

Corporate Brochure 2023



DKSH

Delivering Growth – in Asia and Beyond.

Key Figures 2022



11.3 billion
net sales (2022)



53
innovation centers
200
distribution centers



Operations in
37
markets



2,200
clients
2,100
suppliers



32,600
employees

Welcome From the CEO



Over the past three years, we have seen consumer habits across the globe change. As such, routes-to-market are becoming more diverse, complex, and competitive for companies from both the East and the West.

That's where we can help you. We are a Swiss organization with nearly 160 years of experience in helping companies grow their business in Asia Pacific, as well as selected markets in Europe and North America. And that's what we mean when we talk about our industry: Market Expansion Services – of which we are the leader.

When you partner with us, you get an integrated and comprehensive portfolio of services precisely tailored to your needs. You also benefit from our in-depth knowledge and insights into local markets, regulations, business networks, as well as an omni-channel outlook.

So if you're wondering how to reach your business goals and grow your business in the exciting and diverse regions of Asia Pacific, Europe, and North America, please get in touch to find out how we can help you.

A handwritten signature in black ink, appearing to read 'S. Butz'.

Stefan P. Butz
Chief Executive Officer

Contents

1	Welcome From the CEO
3	Four Reasons to Partner With Us
13	What We Do
14	DKSH in Brief
15	Market Expansion Services
16	Services We Offer
17	Our Business Units
18	Consumer Goods
20	Healthcare
22	Performance Materials
24	Technology
27	About Us
28	Organizational Structure
30	Our People
32	Sustainability
34	DKSH Identity
36	Our History
38	DKSH Locations

Four Reasons to Partner With Us





Trusted Partner

DKSH is the trusted partner for companies looking to grow their business in Asia and beyond.

As an industry leader, DKSH is the first choice for clients seeking a trustworthy and reliable Market Expansion Services partner who can guarantee the integrity of their value chain and the quality of their services.

We blend Swiss reliability, professionalism, and best practice corporate governance with nearly 160 years of experience. Through our presence in 37 markets across Asia Pacific, Europe and North America, we are literally woven into the fabric of the markets we serve – and as they grow, we grow with them.





Unique Value

We offer our partners the services they need most, tailor-made to their specific requirements.

For nearly 160 years, we have been delivering growth for companies and brands. We have experienced first-hand all the challenges our partners face and we have the know-how they need to overcome them.

Our complete portfolio of services is integrated and tailored to the needs of our business partners. We help them grow with an unrivalled network in Asia Pacific, Europe, and North America, long-term relationships, plus in-depth knowledge of industries and local markets.







Resilient Unique Scalable

Our unique business model fuels our growth and is deeply rooted in the fast-growing markets of Asia.

Well diversified, unique, and highly scalable, our business is resilient and difficult to replicate, and forms the foundation for our continuing growth.

The vast majority of the products we handle are very close to the daily needs of the people in the markets where we are active, contributing to the resilience of our business model.





Driving Growth

Our growth, and the growth of our business partners, is fueled by three megatrends.

First, there is tremendous growth in Asia, driven largely by the region's fast rising middle class. Their increased purchasing power is having a positive direct impact on consumer markets and an indirect positive one on industrial markets.

Second, intra-Asian trade is increasing. Asia has developed into a continent with its own strong domestic markets and is now at the center of global trade flows – and the trade barriers continue to fall.

Third, companies are recognizing that growth is more profitable if they focus on their core competencies and outsource other elements of the value chain to specialist service providers such as ourselves.

How Can We Support You?

At DKSH, our business partners are either clients or customers, depending on their position in the value chain and the services we provide to them. Our business model is centered on DKSH's role as the key link between clients and customers. We help our partners in growing and adding value to their business and enable them to achieve lasting success.

As a result of our position as a leading company for partners looking to grow their business in Asia Pacific, Europe, and North America, we benefit from economies of scale, unique cross-regional and cross-industry synergies, and significant bargaining power with trade.

Leveraging on our strong market presence, clients can capitalize on the superior commercial terms and conditions made available by DKSH. On the other hand, our scope and scale allows

us to provide our customers a comprehensive portfolio of products and services.

Our Clients

Our clients – manufacturers of fast moving consumer goods, luxury and lifestyle products; pharmaceuticals, consumer health products, and medical devices; specialty chemicals and ingredients; and advanced machinery or technical equipment – wish to sell their products in markets with high entry barriers.

Strategically, our clients want to grow their business by increasing sales in existing markets, enhancing efficiency and margins, or launching into new markets.

