

DHL Express



DHL EXPRESS IN THE U.S.

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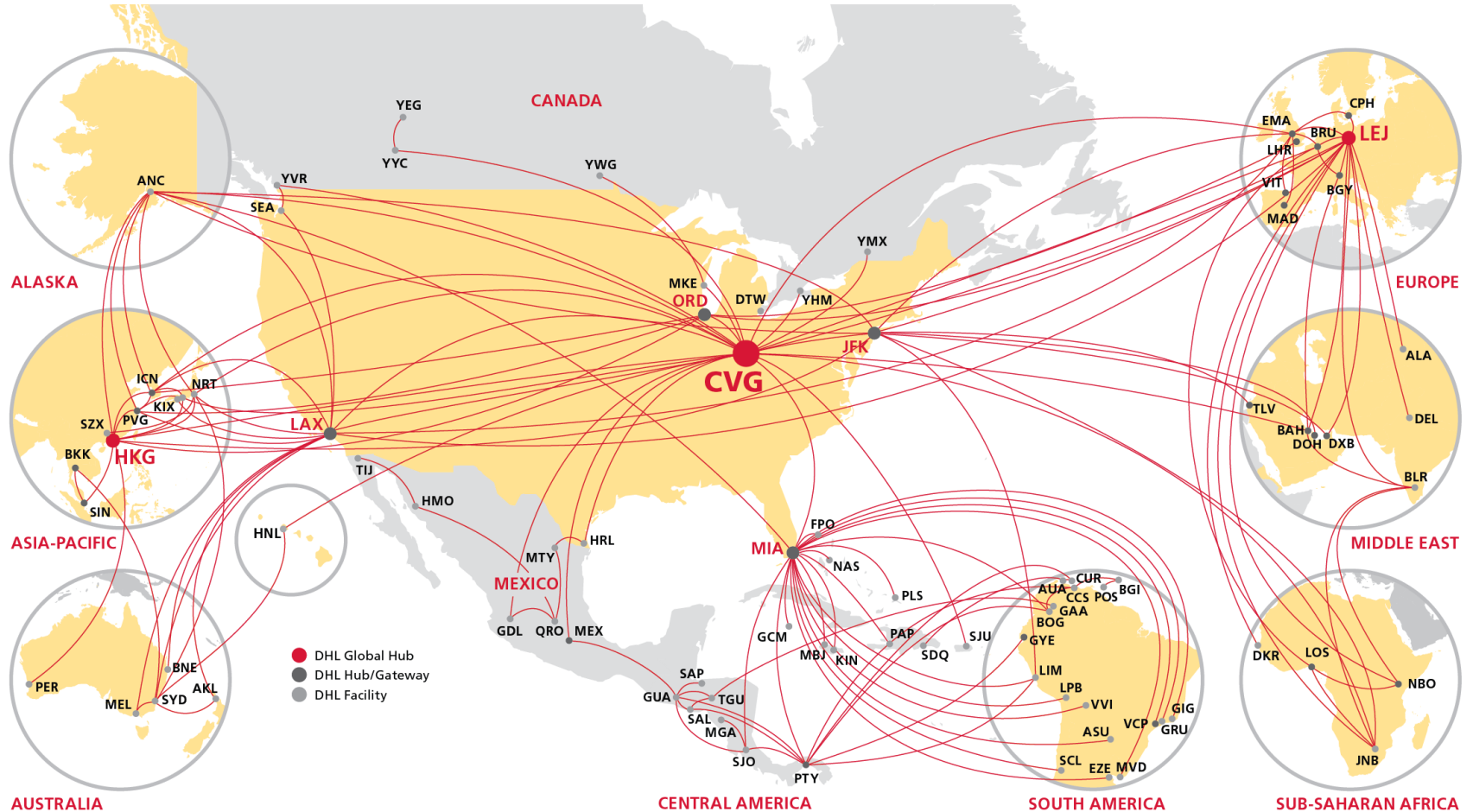
DHL Express in the U.S.

