policies of Korporativ Maslahat Tizimlari LLC

Version	Approval date	Reason (order number)	Brief description of changes	Responsible person
1.0	July 14, 2026	Order No. 7	Original version	Director