GROWTH, INNOVATION & TRANSFORMATION
2018 DOSSIER
PBS' most important asset...
MISSION

We are committed to our customers, we work with exceptional human capital and we represent world leaders in the technology industry, to provide the best solutions and services in our markets.
Growth, transformation and innovation have been the key drivers helping to shape the marketing and sales activities across the region. PBS prides itself in being able to create and sustain winning long term relationships with our global partners and as such, we have received several awards and recognition from partners. We secured...
major local and regional contracts and bids, increasing our footprint and market share across the Caribbean, Central America and Colombia. We engaged customers with targeted stakeholder seminars, expos, and advertisements.

Improving the conditions of the people and communities in which we operate is critical in our strategic plans, therefore, social responsibility activities also remained a major focus for 2018. Our highlights for the year includes milestone achievements in social responsibility and spearheading a campaign to promote the use of paper instead of plastic.
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Managed Services

WE TAKE CARE OF YOUR BUSINESS!

**IT SUPPORT SERVICES**
A single point of responsibility for multivendor support

**HELP DESK SERVICES**
End to end incidents management, includes scalable process

**REMOTE MANAGEMENT SERVICES**
Provides 24/7 monitoring and networks management

Areas of expertise

- DATA CENTER
- NETWORKING
- SECURITY
- COLLABORATION

PBS is bringing a new and more complete level of IT service to your business.
Full Corporate Name: Productive Business Solutions Limited
Registered Office: #42 Warrens Industrial Park, St. Michael, Barbados
Administrative Office: #42 Warrens Industrial Park, St. Michael, Barbados
Tel: 246-417-5600  |  Fax: 246-421-8001
Law under which incorporated: Barbados
Incorporated: December 16, 2010
Fiscal Year End: December 31, 2018
Company Secretary: Lois Denny

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First Caribbean International Bank
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PBS St. Kitts & Nevis
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St. Kitts
• Tel: 1-869-466-2018

dBiz Dominica
9 Elliot Avenue, Pottersville
Dominica
• Tel: 1-767-440-2679
REGIONAL BRANDS

- xerox
- CISCO
- ORACLE
- TRIPP LITE
- Engatel
- L3 Security & Detection Systems
- quadient

* Available in all countries, excluding Colombia.

LOCAL BRANDS

- HP
- Carestream
- Microsoft
- redhat
- EPSON
- Kodak
- Lenovo
- NCR
- DELL
- Entrust Datacard
- Neenah

** Available in select countries.
OUR ALLIANCES & SERVICES

ALLIANCES

PBS: WE MAKE THINGS HAPPEN | DOSSIER 2018

PROFESSIONAL SERVICES

IT SERVICES
MANAGED PRINT SERVICES (CMPS)
SYSTEM INTEGRATION
MAINTENANCE
OUTSOURCING
PREPAID PHONE & SOCIAL CARDS
TRAINING & EDUCATION
DIGITALIZATION
CUSTOMER COMMUNICATION MANAGEMENT
made to think.
IRIDESSE
CREATE A RAINBOW OF IRIDESCENT EFFECTS

Keypoint Intelligence-InfoTrends projects that digital print enhancement volume will grow 27% from 2015 to 2020

25 Billion pages by 2020
Between moving to the cloud and unleashing its full potential

CISCO

The bridge to possible
Mobile and Cloud-ready Printers

Everyone can print, scan and share documents from their mobile devices. A mobile device becomes a work hub away from the workplace with Xerox® ConnectKey® Technology. Manage work from anywhere, via laptop, tablet or smartphone. Download, Share, Print, Scan, Distribute and even translate documents on the go.
CORPORATE GOVERNANCE
Corporate Governance remains a key area of focus for PBS Group and is central to the Company’s strategic objectives. The principles and the structure of our policy ensure the highest standards of transparency, oversight and independence, to serve the best interest of all our stakeholders. The practices are consistent with best practices and adhere to the relevant legal and regulatory framework. Our Corporate Governance Charter was established in December 2010. The charter can be seen in more detail on the Company’s website-www.grouppbs.com
The Future of Checkpoint Screening

Security & Detection Systems

PBS DOSSIER 2018
L-3 ClearScan

Designed to detect explosives, firearms, drugs and other contraband. Our checkpoint screening products incorporate a variety of proven technologies such as: automated, conventional, and X-ray, image-free safe active millimeter wave, metal detection; and energetic materials detection for trace explosives.
Dear Shareholders,

2018 was a good year for Productive Business Solutions Limited and its subsidiaries (PBS). While the results on first glance may not reflect such a generous description. On detailed analysis, it is clear that PBS is transforming and operationally, in 2018 it performed well. Our EBITDA increased materially.
We reduced our operation costs by in excess of US$3.2 million annually through many measures from which the benefits will reflect in 2019.

