

THE WORLD'S
LARGEST
EXPRESS
NETWORK IS
**READY TO
DELIVER**



THE MOST INTERNATIONAL COMPANY IN THE WORLD

DHL founded

Adrian Dalsey, Larry Hillblom and Robert Lynn founded DHL

- **1983:** First to serve Eastern European countries
- **1983:** First electronic track-and-trace system in express industry
- **1986:** First Express company in China (JV Sinotrans)

- **2002:** Deutsche Post acquires 100% of DHL
- **2004:** DHL is rebranded from red & white to yellow & red; Opening of the first Quality Control Center located in Asia Pacific
- **2008:** Opening of Leipzig hub
- **2009:** FOCUS strategy is kicked off (2010)



- **1970:** Asia Pacific Expansion
- **1974:** European office opening (London, UK)

- **1990:** Alliance with Lufthansa, JAL and Nissho Iwai
- **1995:** DHL introduced revolutionary e-mail tracking of shipments

- **2010:** Launch of Certified International Specialist (CIS) program
- **2013:** Opening of North Asia Hub, Shanghai (PVG)
- **2016/2017:** Several expansions on multiple hubs worldwide (CAH, CVG, DBX, EMA, LEJ, BRU, SIN and Southern UK hub)
- **2018:** Purchase announcement of 14 Boeing 777
- **2019:** Celebrating 50 years of excellence
- **2020:** Retaining our growth and service quality during the year of the pandemic
- **2020 - 2023:** Voted among the top 3 World's Best Workplace for 4 years in a row





DHL EXPRESS OVERVIEW

Our proposition

We pick up and deliver documents and parcels as fast as possible around the world on a scheduled express network.

This helps facilitate world trade by enabling our customers to expand their business to and from any country.





DHL EXPRESS SERVICE OFFERING

Why ship with Express? – What does it mean for our customers (1/2)

OUR OWN NETWORK

With us you can offer late cut-off times, which means you have longer to sell and still get your goods out on the same day.



CUSTOMS

Our experience means we have the tools in place to ship anywhere. Our dedicated customs teams can support you throughout the process to globalize your business.



SUPPORTING GROWTH

Offering an international express option opens up your shop to a global market. Offering express will result in higher shopping cart values and increased sales.



SPEED

DHL founded the international express business and our reputation is built on what your customers demand: Speed.



Why ship with Express? – What does it mean for our customers (2/2)

ON DEMAND DELIVERY

One global system to manage your customers' delivery requests, making customer service easier, with fewer customer service calls. Real-time notifications will keep your customers up to date all the time.



IT INTEGRATION

Seamless integration with your existing platforms means reduced order processing time.



GLOBAL REACH

The e-commerce demand is global; our e-commerce customers sold their goods to over 220 countries and territories last year.



THE BRAND

Our name is recognized and respected worldwide, meaning we are a trusted ambassador for your brand.



DHL Express core products

TIME DEFINITE

For international door-to-door delivery by a specific time, or by the end of the next possible business day, choose our time definite services. With international reach and local teams, we ensure seriously fast delivery with customs clearance for dutiable goods and end-to-end tracking visibility.

EXPRESS WORLDWIDE

EXPRESS 12:00

EXPRESS 10:30

EXPRESS 9:00

EXPRESS ENVELOPE



DAY DEFINITE

For international door-to-door delivery within a certain number of days for less urgent and heavier shipments, choose our cost-effective day definite services. Get the reliability of an express delivery on a certain day with customs clearance for dutiable goods and end-to-end tracking.

ECONOMY SELECT¹⁾

1) Available in Europe and MENA
DHL SSA 2025



Our industry solutions and services

INDUSTRY SOLUTIONS

EXPRESS BREAKBULK

Provides **door-to-door delivery of shipments** that are either consolidated or loose at origin, then customs cleared by DHL at destination before delivery to different addresses within the same country or customs union.

MEDICAL EXPRESS

The transportation of time or temperature sensitive investigational medicines, clinical supplies and support materials to clinics and hospitals, and the return transportation of time or temperature sensitive patient specimens to laboratories and research organizations often related to a clinical trial.

SERVICES

DHL offers a wide range of services - from non-standard deliveries and billing options to climate neutral shipping. In this way, we give you the flexibility to choose the service that best fits your needs when using our express delivery services worldwide.

