

ONE MISSION: YOUR SUCCESS

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Driving sustainable competitive advantage through the Supply Chain



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DHL SUPPLY CHAIN IS THE WORLD'S LEADING SUPPLY CHAIN SOLUTIONS PROVIDER WITH ONE MISSION: YOUR SUCCESS

Fast and fundamental global change is upon us...



DHL Supply Chain is able to mobilize the power of DHL on behalf of our customers, creating integrated solutions to manage global supply chains.

The global credit crunch is driving a global recession

- Currency markets are unstable
- Stock markets have become very volatile

Globalization is driving towards a multi-polar world

- The Indian population grows at the same rate in one week as the European Union does in a month

The smarter are getting greener

- Harnessing renewable energy is becoming a priority
- Carbon abatement actions are needed
- Investment is hampered by the argument of who pays

Technology-led complexity accelerates

- 22% of the world is now online
- Delivery media (containers, totes, hangers) are becoming intelligent

Who will win the war for talent?

- Availability of talent is limiting growth in the developing world
- Training is a key factor in becoming an employer of choice

The successful companies in the 21st Century will be those that can adapt to these changes, and make them work in their favor.

As the global economy continues to change, retailers, manufacturers and other vendors are facing increasingly difficult challenges.

How should they respond flexibly to fast-changing consumer demand? How can they contain or reduce escalating costs? How do they source low-cost materials or enter emerging markets without substantially increasing their risk or their impact on the environment whilst maintaining their standards for corporate and social responsibility?

A SOLUTION IS AT HAND

The DHL brand stands for **personal commitment**, **proactive solutions** and **local strength worldwide**.

For many years DHL has been synonymous with fast, reliable express and forwarding services around the world, and today we're also a leading innovator in supply chain solutions.

As the world's largest contract logistics specialist, DHL Supply Chain is passionate about:

1. **driving sustainable competitive advantage for our customers by getting their products to market faster and more efficiently.** Whatever their size, our customers can rely on us to draw on our local insight and global scale to deliver value across every aspect of their supply chain.
2. **providing a range of industry-specific solutions throughout the supply chain.** From planning, sourcing, production, storage, configuration and

delivery to after-sales, our customers can rely on us to provide robust solutions that work for any industry, in any environment, no matter how demanding.

3. **using our industry and supply chain expertise to turn complex customer requirements into flexible solutions which meet customer challenges head-on.** By understanding their issues and anticipating their logistics needs in an ever changing environment, our customers can rely on the quality and expertise of our global, regional and local teams.
4. **delivering consistently excellent operations.** Our customers can rely on solutions that work harder for their business through our commitment to innovation and our disciplined approach to performance measurement, quality assurance, project management, environmental management and continuous process improvement.

DHL Supply Chain's commitment stems from the personal dedication of around 140,000 employees operating in over 60 countries worldwide.

In addition, DHL Supply Chain is able to mobilize the power of DHL on behalf of our customers, creating integrated solutions to manage global supply chains and leveraging our global reach across over 220 countries and territories through:

- **DHL Global Forwarding** for air and ocean freight forwarding
- **DHL Freight** for overland transport in Europe and beyond
- **DHL Express** for express deliveries across the world
- **DHL Global Mail** for domestic and international distribution of mail.

By working closely together across divisions, DHL offers integrated end-to-end supply chain solutions with high levels of optimization, visibility and control.

1. DRIVING SUSTAINABLE COMPETITIVE ADVANTAGE

DHL Supply Chain drives sustainable competitive advantage for its customers by getting their products to market faster and more efficiently.

Whatever their size, our customers can rely on us to draw on our local insight and global scale to deliver value across every aspect of their supply chain.

Our role, in short, is to help make our customers successful. We are the first choice for many leading companies who want to outsource logistics and supply chain management.

Our solutions facilitate global sourcing at optimal cost, support entry into new markets with minimal risk and help our customers bring new products to market quickly and cost-effectively.

We provide a reliable local presence – combined with our global reach – that creates real growth opportunities for our customers. We're a name people can trust in places they may not.

We work closely with our customers – often shoulder to shoulder with their management teams – helping many to migrate from traditional manufacturing areas to low-cost sourcing hubs in Eastern Europe, China, India, Latin America and elsewhere.

