QUALITY TECHNICAL AGREEMENT

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TABLE OF CONTENTS

DEFINITIONS 3
OBJECTIVE 5
REGULATIONS AND PRINCIPLES 6
1. GENERAL REQUIREMENTS 6
2. PERSONNEL AND TRAININGS 9
3. EQUIPMENT 10
4. COMPUTERISED SYSTEMS 12
5. DOCUMENTATION 13
6. RECORDS 14
7. OPERATIONS 15
8. COMPLAINTS AND INCIDENTS 16
9. RISK MANAGEMENT 17
10. INSPECTIONS AND AUDITS 17
10.1. Self-Inspections 17
10.2. Audits 18
11. GENERAL REQUIREMENTS FOR TRANSPORTATION 19
12. TRANSPORT & TEMPERATURE CONTROL REQUIREMENTS 20

DEFINITIONS

Applicable Law means all laws, regulations, directives, guidelines and other legally binding requirements applicable to the Parties and to the Services provided under this Quality technical agreement (hereinafter - "QTA") and the Forwarding Order.

CAPA (Corrective and Preventive Action) means a system for identifying, investigating and addressing the root causes analysis of non-conformities, in order to prevent their recurrence (corrective actions) or occurrence (preventive actions), consistent with Good Manufacturing Practice principles**.**

Cargo (Goods) means any item(s) taken over by the supplier from the sender at the specified place of loading in accordance with the applicable forwarding order, for transportation to the specified place of destination.

Client means the company identified in the Forwarding Order that orders the Cargo Transportation Services either in its own name or on behalf of its customers.

Deviation means any failure to comply with a requirement or any unexpected event that may impact quality, safety, regulatory compliance or service execution.

Forwarding Order means the Client's written order for the transportation of Cargo, specifying the individual or special conditions for transporting the Cargo.

GDP (Good Distribution Practice) means the set of guidelines (latest version) ensuring that medicinal products are consistently stored, transported and handled under appropriate conditions, maintaining their quality throughout the distribution chain and safeguarding against counterfeit, unapproved, illegally imported, stolen, substandard, adulterated, or misbranded products.

GMP (Good Manufacturing Practice) means the part of the quality assurance system ensuring that medicinal products are consistently produced, controlled, stored and distributed according to the applicable quality standards, their intended purpose and marketing authorization.

GSP (Good Storage Practice) means the part of the quality assurance system ensuring the quality of pharmaceutical products during storage by means of adequate controls. These provisions apply only to vendors providing cross-dock operations.

General Terms and Conditions means the Client's general terms and conditions applicable to carriers, as published on the Client's website at https://www.everwest.net/legal-notices-for-carriers/

Parties means the Client and the Supplier collectively**.**

Quality Management System (QMS) means the documented system ensuring structured and controlled processes for quality assurance, including procedures, responsibilities, resources and activities necessary to ensure that Services comply with Applicable Law, GDP/GSP/GMP principles and the requirements of this QTA.

QTA (Quality Technical Agreement) means this agreement defining the quality-related responsibilities of the Parties in connection with the Services performed under the Forwarding Order.

Responsible Person means the individual designated by the Supplier as responsible for overseeing quality matters, ensuring compliance with this QTA, and acting as the primary contact for quality-related communication with the Client.

Services means all transport-related and associated activities performed by the Supplier under the Forwarding Order and this Contract, including but not limited to transportation, handling, temperature-controlled operations and any ancillary quality-related tasks.

Supplier means the natural or legal person who receives a Forwarding Order from the Client, whose details are specified in the Forwarding Order, and includes the Supplier's employees and any persons acting on its behalf.

OBJECTIVE

The purpose of this Quality Technical Agreement (QTA) sets out the quality standards, Good Distribution Practice (GDP) requirements, and related quality, safety, and security obligations that govern the Services performed by the Supplier for the Client.

The QTA is established in accordance with Good Distribution Practices for Medicinal Products (GDP – 2013/C 343/01– in the current version), Good Distribution Practices of Actives Substances for Human Medicinal Products (GDP – 2015/C 95/01 – in the current version), ISO 9001, TAPA TSR (according to the value of goods) and other related standards that may apply depending on the Cargo and risk profile.

