

MANAGEMENT SYSTEM POLICY

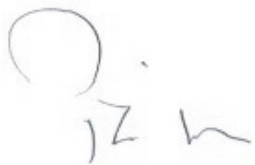
DHL PARCEL IBERIA

DHL Parcel as part of the DPDHL group, shares the mission of “Excellence. Simply delivered”, this is to seek excellence in the provision of the service, and the vision of being “The Logistics Company for the World”.

Our values are focused on Respect and Results, assuming the following commitments.

- Satisfy the needs and expectations of our customers, employees and investors, to be the Provider of choice, the Employer of Choice and the Investment of choice without forgetting society in general, hence the commitment of corporate social responsibility.
- Offer innovative products and services that generate trust in clients and simplify their processes.
- Stand out for our service levels at all customer touchpoints, to achieve their satisfaction.
- Ensure the prevention of damage and the deterioration of health, of all the people who work for the organization
- Protect the environment, with the reduction of emissions and with a management of the environmental impacts that our activity, processes or products we can generate.
- Betting on continuous improvement in our products, services and processes through the adaptation of the technological, information and organizational systems to a changing environment.
- Support talent and encourage employee commitment. Promoting participation, information and consultation activates employees as a measure to work in a climate of safety, health and confidence.
- Comply with the applicable legal requirements and with other requirements that DHL subscribes related to the Integrated Management system.
- Integrate the management system in the delegations and functions of DHL Parcel, generating a feeling of cooperation, communication and understanding among all.
- Measure to improve the performance of our processes and the integrated management system, in quality, environment, safety and prevention.

This Policy is taken into account in the definition of the objectives and in the management of our processes.



Claude Piwko

Managing director DHL Parcel Iberia

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