



Quality Policy

Our Values

TNT* aspires to be a leader in Quality Management within the transportation industry by understanding and meeting our customers' needs and delivering excellent customer service in every part of our business.

Our Commitment

TNT adopts a **process approach** to managing and continuously improving the effectiveness of our business. The following **key processes** cover all of the main aspects of our business:

- Understanding customer needs
- Delivering on time and in perfect condition
- Winning, keeping and developing profitable customers
- Delivering excellent customer service
- Issuing clean invoices and getting paid
- Managing finances, assets and internal control
- Attracting, developing and retaining quality people
- Providing excellent information communication services
- Being a socially responsible and quality company

Our Objectives

TNT will continuously identify, assess, manage and improve the elements of our operation that impact the provision of services in accordance with customer expectation. In line with sound business practice we will:

- Maintain an ISO 9001 certified management system which establishes Quality responsibilities, targets, monitoring methods and the review of business performance
- Ensure the key processes have been widely communicated throughout the organisation and are owned by process owners throughout the business
- Ensure that each process owner has documented the various procedures required to achieve the desired business outcomes
- Provide and maintain professional resources to assist in meeting company Quality objectives
- Provide information, instruction and job specific training (where required) for employees on Quality matters
- Engage suppliers and sub-contractors that satisfy TNT's Quality requirements and support TNT's Quality objectives and targets
- Make persistent efforts to satisfy the changing requests of our stakeholders.

Policy Control and Review

Copies of this policy will be publicly displayed at all TNT locations, communicated to TNT employees and be available on request to other interested parties. Policy review shall be coordinated periodically and changes communicated by the General Manager, Corporate Social Responsibility and Quality, Mascot Head Office.

TNT's Quality Management System will be regularly audited and revised as necessary to ensure its continued compliance with the ISO 9001 standard and TNT requirements and ongoing business improvement.

Bob Black
Managing Director, Australia,
New Zealand and Pacific Islands
February 2009



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* TNT includes; TNT Australia Pty Ltd, Riteway Transport Pty Ltd, TNT Express Worldwide (NZ) Limited and TNT Express Worldwide (Fiji) Ltd



TNT Express

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UserName: Susan Davies (p474jyg)

Title: Director HR, Admin & Customer Service

Date: Monday, 16 March 2009, 11:37 PM GMT Daylight Time

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