

Policy for Pharma&Fresh and Food Safety

In planning and carrying out its activities in various locations as a cargo handler, ramp handler and trucking service company, the Alha Group considers the promotion and sharing of its corporate policy on Pharma & Fresh and Food Safety to be an essential element in complying with relevant regulations and, above all, in ensuring the safety and protection of end consumers through the proper handling of transported products.

In response to growing market demands in the Pharma & Fresh products sector, Alha's management has certified its main facilities as IATA-CEIV in order to achieve excellence in the logistics of special products. In addition, ALHA's management has requested and obtained GDP certification for all its facilities, complying with all the required principles.

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

- undertake to understand the expectations of customers and stakeholders and ensuring their full satisfaction in compliance with market requirements, the regulations of the territories in which the company operates, and all 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 parties involved.
- 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 in services, thanks in part to the use of experienced and capable personnel, trained both through courses taught by certified instructors 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 publicise its commitment to environmental protection
- disseminate the Company Policy on Pharma & Fresh and Food Safety at all company levels through publication on the company Intranet and through other forms of sharing with all staff, being aware that the involvement and participation of the staff themselves are primary strategic elements
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- 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 their employees and, if necessary, provide any clarifications requested
- take appropriate measures – both direct and indirect – to ensure that the organisation operates correctly in the performance of its functions.

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

Data: 15/01/2026

La Direzione Generale

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