



SHAPING THE FUTURE OF LIFE SCIENCES & HEALTHCARE

Delivering next-level, care-driven
logistics for people and patients

DHL
Health Logistics

 **WE CARE**

EXCELLENCE IN LIFE SCIENCES AND HEALTHCARE LOGISTICS

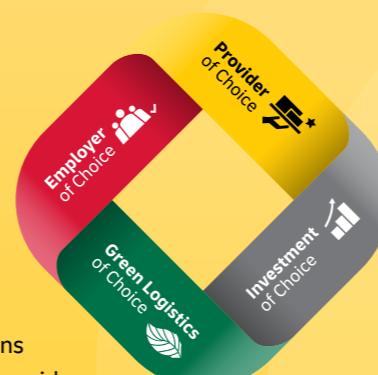
At DHL Group, our purpose goes beyond logistics. Across our five divisions and through our combined strengths and deep expertise, we create meaningful impact in the communities and economies we serve.

Guided by our Strategy 2030, we're focused on long-term success through customer-centricity, digitalization and sustainability. At the heart of this strategy is our commitment to the life sciences and healthcare industry, where logistics plays a vital role in supporting patient care, enabling medical innovation and ensuring access to life-saving treatments.

In April 2025, we took a bold step forward by announcing a €2 billion investment over the next five years to strengthen our capabilities in this critical industry. We have launched DHL Health Logistics to emphasize our commitment to the sector, rooted in decades of dedicated service to life sciences and healthcare customers.

This marks a new chapter in our journey – one defined by specialized, compliant and resilient logistics solutions that evolve with the needs of patients, providers and innovators worldwide.

In this brochure, you'll discover our specialized portfolio, created to support the demands of life sciences and healthcare customers. With DHL Group, you gain a partner dedicated to advancing healthcare through innovative logistics – supporting growth at every stage while safeguarding what matters most: life. This commitment is at the heart of everything we do. Because at DHL, We Care.

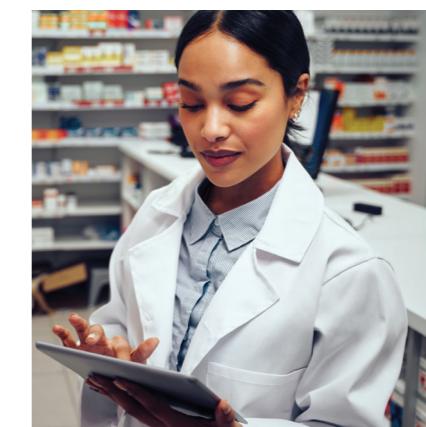


30+ years 
supporting the life sciences and healthcare industry



585+
dedicated sites worldwide

including 250+ GDP/GXP-certified facilities




11,000+
LSH-certified specialists



Integrated DHL LifeTrack platform

providing real-time shipment visibility

Integrated end-to-end solutions

Bringing together our life sciences and healthcare capabilities across all business units, from warehousing and global shipping to last-mile delivery

€2 bn
investment
planned by 2030 to expand global capabilities



WHAT'S DRIVING CHANGE

IN LIFE SCIENCES AND HEALTHCARE?

The life sciences and healthcare industry is changing, shaped by higher patient expectations, rapid technological advances and growing pressure for sustainable practices. Supply chains must evolve to meet new demands.

Healthcare is becoming more patient-centric, with people expecting personalized, convenient care and clear information to make informed choices. This reflects the shift toward value-based healthcare, where patient outcomes, rather than the treatment itself, is a measure of success. These changes require agile supply chains and flexible 'direct-to-X' delivery models to reach patients where they are.



GROWTH IN ADVANCED THERAPIES

Advanced therapies – including biopharmaceuticals, gene therapies and CRISPR-based treatments – are rapidly entering the market. Each requires specialized handling and precise temperature control, from controlled room temperature to ultra-cryogenic conditions. This increases the need for robust, compliant cold chain infrastructure capable of maintaining product integrity and ensuring timely delivery worldwide.



TECHNOLOGICAL INNOVATION

Advances in technology, such as artificial intelligence (AI) and machine learning, are accelerating transformation across life sciences and healthcare. AI supports faster drug discovery, optimizes clinical trials and enables personalized patient care. At the same time, machine learning and predictive analytics improve R&D efficiency, reduce costs and help to uncover new therapeutic pathways. These tools are helping organizations streamline operations, innovate faster and deliver better patient outcomes in an increasingly data-driven landscape.



