



## PDQ INTEGRATED POLICY

### Quality, Safety, Environment, TAPA and GDP

Rev.02

**FRESCHI & SCHIAVONI SRL** is a leading company in the field of airline handling, freight forwarding, and logistics services in general. The continuous transformation of the market requires a dynamic evolution in order to meet the current and future needs of customers, to whom the company offers consultancy services aimed at monitoring and controlling critical operational processes.

The primary commitment of **FRESCHI & SCHIAVONI** is not only to comply with all applicable laws and regulations related to its industry, but also to pursue an operational policy focused on improving performance standards and reducing risk situations. This approach is shared and implemented in collaboration with all suppliers, partners, and customers.

The company's activities are based on the application of key principles that guide all efforts toward CONTINUOUS IMPROVEMENT. To this end, FRESCHI & SCHIAVONI has firmly adopted several certifications and integrated management systems, including:

- **Quality Management System** (ISO 9001:2015)
- **Environmental Management System** (ISO 14001:2015)
- **Safety Management System** (SMS)
- **Good Distribution Practice (GDP)** for the management and control of pharmaceutical shipments
- **TAPA FSR** (Facility Security Requirements)
- **TAPA TSR** (Trucking Security Requirements)

The established objective is to ensure that the efforts of internal personnel and Partners are focused on the careful management of **issues related to quality and environmental aspects**, in compliance with applicable laws, regulations, and compliance obligations. This approach ensures the effectiveness and efficiency of processes, preventing service disruptions rather than merely correcting them after they occur.

The company's shared strategies are based on the following principles:

**CUSTOMER FOCUS:** Sustained success is achieved when an organization attracts and retains the trust of customers and other interested parties. Understanding current and future customer needs contributes to long-term success, while a "responsible" quality vision is strengthened by the attention to the community and stakeholders within the operating environment, with particular emphasis on environmental requirements.

**LEADERSHIP:** The creation of unity of purpose, direction, and commitment enables the organization to align strategies, policies, processes, and resources in order to achieve common objectives, including those related to environmental protection.

**HUMAN RESOURCES EMPOWERMENT:** For efficient and effective management, it is essential to involve and respect people at all levels. Recognition, accountability, and the continuous development of skills and knowledge foster commitment toward the achievement of organizational objectives.

**SYSTEMATIC PROCESS-BASED APPROACH:** Consistent and reliable results are achieved more effectively and efficiently when activities are understood, evaluated, and managed as interrelated processes operating as a coherent system toward shared goals.



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**ENVIRONMENTAL COMMITMENT:** The integrated management system includes a strong focus on environmental aspects, in full compliance with applicable laws and regulations. FRESCHI & SCHIAVONI's Environmental Management System meets the requirements of the ISO 14001:2015 standard. The company pays close attention to the community and to all internal and external stakeholders within its operational context, placing environmental needs at the forefront in order to promote a vision of "responsible" quality. Continuous improvement of environmental performance is considered a strategic objective which, in addition to generating significant commercial and economic benefits, meets the expectations for environmental improvement related to the local area in which the company operates. This corporate orientation is implemented through the prevention of pollution and, where technically feasible and economically sustainable, through the minimization of any negative impact on the environment, with specific reference to: control of resource consumption, reduction of environmental impacts, and reduction of waste generation.

**HEALTH, SAFETY AND SAFETY MANAGEMENT:** Freschi & Schiavoni considers Quality, Environment, and Occupational Health and Safety to be central elements of its corporate strategy, and is committed to continuously improving its performance while ensuring accident prevention, health protection, and employee well-being. Safety represents a fundamental principle of the organization and guides all operational activities through the appropriate allocation of resources and compliance with applicable regulatory requirements.

The company is committed to defining responsibilities and competencies for the effective implementation of the Safety Management System (SMS), conducting risk assessments, and implementing appropriate mitigation programs. It promotes a safety culture based on correct practices, transparent communication, and event reporting, ensuring a non-punitive approach to reports made in good faith. Freschi & Schiavoni also ensures competent and trained personnel, activities proportionate to individual competencies, and continuous performance monitoring through specific indicators, with the aim of achieving ongoing system improvement. External service providers involved in operational activities are required to comply with the same corporate Safety standards.

**CARGO SECURITY AND PHARMACEUTICAL CARGO ASSURANCE:** As cargo security is of primary importance to FRESCHI, the company adopts physical and operational security measures in accordance with TAPA FSR and TAPA TSR standards to ensure protection against theft, damage, and loss of goods.

In addition, GDP Guidelines are strictly applied to ensure that pharmaceutical products are transported and handled in a manner that preserves their integrity, quality, and safety.

All personnel of **FRESCHI & SCHIAVONI SRL** are aware of this Policy, which has been presented to all employees and communicated to interested parties, particularly to "critical" suppliers. The Policy is reviewed for continued relevance during Management Review and whenever the context analysis deems it necessary.

**CEO - Betty Schiavoni**

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