

# Policy for Pharma & Fresh and Food Safety

The Alha Group, in planning and carrying out its activities in the various locations as Cargo Handler, Ramp Handler and Trucking Service Company, considers the promotion and sharing of its corporate policy on Pharma & Fresh and Food Safety as an essential element for compliance with the regulations on the subject and above all to ensure the safeguarding and protection of the health of end consumers through the proper handling of transported products.

In relation to the growing market requirements for Pharma & Fresh products, Alha's management has certified the main IATA-CEIV facilities with a view to achieving excellence in the logistics of special products.

The Alha Group promises to operate in Pharma & Fresh and Food Safety in line with the following principles:

- undertake to understand the expectations of customers and stakeholders and guarantee their full satisfaction in compliance with the requirements of the market, the regulations of the territories in which the company operates and all the parties involved in its business processes
- maintaining legislative compliance and compliance with other mandatory constraints
- maintaining an effective system for monitoring and analysing the quality of the service provided by identifying objectively measurable parameters
- ensure that their indicators also include control parameters shared with other control bodies (e.g. IATA)
- identify its main internal processes and monitor their performance
- define objectives to be pursued and the monitoring and control of results
- highlight existing criticalities and promote continuous improvement in order to progressively reduce the costs of non-quality
- identify a process for selecting, validating and periodically reassessing and monitoring external suppliers of tangible and intangible assets
- establish strong collaborative relationships with external suppliers, aimed at the continuous and joint growth of all stakeholders.
- support the competence of human capital through the establishment of an appropriate training plan in compliance with the competence profiles defined for each specific task
- strive for greater competitiveness of services also thanks to the use of expert and capable personnel, educated both through training courses with certified teachers and through adequate on-the-job training
- create the prerequisites to offer the market a dedicated and efficient management of pharmaceutical and time & temperature sensitive products
- disseminate the principles of the Company Policy within its structure to make known its commitment to environmental protection
- disseminate the Company Policy on Pharma & Fresh and Food Safety at all levels of the company through the publication on the company Intranet and through other forms of sharing with all the staff, being aware that the involvement and participation of the staff itself are primary strategic elements
- review the company policy on Pharma & Fresh and Food Safety during the Management Review.

It is the responsibility of the System Manager and Management:

- to verify that this document is understood by its collaborators and, if necessary, provide the requested clarifications
- to take appropriate measures - direct and indirect - to ensure that the organisation operates correctly in carrying out its functions.

The Policy for Pharma & Fresh and Food Safety is periodically reviewed and revised, normally as part of the management review, to take account of new management intentions, any necessary adaptations to new rules and regulations and possible changes in the organisation.

Data: 10/02/2021

The General Management