

I. Our commitment

The DXI Logistics LLC team is dedicated to providing the best possible service to our clients, meeting their needs at the right cost, with reduced risk, and with agile services of consistently high quality.

DXI believes that our professional employees, combined with consistently high standards of service, allow us to achieve our goal of delivering quality services and securing a profitable future.

II. Quality management system

DXI has established, and will maintain, an effective quality management system designed to meet the requirements of ISO 9001:2015, the quality standards of FIDI-FAIM and the networks we belong to, and all applicable UAE regulatory requirements, including those of Dubai Customs and other authorities relevant to our services.

DXI will:

- Set and review SMART quality objectives and work continually to achieve them.
- Identify and assess operational risks and manage them effectively.
- Apply good handling, storage and distribution practices at departmental and individual level.
- Communicate its quality performance to stakeholders.
- Regularly review the performance and continuing suitability of the quality management system, and introduce improved methods to maintain the highest standards.

III. Meeting customer expectations

Management is accountable for communicating the importance of meeting customer requirements to employees at all levels. DXI meets its customers' expectations by continually reviewing its policies and procedures, and by:

- Hiring qualified and experienced staff.
- Holding regular training to develop employees' skills.
- Carrying out regular reviews, internal audits, customer satisfaction surveys and spot checks.

All employees are treated fairly and are encouraged to contribute ideas for improvement.

IV. Availability and review

This policy is displayed at our workplace and is available to the public and other interested parties on request. It is monitored continually, formally reviewed annually, and may be amended whenever necessary.

Approved by:

Jerry Nazzal
Group President

This policy is effective from Oct. 2026 and will be reviewed by Oct. 2027, or earlier if required by changes in UAE law or DXI operations.