

# QUALITY POLICY

## Integrated Quality and Environmental Management System

### MISSION

To drive the growth of our customers in the pharmaceutical sector (including medical devices and other products used in the healthcare field) by being their trusted partner and offering value-added logistics solutions. We will strive to improve efficiency through innovation, leadership in the development of new capabilities and excellence in the provision of comprehensive services to our customers in accordance with Quality Management System, Environmental Management, GMP and GDP standards in order to contribute to long-term sustainable development and value creation in healthcare product distribution.

### VISION

To be a trusted partner within the pharmaceutical and medical sector, with the necessary logistical and financial capabilities to drive the transformation and rationalisation of distribution by offering a wide range of top-quality services to our customers.

### VALUES

#### Pharmaceutical culture

- Logistics and pharmaceutical company.

#### Service orientation and partnership relationship

- Win-win relationship.
- Relationship of trust with laboratories based on the commitments acquired and the experience demonstrated over time.
- Transparency in the information flow between the customer and Logista Pharma.
- Management of the relationship with the entire "customer" organisation, both locally and globally.
- Capacity for understanding/humility.
- Joint pursuit of efficiencies.
- **Trust** → Committed and efficient
- **Progress** → Pioneering and sustainable
- **Adaptability** → Flexible and enterprising

#### Flexible and rapid response times

- Evolution according to the needs of the laboratories.

#### Service excellence

- Application of Lean-Six Sigma methods in all our processes, as well as continuous improvement.

#### Efficiency

- Costs adapted to the service.

#### Value-added services

- Differentiation and customer loyalty.

#### Capabilities

- Logistics, information and finance systems.

#### Forward-looking vision and strategy

## SENIOR MANAGEMENT COMMITMENTS

- Compliance with the legal requirements applicable to the organisation, as well as customer requirements and other agreed requirements, with respect to the environment, pollution prevention and energy consumption optimisation.
- Maintain the Integrated Quality and Environmental Management System up to date according to UNE-EN ISO 9001:2015, UNE-EN ISO 14001:2015, ISO13485:2016 and Regulation (EU) 2017/745 of the European Parliament and of the Council of 5 April 2017, as well as its continuous improvement for improved environmental performance and the improved performance of our activities.
- Review of this policy for its continuous adaptation, as well as its communication to all our staff, suppliers and interested parties.

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**MANAGING DIRECTOR OF LOGISTA PHARMA**