

## **LOGISTA FREIGHT QUALITY AND ENVIRONMENT POLICY (17-09-2021)**

The General Management's Quality and Environment Policy pursues, as strategic objectives, the continuous increase in the organisation's competitiveness, maximum customer satisfaction with the services we provide, the implementation of the food safety and hygiene culture for the product transported, control of the environmental aspects associated with our facilities and services, and the minimisation of the environmental impact caused by them, as well as the international development of the business in order to sustain a strong rate of growth.

To ensure achievement of the established strategic objectives, the Management bases its Quality and Environment Policy on three fundamental points, based on which we develop the Quality and Environment Objectives.

### **1.- Customer Policy**

The competitive advantages that Logista Freight offers to our customers are: fleet size; geographical coverage; comprehensive security management; temperature control and traceability for each shipment; flexibility of service and adaptation of functionalities; rate optimization via route concatenation; customer service with very specialised personnel; use of specific information system for transport management, Theseus, simplifying administrative tasks; availability of information; specialised study of transport systems; references; quality brand image and contracting capacity, as well as the adoption of preventive measures that minimise the risks derived from providing the service for the pickup and delivery of goods in perfect condition.

To this effect, it is essential to promote communication channels that facilitate the transmission of information in both directions, with Logista Freight being, thus, sensitive to the needs of customers.

### **2.- Associated transport collaborators (Providers) Policy**

For Logista Freight it is key to have the support of, and promote, a structure of transport collaborators with international coverage capable of meeting the requirements of customers, Logista Freight's standards, and the legal requirements in accordance with European, national and local directives.

We establish communication channels with the transport partners that ensure efficient and effective information exchange, consolidating relationships of trust that provide the company with a stable and reliable minimum capacity.

The incorporation and monitoring of our network of transport partners is based on quality of service criteria, guaranteeing the required security, having the necessary capacity

and flexibility in the provision of the service, and transferring an improvement in costs to our customers.

### **3.- Logista Freight internal policy**

At Logista Freight, we provide a work environment based on respect and recognition, which promotes the training of employees to develop their potential to the maximum through technical and skills training plans appropriate to the needs of the business.

We establish the mechanisms to ensure that the expected growth of the organisation follows predefined quality criteria, ensuring, in this way, organised expansion and the implementation of processes in a way that is appropriate and aligned with the company's growth policy.

At Logista Freight, we are committed to efficiency, both in the use of our resources and in the search for the continuous improvement of key processes. We periodically identify and evaluate the environmental aspects associated with our activities and facilities, committing ourselves to establishing the necessary control mechanisms to minimise the environmental impact of these aspects, and thus preventing pollution to the best of our ability.

At Logista Freight, we continue to diversify the business and expand the services geographically. To this effect, we provide the necessary resources, adapting the information system to new needs, involving all the parties directly or indirectly related to the flow of the transport service: shippers, consignees, carriers, warehouses, security managers...

The Logista Freight brand is known in the full load transport market, recognised for its large transport capacity, wide geographical coverage, diversification of services, quality, technology, and management capacity.

This policy is a commitment by the Management and should serve as a reference for the important decisions that we all make on a day-to-day basis, with the Management being the first driver to lead and ensure compliance with the guidelines described. More specifically, we define Quality and Environment objectives derived from this policy and which guide our decision-making more precisely.

Management provides the mechanisms required to continuously improve the effectiveness of management systems and, in particular, the Quality and Environment ones.

At Logista Freight, there is a Quality and Environment Committee that will be responsible for ensuring the "good quality" with which we do things and the improvement of our environmental performance. We would please ask you to direct any suggestions regarding these matters to Fernando Muñoz, as Management Representative in the area of quality and environment.

**Alvaro González Escalada**  
**General Director**