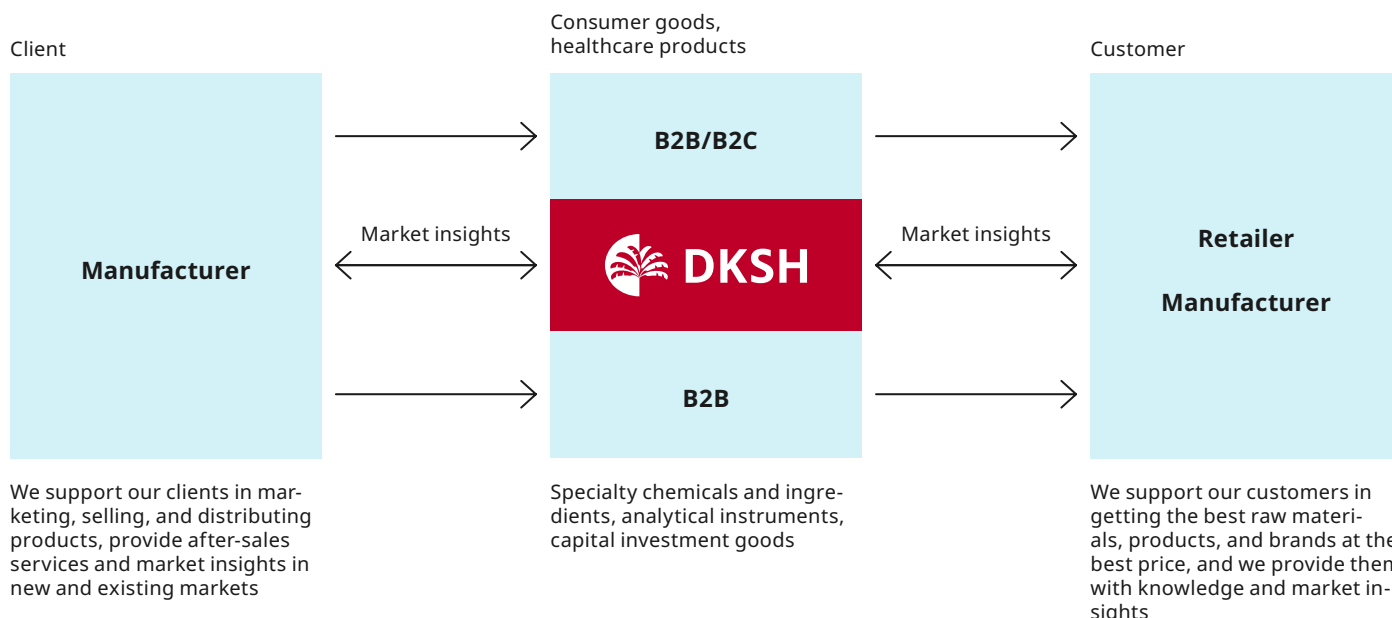
We support our clients in marketing, selling, and distributing their products, as well as providing after-sales services and market insights.

Our Customers

Our customers are either manufacturers to whom we provide technical equipment or raw materials, which are processed or used in their own production; retailers such as supermarkets, department stores, mom-and-pop stores, luxury and apparel boutiques; or doctors, hospitals, and pharmacists who resell the products we provide to end consumers.

Strategically, our customers want to increase their sourcing base, market shares, and revenue opportunities.

We support our customers in obtaining the best raw materials, products, and brands at the best price, while providing them with knowledge and market insights.



What We Do

What We Do

DKSH in Brief



“Being deeply ingrained in the fabric of local communities, we create impact by catering to basic needs, bringing joy, and fulfilling dreams. When people see our DKSH truck arriving in a remote area, they group around it. It brings excitement and life to town.”

DKSH enriches people’s lives by providing reliable access to high-quality and responsible products and services, creating sustainable value for our partners, and contributing to raising the quality of life in the communities we operate in by generating jobs, perspectives, and opportunities for people’s development and growth.

Delivering life-saving drugs to hospitals, bringing high-quality products to remote villages, installing technology that raises living standards, and providing new formulations for healthcare products that make life easier. These are just a few examples of how DKSH touches and enriches people’s lives around the clock.

We do this while helping our clients grow by distributing, promoting, and servicing their products and helping our customers grow by providing access to high-quality products, services, and insights.

Delivering Growth – in Asia and Beyond.

Stefan P. Butz, Chief Executive Officer

Market Expansion Services



The underlying goal of any business is to drive growth. This is DKSH's sole aim: providing companies with access and expertise to grow in Asia Pacific, Europe, and North America. We call this Market Expansion Services.

Our Market Expansion Services are:

Comprehensive

Choose from a complete range of specialized services along the value chain – from sourcing, market insights, marketing and sales to distribution and logistics and after-sales services.

Customized

Our services are precisely tailored to meet your exact needs.

Integrated

Our intelligently integrated and tailor-made services deliver seamless end-to-end solutions – no matter how large or small your requirements.

Our Service Philosophy

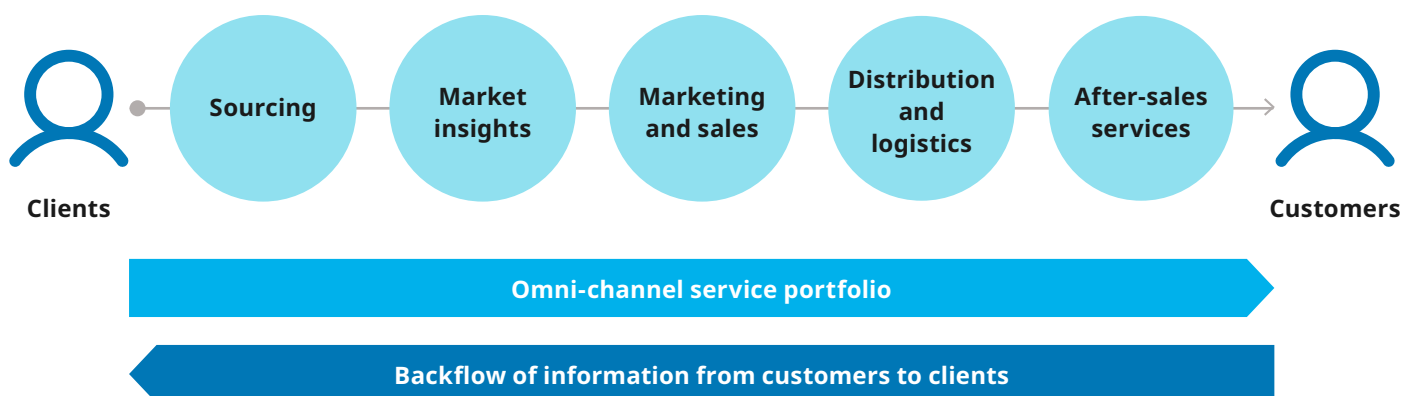
Our business is about more than simply the exchange and promotion of goods, but rather taking on a profound responsibility for your products and brand. Our specialists proactively provide strategic advice based on their experience, know-how, and networks, gathering data from our hundreds of thousands of customers and translating it into highly detailed and up-to-date market information. With us, your business is in good hands.

