

# Quality Policy

Schenker Singapore (Pte) Ltd is committed to be a professional and trustworthy partner who prioritizes Quality.

This will be achieved by the following main objectives:

- Understanding and meeting customer requirements while striving to exceed their expectations and satisfaction
- Envision a service culture that increases customer experience on Quality
- Continuing education and training to instill customer centric mindset, forming the proactive attitude towards Service Excellence
- Establish and measure demanding objectives that reflect the key processes of the organization and customer experience
- Ensure continual improvements

We are committed to enhancing our customer satisfaction through effective application of the system, with assurance of conformity to customer and applicable statutory and regulatory requirements.

This policy has been developed to align with Schenker Singapore (Pte) Ltd commitment to have shared responsibility for Quality Management throughout the organization.

A handwritten signature in black ink, appearing to read 'Catherine Soo'.

Catherine Soo  
Chief Executive Officer  
Feb 2023