



QUALITY POLICY

DHL International Nigeria Ltd is committed to meeting the requirements of ISO 9001:2015 standard, customer, legal and other requirements.

Maximum effort will be directed towards providing express pickup and delivery service within transit time, while ensuring that any service failures which do arise are solved in a timely and professional manner.

This quality system will provide a structure that will help us meet and exceed the needs and expectations of our customers in line with our Focus Strategy - Provider of Choice, Employer of Choice and Investment of Choice.

Top management is committed to continual improvement of the quality management system.

This policy will be reviewed for suitability continually.

The management of the company fully supports this quality policy, which has been communicated to all personnel.

A handwritten signature in blue ink, appearing to read 'Muyiwa Adeseyoju', is positioned above a horizontal line. The signature is stylized and cursive.

Muyiwa Adeseyoju

Managing Director

December 2019