



Integrated Management System Policy

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(Quality, Environmental and GDP Management)

ROR GROUP is an organization firmly committed to quality and the continuous improvement of its road freight transport and comprehensive logistics services. The purpose of our policy is to ensure the proper execution of our services in accordance with the applicable and mutually agreed requirements, providing real solutions to specific problems, we also acknowledge our responsibility to control and prevent pollution, reduce the environmental footprint resulting from its activities, and protect the environment through the **implementation** of an **environmental management system** — thereby pursuing continuous improvement.

Quality and respect for the environment are both a commitment of our organization and an individual responsibility of every member of our team. These values must be reflected in concrete actions that project, both internally and externally, the image of ROR GROUP as a company identified with professionalism and quality.

Accordingly, we direct our efforts towards:

- Meeting the requirements and needs of our clients and stakeholders, as well as all applicable legal and other environmental requirements, in order to achieve their complete satisfaction — offering solutions, not just services. By maintaining high standards of information and operational follow-up, we ensure compliance and continually improve the effectiveness of our Integrated Management System (IMS).
- Fulfilling our commitment to environmental protection, including pollution prevention and other commitments relevant to the organization's context.
- Promoting the rational consumption of natural resources, the efficient management of waste, and the prevention of environmental pollution derived from our activity.
- Continuous improvement of both quality and environmental management systems as a permanent objective, increasing perceived quality among our clients and correcting any nonconformities as quickly and effectively as possible.
- Ensuring order execution, punctuality, and trust between our clients and suppliers as key points in the organization's daily management.
- Encouraging a participative environment among employees, fostering shared objectives, effective communication, teamwork, individual recognition, and improvement suggestions. We aim to build a culture of integrated management, grounded in service quality and environmental protection, by training and motivating our employees.
- Expanding the company's recognition across wider geographical areas.
- Ensuring that this Integrated Management System Policy is known and understood by all employees and stakeholders so that they are fully aware of the quality and environmental aspects that affect the organization.



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To achieve the best results in monitoring this policy, Senior Leadership has chosen to integrate into its Integrated Management System the applicable requirements established in the *Guidelines of November 5, 2013, on Good Distribution Practice (GDP) of Medicinal Products for Human Use (2013/C 343/01)*.

In the development of its activities related to the transport of medicinal products for human use, the organization focuses on the following aspects, in addition to those already mentioned:

- Commitment with customer requirements and expectations, identifying and understanding both current and future needs to ensure that services meet their satisfaction.
- Implementing and maintaining the Integrated Management System through the responsibility and participation of all members of the organization and those acting on its behalf.
- Providing adequate training to all personnel, ensuring they perform their duties with the required levels of quality, are aware of the risks associated with their roles, and uphold the company's policy in all activities.
- Encouraging the participation of employees and suppliers in the improvement of the Integrated Management System through active communication and consultation. The effective application of these principles requires full support from senior leadership team and all parties involved in service delivery.
- Identifying and assessing the environmental aspects and impacts of our activities and services that can be controlled or influenced within the defined scope of the Integrated Management System, taking into account new or modified developments and services, in order to minimize them as much as possible and achieve a high level of quality.
- Fulfilling commitments made to customers, thereby consolidating their trust in the organization. Compliance is ensured with all applicable legal requirements and other obligations that the organization subscribes to in relation to quality.
- **Supplier evaluation.** ROR GROUP evaluates its suppliers, who are approved based on this assessment and remain qualified as long as no nonconformities arise that would result in an unfavorable evaluation.

This Policy serves as a framework for establishing and reviewing annual objectives. Top Management team will ensure that all necessary resources are made available to guarantee the implementation of this policy across all areas of ROR GROUP.

Signed . D. Ricardo Ortego Robles
CEO