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# INTEGRATED MANAGEMENT SYSTEM POLICY

## CALIDAD Y MEDIO AMBIENTE

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### MISSION

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To provide safe and efficient, quality services for the benefit of citizens, from the combination of the pharmaceutical and healthcare system and our clients in particular.

To maximise profitability from the logistics business via innovation, leadership in the development of new capacities and excellence in all-round service provision to our clients.

### VISION

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Partner to the pharmaceutical and medical sector, with the required logistics and financial capacity to drive transformation and rationalisation in distribution with the offer of efficient, transparent, quality services to our clients, and which is attractive to points of consumption and dispensation.

### VALUES

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#### Pharmaceutical Culture

- Logistics y pharmaceutical company.

#### Service orientated and “partnership” relations

- Win-win relationship.
- Relationship of trust with the laboratories due to agreements undertaken and the experience demonstrated over time.
- Transparency of information flow between the Laboratory and Logista Pharma.
- Management of relationships with the client’s whole organisation, locally and globally.
- Capacity of understanding/humility.
- Combined search for efficiency.

#### Flexible and quick response

- Understood as the ability to develop according to the needs of the laboratories.

#### Service Excellence

Application of continuous improvement to all our processes.

#### Efficiency

- Value for money service.

#### Added Value Services

- Allowing us to stand out and build customer loyalty.

#### Capacities

- Logistical, information systems, financial.

#### Vision and strategy for the future

#### Commitment

- To meet clients’ requirements, to put the legislation in force into practice, as well as well as other requirements made, with regard to the environment, contamination prevention and optimisation of energy consumption.