

CONNECTING YOU ENRICHING THE CUSTOMER EXPERIENCE POWERED BY TECHNOLOGY

DHL Freight – Excellence. Simply delivered.



DYNAMIC MARKETS DEMAND DYNAMIC SOLUTIONS



Technology has overhauled the things we do – may it be in our personal but also our working lives. Only a few years ago we struggled with oversized maps in our cars to find the way to our destination. Paying by credit card was an exception. And a phone was solely used for calling someone.

In this digital-centric time, pace of change is key to have a clear idea what is coming next. You are driving the future forward with innovations in robotics, artificial intelligence, big data analytics and many more. This is your top priority and something that makes you and your industry unique.

Still there are challenges in regards to other business areas as well. Facing constant change, technology companies need the assurance of consistent, reliable logistics support. It is key that your goods are transported flexible and with a

high security standard matching the demands of your industry.


At DHL Freight, we understand your demands as a company and especially your requirements of the technology sector. We help you to imagine and enable new approaches and solutions. We are a strong partner you can rely on and who is taking utmost care of your goods. Wherever the future is heading, we're going there with you.

We connect you – with your customers, suppliers and stakeholders.

Let's shape the future together!



Holger Schneemann
CSO DHL Freight



Jessica van Beek
Global Sector Head
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FIT BETWEEN TECH INDUSTRY AND DHL FREIGHT

The technology market is asking for many special requirements when it comes to logistics. Key requirements are high service levels, and the capability to manage a high volatility in capacity demand due to a strong seasonality. Furthermore, the demand for innovative solutions is rising to stay ahead in their competitive market. Although every customer has different transportation requirements, we focus on finding solutions for every portfolio.

We differentiate between different types of customers within the technology sector. **Consumer Electronics** customers require replenishment and distribution of finished goods whilst **Enterprise Computing** customers mainly need the delivery of equipment. Customers in the field of **Network and data communication** require the delivery of installation equipment whereas **Semiconductors** have need of I2M and sub-assembly transportation.

HOW WE SUPPORT YOUR SUCCESS IN BUSINESS

RELIABILITY AND FLEXIBILITY

Achieved from an own dynamic transport network

SECURITY

Standard and bespoke high value protection

OPERATIONAL EFFICIENCY AND CONSISTENCY

Derived through extensive coverage enabling regional / multi-country solutions

CUSTOMS BROKERAGE

Industry tailored with geographical reach

INNOVATION

Access to new technologies and solutions

SUSTAINABILITY

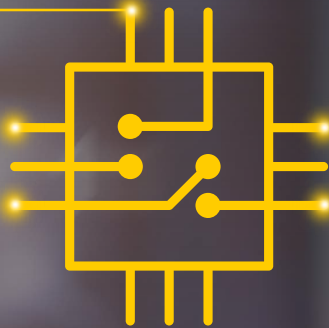
Carbon emission reduction potential and control

CERTIFIED STANDARDS

Training, compliance, leadership culture

1. TRANSPORTATION SERVICES

2. SECURITY



3. CUSTOMS SERVICES

4. VALUE ADDED SERVICES



1. TRANSPORTATION SERVICES

The need for a large range of logistics services is more important than ever to meet the challenges of our customers. The aim is to find a logistics partner who stands for safety and reliability, and offers the capacity and know-how to help your business reach its goals. It is key to look ahead and face future challenges, such as an increasing demand for green and climate-neutral solutions or increased supply chain visibility.

With a comprehensive product portfolio and an **own controlled network** we offer a wide range of transportation services, showing our strengths as the largest logistics provider in the world.

YOU REQUIRE



>> WE DELIVER



>> YOUR BENEFITS



Service options and equipment	FTL, PTL and LTL solutions, climate-neutral services and state of the art equipment	A comprehensive product portfolio and a broad experience in customer-tailored solutions
Access to capacity	An own controlled network and certified long-term partners	Enhanced reliability and a resilient supply chain
Performance management	An integrated network management with certified standards	An improved safety and quality compliance
Supply chain visibility	A variety of market conform options with access to Innovation and new technologies	Maximizing supply chain efficiency
Extensive experience in road freight transportation	Technology industry expertise with experience in delivery to retailers, distributors and channel partners	Access to best practice

13,000 Certified Freight Specialists

213 DHL Freight terminals across 40 countries

Total number of shipments transported per year **44 mn tons**

Total handling area **17.000 sqm**

43 mn Shipments per year

2,200 Linehaults






Download the case study!

