



DHL GLOBAL FORWARDING Integrated Management System (IMS) Policy Statement

As the leading global air and ocean freight forwarder, DHL Global Forwarding places the quality of our services as top priority for success of our customers and employees. As passionate freight forwarders, we believe that a business with sustainable quality is by definition safe, secure and compliant. Effective management of quality, health, safety, security, business continuity management, and environmental aspects of our activities are part of our business goals.

The DGF Integrated Management System (IMS) enables us to be excellent operators, achieve our objectives and drive continuous improvements. All senior management demonstrates strong commitment to our IMS principles as related to the DGF goals:

Principles for **BEST TEAM**

- We prevent injury and ill health by placing all employees' safety and well-being as top priority; "Safety First."
- We track legal requirements and initiatives by regulatory bodies, as well as assume social and ethical responsibility where we work in compliance with all laws and other regulations.
- We extend our IMS approach to subcontractors and suppliers, regularly tracking and assessing their compliance with our policy.

Principles for **BEST OPERATIONS**

- We drive continuous improvement and resilience in all our operations, by defining, measuring, persistently reviewing and upgrading processes and controls in all areas.
- We consider quality, health, safety, security, operational resilience and environmental values in all business decisions and operations, following the highest ethical standards.

Principles for **BEST CUSTOMER EXPERIENCE**

- We constantly focus on customer satisfaction and pro-actively address arising issues.
- We train and motivate employees to behave in a responsible manner to deliver upon our service promise, maintain service excellence and control risks.

Principles for **BEST RESULTS**

- We establish accountability and active leadership to facilitate world-class management systems supported by qualified experts who provide guidance, advice and support.
- We foster improvement of environmental and energy performance through conservation of natural resources, waste minimization, prevention of pollution and energy efficiency optimization.
- We communicate openly and honestly with internal and external stakeholders to succeed as entrepreneurial business builders.

By holding to these principles, we commit to provide customers with superior logistics services and systems respecting quality, health, safety, security, business continuity management, and environmental needs.

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DHL Global Forwarding - Excellence. Simply delivered.