Our industry expertise is reflected in our four highly specialized Business Units: Consumer Goods, Healthcare, Performance Materials, and Technology.

Learn more at www.dksh.com



Services We Offer



Choose the services you need to grow your business from our comprehensive and ever-growing omni-channel portfolio.

Sourcing

Access a global sourcing network with:

- Deep industry expertise to provide you with any materials and products you need
- A cost-effective, quality, and dependable supply
- Full compliance with safety and environmental regulations

Market Insights

Innovate for growth with:

- Access to our global network of innovation centers where we generate new product ideas, develop, and customize them, work on new ingredients and technology applications, provide hands-on training and acceptance tests
- Market entry and long-term business strategies based on our local expertise and market intelligence

- Omni-channel insights from data and analytics

Marketing and Sales

Open up new revenue opportunities with:

- A complete array of marketing and sales services for your products, including eCommerce marketing
- Access to all relevant channels to market, customers, and outlets across Asia Pacific both offline and online (e-retailers, e-marketplaces, etc.)

Distribution and Logistics

Delivery of what you need, at the right time and place with:

- An unmatched logistics infrastructure and distribution centers to transport, store, and distribute your products across Asia Pacific, and selected markets in Europe and North America
- Many additional specialized services including product registration, regulatory support, customs handling, importation, logistics, repackaging,

invoicing, cash collection, supply chain management, and e-fulfillment

- A global SAP platform which you can align your IT system with to receive valuable direct data, such as outlet level transactions, for informed decision-making

After-Sales Services

Service throughout the entire lifespan of your product with:

- A broad range of after-sales services and support ensuring top-quality standards, fast problem resolution, and the ability to establish a positive product experience
- Expertly trained teams providing customer service, repairs and maintenance, on-the-spot training, and know-how transfer

Our Business Units

Consumer Goods

CHF 3.7 billion

net sales (2022)

CHF 86.9 million

EBIT (2022)

18,850

specialists

925

clients

23

markets



DKSH Consumer Goods is a leading distributor and market expansion services partner for fast-moving consumer goods, food services, and luxury & lifestyle companies.

We provide a full range of integrated solutions to support our partners' journey of growth, including product feasibility studies, registration, importation, customs clearance, sales, marketing and merchandising, warehousing, physical distribution, invoicing, cash collection, and after-sales services. Our local expertise and knowledge, together with our broad infrastructure, enable us to understand our business partners' needs and deliver customized solutions to grow their businesses.



[dksh.com/
consumergoods](https://dksh.com/consumergoods)

Our Fast Moving Consumer Goods team operates 100 distribution centers in Asia Pacific. Serving hundreds of boutiques, shops-in-shops, and brand counters, the Luxury & Lifestyle team has a proven track record as a brand builder in luxury goods. Our Food Services team caters to the rapidly growing hospitality industry in the region.



Success Story: **Alternative Dairy Producer Makes Headway in China's Leading Supermarket Stores**

Background

Oatly Group AB is a Swedish food company that produces alternatives to dairy products from oats. The company engineered its demand by entering the US market through high-end coffee shops before going to retail. Its Barista Edition Oatmilk quickly became the preferred alternate milk because of its ability to deliver the mouthfeel and foamability that talented coffee artisans associate with milk when making beverages such as cappuccinos and lattes. Oatly has physically wrapped its product in whimsical, eye-catching, type-driven packaging, which both educates and amuses customers about oat milk.

Challenge

The client was facing challenges in increasing off-the-shelf sales momentum, especially in retail stores. The main reason for this was that its products were placed only under the beverage category. It needed to switch into other retail categories to achieve a better shelf presence at retail locations.

Approach

We identified the Metro and Carrefour retail chains as the key channels to help push the products to consumers. With our established relationship with these two chains, we facilitated the change of the products from beverage to dairy, which was more relevant being a dairy-alternative.

We also provided marketing and sales support along with the necessary distribution, logistics, and accounts services for the full range of Oatly products. Aside from its popular Barista flavor, we also helped the client expand into the ice cream segment.

Results

Since commencing the partnership with DKSH in mid-2021, the client has recorded increased monthly average net sales. It continues to be positive in achieving continued growth for its products through these stores.

Healthcare

CHF 5.6 billion

net sales (2022)

CHF 146.2 million

EBIT (2022)

7,990

specialists

575

clients

16

markets



DKSH Healthcare is a leading distributor and commercial outsourcing partner of choice for pharmaceutical, OTC, consumer health, and medical device companies.

We help patients in Asia Pacific get reliable and efficient access to the best health-care possible by providing our partners with a full range of commercial outsourcing and market expansion services.

We provide access to multiple channels in 15 markets in Asia Pacific, including modern and traditional trade, drugstores, pharmacies, clinics, hospitals, and eCommerce platforms.

We offer a wide range of solutions from registration, market entry studies, marketing and sales, redressing, physical distribution, as well as invoicing and cash collection.