DHL Express U.S. – Your Specialists in International

- Founded in 1969 with 3 employees and 4 clients
- Over 10,000 employees – “Certified International Specialists”
- 5 international hubs and gateways connect the U.S. with more than 220 countries and territories
- More than 300 U.S. flights/weekday on DHL or partner aircraft
- Over 7,400 Service Points for customers, including
 - 111 DHL service centers
 - Over 7,300 DHL Authorized Shipping Centers
- Over 4,900 branded vehicles, many alternative fueled, such as
 - Fully electric
 - Hybrid–electric
 - Compressed natural gas (CNG)
 - Clean diesel

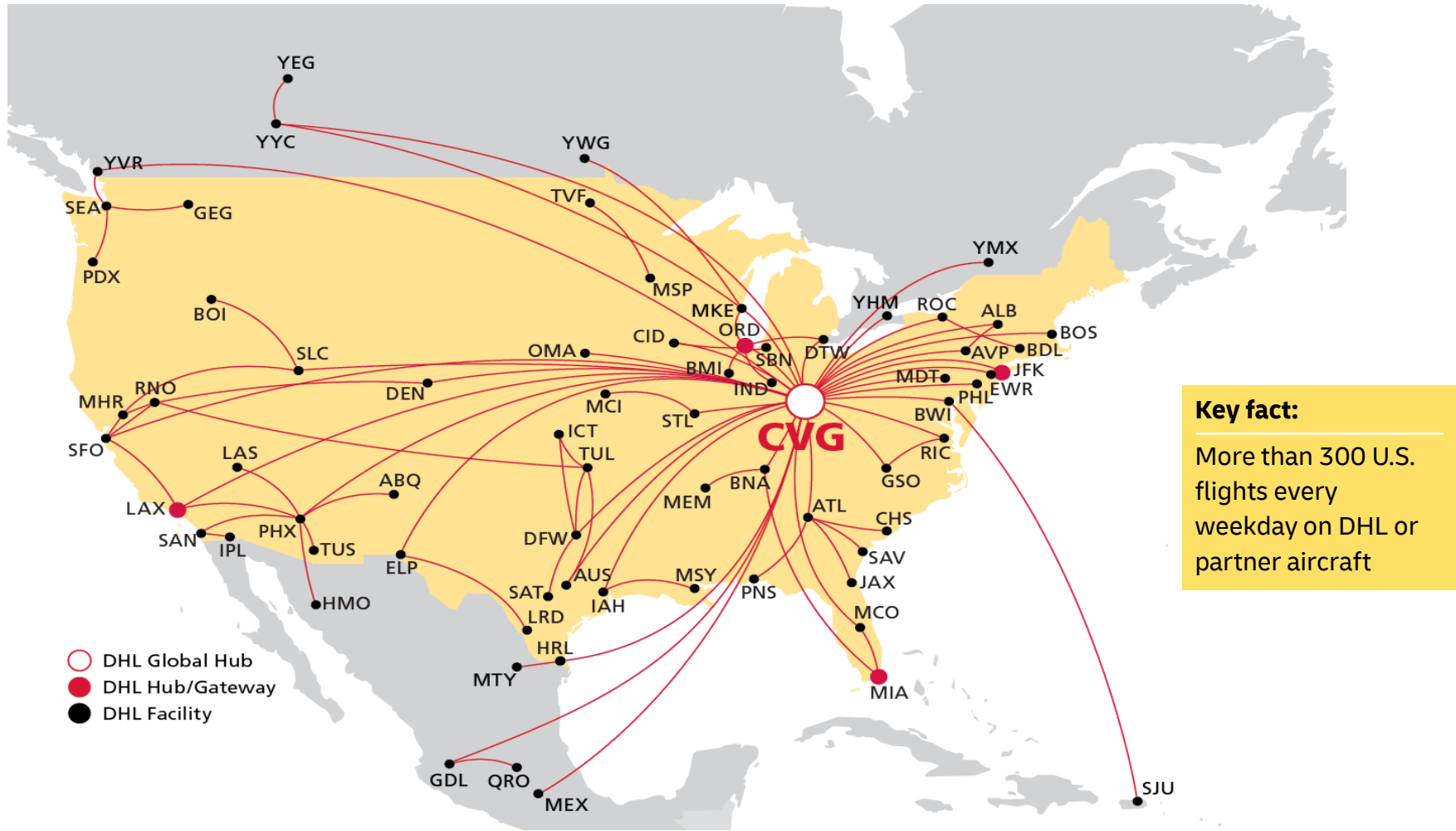


DHL Express – Our intercontinental air network



South America and Sub-Saharan Africa include Dedicated Air Operations and Commercial Air Lift.

