

2 Business model

INPUTS



FINANCIAL CAPITAL

Strong balance sheet, with no financial debt and significant capacity to generate operating funds. This enables the company to meet its business maintenance and growth investment needs.



HUMAN CAPITAL

As a provider of quality-focused services, having specialist human capital is key to adding value. Their capacities, skills, knowledge and development plans centre on ensuring their know-how is preserved, developed and passed on, to protect our differentiation over time.



PHYSICAL CAPITAL

Our facilities, whether owned, leased or sub-contracted, enable us to develop the logistics strand of our operations according to high quality standards.



INTELLECTUAL CAPITAL

We progress internally and constantly improve the technology we deploy in our services, helping to preserve our differentiation and competitive advantages.



NATURAL CAPITAL

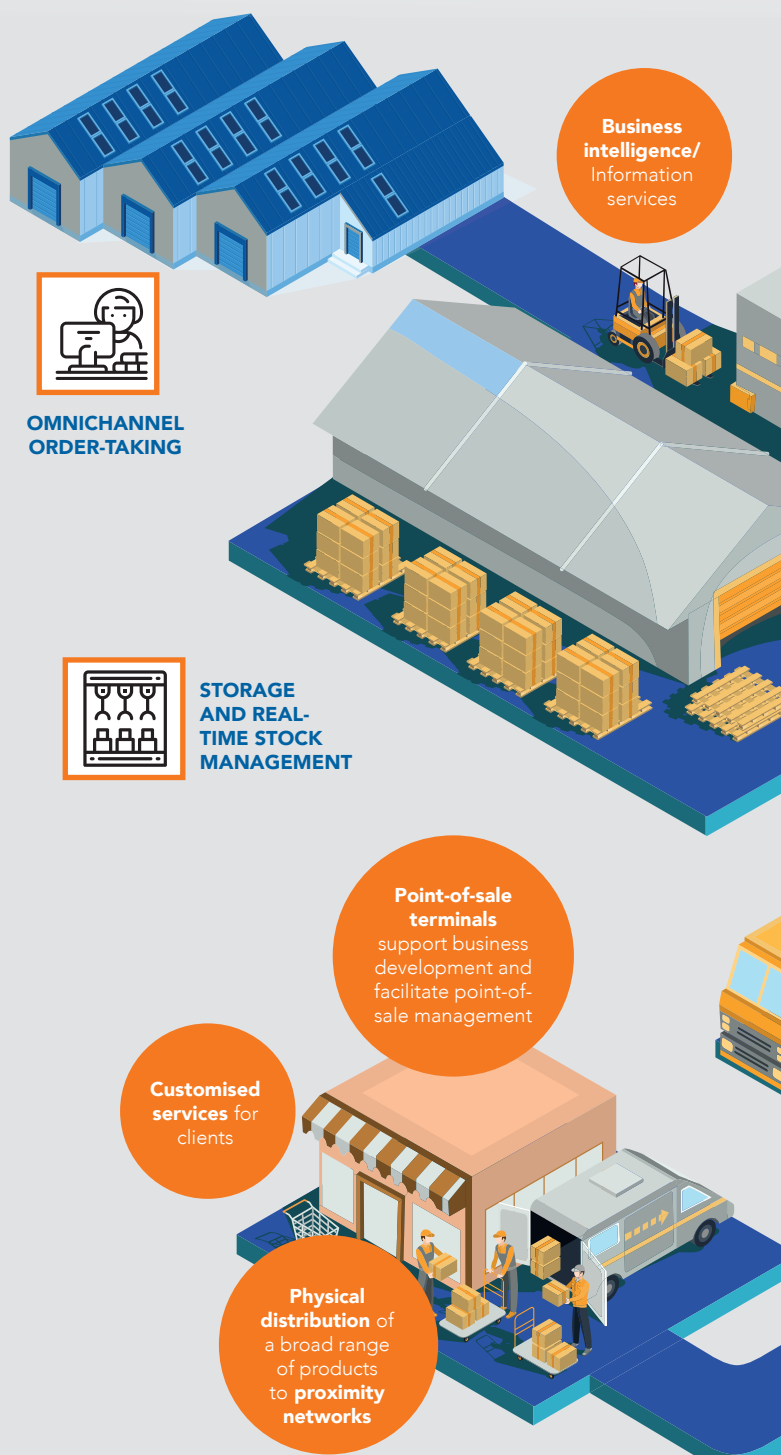
We use natural resources directly and indirectly in running our business in a way that is always focused on efficient usage that contributes to the sustainability of our natural environment in the long term.



SOCIAL CAPITAL AND RELATIONSHIPS

Relationships with all our stakeholders are based on mutual benefit and respect and are always focused on establishing relationships that are sustainable over time.

OUR BUSINESS



OUTPUTS



OUTCOMES



AUTOMATED ORDERS PREPARATION



INVOICING AND COLLECTION

Distribution of digital products (electronic transactions) through our **proprietary platform**

Specialist transport

Physical and thermal product traceability



TRANSPORT AND DISTRIBUTION



REDUCED ENVIRONMENTAL IMPACT

- Route optimisation
- Use of sustainable energy and vehicles
- Reuse of packaging
- Target to reduce emissions by 30% by 2030 compared with 2013.



COMMUNITY WEALTH CREATION

- Increased revenue and savings for manufacturers and retailers
- €123 million in tax payments
- Job creation: 15,000 partners
- Around €800 million in six years distributed as dividends
- Support for disadvantaged groups, mainly in our local area.



DEVELOPING TALENT

- Career development plans
- 37,905 hours of training
- Internal promotion



OPERATIONAL EXCELLENCE

- Customer satisfaction
- High contract renewal ratio
- Maintaining relationships in the long term

Communication channels

Logista encourages ongoing, open and transparent dialogue with all its stakeholders, including with society as a whole.

Logista therefore maintains two-way channels of communication and dialogue with all of them, to take their financial, environmental and social needs and expectations into account.

To ensure dialogue is open and ongoing, Logista has established specific communication channels tailored to the characteristics of each stakeholder, although it also has common communication channels for all of them, for example the Company's corporate website (www.logista.com) and the company reports it publishes each year.



