

PUBLIC

DHL EXPRESS

EXCELLENCE.SIMPLY DELIVERED

Andrea Davis
Country Manager

Deutsche Post DHL
Group





**THE GLOBAL LOGISTICS POWERHOUSE –
SERVING B2C/B2B TRADE IN 220+ COUNTRIES & TERRITORIES
CONSISTENT & SUSTAINABLE STRATEGIC FOCUS**

LEADER IN E-COMMERCE LOGISTICS



EXPRESS



**ECOMMERCE
SOLUTIONS**



**SUPPLY
CHAIN**



**GLOBAL
FORWARDING,
FREIGHT**



**POST & PARCEL
GERMANY**

Key Divisions



P&P: Transporting, sorting and delivering of documents and goods-carrying shipments in Germany as well as conducting import and export business



Express: Time Definite International (TDI), offering premium, cross-border delivery of time-critical documents and parcels



DGFF: Transporting freight via air, ocean, and road. This includes customs clearance and value-added services such as warehousing and cargo insurance



DSC: Managing supply chains to reduce complexity for our Customer. This includes warehousing, transportation as well as key products like LLP, Service Logistics, packaging and e-commerce along strategic industry verticals



eCom Solutions: Domestic last mile parcel delivery in selected countries outside Germany and non-TDI cross-border services primarily to, from, and within Europe

Division: DHL Express – Market leaders in size and scope



DHL Express – To serve our global network, we run more than just an airline

Dedicated Air

>280
aircrafts

15
partner airlines

Purchase Air

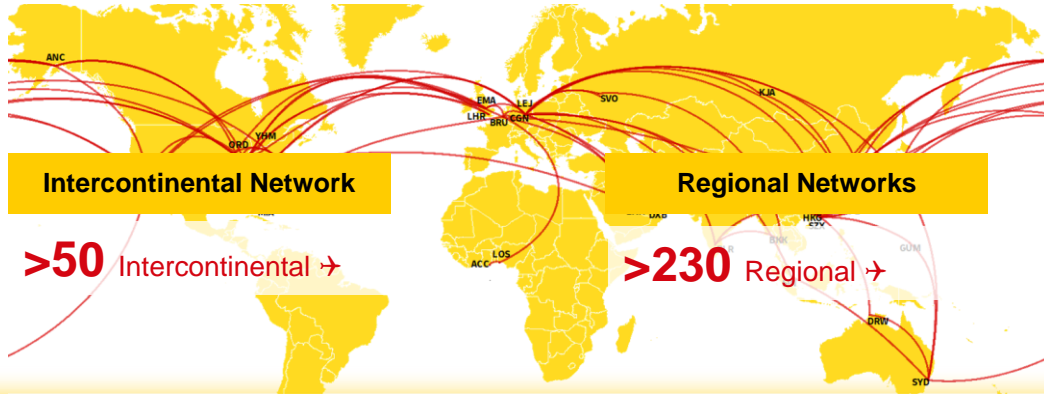
>300
commercial airlines

>2,200
daily flights

500
airports

21
air hubs
(3 global; 18 regional)

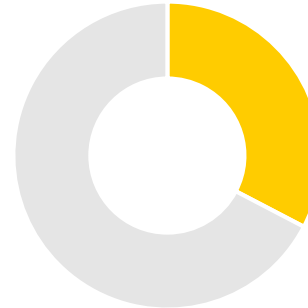
Dedicated Air: Snapshot of DHL network flights



Dedicated fleet (without feeders)

2010: ~150 planes

2020: >240 planes

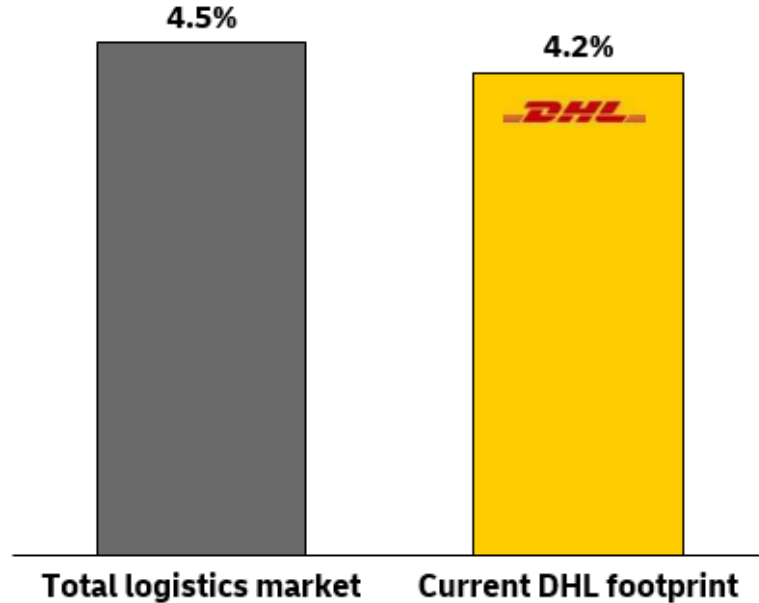


Owned Leased

Leading the World in Logistics

Key Facts:

- ❑ DHL Express pioneered the industry in 1969 and have gone on to establish ourselves as the world's greatest and most renowned international express company .
- ❑ Time Definite International (TDI), offers premium, cross-border delivery of time-critical documents and parcels





