

Pegasus Logistics Group Quality Policy

Internal Document

Ale Ubau

7/10/2018

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Approvals

The following individuals are required to review and approve this SOP before publication and training.

Position Name	Name	Signature	Date
Enterprise Quality Manager	Elizabeth Lopez	<i>Eli Lopez</i>	05/05/2022

Training and Usage

The following teams/departments are required to be trained on these client work instructions. Training records will be kept on file with HR.

Department/Work Group:	All Pegasus Employees
Department/Work Group:	
Department/Work Group:	

Change History

Name & Job Title of person making change	Date of Change	Version Number	Added/Amended Text Details
Eli Lopez/Quality Project Lead	07/10/2018	2	Add to the quality policy mention of the applicable requirements.
Eli Lopez/Quality Project Lead	03/12/2019	3	We add all corporate employees (including off-sites) to be trained in the quality policy created by LATAM. This change must also be approved by the COO of Pegasus.
Allen Charnaw/Enterprise Quality Manager	7/21/2021	4	Title change from PLG to Pegasus Logistics Group, enterprise level signatures and number.
Ale Ubau / Enterprise Quality Coordinator	05/03/2022	5	Document owner change to Ale Ubau, Creation Date fixed. Template new with Pegasus branding applied to document. Correct Code: INDMG-01

Quality Policy

Pegasus Logistics Group works tirelessly to serve our customers with excellence, take care of our employees, and make a difference in our community. Our goal is to be innovative problem solvers and great stewards of our client-centric culture. We provide flexible and tailored solutions in the logistics and transportation industry that focus on client needs and business goals.

Pegasus Logistics Group is committed to continuous improvement and compliance with applicable requirements. Therefore, Pegasus Logistics Group has established a Quality Management System aligned with the strategies of our corporate headquarters. The Quality Management System guides our culture, employees, leadership, and decision making to measure and improve our performance.

As a company we have implemented the following systems and procedures to support us in our goal of total customer satisfaction and continuous improvement throughout our organization:

- Customer feedback process and methodology
- Customer complaints and claims procedure
- Employee training and development
- Business strategy measurable goals
- Performance, development, and financial management reviews

Política de Calidad

Pegasus Logistics Group ha trabajado incansablemente para servir a nuestros clientes con excelencia, cuidar a nuestros empleados y marcar la diferencia en nuestra comunidad. Nuestro objetivo es resolver problemas por medio de soluciones innovadoras y ser grandes promotores de nuestra cultura enfocada en el cliente. Proporcionamos soluciones flexibles y personalizadas en la industria de la logística y transporte enfocadas en las necesidades de los clientes y sus objetivos comerciales.

Pegasus Logistics Group está comprometido con la mejora continua y el cumplimiento de los requisitos aplicables, por lo tanto, ha establecido un Sistema de Gestión de Calidad alineado con las estrategias de nuestra corporación. Nuestro sistema de Gestión de Calidad guía nuestra cultura, colaboradores, liderazgo y toma de decisiones para medir y mejorar nuestro desempeño.

Como empresa, hemos implementado los siguientes procedimientos para cumplir nuestro objetivo de satisfacción total del cliente y mejora continua en nuestra organización:

- Recibir realimentación de nuestros clientes a través de un proceso y una metodología definida.
- Procedimiento de quejas y reclamos del cliente.
- Capacitación y desarrollo de nuestros colaboradores.
- Objetivos medibles que reflejan nuestra estrategia comercial.
- Revisiones de gestión de rendimiento, desarrollo y resultados financieros.