



QUALITY AWARDS

Below are some examples of the Quality Awards that DHL has received.

DHL Express

DHL Express was awarded 'STAR Vendor of the Year for Value Added Services' in 2003 by Quintiles Transnational, the world's leading provider of services to help pharmaceutical and biotechnology companies develop and market new medicines. The award is bestowed annually to the suppliers that best meet and exceed Quintiles' rigorous expectations in the areas of customer service, competitiveness, quality and innovation, and communications.

ISO 14001

DHL has ISO 14001 certification in nearly 200 sites across the world. The majority of these are based in Western Europe but we hope to expand our certified presence globally in the coming year.

DHL was the first Express Courier Company to gain certification for both its air and ground operations on a regional basis. Nine hubs are currently certified (East Midlands, Cologne, Brussels, Heathrow, Madrid, Vitoria, Bergamo, Copenhagen, and Metz. These hubs are central to DHL's operations; handling over 700,000 tons of freight per annum. Allied to this was the certification of European Air Transport, a wholly owned subsidiary of DHL, in September 2001. We believe that this was the first time a cargo airline had been certified to ISO 14001.

A full list of sites with ISO 14001 certification is available on request.

SA8000

DHL is currently certified for this established Social Accounting certification in DHL Portugal (see entry for Portugal below). We are discussing plans to extend this to other interested countries.

ISO 9001:2000

DHL has ISO 9001:2000 certification in 157 sites across the world.

Global

DHL participated in the World Business Award in support of the Millennium Development Goals (June 2004).

Asia Pacific

DHL led the industry by being the first company to receive TAPA certification in India, Korea, the Philippines and Shanghai. TAPA is a widely recognised independent and non-profit-making industry association formed by high-tech manufacturers to promote higher security standards in transportation of technology and high-value products.

For its Matraville warehouse in Sydney, DHL received 99.46% - the highest score ever achieved within our industry.

The total number of DHL's TAPA 'A'-certified facilities in the region is 35, plus one which is 'B'-certified. Some 90% of DHL Danzas Air & Ocean's main air-freight facilities have been certified. DHL Express has received 'A'-certified status for its major hubs and gateways in the region, including its three main hubs in Hong Kong, Singapore and Bangkok. The new Central Asia Hub in Hong Kong is built to the highest security levels. Many more facilities in the region, including the new Central Asia Hub, will be audited by TAPA in 2004.

'Capability Maturity Model (CMM) Level 5' - In its commitment to achieving software excellence to deliver high quality customer service, DHL achieved Level 5 (Optimised Level) of the Software Engineering Institute (SEI)'s software CMM for its Global Information Services Centre in Cyberjaya, Kuala Lumpur, Malaysia.

DHL was named Best Express Operator for the 18th consecutive year at the prestigious Asian Freight & Supply Chain Awards 2004 (AFSCA) in May 2004. In addition to Best Express Operator, DHL were also given three additional awards - Best Logistics Service Provider-Air Freight, Best All Cargo Airline and Best Road Haulier-Asia. In total, DHL received four of the seven awards given out at the ceremony.

At the Asia Logistics Awards 2004 held in Kuala Lumpur, Malaysia, in October 2004, DHL was honoured with the highly coveted Express and Mail Operator and Air Freight Forwarder of the Year Awards, reaffirming DHL's regional leadership in these industry sectors. This was the third consecutive year that DHL Express has been awarded the Express and Mail Operator Award and the second time that DHL Danzas Air & Ocean, the air and ocean freight arm of DHL, won the Air Freight Forwarder of the Year Award.

Co-ordination Centre, Brussels

The DHL Global Coordination Center has been certified as CarbonNeutral® (August 2003-August 2004). Working with Future Forests, DHL has planted over 8,000 trees in Bhutan to balance the carbon dioxide emissions relating to the DHL buildings in Pegasus Park, Brussels.

UK

The UK received the Liveable City Awards for Traffic Reduction & Transport Management, and Contribution to Air Quality. Other awards won in the UK include the Gold Star Award for Innovative Fleet - presented by *Fleet News* and an informal award for the most stylish zero emission courier vehicle by *Green Futures Magazine* (for our quadracycle).

DHL Aviation UK was awarded GoodCorporation status - an industry first. We received special commendations in the areas of community involvement and management of our environmental impact. GoodCorporation is a global standard of corporate citizenship that helps organisations of all types and sizes to develop, manage and monitor good working practices. Based on a set of core principles devised by the Institute of Business Ethics, the standard sets out a framework of policies and practices against which an organization can measure how effectively it is meeting these goals. It covers an organisation's responsibility and fairness to its employees, suppliers, customers, and providers of finance, as well as its community and environmental impacts.

DHL UK came runner up in the private sector fleet category of the BP Green Fleet awards (2003). We were recognised for our innovative fleet ideas, in particular the promotion of LPG to achieve good environmental practice awareness, and business rewards in securing an exemption from the London congestion charge through our lobbying work.