We aim to think from our customers' perspective and to anticipate their individual needs. We make it our business to understand their industry and operations, helping to improve their business models. We don't accept the status quo – we work hard to stay informed about local markets and growth trends, and we proactively inform our customers about new solutions and opportunities.

TRANSFORMATIONAL OUTSOURCING DEALS

DHL has a long and successful track record of delivering transformational outsourcing deals that address large and complex business-critical issues, driven by an internal or external trigger for change and generating significant value for our customers.

We bring a full range of supply chain capabilities, transformational change management skills, strength in depth and a flexible resource base, together with effective leadership and the will to make it happen.

Successful transformational outsourcing requires a strong relationship between both parties: shared vision and goals, shared risk and reward, joint incentives to exceed expectations and a collaborative / partnership approach.

OUR CUSTOMERS

Our customers come from across the commercial spectrum and the public sector and include over 75% of the world's largest quoted non-financial enterprises. These companies trust us with their brands and reputations not simply because we're the global market leader, but because we're committed to being our customers' first choice and delivering consistent service quality worldwide. We've grown in line with customers' needs, but we also offer tailored support for any organization – whatever their need and whatever their size – we have experts at hand who will help to keep their business on track.

All this means that our customers can concentrate on their key business priorities while we take care of their supply chain.

2. PROVIDING SOLUTIONS THROUGHOUT THE SUPPLY CHAIN

DHL Supply Chain provides a range of industry-specific solutions across the supply chain.



From planning, sourcing, production, storage, configuration and delivery to after-sales and returns, our customers can rely on us to provide robust solutions that work for any industry, in any environment, no matter how demanding.

We have the skills and resources necessary to take on warehousing, distribution and complex supply chain management and outsourcing assignments.

Before proposing a solution, our approach is to understand our customers' underlying business issues and needs. Many customers come to us with a business problem, and not necessarily a supply chain problem. We listen and help them identify growth objectives, key customers, profitability goals, competitive issues, and more. It's the best way to see where their supply chain, revenue and profitability intersect.

Over the years, we've developed countless innovative solutions for supply chain management, then honed and refined them as we've worked with companies around the world. Our tailored solutions are based on proven models and having done it before we know we can keep our promises and reduce implementation cost, time and risk.

We offer a comprehensive suite of solutions right across the supply chain:

1. Plan – Laying the foundation for an effective supply chain

- Supply chain analysis and design
- Lead Logistics Provider (LLP) services

2. Source – Getting the materials you need, when you need them

- Procurement services
- Raw materials transportation
- Raw materials warehousing
- International supply chain management

3. Make – Manufacturing the product

- In-plant logistics
- Inbound to Manufacturing (I2M)
- Contract manufacturing

4. Store and customize – Getting it ready to sell

- Finished goods warehousing
- Value added services, for example assembly and co-packing

5. Deliver – Getting it where it needs to be

- Transportation and distribution management
- Service parts logistics

6. Return – Bringing it back when it's not needed

- Reverse logistics
- Environmental compliance

Simply put, you will find no better or more comprehensive support along the entire value chain and all from one source!

What does this mean for our customers? World-class service.

Top-notch quality. And a dependable, responsible partner who can be banked on, time after time.

3. USING OUR INDUSTRY AND SUPPLY CHAIN EXPERTISE

DHL Supply Chain uses its industry and supply chain expertise to turn complex customer requirements into flexible solutions which meet customer challenges head-on.

By understanding their issues and anticipating their logistics needs in an ever changing environment, our customers can rely on the quality and expertise of our global, regional and local teams.

We are confident that we can meet supply chain challenges faster and more effectively. Our scale and expertise mean that, the chances are, we've already solved your problem many times in the past. In fact, the likelihood is that we've made it a best-practice solution, ready to be implemented by an account team that intimately understands the market.

Every day, across the world, our people work with a huge variety of customers to solve very practical issues. Whether integrating systems seamlessly in an end-to-end supply chain or driving down the cost of distribution, we constantly seek better ways of making it happen.

As the leader in supply chain services we attract the most capable people in the business. But we believe that even the best can be improved upon. You could call that a DHL maxim. So we never forget that we are only as good as our people – and development and training for our people is key to our success – from warehouse associates to drivers and supply chain managers.

