

CORPORATE COMMITMENTS OF DLF INTERNATIONAL MOVERS

Quality, Sustainability, Ethics, People, Privacy and Information Security

The way we work

At **DLF International Movers**, we carry out our activities with the commitment to providing safe, reliable and responsible services focused on customer satisfaction.

Our management approach is based on continuous improvement, sustainability, respect for people, information protection and compliance with our legal, contractual and ethical obligations.

1. Commitment to Quality

We work to deliver moving, relocation and international mobility services that meet the highest standards of quality and professionalism.

Our commitments

- Understand and meet our customers' needs.
- Ensure the quality of the services we provide.
- Continuously improve our processes and management systems.
- Effectively manage incidents, complaints and opportunities for improvement.
- Regularly assess our performance through indicators and internal reviews.
- Promote a culture of operational excellence throughout the organisation

2. Commitment to Sustainability and SGE

We integrate environmental, social and governance (ESG) principles into our strategy and daily operations.

Our commitments

- Progressively reduce our environmental impact.
- Promote the responsible use of resources and materials.
- Encourage reuse and responsible waste management.
- Support sustainable practices throughout our supply chain.
- Contribute to social and community initiatives.
- Promote responsible and transparent organisational governance

3. Commitment to Ethics and Compliance

We act with integrity, transparency and accountability in all our professional relationships.



Our commitments

- Comply with all applicable laws and regulations.
- Promote a corporate culture based on honesty and respect.
- Reject any form of corruption, bribery or fraudulent conduct.
- Support fair competition and responsible business practices.
- Protect the organisation's reputation through ethical and professional behaviour.
- Maintain appropriate mechanisms for reporting potential misconduct or non-compliance.

4. Commitment to People

People are one of the most valuable assets of DLF International Movers.

We promote a working environment based on respect, equal opportunities, professional development and employee well-being.

Our commitments

- Ensure objective recruitment processes based on professional criteria.
- Promote equal opportunities and non-discrimination.
- Foster diversity, equity and inclusion.
- Encourage continuous learning and professional development.
- Promote work-life balance, respect and teamwork.
- Maintain safe and healthy working environments.

5. Commitment to Occupational Health and Safety

The safety of people is a priority in all our activities.

Our commitments

- Identify and control risks associated with our operations.
- Implement appropriate preventive measures.
- Promote active employee participation in health and safety matters.
- Provide health and safety training and awareness.
- Investigate incidents and implement improvements where necessary.
- Continuously improve our occupational health and safety performance.

6. Commitment to Data Protection

We respect the privacy of our customers, employees, suppliers and business partners.

Our commitments

- Process personal data lawfully, fairly and transparently.
- Use personal data solely for legitimate and authorised purposes.



- Ensure the confidentiality and security of information.
- Implement appropriate measures to prevent unauthorised access.
- Facilitate the exercise of data subject rights.
- Comply with applicable data protection legislation

7. Commitment to Information Security and Cybersecurity

Protecting information is an essential element in ensuring the continuity and quality of our services.

Our commitments

- Protect information and corporate systems against internal and external threats.
- Maintain appropriate access controls.
- Manage technological risks responsibly and effectively.
- Promote cybersecurity awareness and training.
- Ensure the continuity and resilience of digital services.
- Regularly monitor and improve our security controls.

8. Commitment to Customers and Suppliers

We maintain relationships based on trust, transparency and responsibility.

Our commitments

- Act professionally and respectfully.
- Maintain clear and honest communication.
- Evaluate and develop responsible relationships with suppliers and business partners.
- Promote best practices throughout our supply chain.
- Actively listen to our customers and use their feedback to drive continuous improvement.

9. Commitment to Business Continuity

DLF International Movers maintains organisational, technological and operational measures designed to ensure service continuity and minimise the impact of incidents that may affect our operations.

Our commitments

- Identify and manage risks that could affect business continuity.
- Maintain preparedness and response measures for emergency situations.
- Promote the resilience of critical processes.
- Maintain appropriate response and recovery plans.
- Regularly review implemented business continuity arrangements.



10. Commitment to a Responsible Supply Chain

DLF International Movers promotes responsible, transparent and sustainable relationships with suppliers, partners and strategic collaborators.

Our commitments

- Select and evaluate suppliers based on quality and compliance criteria.
- Promote ethical and responsible practices throughout the supply chain.
- Encourage sustainability and continuous improvement among our partners.
- Properly manage risks associated with critical third parties.
- Foster relationships based on trust, transparency and mutual respect

11. Our final commitment

DLF International Movers continuously works to deliver high-quality services, protect people, act with integrity and contribute positively to the social and environmental environment in which we operate.

These commitments form part of our corporate culture and guide the way we deliver our services and manage our relationships with customers, employees, suppliers, partners and all other stakeholders.