The Supplier must provide service levels and facilities which comply with these requirements. In the event of a conflict between any clause in the Forwarding Order, General Terms and Conditions and the terms of this QTA, the terms of this QTA shall prevail with respect to GDP and quality requirements.

The QTA forms part of the Forwarding Order between Supplier and Client and relates to services provided by the Supplier. This QTA is made effective on the date the last Party has signed the Forwarding Order.

REGULATIONS AND PRINCIPLES

The Supplier will establish and maintain an appropriate quality system, based on the Good Distribution Practices (GDP), ISO 9001, TAPA TSR (according to the value of goods), and other specific requirements stipulated in this QTA.

Supplier must maintain a quality plan to identify and track continuous improvement activities and corrective and preventive actions that have an impact on products.

The Supplier will create, maintain and retain distribution records such as shipment tracing and tracking records, shipping documents and customs documents, as well as quality records including training records, temperature records, maintenance records and calibration records not less than 10 years or longer, where required by legislation or Forwarding Order.

The Supplier will ensure that records are created at the time any operations relevant to GDP are performed, and that these records are kept in a manner that ensures all significant activities and events remain fully traceable.

1. GENERAL REQUIREMENTS

1.1.1. Supplier has the responsibility to provide Services that meet the requirements of Client. The Supplier is further responsible for the quality, safety, and security of the Cargos while under its custody and control, in compliance with the relevant requirements of this QTA and applicable standards, including Good Distribution Practice (GDP), TAPA TSR (according to the value of goods), ISO 9001, and other related standards, which are to be applied depending on the type of Cargo which follows under the applicable standards.

1.1.2. The Supplier will have an up to date documented quality and risk management system, covering all critical aspects of the Client‘s operation related to pharma, ensuring the proper practice on quality and GDP requirements.

1.1.3. Supplier will adhere to the quality, safety, and security requirements. The Supplier must inform Client of any changes to the status of approved business, regulatory, licensure, quality, or environmental certifications, and provide proof of any new or updated

certification upon receipt from the approval body. Failure to comply with this QTA may result in the Supplier no longer being an approved service provider for Client.

1.1.4. The Supplier shall ensure that all vehicles, equipment and transshipment chamber premises used for transporting Cargo are suitable for this purpose and protect the quality and integrity of the Cargo.

1.1.5. The Supplier must ensure that all actions related to the transportation, handling, storage, transshipment, and other logistics operations involving pharmaceutical products fully comply with GDP requirements, this QTA, and the General Terms and Conditions.

1.1.6. The Supplier must ensure that an adequate number of trained and competent personnel are employed to perform the Services.

1.1.7. The Supplier shall appoint a designated person responsible for quality matters, who shall effectively carry out their duties and evaluate the Supplier's performance based on the Supplier's compliance with the requirements set out in this QTA and the results of internal audits. The responsible person must operate according to an established quality plan, which shall be reviewed annually.

1.1.8. The Supplier shall ensure that Cargo will be protected against damage, falsification, and theft, and that the required temperature conditions (continuous mode) will be maintained within the permissible limits during transportation. The Supplier shall further ensure that, regardless of the means of transport used, it can be demonstrated that the Cargos have not been exposed to any conditions that could impair their quality or integrity.

1.1.9. The Supplier shall ensure that, during transport, the required storage conditions for Cargo are maintained within the limits specified by the manufacturer and indicated on the external transportation packaging and accompanying documentation. If any deviations occur during transport, including but not limited to temperature fluctuations or damage to the Cargos, the Supplier shall immediately notify Client. The Supplier shall implement and maintain a procedure for investigating temperature fluctuations and for managing and documenting any deviations from the established limit values.

1.1.10. The Supplier undertakes to ensure the safe transportation of the cargo, including making stops exclusively at secure parking areas that meet safety requirements. The Supplier also guarantees the availability of a fully functioning real-time vehicle monitoring system

(GPS) and undertakes to provide the Client with access to the tracking system upon request.

1.1.11. In the event of any deviation from the normal course of transportation (incident, accident, breach of transportation conditions, suspicion of risks to the cargo), the Supplier shall immediately notify the Client, start internal investigation and corrective and preventive actions (CAPA) and await further instructions, and strictly follow them.