2. SECURITY

Part of the logistics industry is to facilitate the safe management and movement of goods between a specific point of origin and its final destination. Supply chains must be secured against any form of man-made and natural disruption. It is almost impossible to make a supply chain 100% secure but modern technology and well-trained people are for sure making a big difference.

As the road cargo experts we are steadily assessing how the impact of threats can be reduced and react quickly if risk levels change.

YOU REQUIRE 	>> WE DELIVER 	>> YOUR BENEFITS 
Secured equipment	Box trailers, anti-slash tarpaulin and much more	Access to equipment by own network and long term partners
A secured transportation service	A second driver and 24 hours driver contact, live track & trace, GPS and a high-value cargo insurance	Enhanced visibility and an extended liability
A secured infrastructure	TAPA certified DHL Freight terminals	Secured and certified facilities with consistent standards across the network
Standardized processes	Reliable transport execution based on experience and high operating standards	Flexible and experienced workforce to manage bespoke requirements and ensure seamless implementation

88 TAPA certified terminals

150 Local security representatives

120 Certified subcontractors in our fleet



>6,000 trucks / trailers in our fleet



25 country Heads security representatives



Download the case study!

3. CUSTOMS SERVICES

In case of cross-border transport in third countries, goods must generally be declared to the relevant customs authorities. This can quickly become unclear and not transparent.

To avoid making mistakes with the sensitive customs formalities, you should always have a competent expert at your side to support you throughout the entire customs procedure for imports, exports or transit traffic.

YOU REQUIRE



>> WE DELIVER



>> YOUR BENEFITS



Support in complex trade and regulatory compliance

Import and export transit clearance and Intrastat declarations

Access to equipment by own network and long term partners

Support in fiscal and legal exposure

Financial strength and consultancy

Enhanced visibility and an extended liability

Optimized customs requirements

AEO, VAT / duty handling, broker SOP, compliance audits and customs audits

Secured and certified facilities with consistent standards across the network

170 Customs
offices

30+ countries in
Europe

1000+ customs
experts



6000+ documents
prepare

Connected to **200+** countries






Download the case study!

4. VALUE ADDED SERVICES

Value added services ensure smooth transport and delivery within our whole network.

Besides handling the transportation, processing and storage of your road freight, you can benefit of a wide range of other services that meet your specific requirements and create added value along your supply chain. Tailor-made solutions, adjusted to suit your individual needs are what create decisive competitive advantages.

YOU REQUIRE 	>> WE DELIVER 	>> YOUR BENEFITS 
A LEAN supply chain	Control tower concepts fitting each customer needs	Access to the best network design capabilities, full-visibility and pro-active incident management
The management of KPI's and peaks	The relevant experience and access to best practices as well as pro-active exception management	Continuous improvement with best-in-class methodologies and processes such as First Choice and Six Sigma
Supply Chain Resilience	A wide range of tools and technologies in place	Carrier neutral transport management including service and procurement which enables to focus on core competencies
In-plant and fulfillment services including warehousing	Established and experienced services	After sales management with connected operational teams

Several customer specific control
towers throughout Europe

100+ CT specialists

1200 Integrated hauliers
and carriers

100.000 Vehicles

100.000 tracked transports /
month

+50.000 GPS Devices
assembled on DHL
WABs & Trailers

> 800 Carbon reports
created per year

250,000 Emission-reduced shipments via Skick
Grönt (insetting) and DHL Freight Eurapid
(offsetting) in the first half of 2021

> 200 LNG trucks in operation
in 2021



Download the case study!

LET'S CONNECT

WE ARE EXCITED TO WORK WITH YOU!
DISCOVER HOW DHL FREIGHT CAN SUPPORT YOU TO
STAY CONNECTED TO THE FUTURE OF TOMORROW.

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