With our leading marketing and sales competencies supported by regulatory affairs, customer care centers, and logistics platforms, as well as our commitment to international quality standards and corporate compliance, we set the benchmark in Asia Pacific. Our integrated service offerings are unmatched across the region.

Our nearly 8,000 healthcare specialists provide deep market knowledge coupled with a breadth of capabilities that enables us to develop truly customized solutions. We support and represent 575 clients, thereby improving the lives of millions of patients across the region.

We also have a product licensing and manufacturing business in Switzerland and Asia through stand-alone entities, Medinova and Favorex.



dksh.com/healthcare



Success Story: **Brilliant Solution for Hospital Cold Chain Packaging Needs**

Background

DKSH's cold chain management system provides innovative solutions for businesses for the safe storage and transportation of temperature-sensitive medicines. We ensure that our partners' products are secured throughout the supply chain and logistics process.

Challenge

Healthcare providers, medical facilities, and hospitals are always looking for sustainable solutions to store, transport, and deliver medicine. As a leading healthcare products distributor across Asia, including in Thailand, we are constantly improving our cold chain management systems for our business partners.

In terms of cold chain packaging, we wanted a product to further reduce the carbon footprint by replacing dependency on single-use Styrofoam containers.

Approach

Backed by an experienced team who are familiar with the production of biological agents for the healthcare industry, we undertook the development of the B-Box. The B-Box is a temperature-controlled cold chain box that is 100 percent returnable and reusable, available for both 80-liter and 40-liter packaging.

The B-Box, also referred to as the Brilliant Box, uses an excellent insulating material that is easy to clean and is ultra-lightweight. Yet, it is also robust and designed to be stackable for easy storage, safe transport, and built to be more durable than the traditional Styrofoam boxes. In addition, each box comes with a unique code that allows clients to track the exact location of the package when in use.

Results

The 80-liter B-Box was initially introduced to five hospitals in Thailand, and was subsequently taken up by more than 25 hospitals. Following this success, we introduced the 40-liter variant which is now being used by more than 200 customers in Bangkok and the Central Region across Thailand.

Performance Materials

CHF 1.5 billion

net sales (2022)

CHF 112.2 million

EBIT (2022)

1,650

specialists

33

markets



[dksh.com/
performancematerials](https://dksh.com/performancematerials)

DKSH Performance Materials is a leading global distributor of specialty chemicals and ingredients for the food and beverage, pharmaceutical, personal care, and specialty chemicals industries.

We provide a full range of market expansion services to support our partners' business growth across Asia Pacific, Europe, and North America.

Our customers benefit from reliable and responsible sourcing thanks to our global networks and strong geographic footprint. We provide regulatory consulting, supplier certification, and product registration to navigate complex regulatory environments and ensure compliance.

From our network of 53 state-of-the-art innovation centers, we provide application know-how and develop cutting-edge formulations and solutions. This creates business opportunities, reduces time-to-market, and allows us to meet the growing needs of our customers. In collaboration with our innovation specialists, our technical sales force achieves strong growth for our clients and customers.

We promote our product portfolios through digital channels to extend our market reach. Our customers experience a more agile and efficient service through our digital capabilities. We also enable our sales force with new technologies and next-level digital solutions. By providing market insights and trend analysis, we create business opportunities and strengthen the competitive advantage of our clients and customers.

With over 1,650 specialists across 33 markets, we cover all of Asia, with comprehensive networks in Southeast Asia, India, and Japan, as well as extensive coverage across Western Europe and North America.



Success Story: **Honeywell Regains Position As Number One Supplier of Synthetic Wax Additives in Australia**

Background

Honeywell is a Fortune 500 industrial-tech company with about 110,000 employees and 900 sites across the world. Honeywell's 2022 sales revenue reached USD 35 billion. Honeywell Additives are one of the largest global producers of synthetic wax blends used in Plastics, Rubber, Coating & Paints, Inks, and Asphalt.

DKSH Australia began their relationship with Honeywell in April 2019 to explore the wax additive market in Australia.

Challenge

Australia's manufacturing sector has changed dramatically over recent years with many companies moving their manufacturing offshore. A prime example is the loss of the automotive industry, with the last manufacturer (General Motors Holden) closing their operation in 2017.

Honeywell was once in a leading position in Australia for synthetic wax blends. The change in the manufacturing landscape and the lack of market presence, however, resulted in the unsatisfactory performance of Honeywell in the past six years and cast many uncertainties as to its future.

Approach

The first step was to understand the market and map out the customers in each of the segments.

As a starting point, we leveraged our market knowledge of the Plastics, Rubber, and Paint & Coatings industries identifying a range of users and new potential customers. The objective was to understand their needs and what, if any, reapproval process was required.

DKSH collaborated closely with Honeywell's commercial and technical teams to provide recommendations and commercial offers that helped Honeywell regain its business and identify some new opportunities that Honeywell was not aware of.

We further supported Honeywell with our Asia-wide distribution network and logistics supply chain to ensure a continued and uninterrupted supply of products to customers.

Results

Within twelve months, Honeywell's sales of their synthetic wax products had surpassed their expectations and they achieved the highest level of sales volume in the last six years.



