



Operational Excellence Policy

At DHL Supply Chain, we are committed to a culture of Operational Excellence. This covers Occupational Health, Safety, Quality, Security, Business Continuity, Compliance, Environmental Protection, and Energy Management, ensuring that we meet and exceed the expectations of employees, customers, investors, suppliers, communities, and regulators. This policy aligns with our Together Unstoppable Strategy and our customer promise of Excellence. Simply Delivered.

Connected People: We motivate and ensure health and safety first in a secure work environment, commit to avoid hazards and prevent work-related injury and illness. We regard safety not just as a priority but as a core value.

Execution Edge: Our approach is centered on providing scalable and flexible solutions, while fostering a mindset of business continuity and proactive loss prevention. We protect our brand, financial performance, stability and growth potential without compromising on the health and safety of our employees.

We strive to lead in sustainable logistics by minimizing our environmental impact and protecting our climate and biodiversity. This includes optimizing energy usage, conserving water, reducing waste, preventing pollution, and achieving net-zero logistics related emissions by 2050.

Delighted Customers: We deliver products safely, securely and with integrity, maintaining the highest standards of service quality. We are dedicated to creating outstanding customer experiences, fostering trust and mutual success by exceeding expectations and building lasting partnerships.

Own Tomorrow: Our focus on digital transformation, sustainable practices, and forward-looking innovation enables us to shape the future of logistics and establish a lasting legacy.



WE ARE COMMITTED TO:

- Ensuring compliance with legal and applicable requirements, as well as our company policies and code of conduct.
- Promoting open communication, consultation, participation, recognition, engagement, and strong leadership.
- Adopting change and risk management strategies that incorporate diverse controls to eliminate and reduce risks to people, the environment, our work environment, products, and business.
- Investigating incidents and non-conformities to find root causes and take corrective and preventive actions.
- Setting up procedures to identify and respond to potential emergencies effectively.
- Supporting our employees by providing the training, knowledge, and skills necessary for their roles.
- Continually improving the effectiveness of our management systems by setting objectives, measuring performance, and reviewing outcomes.
- Ensuring information accessibility and deploying necessary resources.
- Driving continuous improvements through standardization, audits, digitalization, innovation, and adoptions of best practices. This includes the consideration of improvements in the design and modification of facilities, transport, infrastructure, and processes.
- Fostering connections with employees, customers, suppliers, and key stakeholders to fulfill the commitments of this policy. For suppliers, we emphasize adherence to the DHL Group Supplier Code of Conduct and prioritizing energy-efficient products and services.

This policy statement and scope of DHL Supply Chain's management systems applies to all operations and business activities. Leadership regularly reviews and updates this policy to maintain management system effectiveness and compliance. It is communicated within DHL Supply Chain and made available upon request to interested parties.

Mauricio Barros – COO – DHL Supply Chain

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