RISING COST PRESSURE

Shifts in tariffs, rising inflation and tighter regulations are driving up costs across logistics and supply chain operations. At the same time, pricing regulations, patent expirations and growing demand for affordable healthcare are putting pressure on margins. Healthcare companies are turning to digitalization to achieve greater efficiency, all while protecting product integrity and patient safety.



THE DEMAND FOR RESILIENCE

Geopolitical tensions, tariff shifts, raw material shortages and regulatory changes continue to expose vulnerabilities in the flow of critical healthcare goods. To safeguard supplies, companies are diversifying sourcing, adopting multimodal transport and investing in strategic inventory management.



PORTFOLIO MANAGEMENT

Life sciences and healthcare organizations are restructuring through spin-offs to sharpen their strategic focus – moving away from lower-margin consumer portfolios to concentrate on high-growth areas such as biologics, rare diseases and advanced therapies. Specialty pharma is also expanding rapidly, accounting for more than half of global drug spending and driving growth in approvals for orphan and specialty medicines.



SUSTAINABILITY AND DECARBONIZATION

The pharmaceutical sector's Scope 3 emissions account for about 75% of its total emissions¹ – greater than that of the automotive industry. Companies are responding with decarbonization strategies, reusable and sustainable packaging and redesigned logistics networks to minimize environmental impact while ensuring safe, compliant delivery.



DIGITAL HEALTHCARE ECOSYSTEMS

Digital technologies are reshaping how care is delivered. Remote patient monitoring, telehealth platforms and healthcare apps make treatment more accessible. However, these all require logistics networks that can integrate with digital tools for tracking, scheduling and real-time quality assurance. Collaboration between pharmaceutical companies, healthcare providers and technology providers is creating more agile, interconnected healthcare supply chains.

LOGISTICS BUILT FOR THE FUTURE OF HEALTHCARE

OUR VISION

As the life sciences and healthcare industry evolves, new logistics challenges are emerging. Many healthcare organizations now require agile last-mile delivery, white-glove handling, ultra-sensitive cold chain management and GDP-certified networks that also minimize carbon emissions.

Meeting these demands takes more than incremental change; it requires bold, targeted investment to strengthen the industry's logistics backbone.

We see these challenges as opportunities to lead the transformation of healthcare logistics. By 2030, we aim to invest €2 billion in DHL Health Logistics to enhance our life sciences and healthcare solutions portfolio, expand our network and scale globally integrated solutions. Across our organization, we are committed to building the most reliable, sustainable logistics network in the industry.

Our strategy centers on expanding our GDP-certified air freight cold chain network, strengthening specialized capabilities across pharma and medical devices and advancing sustainable packaging. Together, these efforts deliver fully integrated, end-to-end solutions supported by a harmonized global quality management system and real-time visibility.

By combining global scale with deep sector expertise, DHL is positioning healthcare logistics as a key enabler of patient access, therapy innovation and improved outcomes – creating lasting value for customers, partners and patients worldwide.

 **WE CARE**



HEALTHCARE EXPERTS

With decades of industry experience and **deep sector expertise**, we set the standard for logistics solutions in both conventional and advanced healthcare.

Our experts **work closely** with healthcare customers to develop **innovative** solutions that effectively address industry challenges.



INTEGRATED GLOBAL NETWORK

Our **integrated global network** ensures timely and condition-specific healthcare deliveries worldwide, leveraging local expertise for precise, reliable and seamless service.

We provide standardized solutions for **efficiency at scale** and customized **end-to-end logistics** to navigate complex supply chains, offering **agile and flexible** access to healthcare wherever it is needed.



TRUSTED PARTNER

Driven by our **purpose** to make a difference for patients, we lead in **quality** and regulatory **compliance**.