DHL Express – North American air network



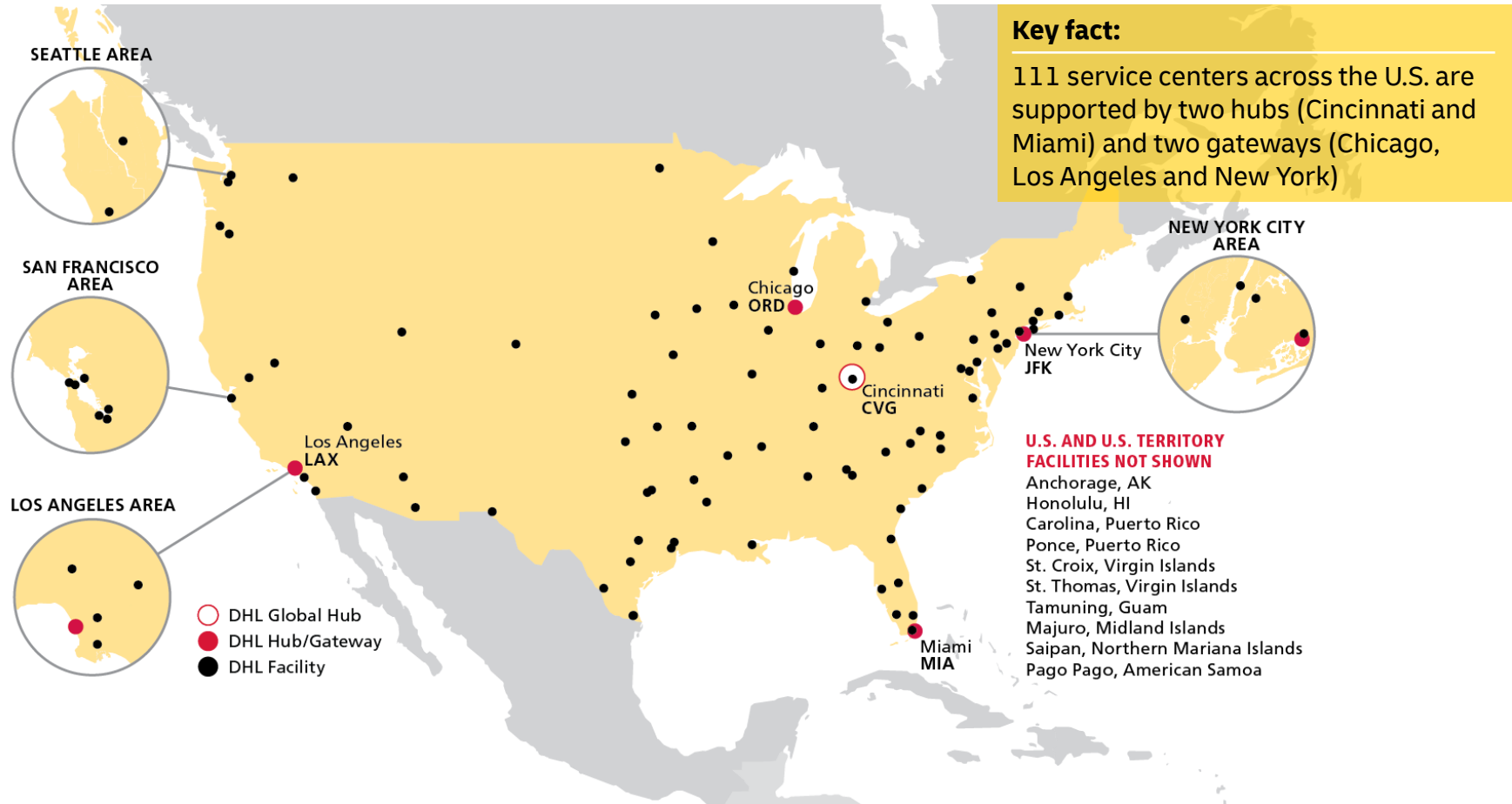
DHL Express – U.S. Hubs and gateways

Key facts:

- All U.S. hubs and gateways are TAPA-certified
- DHL U.S. has a better Cleared-on-Arrival percentage than any other region, and the shortest time in-bond for shipments not Cleared on Arrival



DHL Express – U.S. locations



Cincinnati Hub – Overview

Connecting the U.S. with the rest of the world

The Cincinnati/Northern Kentucky Airport (CVG) operates as our main international hub in the U.S., delivering industry-leading pickup and delivery times.