OPTIONAL SERVICES & SURCHARGES

LOGISTICS SERVICES





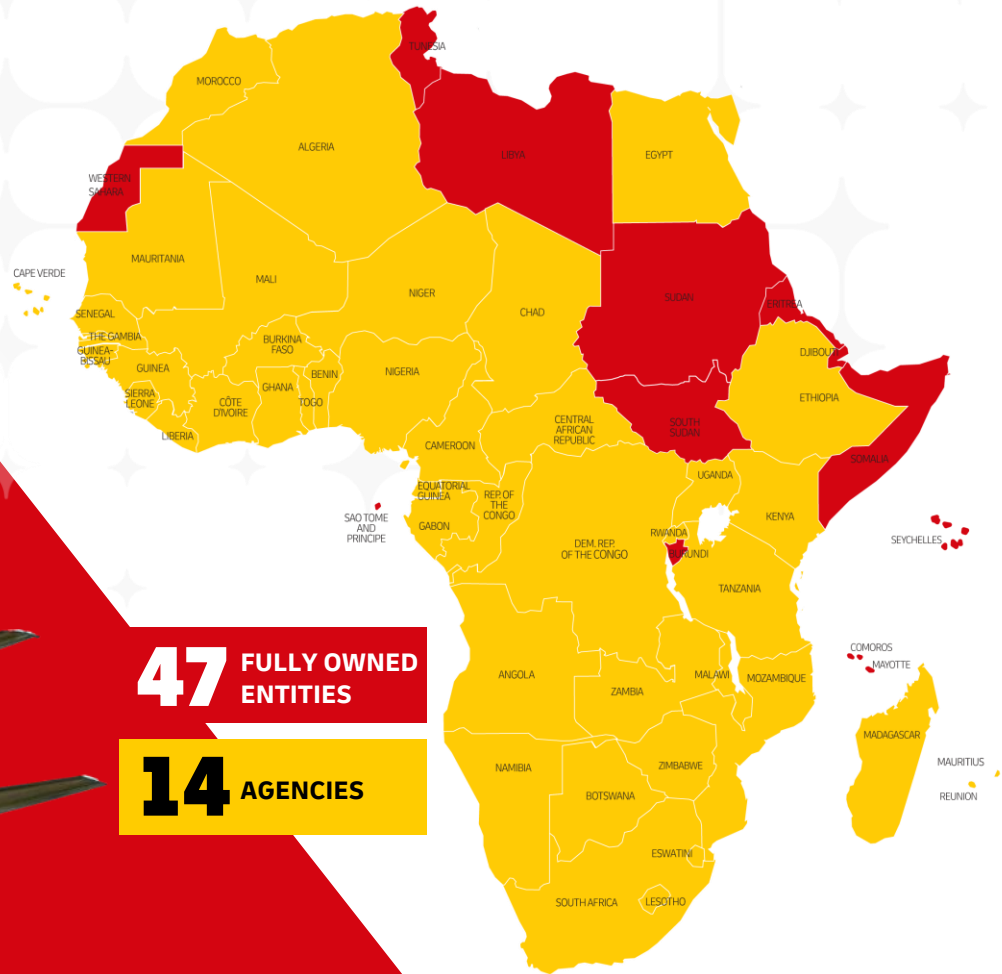
**UNDISPUTED
LEADER**

IN AFRICA

THE TRUE SIZE OF AFRICA



**NO ONE
KNOWS
SSA
LIKE
WE DO**



DHL IN SUB SAHARAN AFRICA

COUNTRIES &
TERRITORIES

52



DHL OWNED
SERVICE POINTS

150

YEARS IN AFRICA AS
LEADER & PIONEER

46



DHL AGENT
OFFICES

290



DHL IN SUB SAHARAN AFRICA



INDEPENDENT
RETAIL PARTNERS

2260

ACTIVE CUSTOMERS

16000

AND 1000'S OF CASH
CUSTOMERS



DEDICATED
AIRCRAFT

14

COMMERCIAL
FLIGHTS

400



DHL IN SUB SAHARAN AFRICA

VEHICLES

750



CERTIFIED
INTERNATIONAL
SPECIALIST

3600

FEMALE
SUPERSTARS
IN SSA

35%



FIRST OFFICE IN
SOUTH AFRICA

1978



CONNECTING PEOPLE AND IMPROVING LIVES



IS WHAT INSPIRES US TO GET UP
AND **GO** EVERY DAY

WHAT WE DO EVERY DAY

We **CONNECT PEOPLE**, companies and countries by facilitating trade and moving express shipments through our network of people, planes, vehicles and facilities every day.

We strive to be a **Great Place to Work** For All by demonstrating our **leadership behaviors**, listening to our colleagues and acting on the feedback we get from the **Employee Opinion Survey (EOS)**.



HOW WE MAKE A DIFFERENCE

We **IMPROVE LIVES** not only by doing what we do every day but by ensuring that our leaders create an environment where our **PURPOSE** can flourish.

We **spend 1% of our net profit** each year to create lasting impact for the people and the communities we operate in.

