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Medellin 050010, Colombia.

COMMERCIAL POLICY OF GLOBAL PHARMA & LOGISTIC S.A.S.

It is very important for us to have you as a customer and we are proud that you have chosen us as your strategic ally for the pharmaceutical industry. We are committed to give you the best service and attention you deserve. Our efforts are focused on being the best supply alternative, delivering integral pharmaceutical and logistic solutions, looking for the maximum benefits for our customers.

BEGINNING OF COMMERCIAL RELATIONS

To start commercial relations with **GLOBAL PHARMA & LOGISTIC S.A.S.** we will ask you to attach all the required documents to perform the corresponding credit study. These documents must be sent to the email of the account executive in charge and in case of not having such documentation, payments must be made in advance.

Documentation required:

1. Certificate of Chamber of Commerce no older than 30 days.
2. Updated taxpayer's identification number.
3. Updated Bank Reference 1 (one).
4. Updated Commercial References 2 (two).
5. Copy of legal representative's identity card.
6. Certificate issued by the ARL with compliance of the SG-SST.
7. Income tax return for the last year.
8. Fill out form SARLAFT F-GC-01 (attached).
9. Fill out the Authorization form to perform referencing and consult credit bureaus.

Please note that the delivery of updated contact information and the provision of the signed **Authorization for the Processing of Personal and/or Corporate Data** (attached to this letter) (Law 1581 of 2012), will allow us to maintain effective communication with you, our customer.



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AUTHORIZATION FOR THE PROCESSING OF PERSONAL AND/OR CORPORATE DATA

Global Pharma & Logistic S.A.S., as the responsible party and/or processor of the personal and/or corporate data provided by its clients, and in compliance with the provisions of Law 1581 of 2012, Decree 1377 of 2013, and other complementary regulations that develop the constitutional principle that all individuals have the right to know, update, and rectify all types of personal data collected about them in databases or records that are susceptible to processing by public or private entities, respectfully addresses you in order to obtain your authorization to allow the administrative, commercial, and operational departments to collect, store, and use the data provided by you and incorporated into the various databases maintained by the organization.

These data will be used in the performance of the functions of **Global Pharma & Logistic S.A.S.**, for the purpose of carrying out its corporate mission, as well as to facilitate confidential and efficient communication with you, providing information of interest about our services, offers, partnerships, newsletters, content, events, administrative management, debt collection, process follow-up, among others. The information provided may be shared among internal departments of **Global Pharma & Logistic S.A.S.**, but under no circumstances will it be commercialized. To expressly authorize the processing of your personal and/or corporate data, we invite you to sign this document and send it electronically to info@global-pharma.com.co or physically to **Calle 50 N 51-24 Of 1101 Ed. Banco Ganadero, Medellín, Antioquia. Colombia.**

You may exercise the rights established in Article 8 of Law 1581 of 2012, especially those related to knowing, updating, rectifying, modifying, or deleting the data collected in the databases or records, as well as revoking the authorization granted for their processing, in accordance with the current regulations and **the Company's Personal Data Processing Policy**, which can be consulted at any time on our official website www.global-pharma.com.co, or physically requested at the company's administrative office. Your rights, inquiries, claims, requests, or any



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matters related to the protection of personal data can be exercised through the following communication channels:

- i) Phone line +57 (4) 4483897
- ii) Email: info@global-pharma.com.co or:
- iii) In the offices located at **Calle 50 N 51-24 Of 1101 Ed. Banco Ganadero, Medellín, Antioquia. Colombia.**

Office hours:

- Monday to Thursday from 07:30 am to 5:00 pm
- Friday from 7:30 am to 4:30 pm

Name and Surname:
Company:
Position:
ID Number:
Email:
Phone:

Signature

The authorization provided in this form empowers Global Pharma & Logistic S.A.S. to use the data collected here for the processing outlined in the "Personal Data Processing Policy" of Global Pharma & Logistic S.A.S., which includes the sending of information of interest about our services, offers, partnerships, newsletters, content, events, administrative management, debt collection, process follow-up, among others. The data subject may, at any time, request that the information be modified, updated, or removed from the databases of Global Pharma & Logistic S.A.S.