- CVG is strategically located within one hour's flight time of 60% of the U.S. population and 3 hours' flight time of 85% of the U.S. population
- 80% of all shipments from the Americas transit via the CVG Hub; 90% of the U.S. volume comes into and goes out of CVG
- Customs Clearance Team operates 24/7 to ensure swift clearance of shipments before or upon arrival
- The U.S. Quality Control Center (QCC), located at the CVG Hub, acts as "traffic control," constantly monitoring world events and weather patterns to prevent shipment delays
- DHL Express Americas, Europe and Asia Pacific all earned coveted ISO 9001:2015 quality-management certification for express distribution services of documents and packages



Cincinnati Hub – Capabilities

Focused resources to further enhance reliability

- State-of-the-art autosort system for letters and small parcels handles an average of 95,000 pieces per night – with ability to handle pallets/non-conveyables
- 96 daily flights (arrivals & departures) with 67 total aircraft parking gates
- Fast Customs clearance with:
 - 13 in-house Customs brokers
 - 24 inspectors and 3 supervisors with U.S. Customs & Border Protection (CBP)
 - 5 inspectors and 1 canine with U.S. Department of Agriculture (USDA)
- Full import/export capabilities:
 - 97% of shipments are Cleared On Arrival (COA)
 - 98% are cleared in one day



Cincinnati Hub – Security certification

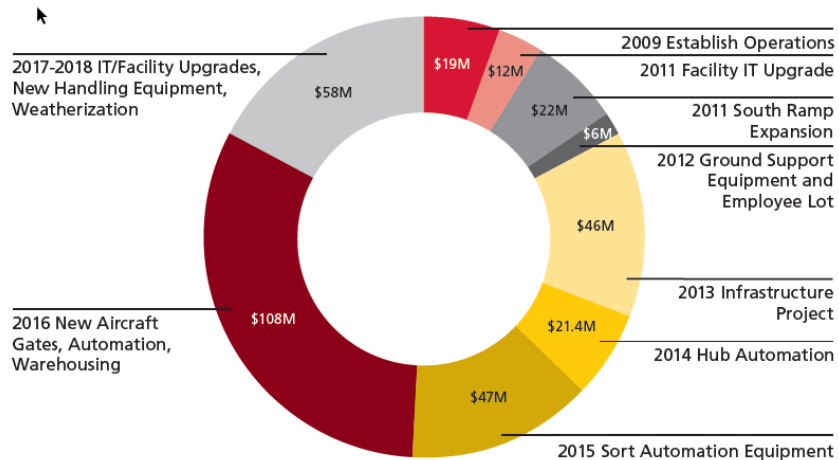
The highest security standards for a safer shipping experience

- The Cincinnati/Northern Kentucky (CVG) Airport is the main international hub for DHL Express, and it has been certified as a safe, secure facility through the Transported Asset Protection Association (TAPA) program
- TAPA certification – recognized as the global security benchmark for cargo facilities and transport – is awarded only to those facilities that meet the highest security standards
- Worldwide, there are approximately 300 TAPA-certified DHL Express facilities
- In the U.S., there are 31 TAPA-certified DHL facilities, including:
 - **Hubs:** Cincinnati (CVG) and Miami (MIA)
 - **Gateways:** New York (JFK) and Los Angeles (LAX)
 - **Service Centers:** New York (LGA), Hauppauge, NY (FRG), Reno (RNO), Miami (TMB), Phoenix (PHX), Seattle (BFI and SEA), Houston Intercontinental (IAH), Houston (HOU) and Jacksonville (JAX)



Great service quality: Continually enhancing our network: CVG Hub

2009–2018: USD 339mn investment at CVG



Recent upgrades include

- Increased capacity while improving quality and efficiencies
- New Reload Sorter, Slides, Outbound loose-load truck doors, Unit Load Device (ULD) transfer station and Commercial Airline (CAL) screening area
- Material Handling Equipment quality enhancements
- New technology with Direct-to-tug (GPS) dispatch system and implementation of new technology to track aircraft containers
- New caster decking improved ULD handling
- New buildings weatherize Ground Support Equipment (GSE) and ULDs

Note: All dates represent completion dates. Investment amounts in USD



DHL Express U.S. – Going greener

Although we deliver at the “Speed of Yellow” we aim to be greener



Fleet

12% Alternative fuel vehicles

- In 2018, DHL introduced 341 new vehicles, 32% of which were AFV
- Fleet composed of: fully electric, hybrid-electric, compressed natural gas (CNG) and clean diesel vehicles
- Our new service center in Long Island City, NY, will feature 55 fully electric vehicles
- Manhattan (NY): 100% green fleet at ZYP service center. Two facilities provide courier services by foot rather than using vehicles



Facilities

Maximum energy efficiency

- All new facilities/relocations receive efficient T-5 or LED lighting
- Opened new 1LEED-certified Chicago Gateway in 2017
- As of 2018, all upgraded and newly installed material-handling equipment used motors with a minimum efficiency rating of IE 4 (14% higher)



Services

Helping Customers Meet their Environmental Goals

- All-inclusive carbon off-setting services
- Reporting services for carbon emissions
- All DHL packaging supplies are made of recyclable materials



Why choose DHL Express to and from the U.S.?