In order to do this we spent in excess of US$1.9 million on redundancy charges during the 2018 year under review in addition to the start-up losses we suffered in Colombia. We also faced significant challenges in one of our main markets, Nicaragua, where our sales were affected by the ongoing civil unrest in that country. Operationally, PBS is where it needs to be and we are confident that 2019 will show further EBITDA growth.

Next year (2019) there will be a focus on the charges below the EBITDA line, while we expect continued growth, from strong sales growth and expense control. PBS has significant annual charges in excess of $8.7 million that are not deductible due to the capital structure of the company hence our significant tax charges relative to our PBT.

This comes from over US$1.2 million of non-cash amortization as well as our debt being structured at our holding company level and not at the operating subsidiaries. This structural issue combined with the unexpected appreciation of the Jamaican dollar has adversely affected our PAT in 2018. In 2019 we will work to correct these issues which will lead to a direct improvement in Profit After Taxes.

PBS has a talented team of 1,600 employees who work on many existing projects, as well as the development of new ones. As I look at our sales funnel, we have never had such a large pipeline of opportunities.

Our region is investing in IT, whether it is for security or operational improvement we believe that the market will continue to grow. Your company, PBS, is uniquely positioned to benefit from this growth.

I want to take this opportunity to thank all of our team at PBS for their hard work over the last year. I always feel privileged to work with such great people. In the first quarter our deputy chairman Dr. Nigel Clarke resigned to serve the people of Jamaica as a member of parliament. He subsequently during the year was appointed to be the Minister of Finance in Jamaica. I would like to thank Dr. Clarke for his tremendous contribution to the group. We can console ourselves in that our loss will be Jamaica’s gain.

During the year we welcomed two new directors to the board. Edward Ince, a Barbadian entrepreneur, who I consider one of the Caribbean’s leading businessmen. We are very grateful that he agreed to work alongside us and serve on our Board of Directors. We also welcomed Blondell Walker to the Board of Directors. Blondell has been for the past decade Musson Group’s IT director. An individual whose hard work and perseverance has been core to Musson’s success over the years.

I would also like to thank all the members of the Board of Directors for their invaluable input and support. 2019 promises to be a very exciting year for your company, PBS.
PBS Group was established in 2010 to be the holding company of the Facey Group’s business solution and technology distribution businesses throughout the Caribbean and Central America. The company has exclusive distribution rights for Xerox in Central America, certain islands in the Caribbean, and Colombia (non-exclusive Xerox Agent) making it one of the largest Xerox distributors in the Western Hemisphere.

The company maintains regional distribution agreements with other world leading technology brands such as Cisco, Oracle, HP and L3 in addition to specific country distribution with brands such as NCR, Sony, HP, Dell, Lenovo, Datacard, Verifone, and Kodak.

PBS distributes printing, computing, networking, storage, imaging, security, point of sale equipment products, ATMs, kiosks, cloud, supplies, paper. In addition it also provides, software products, professional and systems integration services to its clients across the region.

PBS has a large and diverse customer base of more than 12,000 accounts and more than 10,000 devices monitored through Xerox CMPS (Channel Managed Print Services).
Hardware and Software
Engineered to Work Together

ORACLE

ENTERPRISE RESOURCE PLANNING | SALES MANAGEMENT | SUPPLY CHAIN MANAGEMENT
BUSINESS INTELLIGENCE | INTEGRATION CLOUD SERVICE
Dear Shareholders,

I am honored to write my second letter to you as CEO of a publicly listed company. A journey that started two years ago and that has been both interesting and demanding. I have had the privilege to continue leading PBS.

As a company, we need to follow the path of the printing and technology industries, as they undergo transformations and evolve. We have no choice but to change and adapt accordingly. To do so, we have hired highly trained individuals and have retrained our technical staff at the pace required by the market.

We play in an always innovating industry that today follows trends such as “digital transformation, customer experience, customer journey mapping, cloud, cyber security, big data, production inkjet printing, etc.”. That presents new and demanding opportunities for operational excellence for us and for our customers. I am convinced that we are working with the right solutions, partners and technology providers to capture and capitalize them.

Allow me to share some key results for 2018. For the third consecutive year, PBS has recorded an increase in revenues, which reflect both an accomplishment and proof of our focus to deliver quality to our customers. Our reputation as systems integrator has been enhanced and our professional and services staff have helped customers big and small, across a wide variety of industries. This coupled with the leadership and commitment of our team, have allowed us to achieve record sales in some countries. Just as impressive, is our discipline to better control our expenses without having to reduce our committed staff.