Specialty chemicals and ingredients at your digital fingertips www.dkshdiscover.com

Technology

CHF 513.2 million

net sales (2022)

CHF 33.2 million

EBIT (2022)

1,690

specialists

425

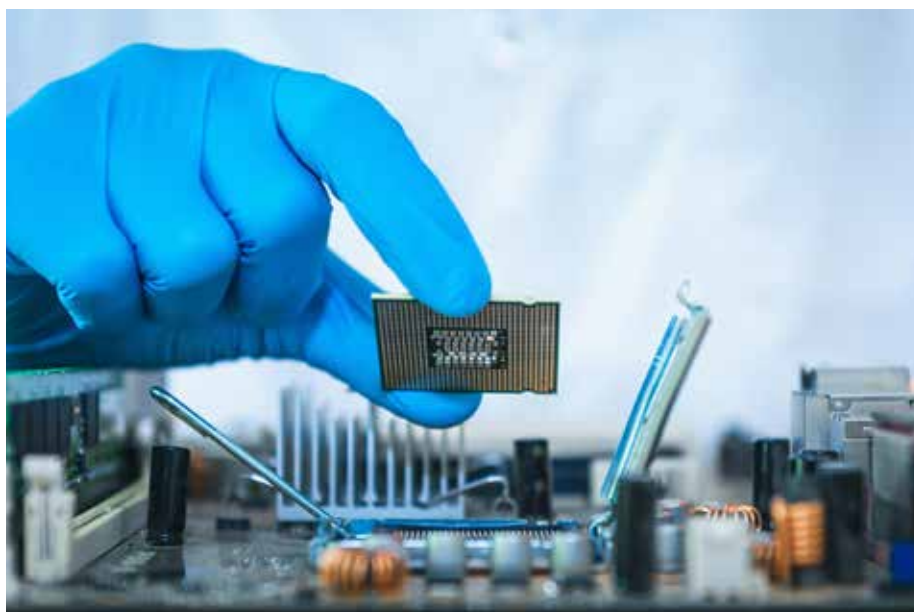
clients and

250

suppliers

16

markets



With nearly 1,700 specialists, including more than 650 service engineers, DKSH Business Unit Technology operates in 16 markets and is supported by 39 showrooms and demonstration labs.

Sales and service are our core competencies. We accompany our clients from developing a business strategy to translating it into an Asian reality. Using a state-of-the-art customer relationship management platform, we combine extensive industry and product knowledge with a structured and systematic sales approach to outperform the market and increase our clients' market share.

As a total solutions provider and system integrator, we serve our customers as a one-stop-shop and provide customized technology solutions. We not only provide professional after-sales services but also cover the entire product life cycle including installation and commissioning, final acceptance testing, production start-up support, training, maintenance, repairs, spare parts and consumables supply, as well as refurbishments and trade-ins.

We operate as a trusted link between suppliers from Asia Pacific, Europe, and North America and customers in Asia Pacific, enabling suppliers to expand their markets and providing customers with access to products from around the world.



dksh.com/technology



Success Story: DKSH and LAUDA Celebrate a Decade of Partnership in Asia Pacific

Background

LAUDA, a global marketing leader for precise constant temperature equipment and systems, has been a business partner of DKSH in Thailand and Japan since 2009. Over the years, this partnership has expanded to Singapore, Taiwan, and other Southeast Asian markets. Bringing together LAUDA's leading technologies and our market intelligence and systematic market development approach, LAUDA is today a leading brand in multiple sectors.

Taiwan's Nascent Biopharma Industry

Taiwan's biotechnology sector is expected to reach USD 120.4 billion in production value by 2025. Leveraging our reputation and well-connected local networks, the team was able to form strategic alliances with companies offering single-use bioreactors and magnetic mixers to provide integrated solutions for vaccine development, API, and R&D. These well-strategized partnerships helped enhance LAUDA's brand visibility and market coverage in the biotech and biopharma industries.

Japan's Chemical and Pharmaceutical Fields

To enter the competitive chemical and pharmaceutical fields in Japan, DKSH collaborated as an independent advisor and expert in helping to develop tailored innovative solutions to fit market demand. We offered a thorough explanation of LAUDA's product features, applications, and how they could help the customer improve and simplify their existing workflows.

Singapore's Growing Electric Vehicle (EV) Sector

With the rising demand of EVs in Singapore, automotive component manufacturers in the market must ensure their products are reliable under different road conditions. Leveraging our strong application engineering capabilities, DKSH provided complete solutions for product validation with LAUDA's new generation Integral XT process thermostats. Customers in Singapore preferred to partner with us as our complete package, with proven specifications coupled with local integration and service support, fulfilled their entire processing requirements.

Thailand's Emerging EV Market

To boost interest in the EV sector, the Thai government is incentivizing manufacturers to enhance production capacity for EV parts with the plan to launch and export commercial EVs by 2025. LAUDA's temperature control unit technology, coupled with DKSH's service support, technical expertise, and application capabilities is readily available to support manufacturers to improve and expand production capacity in the market.

Results

Over the next five years, Malvern Panalytical successfully grew market share in Southeast Asia and subsequently strengthened its leadership position in the particle size market.



"Despite the unprecedented disturbances including fierce competition and a weak economy, DKSH's team hung on and helped us make it through those challenging times. The various awards received proved that the hard work and effort put in has paid off. DKSH has always been a passionate and committed partner for us."

Vill Lam, Commercial Manager of PepsiCo Hong Kong



"Due to the strong and successful cooperation, the market share of the drug in the challenging Hong Kong market continues to increase."

Representative from the leading pharmaceutical company



"With the effective sales activities and good market knowledge from DKSH Australia, we have been able to produce a strong result and regain the leading position in the PVC market in a relatively short period. We look forward to many success stories with DKSH in Australia."

Andri Haksomo, Sales Manager, Specialty Additives, Honeywell



"DKSH helped uncover many business opportunities for us in areas of application where we had limited access previously. They have elevated the visibility of the Setaram brand in the market and have also kept our brand promise to our customers through their dedication and strong after-sales support."

