



## ILS QUALITY POLICY

*5th Edition*

ILS as a logistics operator dedicated to the storage and transport of products assumes its commitment to quality, according to the ISO 9001: 2015 reference standard, so the Management establishes the following principles:

- Our services guarantee the maintenance of the safety, quality and hygiene of the product during storage and transport, guaranteeing full traceability throughout the different logistics processes.
- We are committed to determining customer requirements rigorously, with the purpose of increasing your satisfaction, in addition to satisfying our needs and interests (need to achieve and maintain the desired quality at a cost reasonable).
- We carry out an annual study of the context and stakeholders of the company, as well as a risk analysis, to adopt measures to minimize them. We also establish quality objectives that allow us to evaluate the continuous improvement of our services.
- We comply with all the requirements of the legislation applicable to our activity, the commitments acquired with our clients and all those internal norms or guidelines of action to which we voluntarily submit.
- Management provides the organization with the human, technical and infrastructure resources necessary to ensure the quality of its services. It also promotes improvement activities continuously to comply with these principles, making known the importance of the work to each one in the Quality Management System of the company. It leads to carry out periodic reviews of the Quality Management System implemented to ensure its effectiveness and its adequacy.

Sant Feliu de Buixalleu, March 31, 2018

**Company Management**

A handwritten signature in blue ink, consisting of a stylized 'M' and 'P' intertwined, with a horizontal line extending to the right.