

## Quality and Good Distribution Practice principles of the service of Koinè SpA

KOINE' SpA has established as a strategic objective to provide a transport, delivery and logistics service corresponding to the needs and expectations of the customer, to be achieved through the implementation of effective business processes. In this context, our guiding principles, through which we intend to improve the commercial proposals and consolidate our position on the market, are:

- ⇒ maintain a high standard of quality of the service, with the aim of satisfying customers who expect a high level of service with a competitive quality/price ratio
- ⇒ give absolute priority to listening to customer requests and to analysing his proposals and remarks
- ⇒ minimize risks and accidents during transport, loading and unloading activities, promoting principles of safety based on operators' behaviour
- ⇒ analyse and resolve the non-compliance situations that may occur while performing the service
- ⇒ ensure compliance with the relevant laws and regulations concerning the shipment and transport of goods, in particular in the case of pharmaceutical and medical products (transport subjected to GDP) and dangerous goods (transport carried out under ADR regime)
- ⇒ assess the risks associated with our business, identifying appropriate actions to prevent and eliminate or at least mitigate every risk, trying to reduce it to the minimum level of impact on corporate structure, workers, environment and community
- ⇒ consider the development opportunities that can result from an effective business risk management
- ⇒ identify third parties interested in our work, understand their needs and requirements and put into practice the actions necessary to comply with them, in accordance with the requirements of the 2015 edition of ISO 9001
- ⇒ get a fair return on the investments

Moreover, as part of an **environmental sustainability project** we operate only with vehicles that comply with the Euro 6 standard, in order to minimize the environmental impact of transport.

Therefore, our behaviour will be consistent with these demanding principles. The Management of KOINE' SpA undertakes to make available all the resources necessary to ensure that the principles of this policy are understood, shared, implemented and supported by all our staff and the interested third parties.

Madone, Dec 15<sup>th</sup> 2019

ANDREA TOCCAFONDI  
President of Administration Board of KOINÉ SpA



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The undersigned Maura Sartore, as CEO of Koinè Spa, hereby confirms this Policy with effect from 22/09/2020