1.1.12. The Supplier is aware that additional stops are prohibited, and the cargo may not be disconnected before arrival at the final destination, except in cases where prior approval has been obtained from the Client. The Supplier must plan the route taking into account secure parking areas or provide the driver with a list of approved stops, validated by the Supplier. Any deviation from the approved route must be immediately reported to the Client.

1.1.13. Engaging third parties (subcontractors, other carriers) for transportation of Cargo is strictly prohibited.

1.1.14. Before the loading, the Supplier shall provide temperature sensor's calibration certificate, ATP/FRC certificate and evidence that the semi-trailer is clean and odorless.

1.1.15. After unloading, the Supplier shall provide the necessary cargo documentation, including but not limited to: the CMR consignment note, transport documents, and temperature reports (no later than one business day after unloading).

1.1.16. The Supplier shall designate Responsible Person for handling emergency deliveries outside regular business hours and shall implement written procedures governing such cases.

1.1.17. If the transport route includes unloading, reloading, or storage in a transshipment chamber, the Supplier shall ensure the monitoring of temperature, cleanliness, and security of the facilities where medicinal Cargos are temporarily stored. The period of temporary storage shall be kept to a minimum.

1.1.18. For medicinal Cargos requiring special conditions as defined by separate regulations, the Supplier shall maintain the supply chain in accordance with those regulatory requirements and implement additional control systems and procedures to prevent theft.

1.1.19. For temperature-sensitive Cargo, the Supplier shall use appropriate equipment (e.g., thermal packaging, or temperature-controlled vehicles) to ensure proper transport conditions.

2. PERSONNEL AND TRAININGS

2.1. The Supplier shall ensure that all management personnel and operational staff possess the necessary integrity, knowledge, experience, and where required national regulatory qualifications to perform their assigned duties competently and in compliance with applicable legal and regulatory requirements.

2.2. The Supplier shall ensure that all employees involved in the performance of the Services receive initial training and continuous training at least annually. Training shall include, but shall not be limited to:

2.2.1. GDP

2.2.2. Deviation and CAPA management, including temperature excursions

2.2.3. Documentation, accurate record-keeping and data integrity requirements

2.2.4. Safety and safe working practices (including ADR for hazardous cargoes for drivers and separate Environment, Health and Safety requirements)

2.2.5. Equipment handling

2.2.6. Rules of transportation

2.2.7. TAPA security awareness training if applicable.

2.3. All training shall be conducted in accordance with approved, documented, and controlled procedures. Training programs shall be documented (recorded) and made accessible to the Client upon request.

2.4. The Supplier shall evaluate and document the effectiveness of all training activities, including through formal knowledge testing or competency assessments.

2.5. The Supplier shall maintain effective communication channels for all Quality-related information, including CAPAs, Deviations, Incidents, and Change Controls.

2.6. The Supplier shall provide the Client with documentation, including the training date, program content, and details of the trained employee, confirming that required trainings have been completed. Upon the Client’s request, the Supplier shall provide such documentation within three (3) business days of receiving the request. All training records

(and transport documents) shall be retained for a minimum of ten (10) years or longer, where required by legislation or Forwarding Order.

2.7. The Supplier shall maintain an up-to-date list of all drivers involved in the transportation of medicinal Cargo. The Supplier shall ensure that each driver meets all applicable qualification requirements, including holding a valid and appropriate driver's license, completing GDP and transportation-related training, and demonstrating documented competency for handling and transporting the specific product types. The driver list shall be regularly reviewed, updated for accuracy, and made available to the Client upon request.

2.8. The Supplier shall retain personnel qualification and selection records, including background checks where permitted by law, and ensure that all personnel are competent and trained to perform their duties in accordance with the requirements of this QTA.

2.9. The Supplier shall establish and maintain job descriptions for all personnel performing Services under the scope of Forwarding Order and this QTA.

3. EQUIPMENT

3.1. All vehicles, and equipment shall be kept clean, dry, free from foreign odors and debris, and maintained under a documented cleaning program specifying frequencies, methods, verification, and records. Exterior surfaces of transport equipment shall be washed and kept free of excessive dirt.