DHL UK was shortlisted for the 'Management Today' Service Excellence Award and the 'International Freighting Weekly' Express Carrier of the Year Award.

The crew from a DHL Airbus A300 hit by a missile in Baghdad was honoured at an aviation awards ceremony in London. The three-member crew of a Bahrain-bound DHL aircraft was hit by a surface-to-air missile on 22 November, just three minutes after it took off from Baghdad Airport. The crew managed to make an emergency landing at the airport 25 minutes after the impact, without further damage. Captain Eric Gennotte, first officer Steeve Michielsen and flight engineer Mario Rofail received the Hugh Gordon-Burge Memorial Award 2003 made by the Guild of Air Pilots and Air Navigators in London from Prince Andrew, Duke of York, who is also grand master of the guild.

Portugal

DHL Portugal was recognized by the Great Place to Work for Institute and the *EXAME* magazine as one of the Best Companies to Work for in Portugal in 2003.

In 2002 DHL Portugal was recognised as number 1 and the Best Company to Work for in Portugal 2002. Again in 2003 and 2004 we were shortlisted European-wide as one of the 100 Best WorkPlaces in EU.

DHL Portugal was again included in the 2004 shortlist of the 20 Best Companies to Work for in Portugal, and was ranked as the number 3.

In 2003, DHL Portugal was also recognised as one of the '10 Top Role Model Organisations for Corporate Citizenship in Portugal' by *EXAME*.

The readers of the Portuguese trade journal *Transportes & Negocios T&N* elected DH Express Portugal "Best Company for Express Air Freight 2003."

DHL Portugal achieved SA8000 certification in June 2004, the first company in the Services industry in Portugal to do so. This international standard was created by SAI (Social Accountability International), with the aim of making significant improvements to the living conditions of people worldwide.

Singapore

Our Singapore office was honoured by the Institute of Public Relations of Singapore (IPRS) for its 'Veggie Express' initiative, a community project aimed at helping needy senior citizens in Singapore.

Launched in June 2002, Veggie Express is a free weekly vegetable and fruit delivery service to needy Lions Befrienders' beneficiaries. Sponsored by DHL, this community initiative ensures that the elderly receive fresh vegetables and fruits on time, each week.

DHL Express Singapore was presented with the coveted Public Relations In the Service of Mankind (PRISM) Award for Excellence in Corporate Social Responsibility (CSR). The biennial PRISM Awards seek to recognise outstanding achievements and contributions among the PR industry in Singapore.

Danzas (now part of DHL) in Singapore was chosen by the Economic Development Board as one of five international companies was recognized for its outstanding contributions to strengthen Singapore's international trade in the year 2001.

Hong Kong

2003/2004 Caring Company - DHL is named as one of the Caring Companies by the Hong Kong Council of Social Service in recognition of the enduring efforts in caring for the community and commitment to corporate citizenship of our company.

'2002 Employers Gold Star Award and Award for Enlightened Management' - DHL was awarded by the HKSAR Employees Retraining Board to recognize the contributions and continuous supports DHL made to Hong Kong Government's re-training program, which helps Hong Kong people cope with changing economic situations.

Australia

DHL Sydney was named as winner of the 2002 Prime Minister's Award for Excellence in Community Business Partnership.

France

At Paris Roissy CDG, DHL created the first temperature-regulated bonded warehouse dedicated to the pharmaceutical industry. The first of its kind, the warehouse won the Logistics Innovation Award 2004, in the category "Sites and Installations for Logistics Transport".

Poland

DHL Express Polska has been awarded the Golden Bit Prize in the category of the best logistics support IT system of the year 2004 for implementing its pallet identification system. The Golden Bit Prize was delivered to the company during the "Information Technology in Logistics" conference in Warsaw.

In November 2004, DHL Express Poland received a golden award in the "2004 Logistics Operator" Program. This year saw 35 leading logistics companies participating in the program. It was criteria such as service complexity, quality of relations with customers and service standards, as seen by client companies, which determined the final ranking. A total of 1,308 survey interviews were conducted.

India

DHL India won three out of four Frost & Sullivan Awards in February 2004. Frost & Sullivan recognizes outstanding industry achievements by presenting Voice of Customer Awards. These are made on the basis of a survey of around 120 companies in various industry sectors with significant logistics needs. The three categories which DHL won were:

- Best Brand Awareness
- Best International Logistics Company
- Best Integrated Logistics Company

Argentina

DHL Argentina won the AMCHAM award in November 2003, granted by the Social Ecumenic Forum for their contribution to the community, recognizing the voluntary work of employees who participated in the program Ayudando a Ayudar (Helping to Help). This program was based

on the permanent voluntary group of employees who contributed to address different needs in the community: food, school dining centers, non-governmental organizations, and help during the floods in Santa Fe. This consisted of a group of 40 DHL volunteers, who travelled over a weekend to Santa Fe, having raised up more than 100 food and 900 clothing articles, which were personally delivered after a 16-hour trip. The donations amounted to 51 tons