Our **GO family** is designed to make the world a better place through building on our strengths and partnering with leading and international organizations.

We mobilize the strengths of our people by fostering **volunteering** activities. With **matching** time and money invested, we boost the contributions our colleagues make to society.

HOW YOU CAN GO AND GET INVOLVED:

VOLUNTEER
GO and volunteer for a good cause - find out more about at: Volunteering-dpdhl.com

BE A ROLE MODEL
GO and role model our leadership behaviors

ENGAGE IN THE PROGRAMS
GO and engage in our partnerships & programs

AMPLIFY THE PROGRAMS
GO and amplify, inspire, encourage, accelerate our GO Programs and volunteering activities

LASTING IMPACT in communities through our **GO** programs



GoGreen is our sustainability program. Through this program, we work to make our **operations cleaner** and engage with customers to offer solutions, such as GoGreen Plus, that help them deliver on their sustainability targets. In addition, we encourage our employees to act in a more environmentally friendly way by engaging in getting involved in initiatives that drive sustainability.

GOGREEN



GoTrade program is designed to support sustainable and inclusive economic growth through trade. Through this program, we work with governments and international organizations such as ITC and GIZ to help **remove red tape at the border** and **support small and medium-sized businesses** in developing and least developing countries to increase cross border trade.

GOTRADE

SSA Investments and Sustainability



KENYA GATEWAY



BOATS IN NIGERIA



**LEKKI SERVICE
CENTRE**



**SOUTH AFRICA HEAD
OFFICE "BAOBAB"**

SSA TOP EMPLOYER JOURNEY



top[®]
EMPLOYER
AFRICA
2023
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

top[®]
EMPLOYER
GLOBAL
2023
CERTIFIED EXCELLENCE IN EMPLOYEE CONDITIONS

**Great
Place
To
Work**[®]

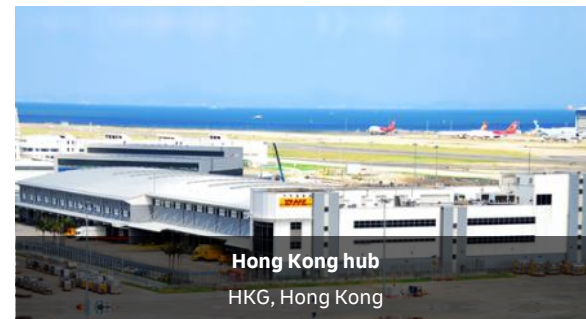
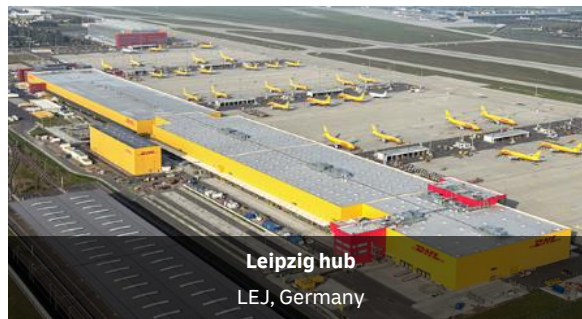
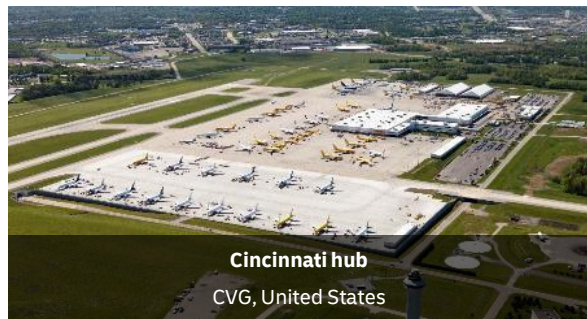
NG was ranked
**No.2 BEST PLACE
TO WORK** in the country



OUR GLOBAL FOOTPRINT

DHL EXPRESS

At the core of our operation: Our 3 global hubs...



Total Investment	EUR 546m
Total Site Area	860,000 sqm
Warehouse Space	85,020 sqm
Conveyor Belts	11.7 km
Loading Docks	35
Parcel Sort Capacity	30,000 per hour
Document Sort Capacity	45,000 per hour

Total Investment	EUR 771m
Total Site Area	1,200,000 sqm
Warehouse Space	87,000 sqm
Conveyor Belts	22.8 km
Loading Docks	49
Parcel Sort Capacity	65,000 per hour
Document Sort Capacity	43,200 per hour

Total Investment	EUR 562m
Total Site Area	43,100 sqm
Warehouse Space	49,455 sqm
Conveyor Belts	8.86 km
Loading Docks	27
Parcel Sort Capacity	45,000 per hour
Document Sort Capacity	80,000 per hour

