



DHL GLOBAL FORWARDING TRKİYE Business Continuity Management Policy

The Business Continuity Management (BCM) Policy for DHL Global Forwarding, establishes common principles of business continuity planning (development), implementation, exercise and maintenance. This document has been designed to provide the BUs with one universal frame document in order to help our company to safeguard its human and financial assets and those entrusted to us by our customers as well as company reputation. This BCM Policy ensures adherence to Group's guidelines and international standards and principles.

DHL Global Forwarding, (DGF) shall be prepared for scenarios that may result in any disruption to services and processes and includes, but is not limited to, natural disasters, terroristic incidents, power outage, political unrest, general system failure or data corruption, etc.

This policy contains basic guidelines and methodology for BCM and applies to all staff, stations, visitors and sub-contractors.

Our BCM strategy pursues the following:

- Providing a framework that ensures a BCM system is implemented throughout all DHL Global Forwarding, operations and related partners
- Creating a robust BCM system to support and ensure the resilience of operations under adverse conditions and restore / resume products and services that are critical to our customers in a pre-determined time-frame and to an acceptable level.
- Embedding BCM as a vital part of the daily operations and processes and promoting operational excellence
- Establishing and maintaining an effective and professional centrally controlled management team to coordinate activities, provide a global structure, ensure governance, and to align and harmonize different local approaches and terminology.
- Providing support and advice in BCM-related matters for subcontractors and partners.

This policy is based on the formulation of group-wide security regulations for the protection of tangible assets, network, and infrastructure. The provisions of this policy therefore apply to all moveable and immoveable tangible assets for which DGF is responsible

- as the direct or indirect rightful ownership of the group, or
- as direct or indirect possession in the course of a legal transaction.

Business Continuity Management represents two key elements of our goals "**Best Operations and Best Customer Experience**".

Besides, Business Continuity Management is an important element of DHL Global Forwarding security actions.

30.07.2018

Version: 1.0

This Policy is a simplified version of the DHL Global Forwarding group Business Continuity Policy. For detailed information, you can use the contact details below.

DHL Global Forwarding - Excellence. Simply delivered.

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