Our purpose is the driving force for our Sustainability Roadmap
consisting of 3 focus areas with respective ambitions

CONNECTING PEOPLE, IMPROVING LIVES

Clean operations for climate protection



- Green last mile & line-haul
- Leader in sustainable aviation
- Carbon neutral buildings by default
- Most comprehensive portfolio of green products

Great company to work for all



- Attract & retain the best talent
- Strong “Safety First” culture
- Diverse & inclusive workplace

Highly trusted company



- Compliance as an integral part of daily business
- Effective governance set-up across the organization
- Like-minded and compliant suppliers and partners

Lasting impact in communities through our **Go** programs

GOGREEN

GOTRADE

GOHELP

GOTEACH

GoTrade: Sustainable Impact – Crossing Borders

- GoTrade is a Group-wide sustainability program designed to support the growth in trade in developing and least developed countries.
- Working with public sector partners such as governments, international organizations and multinational organisations we will help to remove red tape at the border
- We leverage our core logistics competencies and tap into the wealth of knowledge and experience within the DPDHL Group to help countries implement best-in-class policies and procedures at the border and help local businesses to access the global market
- Reduction of trade-related red tape and streamlined logistics performance accelerate the flow of goods and business growth, especially for SMEs, whose success is so critical to achieve sustainable and inclusive economic growth

GoTrade projects are designed to:

- Speed up Customs Clearance
- Reduce delays at borders
- Reduce costs
- Help SMEs to trade cross border

WHY DO WE NEED GOTRADE?

Trade Facilitation

Trade is at the heart of our common DNA and we understand trade facilitation better than anyone.

Connect People and Improve Lives

Trade facilitation is a proven way to connect people and improve lives – in a sustainable way.

Help Growing Together

When trade grows, we grow. Through proactively steering trade environments, we support market growth.

Win-Win

It creates a win-win situation: Countries benefit from DPDHL's knowledge and expertise while future customers are exposed to our service capabilities.

GOTRADE: A POWERFUL LEVER FOR SUSTAINED ECONOMIC GROWTH

Our approach with GoTrade is to match the Group's strengths with priority global needs. As with DPDHL's other Go programs, GoTrade works with established international organizations to channel our expertise for maximum impact. DHL trade facilitation support grew organically out of normal business activity and evolved into more formal projects as we began partnering with these organizations. The consolidation and expansion of this activity under GoTrade responds to increasing demand from partner organizations and beneficiary countries.



SUCCESS STORY RWANDA: ENABLING THE FUTURE OF ECOMMERCE

An example of a successful GoTrade project is the project in Rwanda where DHL has supported SMEs enabling them to power up their eCommerce potential and tap into international markets instead of focusing on domestic business only.



Julie Mutoni, Country Manager
DHL Express, Rwanda

The project has been conducted in a partnership with ITC, GIZ and in collaboration with the government of Rwanda through the Ministry of Trade & Industry.

DHL volunteered to assist in the project by using our vast experience and expertise in logistics and trade and by offering our support in logistics, customs trends and regulations among others.

"Today in Rwanda, anyone who thinks about eCommerce automatically thinks of DHL – we are the experts. You see this in our relationship with the government."

DHL'S CONTRIBUTION TO THE PROJECT

- **Trained 150 SMEs in logistics and eCommerce** by conducting two major workshops to power up their potential.
- **Trained 20 coaches** via different modules in logistics; these coaches are **supposed to further support SMEs**. Additionally SMEs and logistics companies were trained in specific logistics modules like security, customs trends and regulations as well as dangerous goods.
- **Supported the development of a logistics strategy**, especially covering international eCommerce, which we presented to the Ministry and all relevant stakeholders.
- **Identified the location for the eCommerce service center** in Kigali and supported the design of the building by flying in a qualified engineer; the eCommerce service center will enable SMEs to commence shipping.

GOTRADE

Montenegro: Improving Customs Pre-Arrival Processing

GOTRADE

Project overview

**Country/
BU** Montenegro / Express

Contact Steven Pope, Head of GoTrade

Topic Implementation of an electronic Pre-Arrival Customs Clearance System

Objective Develop pre-arrival processing capabilities in order to:

- Receive advance information so that customs officers can conduct a risk assessment on goods before they arrive, take appropriate actions, and expedite release
- Enable an automated and faster customs clearance by reducing the number of paper-based customs declarations

Partners Montenegro Customs Administration (MCA), GIZ and in collaboration with the Ministry of Finance and Ministry of Economy of Montenegro

Activities

- Development and continuous improvement of an electronic Pre-Arrival Customs Clearance system
- Initiation of changes in the current customs law in Montenegro
- Training of customs officials
- Fostering the dialogue between the public and private sector



Results & Impact

- The key performance indicator throughout the project was **customs' ability to clear goods within one hour of arrival** (Clearance on Arrival; COA)
- COA figure improved markedly from **25%** before implementation to **55.6%** for the first half of 2020
- Improved COA figures lead to better service performance, lower operational costs and less environmental impact

“*The new procedure introduced by DHL significantly accelerated the delivery of our parcels, while eliminating additional costs and documentation for customs clearance of the goods. This makes our business easier.*”

- Sasa Lecic, Manager,
Simplon Trade d.o.o., Montenegro

GOTRADE

EXPANDING THE REACH AND
BENEFITS OF GLOBALIZATION

Deutsche Post DHL
Group

GOTRADE



THANK YOU