Because we focus on selected major industry sectors, our customers benefit from working with specialists – not only in supply chain services, but also in their particular marketplace. Not only do our managers have to be logistics experts, but they also have to be experts in the business of every one of our customers. The knowledge of our people, combined with our industry-leading solutions, provides our customers with real competitive advantage.

If customers are looking for a Lead Logistics Partner, DHL will act as the overall supply chain manager, optimizing logistics networks, re-engineering operational processes and implementing performance management to drive continuous improvement.

From setting up an entire supply chain for a utility business or freight engineering components from China, we have the experts needed every step of the way, providing solutions to industry problems...

Automotive

Leaner and more efficient supply chains that help increase speed to market and fulfill the raised expectations of customers.

Consumer

Delivering the promise of global brands, driving down costs and managing increasing complexity and shorter product lifecycles.

Healthcare and Life Sciences

Increased visibility of stock in the supply chain for pharmaceutical and medical equipment manufacturers, as well as the hospital supplies industry, to reduce stock and increase flexibility. Improved processes for clinical trials, through just-in-time order fulfillment from strategic stock locations.

Industrial, Engineering and Manufacturing

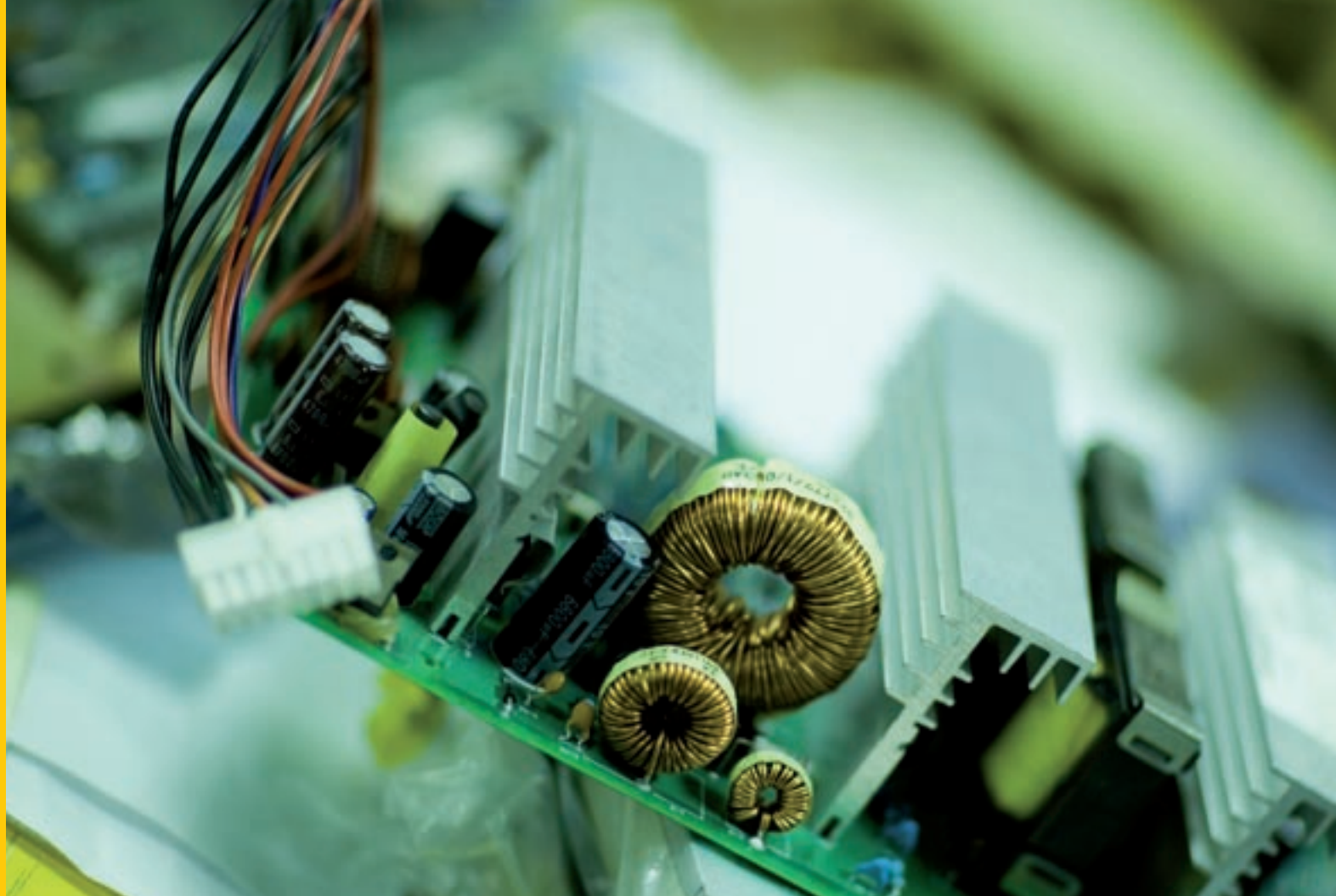
Transforming complex industrial supply chains using experiences gained from all industries.