Across our different markets, our performance is undoubtedly skewed towards the second half of the fiscal year, our EBITDA grew 36% due to cost reduction actions and the net profit significantly improved from the prior year to a positive position or $0.06 cents per share. More details are provided in the Management & Discussion Analysis section.

Our strategic partnership with Xerox continues to grow with several promising opportunities lying ahead. In spite of the fact that we have to protect the core market business, we must remain watchful and, when the time comes, be prepared to play with them in their adjacent market business: Digital Services and Software and their interest in new markets such as: 3D printing and Labels and Packaging.

Together, we have a well-earned leadership in the high-end office products, A3 Multifunctional Printers (MFPs), Managed Print Services (CMPS), digital solutions for the Graphic Commercial Industry and high-volume inkjet presses, which we pioneer as early adopters in the Central American region. Xerox understand that we are always ready and prepared for new challenges.

On a higher note, Xerox Distributor Group (XDG) has awarded our Honduras affiliate for the second consecutive year with two top recognitions: “Net promoter score”, given to the distributor with the highest Customer Service rating and the “Social Responsibility Award” for giving back to the Community we serve, with the implementation of the Phase II of the rehab program for cerebral palsy.

Now, I would like to talk about our team. Whenever possible, we have enhanced our leadership by promoting from within our organization. We refreshed some key positions in various countries (i.e. Panama, Colombia, Guatemala, Nicaragua). We have also strengthened our staff by hiring the best available talent in the field.

Like any large organization, operating in several different countries, there remain opportunities for reducing our sub-optimization in processes, as well as in business areas. We acknowledge they exist, know where they are, and are fully aware that we will have to address them in the coming months to maximize shareholder value.

Challenges are everywhere in our territories. Our Nicaraguan affiliate is experiencing the effects of political distress, affecting its economic performance. The country’s GDP decreased from 4.9% in 2017 to -3.8 % in 2018. PBS suffered a revenue decline of US$5.7M YoY or 22%.

Colombia business environment present its own characteristics; and starting our operation from...
ground up, being non-exclusive to Xerox, has been a defiance test, but a motivation to continue our investment to gain brand recognition and customer awareness.

Nevertheless, I am pleased to report that we have been winning customers faster than anyone selling Xerox in that market. We are getting to a different place and moving with a steady fast pace.

2019 will be an inflection point of our readiness to look for strategic acquisitions and recruitment of new partners that will become revenue generators, creators of economies of scale, and enhance our competitiveness, either with a particular brand or in a specific country.

I want to take advantage of this opportunity to welcome new manufacturers like Red Hat, Fortinet and Dell, in our Caribbean operations, to broaden and complete our portfolio.

I could not finish this letter without expressing my ever-present gratitude to our customers, our committed staff and to all of you, our stakeholders, my deepest gratitude and appreciation for trusting our company and its team.

PBS is managed with a long-term vision and we see a rising horizon of opportunities. We remain watchful to seize them. You can rest assured that this team will be working around the clock to make things happen and to continue evolving and growing.

We strive to continue creating value for all of you.

Kind Regards,

Pedro M. Paris C.
Chief Executive Officer

"This is a region where challenges do not stop to test the faith of businessmen"
Ricardo Poma, President Grupo Poma
PAUL B. SCOTT
Chairman

Mr. P. B. Scott is the Chairman, Chief Executive Officer (CEO) and principal shareholder of the Musson Group. He joined the group in 1994 and became CEO in 2004. In 2009 he was appointed Chairman of the Board. He is responsible for the strategic direction, performance and overall operations of the Musson Group and all its subsidiaries, including Facey Group Limited, PBS Group, Seprod, T. Geddes Grant Distributors Ltd., and General Accident Insurance Company Ltd. among others. In addition to his responsibilities at Musson, he serves on several public boards and commissions. He is a Trustee of the American International School of Jamaica. Currently he is Chairman of the Development Bank of Jamaica (DBJ). He is past President of the Private Sector Organization of Jamaica.

PATRICK A.W. SCOTT
Director

Mr. Scott is a director of several companies within the Musson Group. He has worked within the Facey Group for a combined total of 40 years in various roles, including Managing Director, a position he held for 16 years. Mr. Scott attended Seneca College and Ryerson University in Toronto, Canada.
PEDRO M. PARÍS  
CEO PBS Group

Mr. Paris has been with PBS since 2003. He has held several management positions, in 2006 he was named COO for Central America in 2006. Mr. Paris appointed CEO at the end of 2009. He is responsible for the vision, strategy and execution of the day-to-day operations. Mr. Paris worked 18 years for IBM-GBM (an IBM alliance), where he held several senior management positions across the business. Mr. Paris studied Business Administration at the Universidad Autónoma Centro America, Costa Rica.