... supported by our 19 regional hubs across the globe



Global aviation – Snapshot of DHL dedicated network flights



Intercon Network

> 70 Intercontinental →

Regional Networks

> 65 North & Latin America →



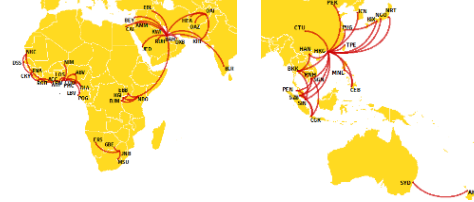
> 105 Europe →



> 10 Middle East & Africa →



> 25 Asia Pacific →



Total Dedicated Network Size:



> 295
Aircrafts



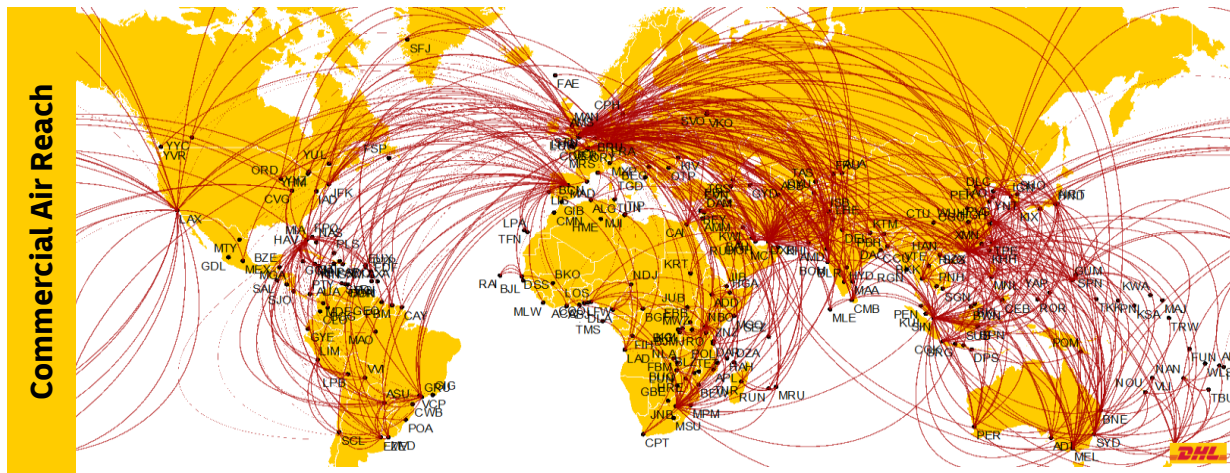
3
Global Air Hubs



19
Regional Air Hubs

Global aviation – Snapshot of DHL commercial air flights

Complementing our dedicated network with commercial air linehaul for **optimal service, capacity, and cost.**



Commercial Air Linehaul Facts:

