Our Vision

“Customers trust DHL as the preferred global express and logistics partner, leading the industry in terms of quality, profitability and market share.”

Our Mission

- DHL enhances the business of our customers by offering highest quality express and logistics solutions based on strong local expertise combined with the most extensive global network presence.
- DHL attracts, develops and retains exceptional people by creating a truly global working environment and placing value on our multi-cultural heritage.
- DHL delivers above-average returns by providing superior quality and solutions at all levels of the business processes.
- DHL is a responsible corporate citizen in all countries in which we operate, taking into account the social and environmental needs of our employees, local communities and the public.

Our 7 Corporate Values

What are our values?

DHL has seven values that shape our priorities, helping us focus on what is important.

Why are values important?

These 7 Values form the foundation of our business by ensuring that the diverse group of people working within IT Services share common goals and work in unity together. They act as a compass that helps us steer into the right direction while our organization continues to evolve on the path to success.
CUSTOMER SATISFACTION PROCESS

I. To deliver excellent quality

- Our core business is to deliver excellent service – for any product, at any time, at any place.
- We provide worldwide door-to-door services ('old integrator') as well as comprehensive solutions ('new integrator').
- We improve our services based upon the demands of our customers in our national and international markets.
- We continuously challenge and improve our structures and production processes.

II. To make our customers successful

- Customer satisfaction determines our Group's success.
- Our customers' success is our success.
- We strive to establish long-term business partnerships with our customers. These partnerships will result in long-term success for both sides.
- We have the best possible knowledge of customers, markets and competitors and are therefore the standard setters in the market.
- Our activities are governed by our knowledge of the global and local requirements of our customers and markets.

III. To foster openness

- We think global, act local and respect different cultural values in the countries where we operate.
- Being open helps us to promote integration and, in turn, the success of the Group.
- We make decisions based on facts and analyses. To do so, we use the combined knowledge of our Group in all our locations and units and the expertise of all our employees at all times.
- We learn from successes and failures, from internal and external best practices, from every single employee.

IV. To act according to clear priorities

- Clear priorities determine our actions:
  1. The success of our customers
  2. The success of our Group
  3. The success of each organizational unit and the success of each individual

- To act in accordance with these clear priorities requires outstanding cooperation between all parties, internally as well as externally.

V. To act in an entrepreneurial way

- Entrepreneurial conduct constitutes the spirit of our Group. We demand and promote individual responsibility.
- Excellent people are key to our success. We welcome motivated and loyal employees who strive for top performance.
- It is one of our core tasks to attract, develop and retain such employees in the long term.
CUSTOMER SATISFACTION PROCESS

- We require our executives to be top achievers who act as role models regarding technical but also interpersonal skills.
- We recognize and reward individual performance and economic success in line with local best practice standards.

VI. To act with integrity internally and externally

- Integrity determines the way we work within the Group as well as our conduct toward our business partners, shareholders and the general public.
- Each employee has the opportunity for personal development according to individual performance – independent of gender, religion or culture. We do not tolerate discrimination.
- Each executive respects each employee's personal dignity and personality within his staff and is responsible for creating an atmosphere of mutual trust within the team.
- Executives delegate tasks effectively; however, they remain responsible for the results.

VII. To accept social responsibilities

- We are committed to goals that generate benefits for the communities where we work.
- We respect the traditions, structures and values of the countries where we operate.
- The protection of our environment is part of our corporate strategy.
- We promote our employees' social commitment.

Quality Policy

DHL Express, being the leader of the existing service sector all around Turkey,

For the successful application of Total Quality Management:

- We will work altogether in order to create a happy, forward-looking and participatory environment with all our colleagues.
- By continuously monitoring the needs and expectations of our customers, we will bring our working methods to such a level to meet these needs in the best way possible.
- We will set up standards and assessment methods that will constantly better our service quality.
- We will encourage all our colleagues to take initiative and responsibility in the avoidance and solution of all problems that may arise in and out of our company.
- Starting from organizations helping DHL Türkiye to offer its services, we will give support to the establishment of quality awareness in all parts of the society.
CUSTOMER SATISFACTION PROCESS

Our Quality Understanding

- **Total Quality Management** is a management philosophy aiming to offer services beyond internal and external customer expectations, targeting to acknowledge, authorize its employees and to better constantly all processes through team works.

- **DHL Express**, with its Total Quality Management (TQM) understanding, has deserved the right to be awarded the TS-EN-ISO 9001 standard that was released as the international standard by the International Standard Organization (ISO) in 1997 and currently being applied as a certification model both in the European Community countries and in many others.

- Apart from TS-EN-ISO 9001, DHL Express was awarded by a score of 86,18% the TAPA B certificate expressing the YENİBOSNA Service Center high security standards as a result of the audit conducted by TAPA (Technology Asset Protection Association) on June 7-8, 2006.

- DHL Express became entitled to be awarded the TAPA A certificate by obtaining the highest score in the whole EEMEA region within that year (awarded on May 1-2, 2007 the TAPA A certificate stating the highest security standards of YUKARI DUDULLU Service Center by a score of 93,8%, the TAPA A certificate stating the highest security standards of OKMEYDANI Service Center by a score of 96,71% on July 24-25, 2007 and that of İZMİR Service Center by a score of 98,29% on September 26, 2007).

- DHL Express gained the right to renew the TAPA B certificate on August 4, 2008 with a score of 96,08% (which was first held in 2006 by YENİBOSNA).

