



DHL EXPRESS COMPANY PROFILE PRESENTATION

DHL Express – EXCELLENCE. SIMPLY DELIVERED.



Welcome to DHL Express: the most international company in the world



Italy: one of the most important markets, we serve it at its best



60%
Market Share*



7.500
Employees
(direct & indirect)



68.000
Customers



37 Milioni
Shipments/year



>3.000
DHL ServicePoints



40
Daily flights



2.500
Vehicles



75
Facilities



1 Air Hub

8 Air Gateways

3 Ground Hub



* Based on third-party research commissioned by DHL

Connecting your world with an excellent international service



Certified International Specialist

DHL, leader in the global market for over 50 years, provides customers with a **team** of Certified International Specialists to support the **internationalization** of their business and **Made in Italy**.



Customs expert

DHL handles millions of customs transit transactions everyday and it is one of the largest brokers in the world. More than 80% of incoming shipments are cleared through customs upon arrival in order to ensure fast and efficient delivery to customers. Our dedicated customs teams can support you in **handling** all **standard and non-standard customs clearance procedures**.



Customer is at the center of our world

Insanely Customer Centric Culture: everyone in DHL Express has an essential role of **listening** Customer Voice in order to have a **continuous improvement**. This is the attitude that guides our actions, so that every interaction is a **positive** experience.



Zero emissions by 2050

Our priority is to support business development with actions aimed at **sustainability**, caring for **people** and the **environment**. The DPDHL Group has set itself the target of **zero emission by 2050**, with intermediate targets to be achieved by 2025.



A global network

Through our **global logistics network** travel lots of shipments, but above all **needs**. We have the **highest number** of International and National **Hubs** and the **best transit times**.



DHL Express, at your side with solutions for every need

DHL Express is the **leader** in the **international shipping** market with an excellent express, fast and reliable **door to door** service. We're well aware of all **international trade** needs. For this reason DHL is able to provide **solutions** for every **needs** of shipping goods and documents to and from **over 220 countries**.

	 SAMEDAY	 TIME DEFINITE	 DAY DEFINITE
Need	Extremely urgent shipments requiring immediate collection and delivery in the shortest possible time	Shipments with delivery within a predefined time or by the end of the first available working day	Shipments for less urgent deliveries within a certain number of working days after collection
Product	DHL JETLINE DHL SPRINTLINE	DHL EXPRESS 9:00 DHL EXPRESS 10:30 DHL EXPRESS 12:00	DHL EXPRESS WORLDWIDE DHL IMPORT EXPRESS DHL EXPRESS DOMESTIC
+ URGENT		- URGENT	

- Wide range of **optional services** including



With **GoGreen Climate Neutral**, you can calculate carbon emissions for each shipment and compensate them through certified environmental programs.

- **Customs Services** for any need, thanks to our consolidated 50 years experience:

Duties Taxes Paid, to relieve your recipient of any thought related to the payment of customs duties

Paperless Trade the free of charge service to digitally transmit your documents for customs purposes, respecting environment

- **Industry solutions** and services eg. Food, Fashion, Life Sciences & Healthcare

DHL Express: the partner for your eCommerce



DHL has a **team of experts** to support the **development** of your **eCommerce**. We offer you strategic **consultancy** and **innovative services** at all stages of the Customer Experience in order to:

- **increase** e-shopper **satisfaction**
- **improve** the **conversion rate**
- **decrease abandoned cart rate**
- **simplify returns** management

ON DEMAND
DELIVERY



ODD - On Demand Delivery, is the innovative free of charge service to **customize last mile delivery**. Your e-shopper can change, up to the last minute, **times**, **places** and **delivery modes** in a few click.

Your **e-shop** will stand out from competitors, increasing customer **loyalty** and **sales**.



DHL offers you ECOM4YOU to **get the most** out of your eCommerce. **ECOM4YOU** is the **free of charge** platform to **let user**:

- effectively **manage orders** from eCommerce sites (CMS) and marketplaces
- to **automate** with a single interface **back-office tasks**, from order management to shipment



DHL is recognized and respected all over the world.
We are pleased to be **your brand ambassador world-wide**

Excellent and certified Service



QUALITY



1994: DHL is the first logistic company in Italy to obtain **ISO 9001**.



DHL is certified **ISO 45001**



100% of DHL Express Italy **gateways** are **TAPA certified**



DHL is **AEOF** certified. That allows us to manage **simplified customs procedures**



DHL Express Italy has **HACCP** certification



PEOPLE



Since **2014 till now**, DHL Express Italy is **Top Employer**



2020 DHL Express Italy is **Great Place To Work**



ENVIRONMENT



Since **2006** DHL has **ISO 14001** environmental certification



Since **2015** DHL has **ISO 50001** certification



2015 DHL signs the «National Environmental Footprint Assessment Programme» with the **Ministry of Environment for Sustainable Development**



CUSTOMER SERVICE



Since **2015 till now**, DHL is **Best Customer Service:**

- **2015** Best Italy Customer Service Award Italy
- **2017 Customer Experience Management** Award
- **2018 Employee & Customer Engagement** Award
- **2019 Share and Learn** Award

* Customer Management Multimedia Competence