3.2. The Supplier shall use dedicated vehicles and equipment by default for Medicinal Products (the Cargo). Use of non-dedicated units is permitted only where justified by a documented risk assessment and approved in writing by the Client, and provided that validated procedures ensure that the integrity and quality of the Cargo are not compromised. Prohibited or restricted goods, including but not limited to hazardous materials, fumigants, strong-odor substances, food/feed, waste, and contraband, shall not be transported or stored together with the Cargo. Where changeover occurs, appropriate cleaning and sanitation shall be performed, verified (e.g., visual and residue criteria) and recorded prior to re-use. Vehicles and equipment shall remain free from pests. Any cleaning or fumigation agents shall be pre-approved and assessed to ensure no adverse impact on product quality, clearance times, and ventilation. Defective transport units shall

not be used and shall be removed from service, physically segregated, and clearly labeled or tagged (lock-out/tag-out where applicable).

3.3. The Supplier shall maintain procedures governing the operation, maintenance, cleaning, calibration, alarm management, and safe use of transport vehicles and equipment, and shall implement effective measures to prevent unauthorized access, tampering, theft, or misappropriation, including seal control and tamper-evident measures where applicable. In the event of audits or inspections of the Client, the Supplier shall fully support the Client and provide timely access to all evidence of compliance with this QTA, records, calibration certificates, and qualification/validation documentation.

3.4. The Supplier shall establish and execute a planned preventive maintenance program for all key equipment vital to operational functionality. Maintenance and repair shall be performed in a manner that does not compromise the quality of the Services or the integrity of medicinal products (Cargo). Records of all maintenance and repair activities shall be created and retained.

3.5. Equipment used to control or monitor temperature, humidity, or other environmental conditions shall be calibrated at risk-based, defined intervals, and in no case less frequently than annually, with calibration traceable to a primary standard. As-found and as-left results shall be documented; out-of-tolerance conditions shall trigger documented impact assessment and CAPA where required. Correct operation and suitability for purpose shall be verified and recorded.

3.6. Appropriate alarm systems shall be in place to detect deviations from predefined storage or transport conditions. Alarm levels shall be correctly set and controlled under change management. All alarms shall be functionally tested at defined intervals, and at least monthly. Tests shall be documented, and any deviations investigated with CAPA where indicated.

3.7. Equipment used for cleaning (including tools, agents, and materials) shall be selected, controlled, and operated so as not to pose any risk of contamination to medicinal products (Cargo). Compatibility and residue risk of cleaning agents and methods shall be assessed and documented. Where applicable, segregated or color-coded cleaning tools shall be used to prevent cross-contamination.

3.8. The Supplier shall implement a risk-based qualification and validation program. All equipment impacting product quality or controlled conditions shall be qualified or validated before initial use and following any significant change, repair, or maintenance, where indicated by risk assessment. Documentation shall include predefined acceptance criteria; deviations shall be documented and addressed through an effective CAPA process. Change control shall apply to modifications affecting qualified or validated status, with requalification or revalidation performed where the risk assessment indicates.

4. COMPUTERISED SYSTEMS

4.1. Prior to implementation and after significant changes, all computerised systems impacting Cargo quality or quality-related information (including access control systems and systems used by subcontractors) shall be validated to ensure correct installation and operation.

4.2. The Supplier shall demonstrate, through appropriate validation or verification activities, that each computerised system is capable of achieving the intended results accurately, consistently, and reproducibly.

4.3. The Supplier shall periodically verify the availability, accessibility, and integrity of all stored data. A validation report shall be prepared summarizing all validation or verification results, clearly identifying any deviations and documenting the corresponding CAPA taken.

4.4. The Supplier shall implement a risk-based equipment qualification and validation process in accordance with the Client's requirements or with the Supplier's own standards approved by the Client. This applies to all equipment used in facilities or processes intended to maintain required environmental conditions or that may affect product quality, segregation status, or traceability. Qualification and validation documentation shall include predefined acceptance criteria, and any changes shall be managed through a formal change control process. All deviations shall be documented and addressed through an effective CAPA process. The Supplier shall ensure that equipment and processes are validated or qualified prior to initial use and again after any significant change, repair, or maintenance, as required by risk assessment.

4.5. A written and up-to-date description of each computerised system shall be maintained. It shall include system architecture, key functions, security measures, data flows, interactions with other systems, and system objectives.