- Besides, by obtaining on December 25, 2007 the **ISO 20000** certificate, being the first and only international standard in the field of information technologies- DHL Express was positioned as one of the two companies in Turkey holding the **ISO 20000** certificate. Thus, DHL Express, continuing its leadership in the sector, has proved its offer of service management standard in the field of information technologies to be in the highest level thanks to this certificate.

- With the philosophy “*Each complaint is a gift*”, DHL Express achieved a first in the express transport sector by becoming entitled to receive the ISO 10002:2004 certificate on December 18, 2008 as a result of the audit conducted by SGS with the purpose of increasing our customer satisfaction and certificating our effective management of customer complaints.

**Our future plans:**

**ISO 14001 Environment and OHSAS 18001 Occupational Safety and Health Management Systems**

Today, producing environmental-friendly solutions is among the most important responsibilities of global companies in particular. Therefore, DHL has been carrying on with its “**GoGreen**” project since 2005.

Besides the “GoGreen” project, our works are under way to integrate into our company the ISO 14001 Environment and OHSAS 18001 Occupational Safety and Health Management Systems.
Our Customer Satisfaction Policy

DHL Express handles customer requests and complaints with a customer-focused point of view, in a fair and objective manner and in such a way not to violate the legal requirements and laws. Our customers are provided with loud and clear information on time and for free, by keeping their personal information strictly confidential. DHL, by taking transparency as basis, establishes communication with its customers with all access systems being open. It shows great care that the same dissatisfactions will not be repeated again.

To this end, DHL Express;

- Ensures that all DHL employees adapt the customer-focused way of doing business in order to achieve top-level customer satisfaction and loyalty.
- Starting from the target of being the First Choice of our customers, it works to turn the complaints and feedbacks we have received into customer satisfaction by listening to our customers with attention.
- Thanks to customer feedbacks, it ensures the improvement and amelioration of development fields it has detected by a systematic methodology.
- Knowing that the basic condition for achieving customer satisfaction is closely related with the attitudes, awareness and knowledge levels of employees, it provides that all its employees are included in this process.

ISO 10002:2004

Starting with the vision “We are listening to our customers”, DHL Express, having proven once again its competitive superiority and quality service understanding, is providing its customers with an experience in which they will feel themselves special right from the first moment they are contacted. Within this scope, DHL Express, based on its target of taking the calls coming in the first 10 seconds, endeavors to stand by their customers when they wish to contact DHL, reach their voices rapidly and help them with the same speedy manner.

Why DHL Express received the ISO 10002:2004 certificate?

- To show that we really care about our customers and their opinions..
- For a perfect customer relations management display...
- To improve the awareness and attention of the ones working in the field of customer complaints management
Your Feedbacks Are Important For Us

A Complaint – is a statement of dissatisfaction by a customer or third party about DHL and/ or its services without a legal base. This dissatisfaction is based on not achieving the expectations of customers or Others on the part of DHL and/ or its services, products, employee behavior. This means that a complaint is not only limited to shipments but can be impacted by all parts of DHL.

All DHL employees are responsible for the quick settlement of complaints received and will use these complaints as an opportunity to increase customer perception and satisfaction.

Complaints can be received by any part of the DHL organization and where possible they should be solved immediately.

Our Evaluation and Solution Process

• In whatever department within the DHL organization the requests and complaints coming from our customers may be solved in the shortest time, they will be handled by the responsible of that department and endeavored to be solved accordingly.

• Our customers may obtain information on shipment trackings from the Customer Services Department offering 24/7 non-stop service.

• Issues addressed by our customers and requiring research are handled by an expert team and an online connection is set up with 230 countries of the world in order to finalize these requests as soon as possible.

• Our customers are provided with a single and direct contact at the stage of settlement of their requests until the desired result is reached, and in parallel with this, they are given all information at each stage regarding the research.

• In case our customers have complaints in the way the issues are handled and/or requests concerning their other complaints, the related departments address this complaint to the Customer Requests Department. Our customers may reach the Customer Requests Department from the “Contact Us” section of our internet site www.dhl.com.tr or by sending an e-mail to the address “gorusleriniz@dhl.com” and leave feedbacks.

• All feedbacks coming from our customers within the business hours are registered on the same day whereas issues falling into non-business hours are registered on the next business day and, in necessary cases, an inquiry is started.
CUSTOMER SATISFACTION PROCESS

How can our customers leave feedbacks?

- You may call the phone number 444 00 40 24/7 from all around Turkey and share any opinions, wishes, suggestions and comments.
- For communication through Internet, you may leave feedbacks at the address www.dhl.com.tr in the “Contact Us” section or by clicking on the button below.
- You may send an e-mail to the address gorusleriniz@dhl.com in order to leave feedbacks through e-mail.
- In order to reach us by letter or fax:
  
  **Our Head Office’s address:**
  
  Bağlar Mah.Yalçın Koreş Cad. No:20 34209 Yenibosna Bağcılar/ İSTANBUL TURKIYE
  
  Customer Requests Fax Number: 0212 478 14 03
  
  **Our contact information regarding your questions on invoices:**
  
  Tel: 0212 478 12 25 , Fax: 0212 478 14 40, e-mail: finquery@dhl.com

Disclaimer

Regarding “International Carriage by Air – Goods”, our Company is carrying on with its businesses pursuant to the “Convention for the Unification of Certain Rules Relating to International Carriage by Air” signed in Warsaw on October 12, 1929 and the rules of the Hague Protocol dated September 28, 1955 amending this Convention, of Montreal Protocol no.4 dated 1975 and to the records and “Terms and Conditions” provisions set out on the front and back side of the Airway Bill. İstanbul courts shall be authorized in the settlement of unsolved disputes.

Terms and Conditions