Retail and Fashion

Managing international inbound supply chains, complex distribution center operations, and local store delivery to provide high levels of product availability across multiple retail channels to satisfy consumer demand.

Technology

Reduced costs in warehousing and reduced cycle times, performance improvements and maximum traceability right up to final delivery to the end user.



4. DELIVERING CONSISTENTLY EXCELLENT OPERATIONS

DHL Supply Chain takes a proactive approach to continuous improvement.



Our customers are increasingly expecting greener supply chain solutions and within the logistics industry we were pioneers in setting quantifiable carbon efficiency targets.

Our customers can rely on solutions that work harder for their business through our commitment to innovation and our disciplined approach to performance measurement, quality assurance, project management, environmental management and process improvement.

At DHL, performance measurement is at the heart of our operations management process.

Our performance metrics provide DHL management from site to executive level with the tools and information necessary to understand performance against key measures in an efficient manner.

Through performance measurement we:

- engage operational teams in the review of daily process metrics
- review performance metrics with customers
- provide visibility to processes in need of attention
- understand the voice of the customer and of associates.

Scorecards and dashboards are reviewed as part of the management review process and are used to enable the discussion, draw attention to the defects and identify opportunities for improvement initiatives.

Fail to plan and you're planning to fail. You've heard it before. We know it's a fact. That's why DHL has made project management a core discipline and key differentiator. We've designed, from the ground up, a proprietary management approach that simply works better.

Through our **DePict® project management methodology**, we ensure that the design is implemented on time to budget and becomes an operational reality.

We know that one missed deadline can jeopardize the entire outcome. So we do more than delegate responsibilities. We define roles, expectations, scope and goals in incredible detail, then monitor projects so closely that we can anticipate and respond to risks and opportunities before they happen, which is key to keeping a project on track.

We are passionate about quality. Quality is about more than meeting ordinary supply chain performance goals. It's about finding ways to constantly move the bar higher. When we say quality, we mean no errors in shipments, low product damage, on-time orders, high productivity, alignment with customer requirements, and full regulatory compliance.

We believe we can't achieve quality if we don't know what it truly means to our customer. So we begin by studying service expectations, business objectives and regulatory requirements. Then we implement our Quality Management System, which provides clear direction for our customers' workforce.

Environmental Management and Sustainability are at the core of what we do. Our customers are increasingly expecting greener supply chain solutions and within the logistics industry we were pioneers in setting quantifiable carbon efficiency targets. Our target: a 10% reduction of carbon emissions by 2012 and a 30% reduction by 2020. Our DHL environmental program – GoGreen – supports the achievement of our environmental targets by focusing on three key areas:

- **Measurement of our carbon footprint** to be transparent on our impacts and to understand our progress towards targets
- **Management of our environmental impacts** by building a foundation of environmental management according to the principles of ISO 14001
- **Improving our carbon efficiency** and reducing our environmental impacts through rollout of key environment programs in the areas of energy efficiency, transport, waste management and employee engagement.

Process improvement is a constant at DHL Supply Chain, because there is no such thing as a one-time solution. The minute a supply chain is perfected, the business will change and our focus will need to change with it. Our team of trained process improvement advisors drive ongoing, incremental improvement – setting us apart from our competition.

To keep our customers' supply chain operations ahead of the curve, DHL Supply Chain relies on a proven Process Improvement methodology. From re-engineering initiatives to continuous improvement workshops, we work with our customers to identify specific opportunities such as raising customer satisfaction or reducing process defects.



YOUR BUSINESS HAS BECOME OUR BUSINESS

During our long heritage we have amassed a vast wealth of experience in delivering robust supply chain solutions tailored to specific industry needs. This experience is ready to be exploited by our customers.

