



QUALITY AND VALUE DELIVERED BY GREAT PEOPLE

DHL EXPRESS QUALITY POLICY STATEMENT

It is the DPDHL Group's aspiration to be the

- Provider of Choice
- Employer of Choice
- Investment of Choice

Whilst Living Responsibility

Our DHL Express FOCUS strategy delivers this aspiration through:

- Motivated People who are equipped to deliver
- Great Service Quality which creates
- Loyal Customers who in turn enable a
- Profitable Network

By putting our Customers at the center of everything we will be 'insanely customer-centric' and we should feel 'sick to the stomach' if one of our customers is ever disappointed!

Let's work together to maintain FOCUS and leverage our programs CIS and First Choice and achieve our 3 Bottom lines to become the greatest international express company in the world.

Ken Allen

CEO, DHL Express, March 2016

FIRST CHOICE



ICCC
Insanely Customer
Centric Culture