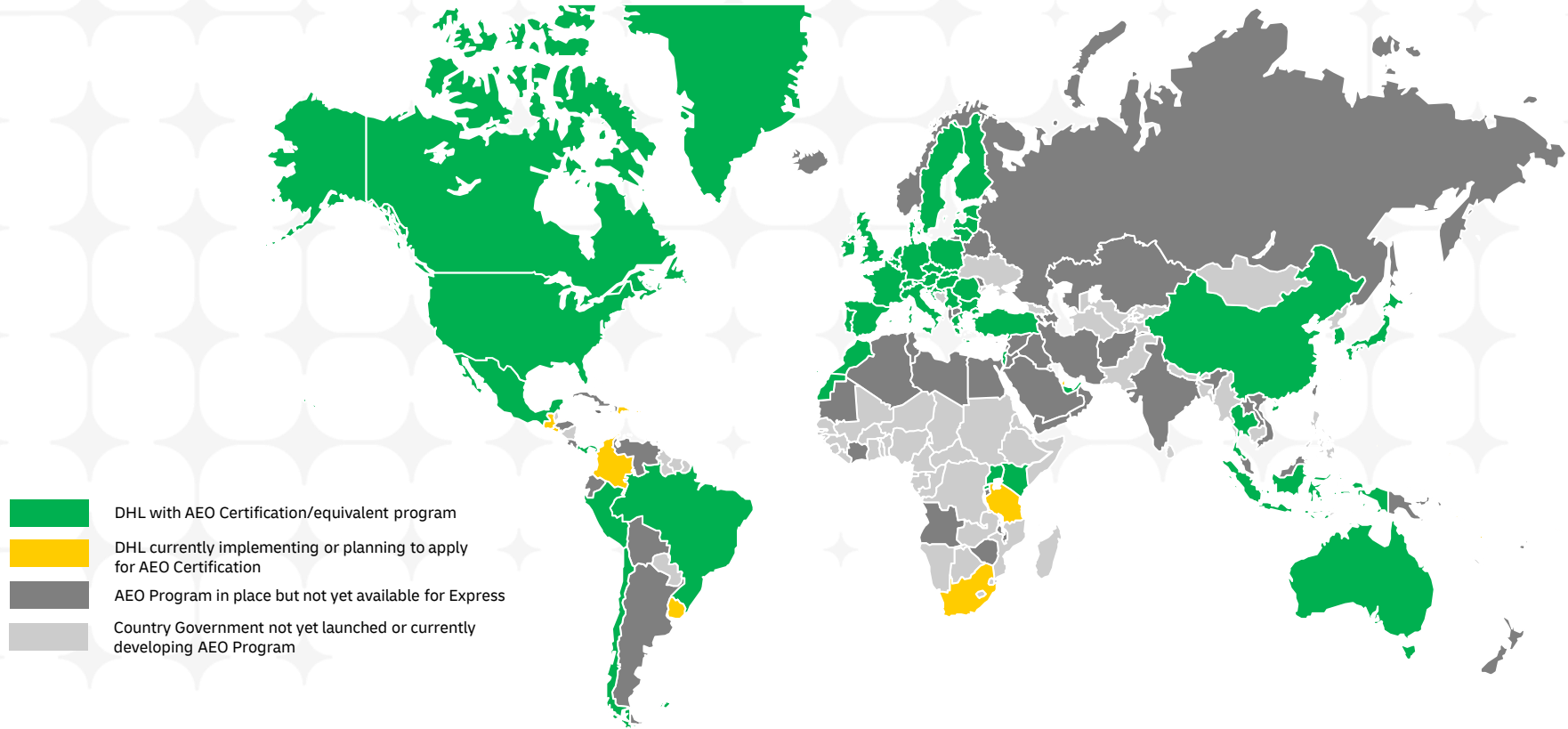


>200
Active Carriers



>2,000
Active Routes

AEO CERTIFICATION STATUS



A DEDICATED AIR NETWORK IN AFRICA

DHL Express is the only Air Express Carrier with a fleet of

14

dedicated aircraft in Sub-Saharan Africa.



Aircraft of various sizes and configurations are deployed in regions to complement commercial uplift.



Uplift flexibility supports the fastest, most reliable transit times to, from and across the African continent allowing you to access new markets and serve your Customers better.