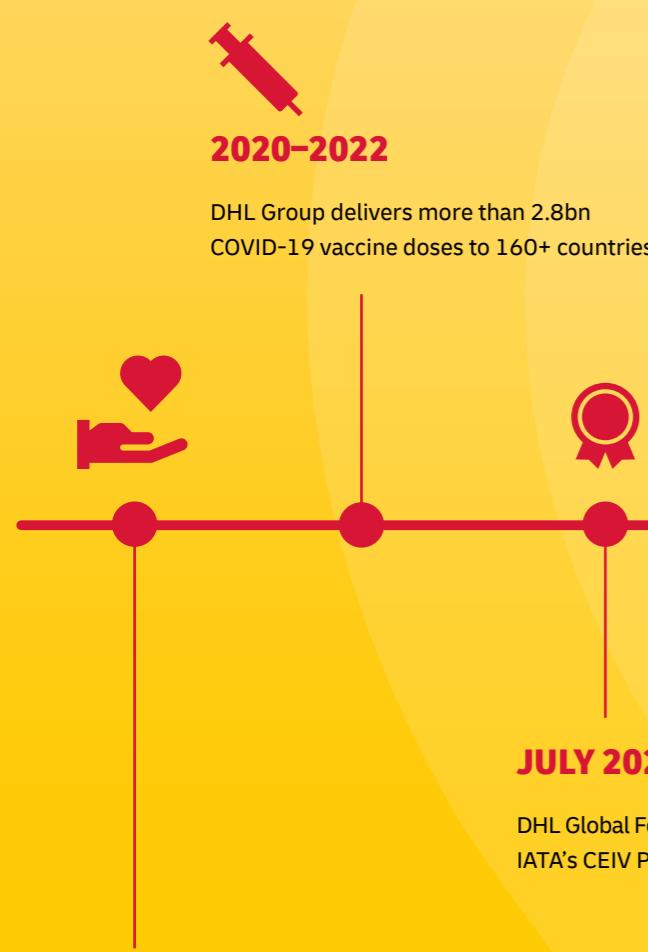
With a focus on product integrity, **sustainability** and **resilient** supply chains, we are the trusted partner to deliver the best results for our customers and their patients.

DECADES OF EXPERIENCE

ADVANCING

HEALTHCARE

LOGISTICS



SEPTEMBER 2022

- DHL Global Forwarding opens a GxP Pharma-standard facility in Johannesburg, South Africa, meeting the highest Transported Asset Protection Association (TAPA) security standards
- DHL Supply Chain acquires Mexico-based NTA (New Transport Applications), specializing in pharma and healthcare logistics



2024

DHL Group Strategy 2030 launches, identifying life sciences and healthcare as one of the Group's key Growth Initiatives.



MAY 2025

Dedicated life sciences and healthcare site opens in Florstadt (first branded under Health Logistics) – a 30,000 m² climate-neutral facility for high-value pharmaceutical and medical products.

JULY 2025

DHL LifeTrack launches – a cross-divisional shipment tracking tool for life sciences and healthcare.

DHL LIFETRACK

JUNE 2025

DHL acquires CRYOPDP, a specialty courier providing services for clinical trials, biopharma and cell & gene therapies.



APRIL 2025

- DHL Group announces a €2 billion investment over five years to enhance life sciences and healthcare logistics capabilities
- New 8,200 m² Pharma Hub in Singapore opens, with temperature-controlled zones, including ambient (15–25°C) and cold (2–8°C)
- DHL Health Logistics launches, uniting life sciences and healthcare expertise under one sector brand



NOVEMBER 2025

DHL acquires SDS Rx, a U.S. provider of final-mile delivery and specialized healthcare transportation for long-term care, specialty pharmacies, radiopharmacies and health system networks.



AUGUST 2025

DHL acquires AJEX, a Middle East supply chain and transport provider with cold chain expertise.



THE WAY FORWARD

Our journey never stops – we're accelerating toward the future

OUR CAPABILITIES KEEPING HEALTHCARE LOGISTICS MOVING

DHL Health Logistics pairs deep sector expertise with an integrated global network across 220+ countries and territories.

From inbound and in-plant logistics to global distribution and last-mile delivery to hospitals, clinics, pharmacies and retail, we keep vital healthcare products moving when they're needed most. Our services also support pre-clinical and clinical Investigational Medical Products as well as time-critical specialty pharmaceuticals with white-glove handling and care.



