



INTEGRATED MANAGEMENT SYSTEMS POLICY STATEMENT

DHL International Belgrade d.o.o. through its policy statement of integrated management systems and in accordance with the requirements of the standards: ISO 9001, ISO 14001, ISO 45001 and ISO 50001, points out that the services of express transport of shipments and logistics in domestic and international road and air transport will meet the requirements of service users, interested parties and applicable laws and regulations and DHL Group requirements. We strive for profitable **growth** by focusing on **quality** and daily delivery of excellent service to our customers. As **Certified International Specialists**, we provide excellent service quality through disciplined execution in accordance with our **standard operating procedures** and maintain the high performance of our services. We are all **customer-centric**, striving to get it right every time, using **First Choice** principles to provide excellence in our services and continuously improve everywhere, every day. In cooperation with our stakeholders, we ensure that we achieve:

VALUE FOR OUR CUSTOMERS

- Responsibility of each employee for the quality of their own work while ensuring the best possible service to all users and all interested parties, through clearly defining business processes, respecting adopted work rules and effective application of documented information at all levels within the company with a clear limit of individual responsibility.

TRANSPARENCY

- Determination, implementation and regular review of goals and special energy goals, in an efficient and effective manner, by establishing harmony between the interests of the company, DHL Group and interested parties;
- Measuring and monitoring the performance of our services and analyzing the results through regular reporting, we promote awareness of a process approach and thinking based on risks and opportunities for business, considering and determining internal and external stakeholders;

ENGAGEMENT OF OUR EMPLOYEES


- Recognizing the commitment and active engagement of our employees as an important contribution to our efforts, including their comments or suggestions for improvements;
- It is the responsibility of all employees to familiarize themselves with, apply and improve the Policy of Integrated Management Systems;
- Empowering our employees through targeted and relevant training;

ENVIRONMENTAL PROTECTION, SAFETY AND HEALTH AT WORK AND ENERGY EFFICIENCY

- Complying with applicable national and international legislation on the environment, safety and health at work & energy use as a minimum standard and as a starting point for additional measures to continuous improvement of the environment, safe workplace and environmental & energy performance;
- We achieve environmental protection by clearly defining the aspects and impact of the company's processes and activities on the environment, monitoring and controlling the consumption of natural resources, measuring environmental performance and managing waste generated during the implementation of processes in the company;
- Safety first. We think about safety in everything we do. Compliance with safety and health requirements takes priority over economic profit or savings. Occupational health and safety requirements are recognized and considered in all operational activities, including the planning phase of these activities. This includes compliance with applicable rules and regulations, as well as compliance with social norms, generally accepted business practices and safety standards.
- Maximizing the efficiency of our processes by securing resources, optimal planning, behavior and use of advanced technologies and innovations to reduce energy and resource consumption, considering energy efficiency and environmental aspects in all major investment decisions and work with our suppliers;

The top management of DHL International Beograd d.o.o. has the obligation to continuously review and improve this Policy and the goals that derive from it, about which it will regularly inform employees and all interested parties. The policy is available to employees, business partners and stakeholders.

Belgrade, 20.05.2024.



Fionn Herriott, Managing Director