



**DP WORLD**  
Nhava Sheva

# Quality Policy

## POLICY

DP World Nhava Sheva shall provide Container Terminal services of an International Standard, meeting the needs and expectations of its customers, stakeholders and associated statutory and regulatory authorities.

All DP World Nhava Sheva's activities are considered to be expressions of quality and hence quality is both an individual and shared responsibility of all employees.

## OBJECTIVES

The objectives of DP World Nhava Sheva are:

- Creating customer satisfaction
- Improving efficiency and
- Increasing revenue

These objectives are an integral part of its business activities with specific measurable targets which are reviewed at defined intervals.

## COMMITMENT

The Management of DP World Nhava Sheva is committed to providing the necessary resources and training to meet its objectives and strive for continual improvement.

**Ajay Singh**  
Chief Executive Officer  
DP World Nhava Sheva

**1<sup>st</sup> August 2014**