

Integrated Quality Management System Policy

Logista Parcel is a specialised network for **capillary transport and warehousing, both temperature-controlled and non-temperature-controlled**, and is part of **Logista**. It operates in Spain, Portugal and Andorra, providing a safe, efficient and high-quality service that meets the needs and expectations of its stakeholders, with particular specialisation in the **pharmaceutical and food sectors**.

Logista Parcel has established an **Integrated Quality Management System** in accordance with the guidelines and requirements of the following international standards:

GDP

Good Distribution Practices for medicinal products for human and veterinary use

UNE-EN ISO 22000

Food Safety

UNE-EN ISO 9001

Quality Management

UNE-EN ISO 14001

Environmental Management

We are committed to the ongoing maintenance and continuous improvement of the **Integrated Quality Management System**, to the organisation's environmental performance, and to the identification, reduction and control of associated risks.

The **Integrated Quality Management System** has been adopted as a strategic decision to ensure compliance with all applicable requirements across business processes, guaranteeing the effectiveness of implemented actions and controls. A **process-based and risk-based approach** is applied, prioritising continuous improvement in those areas with the greatest impact on organisational performance.

Appropriate resources are also provided to ensure the **continuous monitoring and measurement** of activities and services, with a focus on customer and stakeholder perception and levels of satisfaction.

This policy provides the **framework for the establishment of objectives** and is endorsed by the **Management of Logista Parcel**, which ensures the availability of adequate resources for its development, maintenance, implementation and review.

General Management Logista Parcel

Alberto Pérez Salillas

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Commitments governing the Integrated Quality Management System Policy:

- **Ensure the satisfaction** of customers and stakeholders in relation to business results and their impact on society.
- **Promote training**, awareness and accountability of personnel within a culture of quality and continuous improvement.
- **Ensure the safety and integrity** of transported and stored products, with particular attention to patients and consumers.
- **Ensure the ongoing analysis** of logistics processes and the implementation of improvements.
- **Ensure the proper management of changes** affecting the Integrated Quality Management System (planning, implementation and control).
- **Ensure and implement the company's Sustainability Plan**, guaranteeing environmental protection, including pollution prevention and adaptation to climate change, with particular emphasis on mitigating negative impacts related to atmospheric emissions associated with transport operations and infrastructure usage.
- **Promote a safe, healthy, inclusive and clean working environment.**
- **Promote a strong food safety culture** through continuous training.
- **Comply with applicable legislation** and other requirements, including those agreed with customers and internal standards.
- **Prevent external damage** to products through appropriate safety measures.
- **Develop a responsible, truthful and transparent communication framework** with stakeholders.