► Automotive

FASTER RESPONSE TIMES

DHL Supply Chain offers proactive solutions enabling faster response to changing market conditions.

Today's automotive businesses demand streamlined efficient supply chains. They need better control to cope with high cost components, shorter lead times and increased service expectations. They have to raise supply chain visibility and find the right balance between inventory and product availability. Rising to the challenge, DHL offers solutions that enable such companies to work even more closely with their suppliers and customers, providing the control necessary to respond quickly and economically to both supply chain events and fast-changing markets.

The approach marries complex global sourcing requirements with integrated Inbound to Manufacturing solutions, and spans network design and planning, supplier collections, configuration and value-add assembly, cross docking, merge-in-transit, sequencing and line-feed, to name just a few – all integrated across our contract logistics, freight forwarding and transport businesses.

For the service and spare parts market, we offer tailor-made solutions – from central and forward stocking to dedicated and

expedited replenishment for dealers and independent repair networks – helping our customers improve parts availability, optimize inventory, reduce lead and cycle-time, and improve order accuracy.

DHL's Lead Logistics Partner services focus on improving entire transport and supply chain processes, and provide customers with a single point of contact and control for all movements worldwide.

► Consumer/FMCG

IMPROVING YOUR SPEED TO MARKET

DHL Supply Chain offers a wide range of dedicated and shared-user solutions to domestic, international and global fast moving consumer goods (FMCG) manufacturers.

We work across a range of industries including: food (frozen, chilled and ambient); beers, wines and spirits; home and personal care; multimedia, publishing, tobacco and household appliances.

Our main priority is to support our customers in satisfying the increasing demands of their end consumers. DHL Supply Chain can help every step of the way. We work with the biggest manufacturers and retailers in the world, so we understand every phase of the supply chain.

Our customers realize return on investment in the form of improved product flows, reduced lead times, reduced costs and improved margins.

We help our customers to manage the increasing complexity and shorter product lifecycles within their dynamic supply chains by improving inventory management, effective use of IT infrastructure, and increased transparency through the supply chain – enabling them to meet seasonal demands, access new channels, support new product launches and facilitate global sourcing.

We focus on supply chain design, re-engineering, warehouse process, network optimization and we have niche expertise in co-packing and automation.



► Healthcare/Life Sciences

FLEXIBILITY, SECURITY AND COST EFFECTIVENESS

The highly regulated healthcare and life sciences market presents the supply chain industry with a unique set of challenges – a task not every contract logistics provider is equipped to handle.

Thanks to the technology at our disposal, our compliance with industry regulations and stringent security procedures, DHL is in an ideal position to meet the sector's demands. We invest heavily in IT-based visibility tools to provide track-and-trace, with the opportunity to intervene if, for example, medical supplies are required in an emergency.

Most importantly, we have the technologies, infrastructure and people in place to manage end-to-end distribution worldwide – creating a 'zero-gap' supply chain that ensures product integrity and quality assurance, with total visibility of inventory, source and status every step of the way.

We have a range of services to support hospital supply chain optimization. We work with hospitals to gain a clear understanding of current issues and future goals for their supply chain and offer a customized service to meet these needs. The services range from procurement and off-site consolidation, to on-site services, managed inventory and patient transport.

We also offer a global network of purpose-built specialized clinical trials cells, providing highly controlled and monitored environments for clinical trials logistics, which is managed through dedicated study managers and bespoke clinical trials information systems.

We are recognised leaders in handling cold chain products globally. The dedicated sites and staff are trained and experienced in the transport of temperature-sensitive life science and healthcare products.

As in other sectors, life sciences and healthcare companies are increasingly reviewing their costs and manufacturing structures. Production and sourcing are migrating to low-cost regions of the world and, as a consequence, supply chains are getting longer and more complex. Longer chains inevitably contain more stock, which imposes additional costs and risk.

► Industrial

DRIVING DOWN OPERATIONAL COST AND CAPITAL

DHL Supply Chain works with major industrial companies and their suppliers, including utilities, oil and gas, transport infrastructure, paper and packaging, engineering, construction, building products, industrial equipment and capital goods manufacturers.

To manage increasing complexity and shorter lead times, our customers are demanding ever more sophisticated solutions and technology.