MELANIE SUBRATIE  
Director

Mrs. Subratie is Chairman and CEO of Stanley Motta Ltd., Vice-Chairman of Musson (Ja) Ltd. and Director of all its subsidiaries, Vice-Chairman of General Accident Insurance Company Ltd., Eppley Ltd, and T Geddes Grant Ltd. Chairman of E-Pins Ltd. and sits on the executive of Seprod of Companies and all its subsidiary boards. Chairman of Seprod Fundation, Musson Fundation, Chairperson of Jamaica Girls Coding and Chairman of Jamaica RISE Life Management and other CSR organizations. She is also Fourth Vice-President of the Jamaica Chamber of Commerce, and is the current Chair of the Legislation, Regulation and Improvement Committee. She is a honored graduate of London School of Economics.
BOARD OF DIRECTORS

JOSE MIRSAHI
Director
Group CFO

Mr. Misrahi is a director of several companies within the Facey Group. Prior to joining Facey in 2006, he was Managing Director of a boutique Investment Bank from 2003 to 2006. He served as Vice President, Finance for the Cisneros group of companies from 1992 to 2002, a multinational with concentration in Media holdings. He has also held other board positions outside of Facey. Mr. Misrahi is a CPA and holds a Bachelor of Science Degree in Accounting from the University of Miami.

THOMAS AGNEW
Non-Executive Director

Mr. Agnew is an entrepreneur specializing in building content marketing, marketing technology and information services businesses. He founded Brafton Inc. and a group of subsidiary companies that are North America and Australia’s leading content marketing entities. Brafton Inc. has been listed among the 5,000 fastest growing private companies four years in row. He co-founded DeHavilland Information Services and Axonn Ltd in the UK. Originally from the UK, he moved to the U.S.A. in 2008. Mr. Agnew holds a degree in Politics from the University of Newcastle, UK.
DOUGLAS HEWSON
Non-Executive Director

Mr. Hewson is a Managing Partner of Portland Private Equity where he is a member of the Investment Committee, active in transactions, and has primary responsibility for investor relations. He has been the lead partner for investments in InterEnergy Holdings Inc., IEH Panama, and Grupo IGA, serving on the board of directors of each company and on the related board committees. He is also on the board of Merqueo S.A.S., and is Chairman of Portland JSX Limited, a publicly listed company on the Jamaican stock exchange.

RICARDO HUTCHINSON
Non-Executive Director

Mr. Hutchinson currently works with Portland Private Equity (“PPE”) as Vice President – Investments, with responsibility for leading investment transactions throughout the region. He has more than 13 years experience in the regional finance industry working with several top financial institutions. Prior to joining PPE, Ricardo held the role of Associate Director- Investment Banking with a leading regional commercial bank. He holds a Master of Science degree in Economics from the University of the West Indies and is a CFA Charter holder.
EDWARD INCE
Non-Executive Director

Mr Ince is a Senior Partner/Co-Founder of Frontlight Ventures, a regional investment and consulting firm. He was Co-Founder and Managing Director of Prism Services, a regional payments and operations outsourcing company. He is a Non-Executive Director of Prism Services Holdings, Republic Bank Ltd, Cave Shepherd, Foster & Ince Cruise Services and the Barbados Sugar Industry Ltd. He is a graduate of York University, Canada and is a National Barbados Aubrey Collymore Scholarship recipient for sciences.

LOIS DENNY
Company Secretary

Ms. Denny joined Facey Barbados in 2007 as financial controller. Prior to joining Facey Barbados, she was financial controller for RX International. Ms. Denny started her career with PWC Barbados as an auditor and is a Fellow of the Association of Chartered Certified Accountants and a member of the Institute of Chartered Accountants of Barbados.

