

# QUALITY, ENVIRONMENT, HEALTH AND SAFETY (QEHS) POLICY

## VISION AND MISSION

DGF builds end-to-end, freight forwarding solutions simplifying services tailored to customer needs and based on reliable and highly efficient processes. We leverage our unique scale and are a qualified and entrepreneurial team based on respect and trust.

## COMMITMENT

The commitments below are used to establish and monitor DGF policies and objectives. These commitments apply to all levels of DGF, including our subcontractors and suppliers.

	WHAT	HOW	RESOURCES
QUALITY	Become and remain the first choice for our customer.	<ul style="list-style-type: none"> <li>Define and ensure compliance with policies and programs using the Quality Management Program.</li> <li>Measure Key Performance Indicators (KPIs) and identify root causes.</li> <li>Improve our business practices with our First Choice program.</li> <li>Encourage behavioral changes with the Accelerating Change and Transition (ACT) program.</li> <li>Implement and retain customers at high satisfaction levels.</li> </ul>	<ul style="list-style-type: none"> <li>Quality and Best Practice Community</li> <li>Quality Management Systems</li> <li>Performance Measurement Community</li> <li>First Choice Methodology</li> <li>ACT Methodology</li> <li>Customer Satisfaction Survey</li> <li>Global Customer Implementation Process Methodology (GCIPM)</li> <li>DP DHL Employee Opinion Survey (EOS)</li> </ul>
ENVIRONMENT	Lead environmental change in the industry by continuously reducing the impact of our business on the environment.	<ul style="list-style-type: none"> <li>Comply with all relevant environmental legislation, regulations, and DGF requirements.</li> <li>Reduce our environmental impact with our environmental 6-Step-Approach (ISO 14001) and improve our carbon efficiency with our climate protection program GoGreen.</li> <li>Regularly measure our environmental performance and carbon efficiency KPI.</li> <li>Educate and train all employees to foster a change in mindset and behavior.</li> </ul>	<ul style="list-style-type: none"> <li>GoGreen Tools</li> <li>GoGreen Dialog Map <ul style="list-style-type: none"> <li>Carbon Calculator</li> <li>Carbon Converter</li> <li>CO2 Abatement Lever Database</li> <li>Green Carrier Surveys</li> <li>Green Service Offers</li> </ul> </li> <li>6-Step-Approach Manual</li> <li>Environmental Data Capturing Tool (SoFi)</li> <li>DP DHL Employee Opinion Survey (EOS)</li> </ul>
HEALTH	Promote the health and welfare of our <ul style="list-style-type: none"> <li>employees</li> <li>customers, and</li> <li>communities.</li> </ul>	<ul style="list-style-type: none"> <li>Develop, implement, and monitor policies and programs that promote healthy work conditions.</li> <li>Proactively anticipate, identify, evaluate, and control unhygienic and unsafe situations/behaviors.</li> </ul>	<ul style="list-style-type: none"> <li>DP DHL Corporate Health Management Department</li> <li>DP DHL Corporate Health Portal</li> <li>DP DHL Employee Opinion Survey (EOS)</li> </ul>
SAFETY	Ensure safety of our <ul style="list-style-type: none"> <li>employees, and</li> <li>communities.</li> </ul>	<ul style="list-style-type: none"> <li>Develop, implement, and monitor a safety policy and related procedures to prevent work-related incidents.</li> <li>Educate and train employees to ensure a safe workplace.</li> </ul>	<ul style="list-style-type: none"> <li>DP DHL Corporate Occupational Safety Department</li> <li>DP DHL Employee Opinion Survey (EOS)</li> </ul>