11,000+

LSH-certified specialists

585+ in 125+

LSH sites worldwide countries & territories

250+ GDP/GXP certified sites

65+

clinical trial depots/logistics hubs with packaging fulfillment centers

3 million+ m²

Temperature-controlled infrastructure

Temperature-controlled warehousing

15–25°C | 2–8°C
-20°C/-70°C | Up to -196°C

180+ countries

served by Medical Express

TAILORED LOGISTICS ACROSS CRITICAL SUBSECTORS

End-to-end solutions across Pharmaceuticals, Specialty Pharma, Medical Devices, Clinical Trials, Consumer Healthcare, Aid & Relief and Animal Health ensure patients receive the critical care they need. Our sector expertise and people-driven approach safeguards product integrity at every stage.



CONVENTIONAL PHARMACEUTICALS

End-to-end pharmaceutical supply chain management and orchestration, from inbound-to-manufacturing through to direct-to-patient delivery.



BIPHARMA & SPECIALTY PHARMA

Specialized, compliant logistics solutions for sensitive pharmaceuticals, to ensure product integrity and improve patient outcomes.



MEDICAL DEVICES

Full suite of end-to-end lifecycle supply chain services for medical devices, including inventory optimization and visibility solutions.



CLINICAL TRIALS

Fast, secure and compliant logistics services to cover all your needs from pre-clinical to commercialization.



CONSUMER HEALTHCARE

Consumer healthcare logistics focused on maximizing operational efficiency and product availability.



AID & RELIEF

Logistics support for government health agencies, NGOs, relief organizations and international aid services.



ANIMAL HEALTH

Specialized logistics solutions for veterinary pharmaceuticals and products, ensuring safe, compliant and timely delivery across the supply chain.

INBOUND TO MANUFACTURING (I2M)

I2M solutions efficiently manage the flow of materials, parts and packaging from suppliers to your production sites. A modular approach helps optimize inventory and reduce complexity across the upstream supply chain.

OCEAN FREIGHT TRANSPORTATION

DHL Ocean Thermonet delivers end-to-end transport for pharmaceuticals and temperature-sensitive products. Our certified specialists, advanced cold chain design, visibility tools and regulatory compliance ensure product integrity.

AIR FREIGHT TRANSPORTATION NETWORK

Our air freight network delivers temperature-sensitive and pharmaceutical products with end-to-end care. Certified specialists manage shipments using validated cold chain solutions, real-time monitoring and full regulatory compliance.

ROAD TRANSPORTATION

We deliver temperature-sensitive medications and life sciences FTL & LTL shipments worldwide. Certified specialists manage transport across 150+ facilities in 20 countries, ensuring compliant and actively monitored deliveries.

SPECIALTY COURIER TRANSPORTATION

Specialty courier solutions for time-critical, high-value, temperature-sensitive shipments. With end-to-end care and real-time tracking, we ensure product integrity by delivering shipments on time and in perfect condition.

MEDICAL EXPRESS

Ensure safe transportation of time- and temperature-sensitive shipments from order to delivery – and back when needed. Every step is managed with strict quality and temperature control to keep shipments in perfect condition.

EXPERTISE AND SOLUTIONS FOR SAFE, ON-TIME CARE

DHL offers a complete range of solutions tailored to the needs of life sciences and healthcare customers worldwide. Wherever your patients are and whatever your focus, we're your trusted partner for managing the end-to-end supply chain with precision and care.

**WAREHOUSING AND VAS**

We offer scalable, multi-tenant facilities that flex with your volumes, while GMP-ready, ISO-certified and DEA-licensed infrastructure supports pharma, medical technology and high-control materials. Our services include serialization, secondary packaging, kitting, storage, labeling and batch release.

LLP & SUPPLY CHAIN ORCHESTRATION

We manage and digitalize complex pharma supply chains, giving you greater visibility, efficiency and control. As your Lead Logistics Partner, we ensure seamless global operations, fast response to change and a simplified supplier base that reduces costs and increases efficiency.

SERVICE LOGISTICS

We provide precise solutions for medical devices, capital equipment and implantable components. Forward and reverse logistics, spare parts management and technical services combine with tracking, predictive analytics and warehousing to ensure timely patient care.

COLD CHAIN PACKAGING

Our packaging solutions cover active and passive systems, optimized for quality, validation, size and temperature. Integrated with cold chain operations, we help reduce costs through flexible transport and circular designs that are reusable, recyclable and space efficient.