BLONDELL WALKER
Director
Group CIO

Blondell Walker has been part of the Musson Group of Companies for over 20 years and is currently the ICT Director, a position she has held since 2000. She is also on the Board for T. Geddes Grant (Distributors) Limited and Musson Jamaica Limited. She was instrumental in the implementation of the Enterprise Resource Program (ERP) application across the Musson Group of Companies. Mrs. Walker studied Accounting and Systems Analysis at the University of the West Indies, Institute of Management and the Heriot Watt University of Edinburgh, Scotland. She is the Chairman for the Western United Basic School.
BOARD COMMITTEES

Executive Committee

- P.B. Scott (Chairperson)
- Pedro M. París
- Jose Misrahi

Audit Committee

- Melanie Subratie (Chairperson)
- Lois Denny
- Ricardo Hutchinson
- Thomas Agnew
- Jose Misrahi

Compensation Committee

- P.B. Scott (Chairperson)
- Ricardo Hutchinson
- Patrick Scott
- Douglas Hewson
REGIONAL MANAGEMENT TEAM

ANDRES IBANEZ
Chief Financial Officer

Andres Ibanez joined the company in October 2010. His work experience includes working with Fortune 500 companies such as Mobil Chemical and Federal Mogul. He worked as Vice President of International Finance at Cinemark Holding, Inc. as well as Chief Financial Officer for Puma Energy Latin America. He has a Master of Business Administration from the University of Illinois at Urbana Champaign and a Bachelor of Science in Mechanical Engineering from Vanderbilt University.

MAURICIO NARANJO HOEPKER
Chief Operating Officer, Central America & Dominican Republic

Mauricio Naranjo Hoepker has over 35 years experience in telecommunications and converged networks in addition to Info-Communications industry consultations and auditing. He also has over 12 years experience in planning and execution of telecommunications projects and broadband initiatives in Latin America. Prior to PBS, his leadership roles included Director of Strategy, Impetus Costa Rica; CEO, ITS Infocom S.A., and General Manager, Cisco Systems Inc (North/South America & the Caribbean. He has an MBA in International Business from National University of Costa Rica and a BSc in Electronics & Communications Engineering.

JOSE FERNANDO VERA
Chief Operating Officer, Colombia

Mr. José Fernando Vera PMP®, joined PBS Colombia as General Manager – COO in November 2018. Mr. Vera has a degree in Business Administration with Enterprise Marketing emphasis and more than 20 years of experience in the document & information management business in companies like Xerox and Carvajal both in Colombia, covering several positions over those years including pre-sales specialist, sales executive, product manager, operations manager & director in charge of more than 100 employees in his last position at Carvajal.

JASON CORRIGAN
Chief Operating Officer, Caribbean

Jason Corrigan has over 20 years experience in strategic and operational management in areas like ICT, sales, marketing, logistics, product development, and business development. He has worked for brands like O2 Ireland and Digicel gaining such accolades as the PSOJ’s Private Service Excellence Award (2015) and Corporate Partner of the Year (2016) from the Montego Bay Chamber of Commerce. He has served on the boards of The Mona School of Business Management, Business Process Industry Association of Jamaica and the Digicel Foundation. He studied business management at Dublin Institute of Technology and has an EMBA from Wharton School of Business.
MARIO PONS
Regional Professional Services Director

Mario Pons has been a key player for the Inkjet strategy the group has developed in Central America and has helped various PBS organizations in the development of high impact projects such as the printing of Electoral Ballots. He has also been integral in the relationship with global partners, Entrust Datacard and Gemalto, for National ID projects in Guatemala, Jamaica and Costa Rica. He started working in Xerox Guatemala in 1994 and has developed his career within Xerox and PBS holding several positions in Sales, Service and Professional Services. He has a Bsc in Computer Science from Louisiana State University, and a Diploma in Business Administration from Tayasal Business School.

LEONARDO VELASQUEZ
Information Technology/Networking Director

Leonardo Velasquez has been working with PBS since 2015. He oversees the sales relationship with vendors and distributors, such as: Cisco, Fortinet, HP, Dell, Triplite, TechData, Intcomex, IngramMicro. Before PBS, he worked as a Regional Partner Account Manager at Cisco Systems for 6 years and has amassed a total of 25 years in the IT sector. He has an MBA in Enterprise Administration and is an Electronic Engineer.

LESDER RAMIREZ
Xerox Operation Regional & Shared Services Manager

Lesder Ramirez joined the company in July 2009. Mr. Ramirez is passionate, highly motivated and proven to deliver results, under his care is the Xerox relationship and the internal Xerox business development. Mr. Ramirez has served in PBS during the last years in Finance as a Financial Manager in different countries in Central America and Caribbean, more recently created the Shared Services Center that provides strong support to a diversity areas and of operations. His professional career includes working with top world class companies like Philip Morris and America Movil. He has a Bachelor of Business Administration.

