

# MOHAMMED IFRAH

- Managing Director
- DHL Express Morocco

## DHL Express Solutions for Auto-Mobility in Morocco



A photograph of a DHL Express building in Morocco. The building is a two-story structure with a white facade and a prominent yellow horizontal band across the top. The DHL logo is visible on the yellow band and on several windows. A large glass entrance is visible on the ground floor. To the right, a large window features a graphic of a DHL Express airplane. The sky is blue with scattered white clouds.

**DHL**

**DHL EXPRESS  
MOROCCO**

A large graphic on the right side of the building's facade. It depicts a DHL Express cargo airplane in flight, with the DHL logo on the fuselage. The background shows a blue sky with white clouds. Below the graphic is a yellow banner with the DHL logo.

**DHL**

# The International Specialists

**5,000**

Shipments per  
Day

**2**

Gateways



**Fully**

Operational gateway  
in CMN with 6,810  
m<sup>2</sup> for fast customs  
clearance



**+68%**

Market Share



**Dedicated DHL  
Flight**

Casablanca Boeing 757 with  
22 T capacity. Airbus A300  
with 60 T capacity  
Tangier Boeing 737 with 14 T  
capacity.

**140 Vehicles  
& 18 Service  
Centers**

**CASABLANCA &  
TANGIER**  
2 Cities connecting  
Morocco to the rest  
of the world



**3 Facilities certified  
by Transport Asset  
Protection  
Association (TAPA)**

**DHL**

# Why choose DHL Express to and from MOROCCO?

**1** DHL Express has the largest TDI market share in Morocco: 68%.



**2** DHL network flights serve Morocco 6 days a week, connecting Europe with 3 planes 2 from CAS and 1 from TNG.



97% transit time performance.

**3** The only express company in Morocco with in-house customs on site, which speeds up shipment clearance.



**4** The only air express company in Morocco with Transported Asset Protection Association (TAPA) certification, which ensures maximum shipment security of our customers.



**8** The only air express company in Morocco that won several external awards.



- Best Employer 2016-2017
- Best Call Center 2016 -2017& 2018
- Top employer 2018

**7** The only air express company in Morocco able to pre-advise shipments that require formal clearance.



**6** Largest auto-sort facility among express companies in Morocco sorting more than 5000 ship/Day which ensures speedy delivery to receivers.



**5** By far the largest number of service points and retail outlets in Morocco (18), ensuring that customers have easy access to DHL services.



# Unparalleled infrastructure and best-in-class operations

## Two gateways at the core of our operations



97%



Transit time performance

96,2%

Pre-noon delivery

74,9%

Cleared on arrival

			
Vehicles	140	14	-
Gate ways	2	0	-
Service Centers	9	6	-
Retail Outlets	9	-	-






# Connecting *Morocco* with the world



\* Via the Colombo Gateway (CMB)




## DHL Express *Morocco* at a glance

We are the Market Leader in *Country Name* with 65% market share

			
<b>Founded</b>	1987	1998	1997
<b>Employees</b>	350	100	60
<b>Vehicles</b>	140	17	14
<b>Hubs &amp; Gateways</b>	2	0	0
<b>Service Centers</b>	9	6	4
<b>Retail Outlets</b>	9	-	-
<b>CS operating hours</b>	Mon-Fri 08:30- 18:30 Sat 08:30-12:30	Mon-Fri 8:30-18.30 Sat08:30-18.30	Mon-Fri 8:30-18.30 Sat08:30-18.30

# Strength of DHL customs clearance

\* As of Feb 2016

Item	Evaluation factors			
AEO Certification	Transportation	Yes	Yes	Yes
	Warehouse operator	Yes	No	No
	Customs broker	Yes	Yes	-
Security	# of facilities certified in TAPA	1	0	0
Quality Management	ISO 9001 Certification	No	No	No
Import clearance	Service hours			
	Import declaration prior to arrival	Deminimis, Informal, Formal	Deminimis, Informal	Deminimis, Informal
	Customs declaration for formal clearance	Prior to arrival	After arrival	After arrival
	Vehicle departure time from CAS	07:45 09:30 15:00 16:00	Not Available	Not Available
	Import delivery time from AP/EU (Shipments arrived at ICN at 8 am)			
	Import delivery time from US (Shipments arrived at ICN at 11 am)			
Export clearance	Real time export declaration by synchronizing BL/Invoice with customs broker's system	Available	Available	Not available (by fax)
Cargo management	Shipment sorting system	Auto sorting	Manual	Manual
	Shipment manifest transmission	Automatic in real time	Manual	Manual





## External awards



### Provider of Choice



**SICCAM**  
Salon International des Centres  
de Contacts et d'Appels au Maroc



DHL Express Morocco has been recognized as the **Best Call Center** In MOROCCO in 2018

2018 in August : Customer Service Department of the Year : Transportation



### Employer of Choice



DHL Express Morocco won the Award of the **Best Employer** two years in a row 2016 – 2017 and 2018

## Latest Investments :

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**New Service Point  
in  
ESSAOUIRA – BENI  
MELLAL & KENITRA  
( the only express company  
in those cities)  
2018**



## Automotive Solutions:

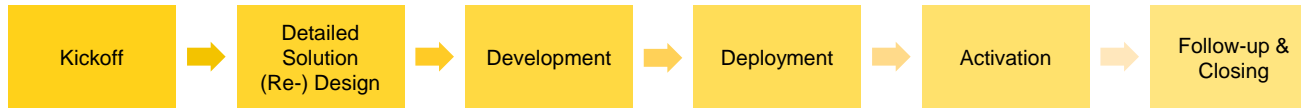
- Hand carry/ OBC
- AOG Shipments Aeronautic/ Automotive spare parts
- Just In Time delivery / Collect in a specific hours & during Weekend + Holidays
- Customs Clearance at destination

### Tailor-made logistic solutions



Tell us about your logistic needs and we will offer you an individual solution

- Transportation, storage, customs clearance, maintenance, stuffing of containers, on site support, global attendance, worldwide provision of machinery, full charters ....



- EUR1 preparation
- T1 Doc Preparation
- 1st miles and last miles delivery / Collect
- Next Flight out / NFO
- Charter Service
- Repair & Return