We're committed to using our international expertise and world-class service to ensure our customers' success



Global expertise

"No one knows the world like we do."

- Worldwide presence
- Local knowledge in every country
- Unparalleled regional capacity
- Staff trained in international shipping
- 50 years of international know-how

- We are the only Express carrier to service embargo nations, including Iraq and Afghanistan
- Every DHL Express employee is a Certified International Specialist
- Truck, bicycle, rickshaw, motorcycle or camel – whatever it takes, our global network has the local support to deliver



Service excellence

"The relentless pursuit of service quality is in our DNA."

- We're dedicated to quality service
- Outstanding reliability
- We're faster around the world
- The flexibility you need
- The experts in Customs, globally

- During the Icelandic volcano eruption in 2010, the Japan earthquake, tsunami of 2011 and Typhoon Rammasun (Asia) in 2014, DHL found ways to deliver when its competitors were grounded
- 90% of customer service calls are answered within 10 seconds
- Over 97% COA (Cleared On Arrival) performance



International focus

"International isn't just part of our business. It **is** our business."

- Our vast network includes more than 220 countries & territories
- We are totally committed to International Express
- We support you with a "Can Do" attitude through every step of the shipping process

- Dedicated network partnerships with carriers such as Polar Air and Lufthansa ensure faster transit times
- Because DHL was first into many global markets, we have greater knowledge of local areas and stronger relationships there
- We've invested USD 339m in our Global CVG Hub at Cincinnati/Northern Kentucky Airport since 2009

A culture of excellence

We always cross borders reliably, efficiently and cost-effectively – and we're proud to be recognized for it

- DHL Express was awarded global ISO 9001:2015 certification in 2018
 - Our worldwide operations meet ISO standard requirements for Quality Management Systems
- DHL Express trains every employee to be a Certified International Specialist (CIS)
 - All 100,000 DHL Express employees worldwide complete the CIS Foundation program
- In the U.S., DHL Express has 31 TAPA-certified locations (including all hubs and gateways) and approximately 300 worldwide
 - The Transported Asset Protection Association (TAPA) promotes security standards to safeguard and minimize loss of transported cargo

▼ Our most recent recognitions

- **2018:** Certified in 2018 for the second year in a row as a great workplace. In 2018, also certified as Top Employer for the fourth year in a row by the Top Employers Institute
- **2018:** Grand Stevie Award for Sales & Customer Service
- **2017:** Certified by the Top Employers Institute as a Top Employer for the third year running, DHL U.S. was one of seven DHL units in the Americas Region that received this distinction. DHL is one of only eight companies worldwide to earn the Institute's Global Top Employer award
- **2017:** U.S. EPA SmartWay Excellence Award for superior environmental performance and leadership
- **2016:** DHL won its fourth consecutive U.S. EPA SmartWay Excellence Award in 2016 for industry leadership in freight supply chain environmental performance and energy efficiency
- **2016:** DHL earned top honors at the Annual Stevie Awards for Sales & Customer Service – with wins in several categories by countries throughout the Americas Region

Air Cargo security certifications

We're not just recognized for our security standards – we're certified for them



TAPA

Trade Asset Protection Association

- DHL Express has 300 TAPA – certified facilities and worldwide and that number continues to grow
- All of our U.S. Hubs and Gateways are TAPA-certified to meet, and in many cases exceed, industry security standards for transporting sensitive air cargo



C-TPAT

Customs-Trade Partnership Against Terrorism

- Since 2003, DHL has participated in this U.S. Customs & Border Protection (CBP) initiative to defend the U.S. border by safeguarding businesses' supply chains against terrorism
- DHL was most recently recertified in 2014



Transportation
Security
Administration

CCSP

Certified Cargo Screening Program

- Eight certified screening locations in the U.S.
- We are enabled to screen customers' shipments to ensure cargo is safe for transport on passenger aircraft while maintaining business continuity



ACAS

Air Cargo Advance Screening

- Enhanced pre-departure screening protocols prevent the loading of high-risk cargo (labeled "Do Not Load") at overseas airports