LUCIA VIELMAN
Group Corporate Treasurer

Lucia Vielman has been Corporate Treasurer of PBS since the year 2009. After obtaining a Cum Laude Business Administration degree from Universidad Francisco Marroquin in Guatemala, she began her professional career as a banker. In 1998, she was hired by Banco del Agro, which then became Banco Agromercantil after merging with Banco Agricola Mercantil in the year 2000. After the merger, she was appointed deputy manager of Mercom Bank, which is the financial group’s offshore bank. Finally, in 1994 was promoted to General Manager, a position she held until late 2007.
REGионаl support tEAM

Octavio Andrade
Regional Service Manager

Sergio Molina
Regional Post Sales Manager

Esteban Corrales
Regional Used Equipment Manager

Walter Solano
Chief Information Officer

Rossana Arriola
Executive Assistant

Maria Ramirez
GPA General Manager
Global Products Alliance Inc

Nadia Nivens Jarrett
Regional Marketing Manager

Vynnie Mila
Regional SMB Manager
MANAGEMENT TEAM

CHRISTIAN SANCHEZ
General Manager, Costa Rica

FRANCISCO LUPIAC
General Manager, Honduras

JUAN LORA
General Manager, Dominican Republic

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General Manager, Barbados, OECC, Suriname

LAURA JOHNSTON
Country Manager, Cayman Islands

DANNY GONGORA
General Manager, Belize

MAURICIO DUARTE
COO, Guatemala
PBS’ main objective is to provide the highest quality of service to our partners and clients at all times while upholding our values of “trust, integrity and respect for all”. This objective can be best achieved if there is harmony, understanding and confidence among all who are involved in the operations of the company and as such, good relations between staff and management will establish mutual trust, respect and cooperation. This objective can be further achieved when individuals are given all possible encouragement, opportunity and, where appropriate, the incentive to make their maximum contribution to the success of the company, while developing their personal skills and abilities.

The human resource policies at PBS are designed to provide employees and contractors of PBS with clear advice and guidelines and to create a culture where issues are dealt with in a consistently fair and equitable manner.

All members of staff and contractors are bound and expected to comply with the policies and guidelines governing their respective department.
These policies exist:

- To foster, develop and nurture the highest level of professionalism among all levels of staff.
- To ensure that all matters affecting staff relationship are fully and frankly explained and understood.
- To ensure that each staff member knows the requirements of his/her job and is familiar with the proper channels of communication.
- To foster a spirit of cooperation and high morale.
- To establish a functional grievance procedural system.
- To ensure that persons are employed for the work which best suits them and the organization, with the objective of enabling them to make the most effective contribution to the organization and allowing them to derive a sense of personal achievement.

The sustained development and success of PBS is highly dependent on the concerted efforts of highly talented and team-oriented individuals. As a result, Human Resource Management is of utmost importance. PBS aims to be a fair and caring employer that embraces and applies human resource management best practices. The documentation and distribution of Human Resources Policies and Procedures are important steps in the creation of a transparent and nurturing environment.
PBS Group believes businesses should maintain good environmental practices and operate in a sustainable manner. We are, therefore, committed to reducing our environmental impact by making our environmental performance an integral part of our business strategy and operating methods.

It is our priority to encourage our customers, suppliers and all business associates to do the same. It makes good business sense and also delivers on our duty to leave a better world for future generations.

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Six Steps of Commitment

1. PBS is committed to pollution prevention and will develop a program to prevent negative impacts on the environment. PBS will comply with all legal regulations, even going beyond the regulations, whenever possible, to reduce waste and prevent pollution.

2. PBS will communicate its environmental policy, and voluntary pollution prevention methods to employees, the public and all contractors.

3. We will provide all employees and those working on behalf of PBS with training and information on the environmental policy, highlighting the role of the individual in preventing pollution.

4. We minimise energy and water usage in our buildings, vehicles and processes in order to conserve supplies, and minimise our consumption of natural resources.

5. We will continuously improve our environmental performance in respect of air, water, noise pollution, and solid waste management from our premises. We will also reduce any harmful impacts from our operations, products and services on the environment and local communities.

6. The Environmental Management System and environmental objectives and targets will be monitored through periodic, housekeeping tours, internal audits and management reviews.
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MARKETING ACTIVITIES
COLOMBIA

Industry Events, Cali

PBS Colombia was welcomed as the distributor for Xerox at the annual meeting of the Graphic Industry Association (ANDIGRAF). PBS in partnership with Xerox and software manufacturer Aleyant executed a printing industry seminar focused on increasing business growth and profitability through automation.

Industry Events, Bogota

Bogotá was the first city in Colombia to host “Educate to Grow”, an event oriented for the Graphic Arts community that was later extended to other cities. The event covers the use of G7 methodology in hybrid environments (Offset, wide format, digital presses), the market tendencies, and Color management. The event closed with a demonstration of various Xerox products (Versalink® C9000, Color C70® and Versant 180®).
COSTA RICA

Graphic Expo (ASOINGRAF)

PBS Costa Rica had a huge presence at the 2018 Expo Gráfica (Graphic Expo) to showcase the new Xerox Iridesse printer.