Link Brown, Global Commercial Director, KEP Technologies

About Us

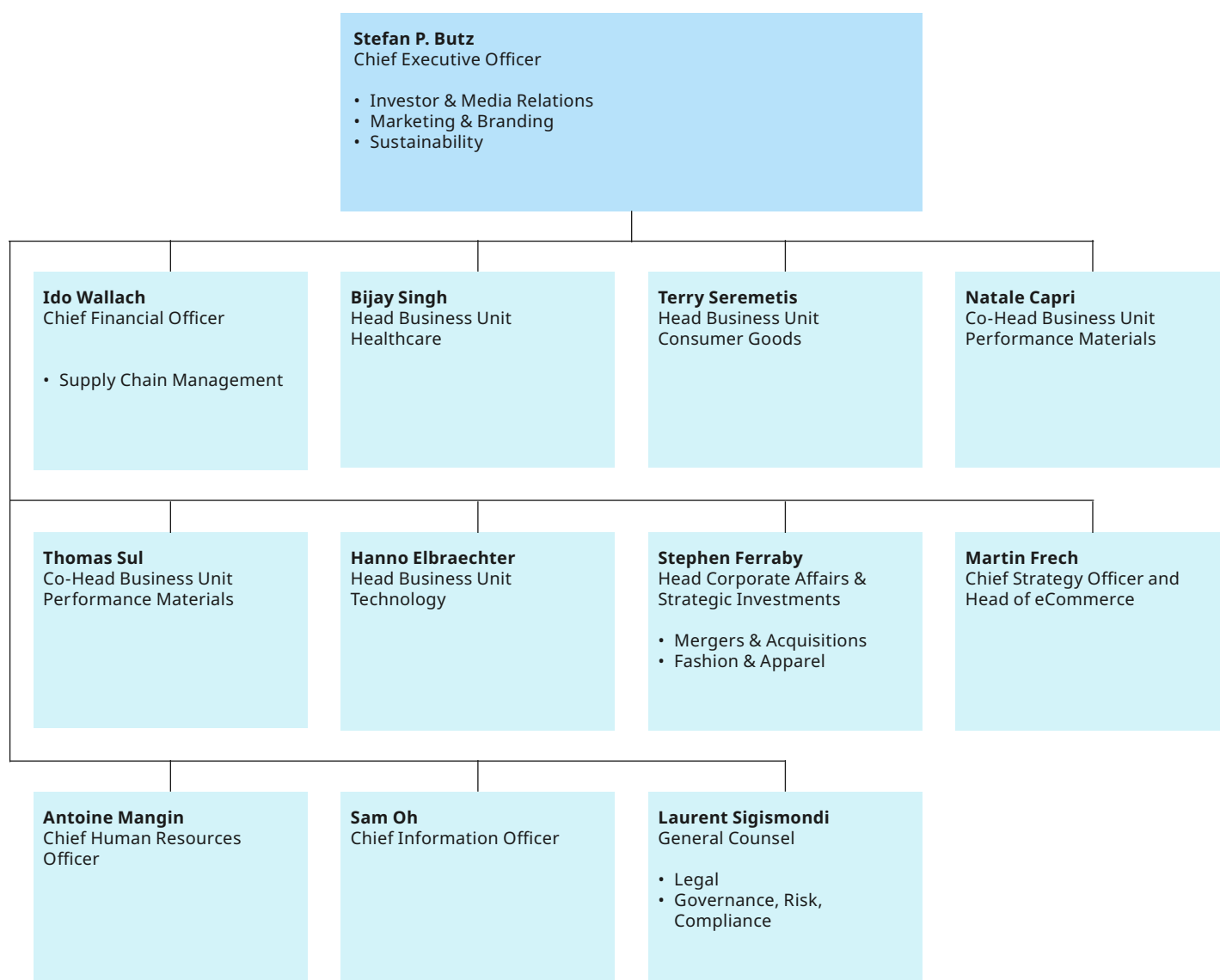
Organizational Structure

With an organizational structure that cuts through the complexity of the businesses we manage, we are optimally organized for both today and tomorrow as we continue implementing our strategy for growth. Our structure seamlessly leverages the vast resources of knowledge and market power within our organization for the benefit of all stakeholders.

DKSH's overall strategy and direction is guided by an international Board of Directors. Executive management responsibility for the Group and the implementation of our strategic goals across our markets and Business Units is then ensured by the Executive Committee, led by the CEO.

Our business activities are managed through four highly specialized Business Units. Local market organizations implement Business Unit strategies and enable region-wide coverage, while our Corporate Center provides cost-effective services and a Group-wide infrastructure.

Executive Committee



Executive Committee



Read their biographies at
[dksh.com/who-we-are](https://www.dksh.com/who-we-are)



Stefan P. Butz
 Chief Executive Officer
 (1968, German)



Ido Wallach
 Chief Financial Officer
 (1975, Israeli/Italian)



Bijay Singh
 Head Business Unit
 Healthcare
 (1964, Canadian)



Terry Seremetis
 Head Business Unit
 Consumer Goods
 (1966, Australian)



Natale Capri
 Co-Head Business Unit
 Performance Materials
 (1970, Italian)



Thomas Sul
 Co-Head Business Unit
 Performance Materials
 (1965, German/Dutch)



Hanno Elbraechter
 Head Business Unit
 Technology
 (1980, German)



Stephen Ferraby
 Head Corporate Affairs &
 Strategic Investments
 (1964, Australian)



Martin Frech
 Chief Strategy Officer and
 Head of eCommerce
 (1973, German/American)



Antoine Mangin
 Chief Human Resources
 Officer
 (1976, French)



Sam Oh
 Chief Information Officer
 (1966, Korean/American)



Laurent Sigismondi
 General Counsel
 (1976, Swiss/Italian)

Our People



People – The Key to Our Success

We are proud of our people, and they are the reason behind our business success. They are passionate, highly committed, entrepreneurial, and purposeful, positively touching millions of lives through the products and services we provide.