END-TO-END CONDITION MONITORING AND VISIBILITY

DHL LifeTrack gives customers real-time visibility and complete shipment transparency. Robust quality controls and proactive deviation management ensure fast intervention, while combining live insights with operational control ensures every shipment is securely monitored.

QUALITY AND COMPLIANCE

We operate a global quality management system that complies with international standards. Facilities and processes hold GDP, GMP, ISO 9001, ISO 13485 and ISO 14001 certifications, we follow dangerous goods IATA regulations and our dedicated quality teams ensure full compliance.

THE WAY FORWARD BUILDING WHAT'S NEEDED NEXT

Between now and 2030, we will continue scaling and strengthening our logistics capabilities to meet the evolving needs of the global life sciences and healthcare industry.

This includes subsectors such as conventional pharma, biopharma and specialty pharma, consumer health, medical devices, clinical trials and animal health. Our focus will be on high-impact areas that drive innovation, build resilience and improve patient access.



DHL HEALTH LOGISTICS COLD CHAIN NETWORK

Building on our global infrastructure and combined strengths of our business units, we'll enhance our DHL Health Logistics Air Freight Pharma Network to deliver fully integrated, temperature-controlled solutions. Through targeted investments in 20+ state-of-art health logistics facilities and the GDP certification of 30+ DHL Aviation hubs, we'll better connect global pharma network.

These developments also enable cold chain express solutions that eliminate the need for extra packaging or cooling materials – whether it's a single shipment or a full pallet load.

Beyond that, we're expanding dedicated local pharma capacities across our global network to provide greater flexibility and adapt quickly to changing market demands.



WE CARE

Seamless end-to-end integration

across DHL business units for reliable execution

Best-in-class quality management

driven by a dedicated life sciences and healthcare team and standardized processes

Faster lead times

through streamlined workflows and reduced end-to-end processing

Full coverage

for all shipment types from parcels to pallets

Reduced temperature exposure risk

with robust cold chain and active monitoring solutions

Up to 60%

packaging cost savings through optimized design and infrastructure investment

OPTIMIZED PACKAGING SOLUTIONS

We're advancing lean, flexible active and packaging solutions as part of our network:

- Up to 50% more capacity through redesigned active containers
- Active cooling capability along the entire process, combined with DHL-provided insulation and controlled exposure time – reducing the need for excess packaging and coolant material
- Real-time condition and location tracking
- Reusable packaging solutions to minimize waste and support circular logistics



“A truly certified Temperature-controlled pharma network will be a game changer and the next level of temperature-controlled logistics for the life sciences and healthcare industry. DHL as a global player has all the tools and assets to deliver global pharma trade lanes with a seamless air freight cold chain network. **”**

DR. JOACHIM KUHN

FOUNDER, PHYSICIST
AND TECH ENTREPRENEUR

GLOBAL PHARMA SPECIALIZED NETWORK

Integrated, patient-centric solutions for specialty pharmaceuticals and complex life sciences services.

We're advancing our capabilities to become the global leader in specialized pharma logistics, focused on high-value pharmaceutical products and advanced therapies – including biopharma, cell & gene therapies, radiopharma and clinical trials.

We'll continue expanding our global network through targeted acquisitions, direct investments and strategic partnerships that strengthen our capabilities and geographic reach. These initiatives will accelerate infrastructure development in key markets and create a more connected, resilient network – enabling scalable growth and long-term value across the healthcare supply chain.

The acquisitions of CRYOPDP and SDS Rx are key milestones in expanding our global first- and last-mile specialty courier network. Together, they scale our Pharma Specialized Network, enabling reliable, patient-centric solutions across the entire life sciences and healthcare supply chain.



CRYOPDP

A leading specialty courier providing international last-mile delivery with white-glove service, CRYOPDP operates in 15 countries through its own network and in more than 135 through certified partners. Serving more than three million patients each year, CRYOPDP provides temperature-controlled, door-to-door solutions across Europe, the Middle East, Asia Pacific and the Americas. With expertise in advanced packaging, regulatory compliance and project management, CRYOPDP supports our mission to deliver best-in-class specialized pharma logistics worldwide.