QUALITY CONTROL CENTER



TAPA CERTIFIED FACILITIES IN 8 COUNTRIES

30

1

HUB AND

50+

GATEWAYS IN SSA

TRANSIT PERFORMANCE

95%

CLEARED ON ARRIVAL

60%

THOUSAND TONNES

45

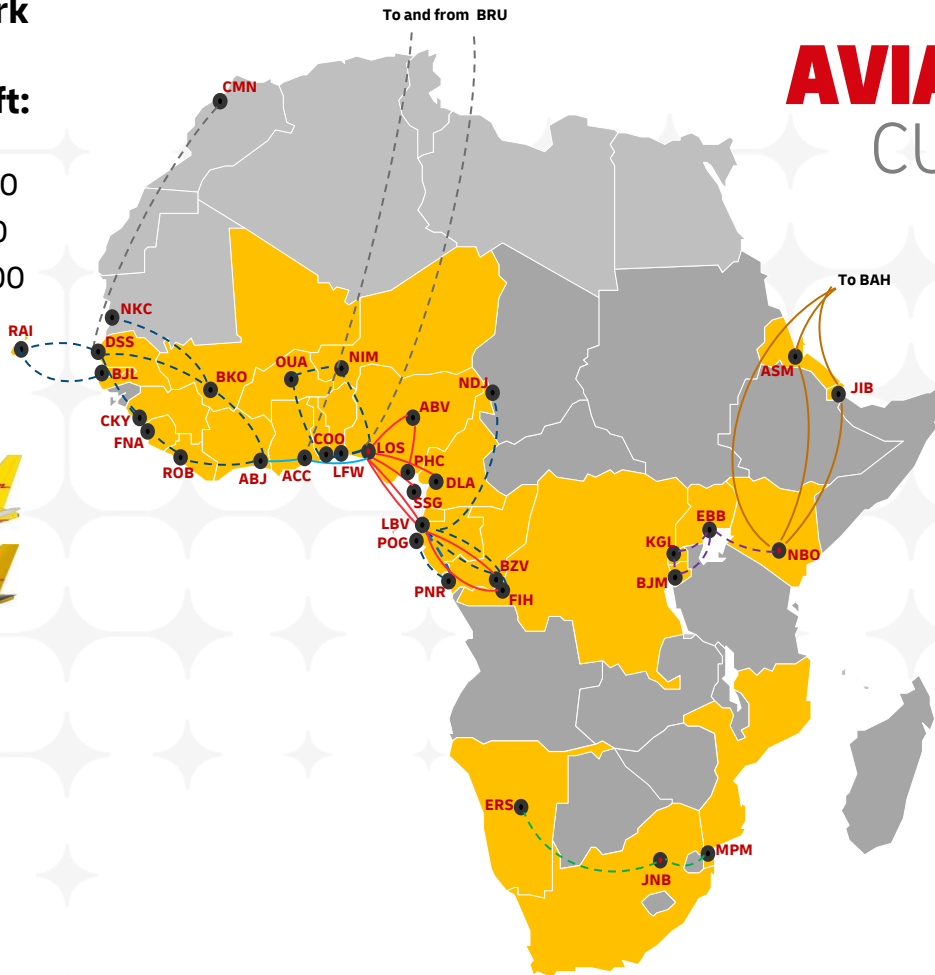
PRE-NOON CITY DELIVERY

80%

Intra SSA Network covered by 12 x dedicated Aircraft:

- 1 x SWT B737-400
- 2 x AJK B737-400
- SLT 5 x ATR72-500
- 2 x F406
- 2 x C208

Routing Legend



SSA AVIATION NETWORK

CURRENT MAP/FLEET

Network Flights: (SSA)

+32 Destinations served daily
193 Sectors/week scheduled

West Africa West (ABJ)

Equipment:

- 1 x B737 (SWT)
- 3 x ATR72-500 (SLT)
- 1 x ATR72-212 (Back Up)



West Africa East (LOS)

Equipment:

- 2 x B737 (AJK)
- 1 x ATR72-500 (SLT)



East Africa (NBO)

Equipment:

- 2 x C208 (AKS)



South and Central (JNB)

Equipment:

- 3 x F406 (WAA) including Back up a/c



THE SCOPE OF **CUSTOMS CLEARANCE IN SSA**



OWN BROKERAGE

**3RD PARTY
DHL BROKER**

**CONSIGNEE SELF
CLEARANCE**

**OWN BROKERAGE AND
EXTERNAL BROKER**

ONSITE CUSTOMS

(USES EXTERNAL BROKER FOR
ADDITIONAL CAPACITY AND
SPECIAL CLEARANCES)

