CONNECTING YOU
ENRICHING THE CUSTOMER EXPERIENCE
POWERED BY TECHNOLOGY

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 Technology DHL Freight
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
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.

<table>
<thead>
<tr>
<th>YOU REQUIRE</th>
<th>WE DELIVER</th>
<th>YOUR BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service options and equipment</td>
<td>FTL, PTL and LTL solutions, climate-neutral services and state of the art equipment</td>
<td>A comprehensive product portfolio and a broad experience in customer-tailored solutions</td>
</tr>
<tr>
<td>Access to capacity</td>
<td>An own controlled network and certified long-term partners</td>
<td>Enhanced reliability and a resilient supply chain</td>
</tr>
<tr>
<td>Performance management</td>
<td>An integrated network management with certified standards</td>
<td>An improved safety and quality compliance</td>
</tr>
<tr>
<td>Supply chain visibility</td>
<td>A variety of market conform options with access to Innovation and new technologies</td>
<td>Maximizing supply chain efficiency</td>
</tr>
<tr>
<td>Extensive experience in road freight transportation</td>
<td>Technology industry expertise with experience in delivery to retailers, distributors and channel partners</td>
<td>Access to best practice</td>
</tr>
</tbody>
</table>
13,000 Certified Freight Specialists

2,200 Linehauls

213 DHL Freight terminals across 40 countries

Total handling area 17,000 sqm

Total number of shipments transported per year 44 mn tons

43 mn Shipments per year

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.

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

120 Certified subcontractors in our fleet

150 Local security representatives

>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.

<table>
<thead>
<tr>
<th>YOU REQUIRE</th>
<th>WE DELIVER</th>
<th>YOUR BENEFITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support in complex trade and regulatory compliance</td>
<td>Import and export transit clearance and Intrastat declarations</td>
<td>Access to equipment by own network and long term partners</td>
</tr>
<tr>
<td>Support in fiscal and legal exposure</td>
<td>Financial streghth and consultancy</td>
<td>Enhanced visibility and an extended liability</td>
</tr>
<tr>
<td>Optimized customs requirements</td>
<td>AEO, VAT / duty handling, broker SOP, compliance audits and customs audits</td>
<td>Secured and certified facilities with consistent standards across the network</td>
</tr>
</tbody>
</table>
## 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.

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

1200 Integrated hauliers and carriers

100+ CT specialists

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.

freightservices@dhl.com