SDS Rx

A trusted provider of final-mile delivery and specialized healthcare transportation across North America, SDS Rx supports long-term care, specialty pharmacies, radiopharmacies and health system networks. Serving more than 200 locations across the U.S., this acquisition strengthens our ability to deliver reliable, compliant and patient-focused logistics at scale.



VISIBILITY AND CONDITION MONITORING

ENHANCING VISIBILITY SOLUTIONS

We're continuously improving the DHL LifeTrack platform to deliver real-time end-to-end tracking and condition monitoring. These enhancements ensure product integrity, regulatory compliance and proactive risk management across strategic growth areas including clinical trials, biopharma and cell & gene therapies. Our investment in digital infrastructure will drive greater transparency, operational control and confidence across the healthcare supply chain.

SMART CONDITION MONITORING

We will continue enhancing our smart condition monitoring solutions to ensure full visibility and consistent temperature control across every pharmaceutical shipment.

We manage a variety of innovative hardware options, ranging from cost-efficient passive devices to fully active, real-time systems in thin label format. This enables item level digitalization and monitoring, and access to secured data through our validated DHL visibility platforms or customer APIs. As IoT and IoMT technologies evolve, we are continuously enhancing connected, proactive and patient-focused logistics solutions.





DELIVERING RESULTS

CASE STUDIES FOR LIFE SCIENCES AND HEALTHCARE

DHL Health Logistics unites the expertise of our five business units under one global brand, guided by a shared purpose to advance healthcare logistics.

By combining specialized capabilities, our services and solutions meet the complex, highly regulated needs of the healthcare sector. This cross-divisional approach delivers consistent quality, regulatory compliance and patient-focused solutions – all backed by our global network and innovative approach.

CASE STUDY : Inbound To Manufacturing (I2M)

Driving 2x growth in two years for a major pharmaceutical manufacturer

A leading pharmaceutical company expanded manufacturing to North Carolina to support product launches. They needed to consolidate inbound flows, improve efficiency and maintain steady production.

The challenge

Local storage capacity could not meet rising demand. The company required a compliant, scalable distribution center with cold chain infrastructure. Managing temperature-sensitive materials in custom trays added complexity, while limited data and rapid growth created unpredictable surges.

The solution

DHL developed a 713,000 sq. ft. dedicated facility in North Carolina as a manufacturing supply hub, enabling daily deliveries to two production plants. A \$50M+ investment in equipment and cGxP upgrades included advanced temperature control, backup power and a 40,000 sq. ft. 2–8°C cooler.

The impact

2x volume growth in the first two years (300% expected in five years)

<9 months from contract award to operational readiness

CASE STUDY: Warehousing and VAS

Delivering annual efficiency gains in a modern temperature-controlled facility

A large pharmaceutical company relying on temporary staff needed a multi-tenant site to manage flows of vaccines, HIV treatments and samples.

By relocating its Northeast distribution center from Virginia to Manchester, the company aimed to reduce truckload costs, save ~\$10M annually in HIV-related tax benefits and consolidate Foreign Trade Zone (FTZ) and vaccine operations.

The challenge

The company faced stricter serialization requirements but had limited capabilities to run compliant operations. Aging infrastructure, outdated systems and manual processes reduced efficiency and compliance. Seasonal surges strained cold chain capacity, while a fragmented DC network increased costs and complexity.

The solution

DHL moved operations into a GMP-aligned facility with multi-temperature storage built for healthcare compliance. We implemented inbound pallet inspection and introduced pick-and-pass systems managing 1,000+ SKUs for sample and promotional fulfillment.

A dedicated control tower assumed US transportation management for inbound and outbound flows. We consolidated distribution centers and embedded serialization into live operations, reducing temperature-controlled inventory by 40% during peak flu season. Using our FTZ in Manchester, we staged pre-release vaccines ahead of FDA clearance, enabling faster market entry and greater agility.

The impact

4% annual reduction in labor requirements

\$1.2m annual savings through process improvements and innovation

CASE STUDY: Air & Ocean Freight Transportation

Customized temperature-controlled freight for high-value, time-sensitive shipments

Life sciences companies shipping high-value, time- and temperature-sensitive products need precise control, visibility and compliance to protect product integrity and meet regulations. Air and ocean freight add complexity and risk, requiring a trusted logistics partner to manage every step and ensure patient safety.