COSTA RICA

Social Security (CCSS)

PBS Costa Rica team delivered the opening remarks at the Costa Rican Social Security’s (CCSS) Oracle Day where our focus was the benefits that can be obtained from big data and the potential impact this can have on the national health system.
JAMAICA

Cisco Cyber Security Seminar

PBS Jamaica and Cisco partnered to execute a breakfast seminar on Cyber Security discussing how to use technology to solve business issues. This event was intended for IT managers in government and private organizations. The seminar featured presentations from Cisco’s Senior Systems Engineer as well as Security Specialist Pablo Herrera Vargas.

BELIZE

PBS Belize launched an alliance with Fortinet at a seminar where IT industry stakeholders learned about the new role of security in their offices, with the presence of specialists from Fortinet and PBS.
AWARDS & RECOGNITIONS

Xerox’s awards for 2018 will be delivered at the Xerox Global Partner event to be held in Atlanta, Ga. in early May 2019.
Cisco Systems Inc. is the global leader in networking for the Internet. Partner Summit is Cisco’s annual event to bring technology and customers together to create value and new opportunities. Cisco also uses it as an opportunity to recognize their top-performing partners for their outstanding achievements. PBS was awarded the ‘Public Sector Partner of the Year’ for the Latin America Region in November 2018. This award was a result of a Country Transformation project in the area that Cisco calls CANSAC (Central America, North of South America and the Caribbean). Pictured is Leonardo Velasquez, Regional Director of IT and Mauricio Naranjo, COO of PBS received this award.
HP awarded PBS Guatemala with the Platinum Partner plaque for its 2018 achievements.

PBS Honduras is the winner for second consecutive year the NET PROMOTER SCORE Award. This distinction is given for 2018 excellence in Customer Satisfaction.

Xerox’s awards for 2018 will be delivered at the Xerox Global Partner event to be held in Atlanta, Ga. in early May 2019.
DELL EMC Titanium is the highest level that can be obtained in the program. PBS became the only Titanium partner in Nicaragua.

PBS Barbados received Silver Partner status from Fortinet in October 2018. Fortinet is a leader in the development of cybersecurity solutions including firewalls, Wifi Access Points, Network Switches Anti-virus, Intrusion Prevention and Endpoint security solutions, among others.
MAJOR SALES ACHIEVEMENTS
DOMINICAN REPUBLIC

Ministerio de Hacienda (MHCP), awarded PBS, the contract to design, install and deploy DELL EMC Datacontainer as a security backup. These Datacontainers include, DELL EMC Storage, Servers and Switches, UPS and Cabinets Tripplite, security cameras and fire detector and Biometric protection Systems.

NICARAGUA

PBS was selected Cisco Advance Service Provider in Dominican Republic to deliver equipment and services for the upgrade of the DGII datacenter. This institution will implement a network of SDN (Software Defined Networking), ACI (Application Centric Infrastructure) of Cisco in conjunction with Security and Networking.
GUATEMALA

The Ministry of Education of Guatemala awarded the acquisition of 16,000 Lenovo computers for primary schools to PBS. This project will help develop 1,000 learning technology laboratories across a country, with a significant social impact.

COSTA RICA

CCSS awarded a contract to implement Oracle Big Data solutions and services at the Caja Costarricense del Seguro Social (CCSS) to deploy knowledge transfer, and innovation through the application of advanced techniques for analysis and discovery. As a first use case, this solution will allow the institution to save costs (estimated US$2 M per year) related to its human resources. (Control of overtime, staff disabilities and absences). And second case is Detection of Evasion in Social Security, this is estimated to improve the collection by at least US$10 M per year and maybe more.
HONDURAS

XEROX returned to banking sector in 2018 in Honduras. For more than 15 years PBS had no presence in the banking system, and this year we return to one of the main bank in Honduras, Banco Davivienda. Installation of 178 A3 and A4 machines monitored by Xerox Managed Print Services and distributed across the country in Davivienda allow PBS to reposition itself in the market, the expansion of human resource in the main cities of the country and prove that we are the fastest growing printing company in the two years in Honduras.

BARBADOS

PBS Barbados achieved a competitive win by replacing 31 HP, Brother and Cannon Multi-Function Printers in December. The opportunity included an assessment of the Bank fleet and the final report allowed them to improve from 42 to 30 devices that include Color and Black and White machines. The offer from PBS included Xerox hardware, Papercut Software, and Managed Print Services to monitor the status and functioning of each device.
JAMAICA

NCB financial group in Jamaica installed Xerox printers in all branches island wide. A total of 184 Xerox Altalink and Versalink printers were distributed across 46 locations, including their headquarters and branches. The solution includes Xerox hardware, PaperCut Print Management Software, and all machines are monitored with the Managed Print Services tool-set offered by Xerox (CMPS), to provide proactive service and supplies support to the Bank.