Typically they need:

- streamlined and more efficient supply chains
- maximum benefits from global sourcing
- timely and cost-effective inbound delivery to production lines and field engineers
- support in managing growth and change
- enhanced supplier compliance
- access to new markets and new channels to market
- procurement and back-office support

- planning and asset management
- responsive and flexible aftermarket services
- MRO supply services
- compliance with environmental and other regulations
- outstanding customer service and higher customer satisfaction.

At DHL, we promote the innovative use of supply chains to increase our customers' competitive advantage. We focus our industry-leading expertise to satisfy your customers' needs. And we use our operational skills and experience in the industrial sector to deliver value and high service levels consistently, day after day.

DHL provides remote field engineers and construction workers with the materials they need – where and when they need them – to maintain and build utility, construction, transport and telecommunications infrastructures.

Your mission is to develop and market the best products possible.
Our mission is to manage the best supply chain possible.



► Retail

OPTIMIZING YOUR MARKET POSITION

We know that demanding customers, hyper-competitive markets, increased customization, multi-channel retailing, and other retail challenges have major implications for logistics.

So we offer a host of integrated services that can improve every phase of the supply chain, satisfy consumers, and help our customers optimize their market position.

We understand that in the retail industry, supply chains are becoming more extended and complex as retailers take the advantage of sourcing from lower cost countries. Our significant infrastructure and operational presence in most global retail markets and all sourcing

countries means that we can deliver optimized supply chains to our customers, reducing lead times and improving service levels.

Our portfolio of services spans everything from supply chain consulting and network design, international supply chain management, distribution center management and e-fulfilment, pre-retail services, to in-store logistics and returns management.

No wonder so many leading retailers around the world choose us as a trusted contract logistics provider.



We offer a host of integrated services that can improve every phase of your supply chain, satisfy your customers, and help you optimize your market position.

► Fashion

REDUCING LEAD TIMES, IMPROVING ACCURACY AND AVAILABILITY

In the fast-moving fashion industry, where product availability on shelf is critical, we have an unmatched worldwide presence to support our customers in their end-to-end supply chains.

When delivery lead time, accuracy and reliability of supply across the globe is of critical importance to fashion companies, DHL has developed specific logistics solutions to meet the demanding needs of this dynamic sector.

To stay ahead, fashion companies need to compete on design, price and range availability. Multiple seasons each year result in product complexities of style, color, size and ratio packs. What is more, garments need to be available for sale when and where they are needed. Through our decades in the fashion industry, we have developed flexible and

adaptable solutions, ensuring fashion companies can provide the variety and responsiveness that consumers demand. Using leading edge supply chain design and optimization of inventory holding, we focus our efforts on ensuring garment availability in the retail environment.

Our commitment to going that bit further means that we offer a huge range of garment processing services to ensure our customers' products are ready before arrival at the store, allowing retailers to do what they do best – selling. Our investment in our pan-European fashion network means that our vehicles are designed

to carry goods-on-hangers with flexible systems to accommodate all types of garments. Our IT systems ensure full garment visibility is possible at all times, whether in the warehouse or in transit.

With our multi-level global, pan-European and country supply chain services, and our holistic logistics management approach to managing vendors and suppliers, we deliver optimized supply chains to our customers, reducing lead times and providing easy access to new markets.



► Technology

FLEXIBILITY TO KEEP PACE IN THIS DYNAMIC MARKETPLACE

With product life cycles becoming ever shorter, the newest technology can be superseded within just weeks of release.

At the same time, manufacturing and distribution locations are forever changing to meet the need for quick and low-cost sources of supply. Technology companies have formidable and complex logistics requirements.

This is where DHL's unrivalled experience and expertise comes into play. Specialized services cover inbound logistics, turnkey production such as hardware and software configuration to customer requirements including integrated warehousing, managed transport, installation and commissioning.

With our staging and deployment solutions, DHL provides a full range of services to support large

scale equipment migration projects for industrial, computing and telecommunications equipment. Operations include warehousing, configuration, delivery and on-site installation, product returns, asset recovery and/or disposal in line with environmental compliance.

When required, our shared-user solutions and vendor hubs can help customers capitalize on similar distribution networks to minimize labor and transportation costs, while increasing asset utilization. We also offer specialist technical distribution solutions for heavy, fragile and sensitive equipment – from order placement to point of use, as well as subsequent decommissioning, removal and recycling.

