

# Integrated Quality System Policy

**Logista Parcel** is a **Logista Group** company dedicated to providing a quality, safe, secure, and efficient distribution network, with temperature-controlled and room-temperature storage services in Spain, Portugal, and Andorra, ensuring the needs and expectations of stakeholders, with a special focus on the pharmaceutical and food sectors.

**Logista Parcel** has established an **Integrated Quality System** that combines the Guidelines on Good Distribution Practices for medicines for human and veterinary use with the requirements of international standards UNE-EN ISO 9001 (Quality), UNE-EN ISO 14001 (Environment), and UNE-EN ISO 22000 (Food Safety).

We thus take on the global commitment to maintain and continually improve the **Integrated Quality System**, as well as our processes, the organisation's environmental performance, and the re-

duction and control of identified risks. For this reason, the **Integrated Quality System** is adopted, as a strategic decision to ensure compliance with all the requirements applicable to every business process, ensuring the efficiency and effectiveness of the actions and controls that are carried out.

A process and risk-based approach is maintained, focussing on continuous improvement to be able to have a more significant impact on the organisation's performance. For all these reasons, we have the means to permanently monitor and follow up on our activity and the services provided, focusing on the perception and degree of satisfaction of our customers and other stakeholders.

This policy serves as a reference framework for setting objectives and has the commitment and support of **Logista Parcel's Management Team**, providing adequate resources for carrying it out, its development, maintenance, implementation and updating.

## THE COMMITMENTS THAT GOVERN THE INTEGRATED QUALITY SYSTEM POLICY ARE AS FOLLOWS:

To guarantee the satisfaction of our customers and stakeholders, in terms of the results of our activity and its impact on society.

To ensure the safety, security, and innocuousness of transported and stored products by paying special attention to the patient.

To ensure the correct management of changes that affect the Integrated Quality System (planning, execution and control).

To promote and ensure a safe, secure, innocuous, healthy, equitable, and clean work environment that enables effective and correct operation.

To comply with the requirements of legislation and regulations applicable to our business and others, such as commitments made to customers and all established internal rules.

To develop a framework for responsible, truthful, and transparent dialogue and communication with customers and other stakeholders through defined communication channels.

To enhance accountability, training, and the awareness of employees regarding the company's culture of quality and continuous improvement while providing the necessary resources to carry this out.

To guarantee continuous analysis of all relevant logistics processes, putting the relevant improvements in place in every case, depending on the results obtained and the objectives established.

To ensure the sustainability of the activity and protection of the environment, including the prevention of pollution, and mitigating and adapting to climate change and guaranteeing compliance with the stipulated social and governance criteria.

To promote a food safety culture at all levels of the Company through the awareness and continuous training of staff, ensuring that employees have the skills required to ensure food safety.

To prevent external damage to the product by implementing safety and security measures.

Logista Parcel General Management  
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