4.6. All validation and qualification documentation required under this Agreement shall be provided to the Client for review and acceptance before the start of cooperation and thereafter upon request.

4.7. Data shall only be entered, modified, or deleted by authorised personnel. All electronic data shall be protected against accidental or intentional loss, alteration, or damage. Data shall be backed up regularly, and backup copies shall be stored in a separate secure location for at least ten (10) years or longer, where required by legislation or Forwarding Order.

4.8. Procedures shall be in place for managing system failures, including data restoration processes and business continuity measures. Re-validation after upgrades or maintenance shall be performed based on a documented risk assessment.

4.9. The Supplier shall maintain shared repositories enabling controlled storage and exchange of Quality-related data, including CAPAs, Deviations, Incidents, and Change Controls.

4.10. The Supplier shall establish electronic repositories for transport-related documentation, ensuring that such repositories are secure, controlled, and compliant with the Client's requirements.

5. DOCUMENTATION

5.1. The Supplier shall establish and maintain archives for all transport related documentation for a minimum period of ten (10) years or longer, where required by legislation or Forwarding Order. Destruction of any archived documentation prior to the expiry of this period shall only be carried out with the Client's prior written approval.

5.2. Within the timeframes specified by the Client, the Supplier shall provide all necessary documentation and implement any changes requested by the Client or required by the competent authorities.

6. RECORDS

6.1. The Supplier shall store all transport documents, service records, and backup files in a secure environment that prevents loss, damage, deterioration, or unauthorized access. All GDP-related documents must remain readily retrievable at all times.

6.2. All records, whether paper, electronic, or certified true copies, must be protected from loss, alteration, or corruption and must comply with applicable Data Integrity requirements. Hard-copy records, backup files, and computer-based records shall be securely retained for a minimum of ten (10) years or longer, where required by legislation or Forwarding Order.

6.3. The Supplier shall provide the Client with copies of all regulatory licenses necessary to perform the contracted services and ensure that such licenses remain current and readily available upon request.

6.4. The Supplier shall establish and maintain a documented data integrity control system based on a justified, risk-based rationale. This system must comply with all applicable local and international regulatory requirements. Data integrity controls shall be included in the Supplier's audit schedule, and any findings shall be addressed through effective CAPA measures as determined or requested by the Client.

6.5. The Supplier must ensure that all data are clearly legible, contemporaneously recorded, preserved as original records or certified true copies, and accurate. Data must remain complete, internally consistent across the entire data lifecycle, durable for the required retention period, and readily available for review, audit, or inspection by the Client or regulatory authorities.

6.6. Procedures for data transfer and migration must be robust and designed to ensure uninterrupted data integrity. The Supplier shall evaluate risks of data alteration during all phases of data generation, transfer, processing, and storage. Effective access controls must be applied to all data-handling systems, and all personnel involved must receive appropriate training in data integrity principles.

6.7. All original records, true copies, source data, metadata, transformed data, and reports generated during transport operations must ensure full traceability and enable comprehensive evaluation of transport activities. This requirement applies to electronic, paper-based, and hybrid record systems. Any identified data integrity issues must be

reported to the Client immediately. If such issues may impact product quality, the Client must be informed without delay and before any further processing or decision-making.

7. OPERATIONS

7.1. The Supplier shall inspect transport vehicles and equipment upon receipt and prior to loading. The Supplier shall immediately, and in any case no longer than 2 hours of detection, notify the Client via the agreed communication channel of any visibly damaged/lost Cargo or transport unit detected during handling.

7.2. The Supplier shall ensure continuous 24/7 availability by providing a dedicated contact number to enable immediate response in the event of a loss or damage of the Cargo and shall make available to Client, upon request, all GPS or cellular tracking records associated with each delivery for up to 120 days.

7.3. The Supplier shall not leave any Cargo unattended except at a storage facility pre-approved by Client. The Supplier shall immediately notify Client of any law-enforcement attempts to inspect a Cargo, especially if this involves breaking cargo seals, as well as any attempted hijacking, criminal activity, abnormal incidents, or suspicious situations.

7.4. The Supplier shall ensure that the identity information provided by Client on Cargo is not defaced, damaged, altered, or lost.