When our customers need critical spare parts delivered to their customers within an agreed timescale, **DHL's Service Parts Logistics (SPL)** solution can meet that need. Operating globally, our SPL team delivers our customers' promises to their customers. We do this with a strategic network of global and regional warehouses and forward-stocking locations, all supported by professionals who understand the metrics that determine success in each market. We support all types of service: repair and return, product exchanges, advanced replacements and on-site repair.

Logistics in the technology industry is all about getting complex, valuable, rapidly obsolete products into the hands of tech-hungry consumers and businesses as quickly as possible.



► Williams Lea

BRINGING AN UNRIVALLED BREADTH OF EXPERIENCE AND DEPTH OF EXPERTISE

Business process outsourcing.

Specializing in Corporate Information Solutions, Williams Lea is a global Business Process Outsourcing (BPO) company providing expert management of all the printed and digital information an organization shares with its internal and external audiences.

Solving Corporate Information challenges and improving information performance, we transform many of the world's most respected businesses and distinguished brands. We unite internal and external information and communication strategies, utilizing traditional and digital channels and leveraging inbound and outbound information flows to provide a single, integrated, end-to-end solution.

Transforming Corporate Information from a passive company commodity, to a valuable asset, we increase profitability, enhance the customer's experience and minimize risk. Because we free up our clients' time and resources to focus on their core business activities, they are able to compete more effectively.

We have a proven reputation for delivering on our promises. We build trust-based, value-creating partnerships, thanks to a special blend of skills, knowledge, capabilities and assets.

We engage with our clients on a consultancy basis, but unlike other consultants, we build solutions and are hands-on in implementation. It is for this reason that we focus all of our expertise and experience on driving results for our clients now and for the future.

Williams Lea's customers include major international corporations in the areas of investment banking, financial services, legal and professional services and retail, as well as companies from the automotive and pharmaceutical industries.

LOCATIONS

Headquartered in London, Great Britain

- Europe
- North America
- Asia
- Australia
- Offshore capacity in North America and India

Employees worldwide approx. 11,000

► DHL business activities and organization

EVERY SECOND OF THE DAY, WE REACH PEOPLE AROUND THE WORLD

DHL is the world's leading logistics group.



Our goal is to use our core competencies and our employees' skills and talents to make a difference to people's lives in the communities where we are present.



DHL is a Deutsche Post DHL brand with a vision to become "The logistics company for the world". Our promise to customers is to provide simplifying services and sustainable solutions, and to always demonstrate respect without compromising on results.

We are active in more than 220 countries and territories, employing around 310,000 people. We hold a No.1 position in many of our markets. But to us, being No.1 is about much more than size. It is about being a leader in service, innovation and meeting our customers' needs.

The DHL brand delivers comprehensive international mail, express, supply chain and freight forwarding services.

Our EXPRESS division provides courier and express services to business and private customers. We can draw on the world's most extensive network, embracing 220 countries and territories.

In our GLOBAL FORWARDING, FREIGHT division, we carry goods by rail, road, air and sea. We rank amongst the world's leading providers of air and ocean freight and for overland freight transport in Europe.

Our GLOBAL MAIL division operates the world's largest network for international mail dispatch, offering customers complete dispatch solutions for all international mail services from a single source, with some 50 production centers on four continents and direct links to more than 200 countries.

In our SUPPLY CHAIN division we rank as No.1 in contract logistics and also provide business process outsourcing solutions for the largest organizations and companies with international presence through Williams Lea.

SOCIAL RESPONSIBILITY

We are part of a movement of businesses and organizations around the world that are applying their competencies and resources to the pressing challenges we face as a society. Our strategy is to focus on three core elements: community, people and the environment. Our goal is to use our core competencies and our employees' skills and talents to make a difference to people's lives in the communities where we are present.

We work with the United Nations in the area of disaster management using our core competence to manage and support logistical operations in times of crisis.

In 2006 we entered into a global partnership with UNICEF to provide long-term assistance in its worldwide fight to reduce child mortality; and our employee volunteers support health and education initiatives around the world.



► DHL Express

DELIVERING THE WORLD, PERSONALLY

Your world continues to advance at an astounding rate; deadlines get tighter, expectations get higher, and the need to get the job done as quickly as possible intensifies.



