

Africa – a continent full of potential and promise

DHL's pioneering spirit and can do attitude defines the company's approach to business. We have been operating in Africa since 1978 and today work in every country on the continent. The company pioneered the express and logistics industry in Africa, where we are now the market leader.

In sub-Saharan Africa, economic integration is still in its earliest stages of development. However, despite the extreme poverty, civil war, AIDS, famine, genocides, and crime, we view the region's 48 nations as having huge potential. DHL is proud to be an integral part of these communities, where we demonstrate our commitment through being a responsible employer and a good corporate citizen.

South Africa, Nigeria and Kenya are the region's strongest economies and are setting the stage for the continent's development. DHL has played an important role in helping build infrastructure in and between these countries. DHL Express South Africa has served as both a catalyst and a barometer of the country's development into a regional power.

A commitment to quality and performance

Before the end of apartheid in 1994, South Africa's share of inter-African deliveries was just 10 percent. By 2002, it had increased to 35 percent. Today, the central hub in Johannesburg services South and Central Africa, with about 300,000 deliveries a month. Our operations are centred in Johannesburg and Cape Town, and include 11 Service Centres and 15 Agent Offices.

We are also credited with creating the most modern air network on the African continent. Because commercial air traffic is insufficient, particularly in West Africa, we had to introduce dedicated flights to ensure punctual delivery. This has resulted in a 40 percent market share, placing DHL well ahead of the competition. Our network includes more than 18 aircraft flying 63 routes to about 30 countries a day, with the capacity to transport more than 170 tonnes of express freight daily to and from Africa. There are further hubs on the continent in Abidjan, Lagos, Libreville, Harare and Nairobi.

International expertise and innovative concepts ensure that quality and performance define our operations. For example, DHL implemented an electronic data exchange system with local customs authorities, which makes it possible to reduce processing time from a day to between one and two hours.

Strategic partnerships that work

We are committed to working within strategic partnerships that maximise our core competencies and achieve maximum results in the communities where we operate. We have learned from our work in areas torn by humanitarian crises and conflicts that a better coordinated approach is needed, which means teaming up with people and organisations with different skills than we have. We believe that meeting the challenges to human insecurity are so great that solutions require the participation of all sectors of society.

For this reason, DHL is developing a partnership with the International Federation of Red Cross & Red Crescent Societies (IFRC). By working together through combining resources, skills and networks we believe the overall impact that can be achieved will be greater than if we work in isolation. Projects will be joint efforts delivered by DHL and IFRC local staff. For example, we are participating in the Roll Back Malaria campaign by delivering 730,000 impregnated mosquito nets from Vietnam to the Ministry of Health in Togo. We are also purchasing nets to deliver to DHL families in affected countries in Africa.

The World Economic Forum – a value added relationship

We are proud to be a strategic partner of The World Economic Forum (WEF), working within its collaborative framework with the world's leaders to address global issues and with our colleagues – and competitors – on global citizenship issues. DHL is working with the WEF on a wide range of initiatives.

The Logistics & Transportation Corporate Citizenship Initiative (L&TCCI) is a good example of how companies within an industry sector can work together to address issues of common concern and demonstrate a proactive contribution to sustainable development. Partners have agreed to eight principles committing themselves to uphold human rights, labour standards and environmental protection.

They also agreed to harness core competencies in logistics and transportation to better help those in dire need. Partnership programmes may include responding to calls for delivery of emergency humanitarian assistance, food aid, AIDS medicines and computers to communities that need them to help bridge the 'digital divide'.

Box

Committed to the communities where we operate

DHL touches the lives of millions of people – those we employ (and their families), our customers, suppliers, shareholders and those who live in the

communities where we operate. Being a good corporate citizen means behaving responsibly with regard to these people and the environments in which they live. Here are some examples of DHL's activities in Africa:

- Morocco earthquake relief: March 2004. We transported a 26-tonne shipment of clothing and tents from Helsinki to Nador in cooperation with the International Federation of the Red Cross and Red Crescent Societies.
- In 2003, we delivered over 1,200 PCs, iPAQs, CDs and keyboards to countries including Uganda, Namibia, Cameroon, Zimbabwe, Senegal.
- Carpenter tools were shipped from Germany to Princess Town, Ghana, in March 2004.
- Working with the Brussels Sport Association, which sponsors basketball camps, we delivered 160 basketball shirts to Cameroon and Senegal in March 2004.
- Boxes of books collected by the pupils of St. John's School, Belgium are regularly shipped to two schools in Kwazulu-Natal, South Africa.
- Each department in DHL Morocco sponsors a child from the SOS Children's Village. They help provide food and clothing and organise activities for the child on a regular basis.
- The DHL More Power Committee team in Nairobi partnered with several companies to present various gifts and donations to the Mathare Mental Hospital.
- DHL transported clothes to street children in Lusaka, Zambia, donated by children from the International School of Stockholm.
- In September 2003, we delivered Freeplay Lifeline radios to orphans and vulnerable children in South Africa as part of Nelson Mandela's Children's Foundation, Goelama Project. The wind-up radios provide a lifeline for children who live in families where there are no adults.

For more information please visit www.dhl.com/corporatecitizenship