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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
- Investments is hampered by the argument of ‘who pays’

Technological changes are transforming the business environment…
- 2% 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

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. delivering 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 chains.

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, reliability and control.
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’re given the trust of our customers’ needs, but we also offer tailored support for any organization – whether 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.

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

Technology

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

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.

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 2013 and a 16% reduction by 2020.

DHL’s environmental program – GoGreen – supports the achievement of our environmental targets by focusing on three key areas:

• Measurement of our carbon footprint to ensure transparency on our impacts and to understand our progress towards targets
• Improving our carbon efficiency and reducing our environmental impacts through adoption of key environmental programs in the areas of energy efficiency, transport, waste management and environmental 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 focus on 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 engineering initiatives to continuous improvement workshops, we work with our customers to identify specific opportunities such as raising customer satisfaction or reducing process defects.
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.

YOUR BUSINESS HAS BECOME OUR BUSINESS
Today's automotive businesses face unique challenges, such as shorter product lifecycles, complex and high cost components, and high cycle times._to respond quickly and reduce costs and increased investment in automation. The demand for faster service and improved visibility through the supply chain is rising. DHL Supply Chain offers proactive solutions to adapt to these changes.


driving 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.

We focus on supply chain design, engineering, project execution, and implementation, to maximize efficiency and make supply chains agile and effective.
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 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.

When delivery lead time, accuracy and reliability of supply across the globe are 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.

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.

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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.
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.

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.
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.

BRINGING AN UNRIVALED BREADTH OF EXPERIENCE AND DEPTH OF EXPERTISE

Business process outsourcing.
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.

In our EXPRESS division we provide 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.

DHL is the world’s leading logistics group.

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

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.

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.
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 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.

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

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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 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.