

# Pharma & Fresh and Food Safety Policy

The Alha Group, in planning and carrying out its activities in its various locations as a 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 relevant regulations and above all for guaranteeing the safeguarding and protection of the health of end consumers through the correct handling of transported products.

In relation to the increasing demands arising from the market in the area of Pharma & Fresh products, Alha's Corporate Management proceeded to certify the main IATA-CEIV facilities with a view to achieving excellence in the logistics of special products. Furthermore, ALHA's Corporate Management requested, and obtained, to certify all facilities as GDP, following all the required principles.

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

- strive to understand the expectations of customers and stakeholders and ensure that they are fully met in compliance with the requirements of the market, the regulations of the territories in which the company operates and all parties involved in its business processes
- maintain legislative conformity and compliance with other mandatory constraints
- maintaining an effective system for monitoring and analysing the quality of the service provided with the identification of objectively measurable parameters
- guarantee the integration among its indicators also of 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 parties concerned
- 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 and a greater competitiveness of services also thanks to the use of expert and capable personnel, trained either through courses of formation with certified teachers or through adequate training on the job
- create the conditions 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 its commitment to environmental protection known
- disseminate the Company Policy on Pharma & Fresh and Food Safety at all levels of the company through publication on the company Intranet and through other forms of sharing with all personnel, being aware that the involvement and participation of the personnel are primary strategic elements
- review the company policy on Pharma & Fresh and Food Safety during the Management Review.

It is the duty of the System Manager and Management:

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

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

Data: 25/10/2022

**La Direzione Generale**