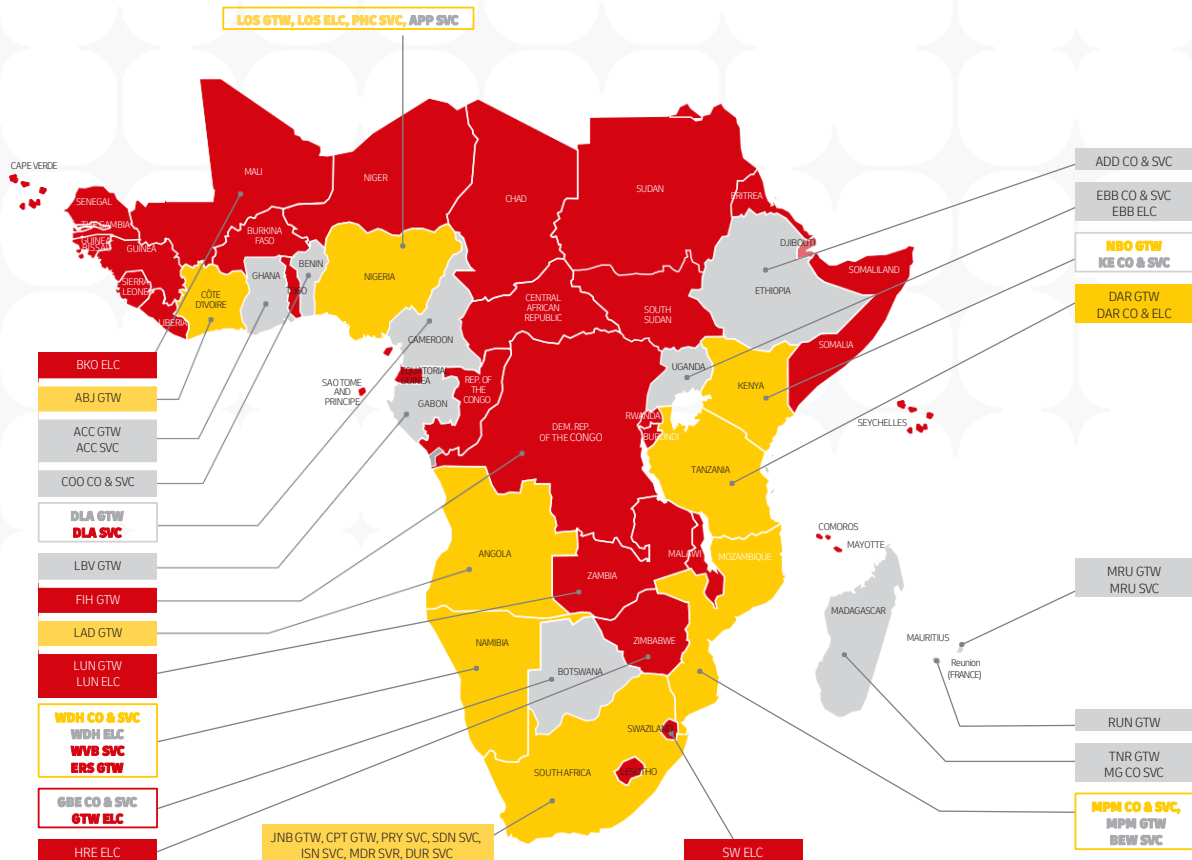


TAPA FACILITIES IN SSA

CURRENT
29 Facilities in 16 Countries

2024 PLAN
6 New Facilities in 6 Countries

FUTURE
Potential Future Expansion





EXPRESS LOGISTICS

EXPRESS LOGISTICS

WHAT IS EXPRESS LOGISTICS?

Customer WANT Speed, Visibility and Ease of doing business to deliver on their own customer promises. Express Logistics offers our customers a vital strategic option to bolster their supply chain and providing the peace of mind that their warranty and spare parts are just a call away.

Express Logistics is a unique product which enables our customers to place small stock quantities in strategic locations across Sub-Saharan Africa to ensure delivery of time critical spares. The last mile delivery is completed via the DHL Express network for a secure, reliable logistics experience.

NUMBER OF ACTIVE COUNTRIES

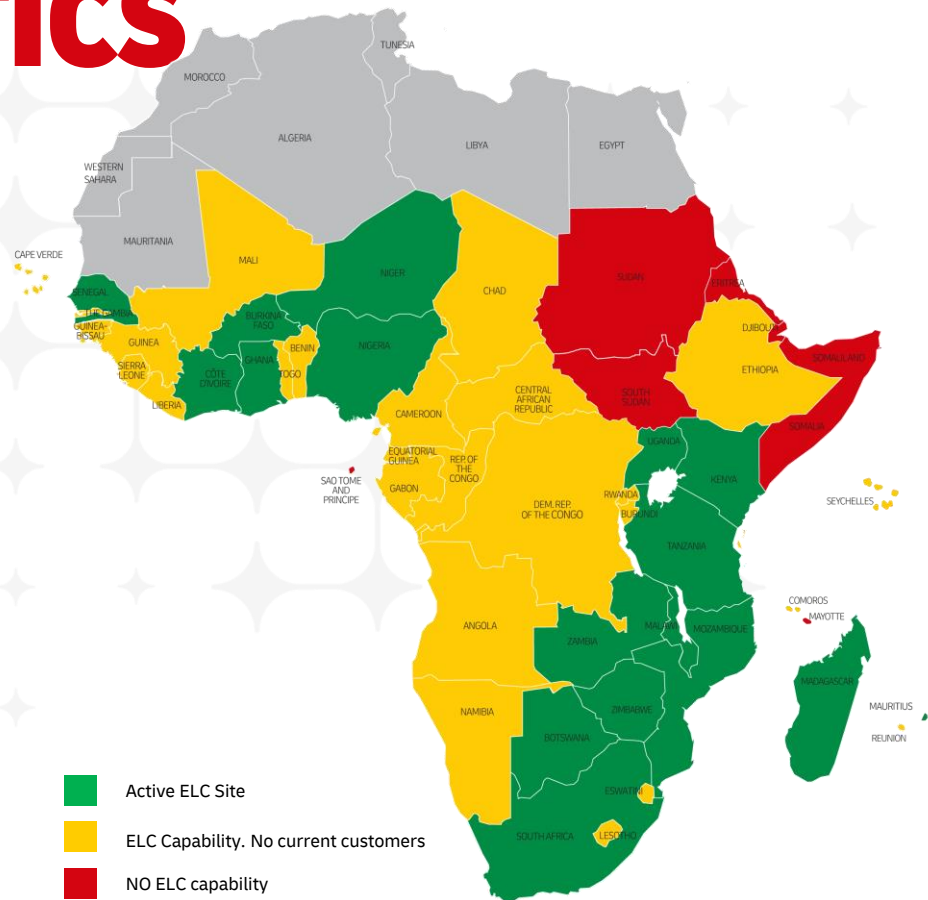
17

NUMBER OF ACTIVE SITES

19

ACTIVE CUSTOMERS

18



VALUE PROPOSITION

GEOGRAPHICAL FOOTPRINT

Express Logistics leverages the DHL Express SSA extensive operational network across the region