7.5. The Supplier shall ensure that appropriate processes are in place to guarantee that the correct Cargo is delivered to the correct destination. The Supplier must notify Client immediately if a shipment is delivered to an incorrect destination or if any other shipment-related issues arise.

7.6. The Supplier shall ensure that all necessary documentation is provided upon receipt of Cargos intended for shipment. Such documentation must provide sufficient information to identify the Cargo, specify any special transport or storage requirements, verify the quantity designated for shipment, and confirm the intended delivery address.

7.7. The Supplier shall notify Client in advance of any changes within the Supplier’s activities, structure, processes, or organization that may have an impact on the quality of the provided Services.

8. COMPLAINTS AND INCIDENTS

8.1. Any Cargo distribution complaint or incident shall be managed in accordance with the agreed procedure, including prescribed response timelines and in accordance with this QTA.

8.2. The Supplier shall immediately inform the Client of any complaint, incident, or event related to the Services provided or quality, including but not limited to claims concerning damage to the Cargo or situations that may result in a Cargo recall, Cargo withdrawal, or a regulatory agency investigation. Immediate notification shall be followed by written confirmation no later than within one (1) business day of receipt or awareness of the complaint or incident.

8.3. When the Supplier receives a quality complaint from the Client, deviation or irregularity records shall be processed in the shortest possible time, preferably within two (2) working days. A complaint form shall be used in all communication and shall include all available documents and records related to the incident.

8.4. All incidents must be investigated and reported to Client for rectification, guidance, or further investigation, using the approved methodology.

8.5. When an investigation identifies the need for CAPA, the Supplier shall follow its documented CAPA procedures and submit the proposed CAPA actions within the timeframe specified in the clause 8.6. of this QTA.

8.6. The Supplier shall initiate an investigation report. A CAPA plan shall be submitted to the Client within fourteen (14) calendar days from complaint awareness, and the Client shall review the submitted reports within similar timeframes.

8.7. In case the investigation could not be finalized within this timeframe, due to the complexity of the complaint and in case that Supplier needs more time to finalize and send the CAPA to Client, it must be communicated in advance. The cause of the delay and expected new delivery date for the CAPA plan should be communicated to Client.

8.8. The Supplier must follow, agree to, and execute all instructions provided by Client in relation to such incidents.

8.9. The Supplier shall implement a documented process for handling returned or rejected Cargo in accordance with Client requirements, including ensuring appropriate communication with Client.

8.10. The Supplier shall immediately notify Client of any returned Cargo that has not been approved for return by Client, or of any Cargo suspected to be falsified or counterfeit.

9. RISK MANAGEMENT

9.1. The Supplier must establish a documented risk management system that defines all relevant risk aspects related to its services and assigns responsibility for each risk at the activity level. Roles and responsibilities must be clearly defined.

9.2. Any proposed changes to processes provided to the Client must be evaluated for criticality and undergo a risk assessment before implementation. All such events must be documented. Developing a comprehensive risk catalogue is recommended to ensure all relevant Quality and GDP aspects are considered.

10. INSPECTIONS AND AUDITS

10.1. Self-Inspections

10.1.1. The Supplier shall implement and maintain a documented system for self-inspection to ensure the effectiveness of the quality management system and compliance with applicable regulatory requirements. Self-inspections shall be performed at appropriate regular intervals in accordance with a prearranged program, and necessary corrective and preventive actions shall be implemented.

10.1.2. The self-inspection program shall ensure that all activities and locations are included, including activities or locations that are used only seasonally or periodically. Each activity and location shall be inspected at least once per year, taking into consideration the associated risks, operational criticality, and previous self-inspection performance. This requirement also applies to off-site locations owned or rented by the Supplier, including cross-dock facilities.

10.1.3. The Supplier shall ensure that the self-inspection program covers all aspects of Good Distribution Practice (and Good Storage Practice if applicable) and complies with all relevant regulations, guidelines, internal procedures, and Client-specified requirements. The program shall be executed within defined timeframes to ensure compliance with

requirements related to the transport, storage, and handling of temperature-sensitive pharmaceutical products.

10.1.4. Self-inspections shall be conducted impartially and in sufficient detail by designated, competent personnel of the Supplier.

10.1.5. All self-inspections shall be recorded. Self-inspection reports shall document all observations made during the inspection. When irregularities or deficiencies are identified, their root cause shall be determined and corrective and preventive actions shall be documented and followed up.