Back in 1969, it was the anticipation of this escalating demand that led the founders of DHL to begin personally shipping by air from San Francisco to Honolulu. In doing so, they invented an entirely new industry.

Today, the principle of providing a fast and focused express service, without ever losing sight of the importance of the human touch, remains unchanged... even though DHL Express now services a unique network of more than 120,000 destinations, in over 220 countries and territories, connected by dedicated local advisors in over 6,000 offices worldwide.

Because the network we service is so extensive, we know how important it is to maintain a strong local presence; building strong and lasting relationships with those who make us number one: our customers.

Answering the need to meet the hugely differing demands of local and global markets, we have created a service that offers you a choice of Time Definite and Day Definite delivery options, together with a range of Same Day possibilities. Whether our customers are looking for a fast standardized service or a tailored option that meets a very specific need, they simply select the solution that best suits their requirement, then relax; secure in the knowledge that their local DHL team will take care of the rest.

At DHL Express, our team is committed to offering a world of possibilities, delivered with a personal touch. Fast, focused and friendly. From that first San Francisco flight in 1969, these are the qualities we call upon to exceed the high standards our local and global customers expect.

► DHL Global Forwarding

A STRAIGHTFORWARD APPROACH TO THE COMPLEXITIES OF INTERCONTINENTAL FREIGHT FORWARDING

Globalization is continuing to stimulate demand for high quality and reliable international freight forwarding solutions.



DHL Global Forwarding has a rich history and offers freight forwarding services of consistent quality from a single source. Today, we are the worldwide leader in air freight forwarding, with more than 10% of the market. And we're the international No.1 in ocean freight – not just in full container loads, but in less-than-container load traffic too.

We provide timely delivery of raw materials to the point of manufacture, avoiding production delays. We consolidate and ship intermediate and finished products efficiently to destinations worldwide. We provide logistics services for industrial projects, including teams of experts in dismantling and reassembly.

We also offer transport-related value-added services: pick-up and delivery, cargo insurance, IT-based customer programs – plus consultancy on all supply chain and security issues.

With no weight or size constraints, we have the means to get our customers' goods to where they are needed by the agreed deadline and in perfect condition. Our regulatory knowledge and local expertise enable us to work with customs authorities to ease the movement of cargoes seamlessly across national borders. A full range of customs brokerage services is offered.

► DHL Freight

YOUR FLEXIBLE PARTNER FOR OVERLAND TRANSPORT ACROSS EUROPE AND BEYOND

DHL Freight gets your goods from A to B in a cost-efficient and reliable manner.



DHL Freight goes the distance for our customers all over Europe and into parts of the Commonwealth of Independent States (CIS), the Middle East and northern Africa – by road, rail and inter-modal transport.

DHL Freight offers a wide choice of dedicated and multi-user transportation solutions, and places a high priority on integrating logistics operations. We have experience in all industry sectors, with services ranging from domestic and international groupage to part- and full-load transport, as well as managing inbound/outbound logistics.

We also offer pallet distribution, plus a full range of service options – including delivery on appointment, transport of chemicals and hazardous goods, and third-party billing. And we provide specialist trade fair logistics, including a variety of exhibition services – from delivery of stands and promotional materials to on-site assembly and support.

Our proven, state-of-the-art IT and track-and-trace systems ensure we maintain the high delivery performance standards our customers expect from a company bearing the DHL name, while also enabling us to offer visibility of groupage shipments, for example, via the internet.

► DHL Global Mail

THE ONE-STOP SHOP FOR ALL INTERNATIONAL MAIL SERVICES

DHL Global Mail is a full service provider of tailored international dispatch solutions – delivering our customers' success worldwide.

DHL Global Mail is DHL's international mail expert. We have direct connections to over 200 countries, 35 sales offices and 40 production centers worldwide, numerous cross-border solutions for our customers' mail shipments – and just one objective: their satisfaction.

The changing pace of globalization and the selling power of the internet now enable our customers to develop business connections around the world at any time, serve their customers and break into new markets.

As our customers' businesses develop, they need a logistics provider they can trust. So it is reassuring they can count on a partner like DHL Global Mail, a company with a proven track record, 14% share of the global mail market and capable of shipping some six million mail items around the world each day.

We show our commitment by finding the best tailored solution for our customers' needs and their target markets. Rapid, reliable and cost-effective – DHL Global Mail is the partner to ensure success worldwide.