

QUALITY POLICY OF PT XENA PRANADIPA DHIA CAKRA (DHIA CARGO)

At DHIA Cargo, we are committed to providing reliable, efficient, and customized logistics solutions to our customers, exceeding their expectations and building long-term partnerships.

Our quality policy is based on the following principles:

1. **Customer Focus:** We understand and anticipate our customers' needs, delivering tailored solutions to meet their logistics requirements and exceed their expectations.
2. **Continuous Improvement:** We strive for excellence in our services, continually improving our processes, systems, and performance to enhance customer satisfaction and operational efficiency.
3. **Integrity and Transparency:** We operate with honesty, integrity, and transparency in all our dealings, ensuring trust and confidence with our customers and stakeholders.
4. **Compliance:** We comply with relevant laws, regulations, and industry standards, ensuring the highest level of professionalism and quality in our services.

Our services include:

- Export and Import Services (Sea, Air, and Land Freight)
- Warehousing and Storage Solutions
- Supply Chain Management
- Customs Brokerage and Clearance
- Hand Carry Services

We are committed to:

- Providing high-quality services that meet or exceed customer expectations
- Ensuring timely delivery and reliable transportation of cargo
- Maintaining the confidentiality and security of our customers' cargo
- Fostering a culture of teamwork, innovation, and continuous learning among our employees

This quality policy is communicated to all employees and is available to our customers and stakeholders. We review and update this policy regularly to ensure it remains relevant and effective.

Director/CEO
PT Xena Pranadipa Dhia Cakra (DHIA Cargo)