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QUOTATIONS

- All our quotations will mention the product name, pharmacopoeia (when applicable), availability/delivery, packaging, product quality, various regulations and validity of the offer.
- The customer must verify and confirm that the reference COA sent in our quotation meets your specifications.
- If our quotation is approved, please send purchase order according to the indications given by the consultant who is assisting you.
- Once the supplier has processed the documentation, no changes to the purchase order and shipment will be accepted.

ORDER PROCESSING

- Purchase order(s) received with confirmation of acceptance by 4:30 pm (Colombian time) will be processed the same day.
- Purchase order(s) received with confirmation of acceptance after 4:30 pm (Colombian time) will be processed on the next business day.
- Purchase order(s) received with confirmation of acceptance on Friday after 4:30 pm (Colombian time) will be processed on the following Monday morning.
- In the event of a holiday in Colombia, orders will be processed on the next business day in the morning.
- Purchase order(s) should be sent directly to the email of the responsible account executive, who will review it according to the negotiated terms and confirm its receipt and acceptance.
- The minimum order for dispatch corresponds to the minimum packaging size available from the supplier. This information will be provided at the time of quotation and/or negotiation.
- All orders are subject to subsequent review by the Commercial department of GLOBAL PHARMA & LOGISTIC S.A.S regarding their account status and available credit limit.
- Any changes in billing or delivery location of the order should be communicated in the purchase order or via email to the responsible account executive with a copy to the email address: comercial@global-pharma.com.co



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- If your responsible account executive is on vacation or unavailable, please contact the company directly by phone or via email at: comercial@global-pharma.com.co
- **Cancellation of purchase order(s):** the cancellation of a purchase order will depend on the times previously established in the quotation, and such cancellation must comply with the following notification times:
 - o It is up to the **supplier whether or not to accept** the cancellation.

PAYMENTS AND PORTFOLIO MANAGEMENT

- **GLOBAL PHARMA & LOGISTIC S.A.S.** does not authorize any employee to receive payments in cash, checks or transfers in their own name. All payments must be made through bank transfer and/or consignment to the account informed by our Accounting Department and/or found in our electronic invoice.

Our invoicing is in USD and COP depending on the negotiation that has been made, the corresponding payment is made with the TRM of the day of cancellation, and not with the TRM of the day of issuance of the invoice. If the payment is in cash, the customer must pay 50% in advance and the remaining 50% when the invoice is issued, in order to deliver the product.

- No claims related to invoicing will be accepted after ten (10) days (calendar) of receipt of the invoice.
- In order not to present delays in your deliveries, please avoid presenting arrears in your obligations.
- Please note that if you are more than 30 calendar days past due, your order cannot be shipped.
- When making any payment, you must send the support with information of Withholdings, TRM used, invoice number that is canceled or to which it is credited. In this way we will have certainty of the information and the portfolio in agreement with you.
- **IMPORTANT NOTE: For those payments less than or equal to 5.000.000 COP (or its equivalent in USD), must be paid in advance (applies if the client is new or does not have an approved quota).**



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ATTENTION TO COMPLAINTS

Mechanisms to present complaints:

Global Pharma & Logistic S.A.S makes available to its customers and interested parties the following mechanisms to interpose their complaints and claims:

Administrative Complaints:

- Send an email expressly stating your complaint or claim to your account executive in charge with copy (CC) to the following email: lilia.sanchez@global-pharma.com.co
- Send it through the web page www.global-pharma.com.co, option "Contact us".
- Calling +57 (4) 4483897

Technical Complaints:

- Send an email expressly stating your complaint or claim to your account executive in charge with copy (CC) to the following emails: comercial@global-pharma.com.co
- Send through the web page www.global-pharma.com.co, option "Contact us".
- Calling +57 (4) 4483897.
- Complaints received, by any of the available means, will be redirected to the Quality Department, who will inform the customer of the corresponding consecutive number of the complaint and will coordinate the internal investigation.
- The result of the investigation related to the complaint filed will result in a communication to the customer by the Quality Department.
- Whatever the means used, the customer must provide basic information including: product name, supplier/manufacturer name, invoice, date of receipt, batch number, number of drums/containers received and reason for the complaint with supporting documentation.