Providing Unique Value

DKSH has a winning formula that combines regional reach with a deep understanding of, and a long history in, markets across Asia. With over 32,500 specialists representing 91 cultures, we speak your language and understand how to grow your business.

Driving Growth, Being the Difference

We encourage our people to take business responsibility and career ownership early on and to seize development opportunities whenever they arise. Our business model encourages self-starters who can easily adapt to change. This flexibility to execute effectively while taking responsibility for moving the business forward, lets us recognize and reward high performers.

Our people are passionate about their career growth and about business success – for DKSH as well as for you, and work as part of an energetic and successful team.



Learning and Development

To thrive in a rapidly changing world, we help our people learn and grow on an ongoing basis. In 2022, 97.3% of DKSH employees received development. This was an average of almost 14 hours per employee, up from about five hours in 2021.

Employees drive their personal and professional development, further supported by their managers and HR, including Fantree Academy, our in-house learning and development center.

Modern and Innovative HR

Sustainable and profitable growth for DKSH depends on attracting, engaging, and retaining talents – to this end, a modern, connected, and personalized employee experience is important.

HR, managers, and leaders are all committed to develop engagement, diversity, talent development, and a fulfilling workplace and work practices.

The HR strategy is to enhance the DKSH value proposition and foster DKSH performance and competitiveness by:

- Establishing a culture of trust, learning, collaboration, feedback, and high performance
- Attracting and developing purpose and values-led talents who will maintain our competitive edge and deliver growth for our partners
- Constantly adjusting our organization, roles, and processes to stay agile and relevant

Sustainability



Our Approach to Sustainability

For us, simply providing products and services is not enough. Of equal importance is how we conduct our business and what impact our activities have on our stakeholders. Providing access to markets, people, and products is at the heart of what we do, and by doing this in a reliable and responsible way, we contribute to the development of markets and communities as well as to the Sustainable Development Goals of the United Nations.

Our success is rooted in collaborative, ethical, and sustainable leadership. We have a clear governance structure for the management of sustainability at DKSH, with the Board of Directors charting the strategic direction for the DKSH Group and overseeing strategy execution. The Executive Committee is tasked with implementing our Sustainability Strategy together with the Sustainability Committee, which is chaired by Group Sustainability and made up of representatives from the Business Units and Functions.



You can find out more about our approach in our Sustainability Report at dksh.com/sustainability

Sustainability Strategy

Sustainability is one of DKSH's five values. To bring it to life, we have formalized a new Sustainability Strategy in 2022, and reworked our overarching approach to sustainability. With this, we have expanded the former Sustainability

Framework comprising the three pillars of "Our People – Our Partners – Our Planet" to reflect the following four objectives of our Sustainability Strategy.

Enable our People to Flourish

We aim to support our employees so that they can fully develop their talents and engagement. To this end, we create various opportunities for our employees' personal and professional advancement, such as trainings and an open feedback culture. We also respect human rights and promote diversity and inclusion to create an enabling working environment for all our employees.

Make Our Value Chains More Sustainable

We cooperate with our partners in the value chain to drive sustainability. It means procuring products and services responsibly, i.e. in compliance with human rights and minimizing the impact on the environment. We are committed to reducing waste.

Becoming Climate Neutral by 2030

Our focus is on making our own operations (Scopes 1+2) climate neutral by 2030, creating transparency about emissions, and investing in solar panels. We continue to improve the efficiency of our operations – thereby decreasing the energy and CO2 intensity of our business. This happens, for example, through optimizing transport routes and truck loads. In addition, we focus on energy saving equipment, like LED lighting in our distribution centers.

Make a Positive Local Impact

We aim to further promote our projects benefiting local communities. At the heart of what we do – providing access to markets, people, and products – we are guided by our common purpose of enriching people's lives. Our local community projects are focused on bringing positive impact to the communities where we operate, from alleviating hunger to improving life skills. Our local community projects are actively driven by our colleagues in the respective markets.

DKSH Identity

As an international company with over 32,500 employees, our Identity brings us together as one strong DKSH team working towards a shared goal.

Our Purpose

Enriching people's lives.

Our Vision

Being the trusted partner.

Our Strategy

Growing our four Business Units, strengthening our service offering, and increasing operational efficiency.

Our Values

Integrity
Empowerment
Collaboration
Entrepreneurship
Sustainability

Our Promise

Delivering Growth –
in Asia and Beyond.