- This allows us to setup Express Logistics Centers in key areas allowing our customers to get their parts closer to their customers and engineers.
- Express Logistics can also directly inject parts into the DHL Express Operational network

REDUCED RISK

Express Logistics Centers are located in existing DHL Express facilities.

- DHL Express maintains the highest security standards which extends to our Express Logistics Centers.
- An Express Logistics center negates the need for clients to provide their engineers with “Boot Stock” further minimizing inventory risks.
- Without the need for the client to manage their own inventory, they are freed up to focus on their core business knowing their Logistics needs are met.

FULL E2E SOLUTION

DHL Express Logistics can manage this entire portion of the clients Supply Chain from DC and back.

- Replenishments can be arranged directly from the customers Distribution Center and moved directly on the DHL Express Network
- A full reverse flow is also offered as well and Defectives management and scrap destruction.
- Custom Kitting based on any of the customers scenarios.

ACCESS TO TECHNOLOGY

From Warehouse Management Soft Ware to Automated Robotic assistance, DHL Express Logistics has you covered

- Express Logistics provides each customer with our own WMS as well access to the systems Customer Portal which provides full visibility on Inventory, Order Progress and more.
- Express Logistics, through our partnership with DHL Innovation, can offer our clients state of the art technologies they may not be exposed to in their current markets.

WHAT WE HANDLE

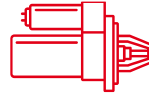
SPARE PARTS



- Spare parts are replacement parts required by an engineer to repair a complete unit / finished good.

- Server and Cell Tower Spares are close at hand shortening downtime periods
- Vital Automotive Spares ensuring fleet and transportation companies minimize on VOR time.
- Diagnostic Spares just a call away allowing our customers to meet strict SLA's thereby ensuring patient diagnostics are never delayed.

FINISHED GOODS AND WARRANTY PARTS



- Finished goods are defined as united which have completed the manufacturing process and contain all parts to function.
- Warranty Parts are units covered a warranty against breakage or defect

- Warranty equipment replacement lead times are drastically reduced.
- Clients are able to distribute Finished Goods from an Express Logistics Center on an order basis and within strict SLA's. In this case the ELC would assume the role of fulfilment center in the customers value chain.

SERVICE PARTS AND CONSUMABLES



- Service Parts are parts required during the routine maintenance of a finished good.
- Consumable are those items which require regular replacement as they deplete.

- When involving Express Logistics in their maintenance scheduling, the customer can preplan our custom kitting operations which ensures engineers have the parts they need to complete their off-site equipment servicing.
- Customers are also able to ensure their clients and engineers have access to any consumables they may require.

WHAT IS EXPRESS LOGISTICS

AND WHAT IT IS NOT



A **spare parts** solution to support customers with time critical Service Level Agreements (SLA's) and in field service technicians

5 to 100 SQM stock locations

Quick stock turnaround of a few weeks to 6 months

Solution can be implemented within our **existing gateways / country offices** using already available resources

Multiple user facilities with customers sharing the same physical platform, systems and processes

A **warehouse solution**

Extensive warehouses of **> 1000's SQM**

It is **not the same** solution offered by DHL Supply Chain – no full truck loads, sea-freight or container service offering

It is not a **Storage facility** for slow moving or stagnant stock.



WHY CHOOSE
**DHL EXPRESS TO
AND FROM SUB
SAHARA AFRICA?**

PEOPLE
3600

INSANELY CUSTOMER CENTRIC
CERTIFIED INTERNATIONAL SPECIALISTS

UNPARALEDLED
AFRICAN NETWORK

PRESENT IN
ALL AFRICAN
CONTRIES WITH
MORE THAN

2260
RETAIL POINTS

DEDICATED CLEARANCE

THE ONLY COMPANY TO HAVE DEDICATED
AIRCRAFT OFFERING THE FASTEST
TRANSIT TIMES AND BEST CLEARANCE
SOLUTIONS IN AFRICA



CUSTOMER

INDUSTRY SPECIFIC
SOLUTIONS AND PROVIDER
OF CHOICE FOR SME'S

INVESTMENT

CONTINUED INVESTMENT
IN AFRICA AND THE COMMUNITIES
IN WHICH WE OPERATE