10.1.6. The Supplier shall ensure that all audits and qualifications are performed by trained and competent personnel and are conducted in accordance with the requirements outlined in this QTA.

10.2. Audits

10.2.1. The Client reserves the right to audit the Supplier, including documentation related to the performance of this agreement, on a periodic basis. Following each audit, the Client shall issue a written audit report within thirty (30) calendar days and may provide remarks, recommendations, and requirements arising from the audit.

10.2.2. The Supplier shall review the audit report and provide an effective corrective and preventive action plan or other required corrective actions. For temperature excursions, corrective and preventive actions, including root cause analysis, must be provided within 18 calendar days and in all other cases within 30 calendar days.

10.2.3. The Client shall review the proposed corrective and preventive action plan and provide written confirmation of acceptance or request for modification within thirty (30) calendar days from receipt.

10.2.4. The Supplier shall ensure that all audits and qualifications are performed by trained and competent personnel and are conducted in accordance with the requirements outlined in this agreement.

10.2.5. The Client shall review the submitted evidence to verify that the corrective and preventive actions have been effectively implemented and shall confirm closure of the findings in writing.

10.2.6. In the event of disagreement regarding audit observations, corrective and preventive action plans or the effectiveness of implemented actions, the Parties shall discuss the matter in good faith and agree on an appropriate resolution.

11. GENERAL REQUIREMENTS FOR TRANSPORTATION

11.1. The Supplier shall ensure that all applicable requirements referenced in this QTA are followed to guarantee the satisfactory operation of the transport system and fully compliant hight quality services.

11.2. The Supplier shall ensure that only drivers previously notified to the Client are permitted to collect Cargo from warehouses and perform transport services and shall provide and regularly update an authorized list of drivers to the Client in advance.

11.3. The Supplier shall ensure compliance with all Cargo specifications provided by the Client, including but not limited to double-stacking permissions, special handling requirements, and measures to prevent cargo damage. Cargo splitting shall be avoided whenever possible. Where unavoidable, batch integrity shall be maintained and all batches reconciled at the destination. The Supplier shall notify the Client in writing of any cargo splitting, including the reasons for it.

11.4. The Supplier acknowledges that the Client reserves the right to audit transport locations, procedures, and documentation periodically, jointly with the Supplier, subject to confidentiality, reasonable notice, and mutually agreeable timing. The Supplier shall ensure readiness for such audits, which the Client will announce at least 30 days in advance.

11.5. The Supplier shall cooperate with the Client to define and agree the scope and qualification procedures for temperature-controlled services. The Supplier commits to establishing and maintaining qualification plans for all temperature-controlled vehicles, ensuring that all qualification activities meet applicable GDP requirements. The Supplier shall ensure that EU transport services comply with EU GDP and relevant legislation, while transport services outside the EU comply with local regulatory standards or, if no such standards exist, recognised international guidelines. The Supplier shall evaluate the suitability of all equipment used for temperature-controlled services and retain all related manufacturer documentation.

11.6. The Supplier shall ensure that all qualification results, including documented pass/fail assessments, are accurately recorded, supported by the corresponding raw data, and maintained within a controlled document management system.

11.7. The Supplier shall ensure that monitoring systems are used during transport, including GPS tracking and the capability to provide temperature reports via printer or e-mail. Temperature sensors shall be calibrated as required under QTA or Forwarding Order.

11.8. The Supplier shall use exclusively the means of transport that have been previously notified to and accepted by the Client. No other vehicles may be used without prior written approval from the Client.

11.9. The Supplier shall provide the Client with all information necessary to fulfill notification obligations related to means of transport and shall update the Client without undue delay in case of any changes.

11.10. The Supplier shall ensure that all temperaturerecording equipment is calibrated at least annually at a minimum of three calibration points—one between -20°C and -25°C, second 2°C and 8°C and third between 25°C and 30°C — depending on the required transport temperature range, and that calibration is traceable to an approved national or international standard.