COLOMBIA

PBS Colombia sold into its first official customer, Dalama Printers who were looking to expand their portfolio into digital printing. Dalama ultimately invested in 3 of our latest Xerox and Epson models available to meet the different needs of the local market. Dalama is located at the hart of El Ricarte in Bogota, a one of a kind area where many small printers are located and competition, service and prices are nextdoor.
PANAMA

Institute of National Aqueducts and Sewers (IDAAN) provides the water distribution service throughout the Republic of Panama. IDAAN wanted to provide better statistical information of the users’ consumption and process each production cycle within 24 hours. PBS with the support of Quadient provided variable printing services of over 1.8 million pages of account statements. We also provided notable improvements including the ability to provide Variable Advertising within the account statement. Our Xerox Impika Compact was key.

GUATEMALA

Banco Industrial belongs to one the largest financial groups in Central America and it is Guatemala’s biggest bank. PBS was awarded a 48 months contract to print statements and generate PDF’s for all the lines of business of the local group. Printing of statements is deployed in full color documents printed in the Inkjet production Impika Compact printer, and PDF’s are generated using Quadient state-of-the-art workflow software. The combination of these technologies allows better communication between Banco Industrial and its clients.
Make the move to Omni-channel
Transform your business, delight your customers

“With Quadient Inspire, we have leading edge capabilities in terms of how we present customer data and deliver content to our customers. Moving some of the large volume to e-delivery and with a focus on generating print ready output to reduce print vendor programming, will also significantly reduce our costs.”

—Randi Gordon, director, customer communications management, Pacific Life.
PBS El Salvador won the bid for the production of the electoral ballots for the 2019 Presidential Election. This represents a printing volume of 5,734,800 full color letter-size duplex using the IMPIKA, Xerox’s high-volume inkjet equipment, and Quadient software. This was a historic occasion as it was the first time the country printed ballots using a modern digital system as opposed to the traditional offset printing. The project also included the printing of the voters list and other material relating to the elections.
CORPORATE SOCIAL RESPONSIBILITY
HONDURAS

Park adapted for children with disabilities

Physical activities that involve people with disabilities require different modifications and adaptations. Many times they cannot enjoy activities because there is not adequate space or materials. PBS Honduras recognized this issue and found a small recreational area on the PREPACE (Cerebral Palsy Rehabilitation Programme) property which we decided to restore to create “The first Park adapted for children with disabilities in Honduras”.

Over four months, members of PBS converted the area from an open space to an optimal space for the physical and cognitive development of children with disabilities which launched December 12.

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Plogging

PBS El Salvador, led by team member and regional event coordinator, Elmer Campos executed El Salvador’s first “Plogging” event. Plogging is an activity that involves running, collecting garbage and depositing it in nearby bins or provided receptacles. This promoted both physical and environmental health and was supported by hundreds of individuals and companies.

Alzheimers Support

PBS staff members donated to the Alzheimer Association of the Cayman Islands and showed their support by wearing purple in honour of persons living with this diagnosis.
ANTILLES

AJMG Foundation

The AJMG Foundation is a non-profit organization that cares for children from low income families. The PBS team came together to help with the remodeling and maintenance of their main building.

BARBADOS

Barbados Cancer Society – Walk for a Cure

Members of the PBS Team proudly participated in the annual “Walk for a Cure” 5k event hosted by the Barbados Cancer Society. This event was staged to help promote cancer awareness and raise funds to support cancer survivors.
EL SALVADOR

Convert Campaign: Promoting the use of paper

PBS adopted an active and responsible position regarding the care of the environment, offering our customers products and solutions with ecological certifications that contribute to their sustainability goals. We launched a new initiative to promote the use of less plastic and more paper to raise awareness about a more responsible use of materials. This will help reduce the consumption of single-use plastics and contribute to conservation efforts.

Throughout the year we participate in different events to raise awareness of this initiative which received a very positive response among clients from different segments.
Medical Assistance Clinic

PBS Guatemala deployed primary medical assistance clinic to contribute with health care of its employees.

The clinic is attended by a certified nurse and is well equipped to cover a wide variety of incidents. Its services include incident diagnosis, prescription issuance, medicine and ambulance service.

Employees morale has increased, while the clinic is providing a first class service.
Credits:
Ion Communications Agency

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