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Times for receiving complaints and/or rejections:

- a) The maximum time limit established to file a complaint, **related to the state of packaging and receipt of goods, is five (5) working days or seven (7) calendar days** after receipt of goods at the customer's (end user's) warehouse.
- b) For complaints related to **non-conformities of quality and technical aspects**, the customer will have a maximum period of thirty (30) calendar days to communicate it to **Global Pharma & Logistic S.A.S.** with sufficient evidence.
- 2) Any complaint/complaint must be accompanied by sufficient analytical, photographic and/or physical evidence of the reason for the rejection.
- 3) **Global Pharma & Logistic S.A.S.** will send a preliminary investigation within fifteen (15) working days after receiving the rejection, as long as it complies with the provision of sufficient evidence.
- 4) The acceptance of rejections and/or returns related to a non-conformity with the physicochemical and/or microbiological quality specifications will be subject to the opinion of the corresponding investigation, in order to establish responsibilities regarding the non-conforming result.
- 5) The **decision to reject** a material will be a mutual agreement between **Global Pharma & Logistic S.A.S.** and the customer.
- 6) In case of a difference in criteria, the possibility of using an independent and certified quality control laboratory will be evaluated to settle the laboratory will be evaluated to settle the validity of the claim.

NOTE: In the event of an extraordinary case, the situation must be analyzed, evaluated and approved in conjunction with the Commercial Management of Global Pharma & Logistic S.A.S.

ATTENTION TO RETURNS/DESTRUCTION:

- The criteria for the acceptance of returns/destruction will be based on the acceptance of the rejection by the **manufacturer** through **Global Pharma & Logistic S.A.S.** management.



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- In case of acceptance of the return/destruction, Global Pharma & Logistic S.A.S. and the supplier will agree who will absorb the cost of the return and/or destruction of the product.

PRODUCT DEVELOPMENT

- The sample will be delivered with or without cost to the customer, depending on what is offered by the supplier/manufacturer and prior authorization of the purchasing department and commercial management.

DELIVERY OF TECHNICAL DOCUMENTATION

- For the delivery of the DMF, the customer must sign a confidentiality agreement either with **Global Pharma & Logistic S.A.S.** or with the manufacturer of the product. Depending on the manufacturer's policies, the DMF will be delivered either directly to the customer or through Global Pharma & Logistic S.A.S. or the manufacturer of the product.
- Directly to the customer or through **Global Pharma & Logistic S.A.S.**
- The shipment of the GMP to the customer will be made by the area in charge of **Global Pharma & Logistic S.A.S.** or its account executive in charge.

LIMITATION OF LIABILITY AND EXONERATION DUE TO THIRD PARTY FAULT

- In the exercise of its corporate purpose, **Global Pharma & Logistic S.A.S.** carries out all activities aimed at fulfilling customer purchase orders through suppliers under high quality standards and validated internal processes, allowing us to monitor and traceability in each of these, limiting the responsibility of **Global Pharma & Logistic S.A.S.** to the management and processes of the company itself. In the event that the supplier fails to deliver or experiences a delay due exclusively to the supplier and/or under circumstances of unpredictability and irresistibility, **Global Pharma & Logistic S.A.S.** exempts itself from all liability arising from a third party, including joint liability.



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Please remember that the Legal Representative of the company must fill out the authorization for the treatment of personal and/or corporate data found on page two (2); this document of commercial policies is an integral part of our proposal of services that will regulate, together with the applicable law, the relationship between the two companies.

We welcome you to our company and hope that this is the beginning of a lasting, transparent and mutually beneficial business relationship.