11.11. The Supplier shall ensure that he will comply with the Client's transport and temperature control requirements. The Supplier shall ensure that each vehicle used to perform the Services is qualified by trained personnel, including assessment of refrigeration efficiency, cleanliness logs, temperature reporting capability, cargo space condition, calibration and mapping records, regulatory documentation, and carrier liability insurance. The Supplier shall ensure that seasonal mapping is conducted during defined winter and summer periods or in qualified environmental chambers, and that mapping is repeated after changes or based on risk assessments.

12. TRANSPORT & TEMPERATURE CONTROL REQUIREMENTS

12.1. The Supplier shall ensure that all transport operations comply with the temperature ranges defined by the Client in the Forwarding Order. The required temperature must be fully achieved and stabilized prior to loading, and the temperature-control system shall operate in continuous mode during transport for controlled-temperature shipments.

12.2. The Supplier shall ensure that only qualified, validated, and duly maintained vehicles are used for the transport of temperature-controlled products. All vehicles must be capable of maintaining the specified temperature set points throughout the entire transport process, including during stops and intermediate parking.

12.3. All vehicles shall be equipped with calibrated sensors and monitoring devices. Calibration shall be performed at least annually at a minimum of three calibration points— one -20°C and -25°C, second 2°C and 8°C and third between 25°C and 30°—depending on the required temperature range. All calibration activities shall be traceable to an approved national or international standard.

12.4. The Supplier shall ensure the use of temperature-monitoring systems capable of recording temperature at intervals of 15 minutes or less, with sensors accurate to 0.5°C. Monitoring systems must allow the Supplier to review all records and to provide the data to the Client promptly upon request or upon delivery.

12.5. Temperature-monitoring systems must immediately detect temperature excursions. An alarm function shall be installed to notify the Supplier or driver of deviations from specified conditions. Upon any temperature excursion, the Supplier shall initiate an investigation, take required actions, and immediately notify the Client.

12.6. Seasonal temperature mapping (winter and summer) shall be conducted for each vehicle used for temperature-controlled transportation or, alternatively, mapping may be performed in a qualified environmental chamber replicating extreme conditions. Mapping shall be repeated after any modification of equipment, significant maintenance, environmental change, or based on periodic risk assessment.

12.7. During transport, the Supplier shall ensure that no products are subjected to unacceptable heat, cold, moisture, light, vibration, or other adverse environmental influences. Products shall be protected from contamination, cross-contamination, spillage, and odour transfer at all times.

12.8. The Supplier shall ensure that any co-loading is performed only when expressly allowed and when such co-loaded goods do not compromise temperature conditions, product quality, or product security. Co-loading with hermetically sealed, odourless, contamination-free products may be permitted if compatible with the Client's requirements. Co-loading with prohibited materials such as chemicals, toxic substances,

animal products, strong-smelling materials, radioactive substances, flammable materials, and any other risk-presenting items is strictly forbidden.

12.9. All vehicles transporting the Client's temperature-controlled products must be sealed for the entire duration of the trip unless the Client authorises otherwise in writing. The Supplier shall ensure that the trailer remains locked and protected from unauthorized access, including during intermediate stops.

12.10. The Supplier shall plan transport routes so as to ensure the maintenance of required temperatures. Route planning must consider potential delays, secure and illuminated rest stops, and the availability of monitored parking where required. Overnight parking in unsecured or non-supervised areas is strictly prohibited unless specifically approved by the Client.

12.11. Before loading, the Supplier shall ensure that the cargo space is clean, dry, odour-free, free from pests, and not contaminated by previous cargo. Equipment and cleaning materials must not introduce risks of contamination. Vehicles previously used to transport garbage, waste, or hazardous materials shall not be used for the Client's products.

12.12. The Supplier shall ensure that temperature data printouts or digital records are provided to the Client upon request. If the onboard printer is not functioning, temperature data shall be transmitted by e-mail immediately upon delivery or whenever required by the Client.

12.13. The Supplier shall ensure that transportation documents and handover records specify the temperature at the time of pick-up, supported by printed or electronic temperature data obtained from the monitoring equipment.

12.14. Contaminated, damaged, or temperature-excursed products shall be segregated and protected from further damage. The Supplier shall not unpack or open product containers unless expressly instructed and authorized by the Client.

12.15. A contingency plan for temperature-controlled transportation must be in place, covering equipment breakdown, temperature excursion response, accident handling, and emergency procedures. Drivers shall be trained in the implementation of such plans.