Nearly 160 Years of History

Three Swiss entrepreneurs embark on a journey to Asia	1865 - 1871	Siber & Brennwald founded in Yokohama, Japan (1865)	Eduard Anton Keller joins C. Lutz & Co. in Manila, Philippines (1868)	Wilhelm Heinrich Diethelm joins Hooglandt & Co. in Singapore (1871)
	1885 - 1887	Keller acquires C. Lutz & Co. and renames it Ed. A. Keller & Co. (1887)	Diethelm acquires Hooglandt & Co. and sets up Diethelm & Co. Ltd. (1887)	
Establishing flourishing trading houses	1890 - 1900	Siber & Brennwald enjoys leading position in raw silk market and promotes Japanese silk industry (1890)	Diethelm & Co. markets kerosene, a new phenomenon used for lighting, in Singapore and beyond (1892)	
Creating local industries and the beginning of globalization	1900 - 1940	SiberHegner & Co. in Japan hit by Great Kanto Earthquake, and made into public company (1932)	Diethelm & Co. opens new offices in Penang (Malaysia), Saigon (Vietnam), and Bangkok (Thailand)	
20th century opportunities and challenges	1980 - 2000	Rejuvenated Asian economies deliver impressive growth until outbreak of Asian financial crisis (1997)	SiberHegner is restructured and turns around (2000)	Diethelm and Keller join forces to found Diethelm Keller Holding Ltd. (2000)
Tiger Economies, Asian crisis, and death of trading companies prophesized	2002	DKSH is founded and reinvents business model to specialized service provider		
New chapter in the DKSH success story	2006	New category is created: Market Expansion Services		
	2012	DKSH goes public on SIX Swiss exchange		
	2015	DKSH celebrates 150th anniversary		
	2020	DKSH launches revised Identity: your trusted partner		

Stories From Our History

"Go East, Young Man"

The DKSH journey began in 1865. Asia's vast, untapped opportunities encouraged three Swiss entrepreneurs to sail into the unknown to reach new territories. Caspar Brennwald, Eduard Anton Keller, and Wilhelm Heinrich Diethelm established flourishing trading houses in Japan, The Philippines, and Singapore respectively, importing goods from Europe to Asia. And so began our role in helping to establish local industries and facilitating globalization.

A Bear Keeps Us Ahead in Thailand

After World War II, Diethelm Bangkok took over the rights to sell a sweetened condensed milk product for the Bernese Alpine Milk Company, called Bear. It was challenging to sell as cow's milk was not part of the Thai diet. The company used floating cinemas – boats equipped with a film projector and screen – which travelled along Bangkok's canals to promote the brand in less accessible districts. The publicity blitz was very powerful indeed – so powerful that people might have got the impression this milk actually came from bears.

Illuminating Asian Metropolises

Seizing the opportunity of the opening up of trade flows in and out of Japan and China, one of the first big industrial consignments Siber-Hegner had shipped from Europe to Japan via the Suez Canal was a set of gas lamps from Switzerland destined for Yokohama. In autumn 1872, the Japanese port city, which at that time already counted more than 300 foreign merchants, saw its first gas lamps burning thanks to DKSH's forefathers. Shortly after, we also supplied gas lamps for the iconic Bund in Shanghai.



DKSH Locations

For further information and contact details, visit www.dksh.com or the local website:

Asia Pacific



Australia

dksh.com/australia

Japan

dksh.com/japan

Philippines

dksh.com/philippines

Brunei ¹

dksh.com

Korea

dksh.com/korea

Saipan

dksh.com

Cambodia

dksh.com/cambodia

Laos

dksh.com/laos

Singapore

dksh.com/singapore

China

dksh.com/china

Macau

dksh.com/hongkong

Sri Lanka

dksh.com/srilanka

Guam

dksh.com

Malaysia

dksh.com/malaysia

Taiwan

dksh.com/taiwan

Hong Kong

dksh.com/hongkong

Myanmar

dksh.com/myanmar

Thailand

dksh.com/thailand

India

dksh.com/india

New Zealand

dksh.com/newzealand

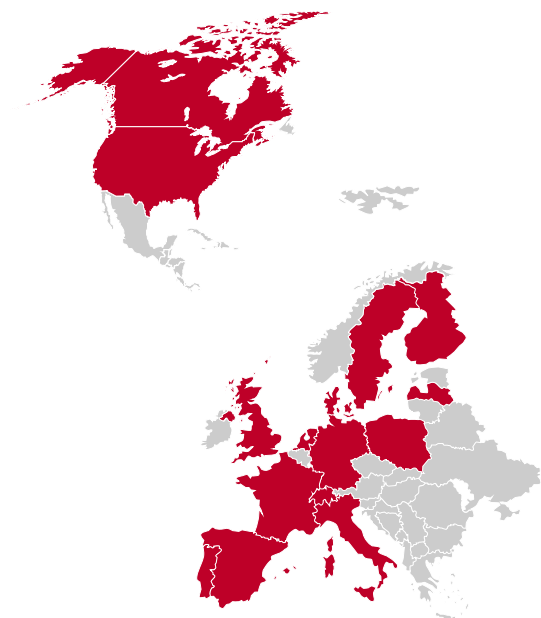
Vietnam

dksh.com/vietnam

Indonesia

dksh.com/indonesia

Europe and North America



Canada

dksh.com/usa

Great Britain

dksh.com/uk

Portugal

dksh.com/portugal

Denmark

dksh.com/nordic

Italy

dksh.com/italy

Spain

dksh.com/spain

Finland

dksh.com/nordic

Latvia

dksh.com/nordic

Sweden

dksh.com/nordic

France

dksh.com/france

Netherlands

dksh.com/nl

Switzerland

dksh.com/switzerland

Germany

dksh.com/germany

Poland

dksh.com/poland

USA

dksh.com/usa

¹Incorporated under DKSH Malaysia

Corporate Brochure 2023

Publisher

DKSH Holding Ltd.
P.O. Box 888
Wiesenstrasse 8
8034 Zurich
Switzerland
Phone +41 44 386 7272

Group Marketing

marketing@dksh.com

Edition: February 2023

