



We, DHL Freight, are committed to the **ISO 9001:2015** quality management principles and strive to:

- Understand and meet our customers' expectations and requirements for our products and services
- Provide consistently high service quality and operational excellence through the application of standardized, efficient processes throughout all functional areas
- Learn from our mistakes and continuously improve
- Provide a high level of data transparency to effectively manage service quality and take the right decisions
- Develop and motivate our people to become the best team that lives up to our quality promise every single day
- Comply with all internal requirements

For us, service quality comprises all interactions along the customer journey from the first customer contact to the invoicing of our services. Hence, service quality management and a quality mindset are required throughout all functions.

Our corporate compliance trainings, policies, procedures and standards ensure that we adhere to these standards and operate our business in a socially and legally responsible way.

The Code of Conduct, a core element of our Corporate Culture, reflects our commitment to act responsibly, to be ethically irreproachable and to be legally compliant.

Delivering high quality to satisfy our customers is not only supporting our FREIGHT 2025 strategy but also a fundamental prerequisite for our vision to become quality leader in land transportation.

This policy provides a framework for setting and reviewing our service quality targets. It is applicable to all countries, business units and sites that operate within DHL Freight and its subsidiaries. Our quality policy is subject to regular reviews by the leadership.

Bonn, February 7th, 2020

Handwritten signature of Uwe Brinks in black ink.

Uwe Brinks
CEO
DHL Freight

Handwritten signature of Thomas Vogel in black ink.

Thomas Vogel
COO
DHL Freight

Quality management principles described in **ISO 9000**: Customer focus; leadership; engagement of people; process approach; improvement; evidence-based decision making; relationship management