The challenge

Due to potential temperature excursions, handling errors and compliance risks, maintaining product integrity in transit can be challenging. High shipping and insurance costs further strain budgets, while limited tools and expertise make it hard for organizations to proactively manage cold chain movements across multiple regions and carriers.

The solution

DHL implemented a managed temperature-controlled freight service, combining specialized infrastructure, trained staff and digital tools to provide:

- A global network of GxP-compliant facilities, documented SOPs and certified teams
- Real-time monitoring and proactive intervention via LifeConEx and DHL LifeTrack
- Partnerships with validated airlines and service providers for consistent quality
- Flexible white-glove options, including for urgent shipments
- Integrated transport management with root-cause analysis, CAPA processes and continuous improvement

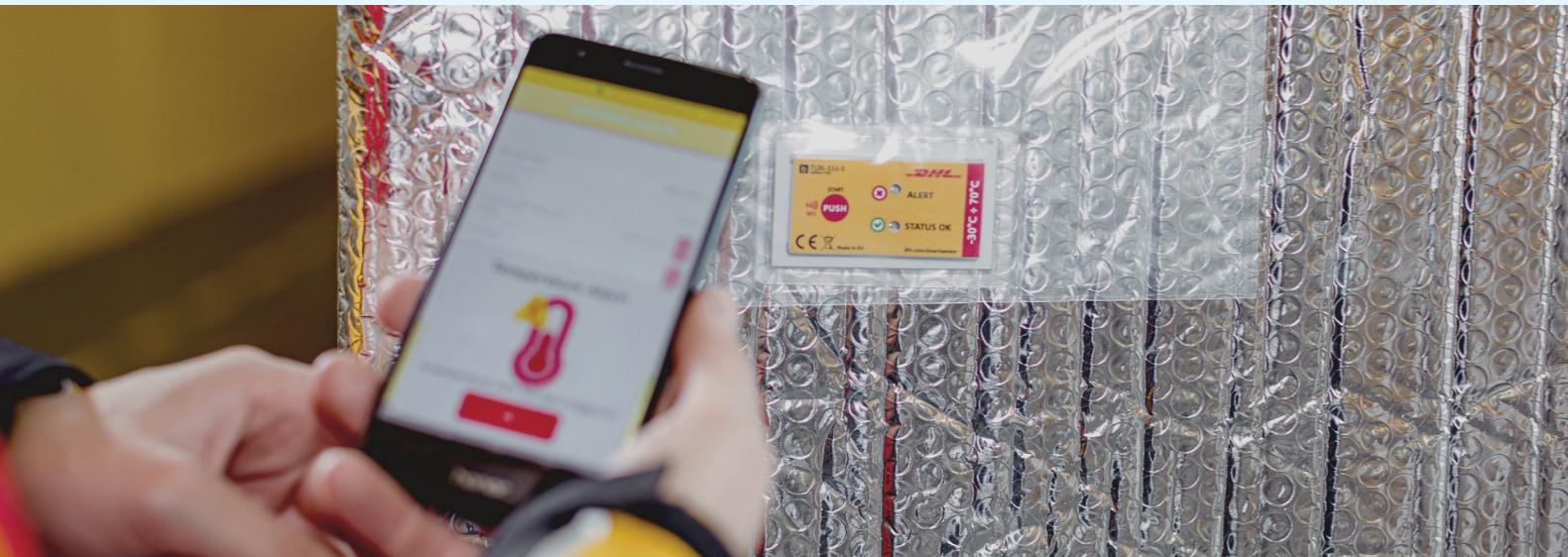


The impact

A global network of life sciences assets, partners and resources

Health and safety embedded in operations with defined sustainability goals

Ongoing innovation that improves operational performance and the customer experience



CASE STUDY: Service Logistics

Compliant medical device returns with secure, end-to-end handling

Manufacturers of implantable medical devices and surgical instruments often need to return used or defective products for analysis and regulatory reporting. These returns must be managed quickly, securely and in full compliance with health authority requirements to preserve device integrity and meet strict timelines.

The challenge

Returned medical devices present multiple challenges, from maintaining the condition of explanted products during transit to meeting regulations for hazardous materials and medical device reporting requirements. Packaging and handling must protect logistics and healthcare personnel from potential biohazards while keeping processes efficient, standardized and traceable across global operations.

The solution

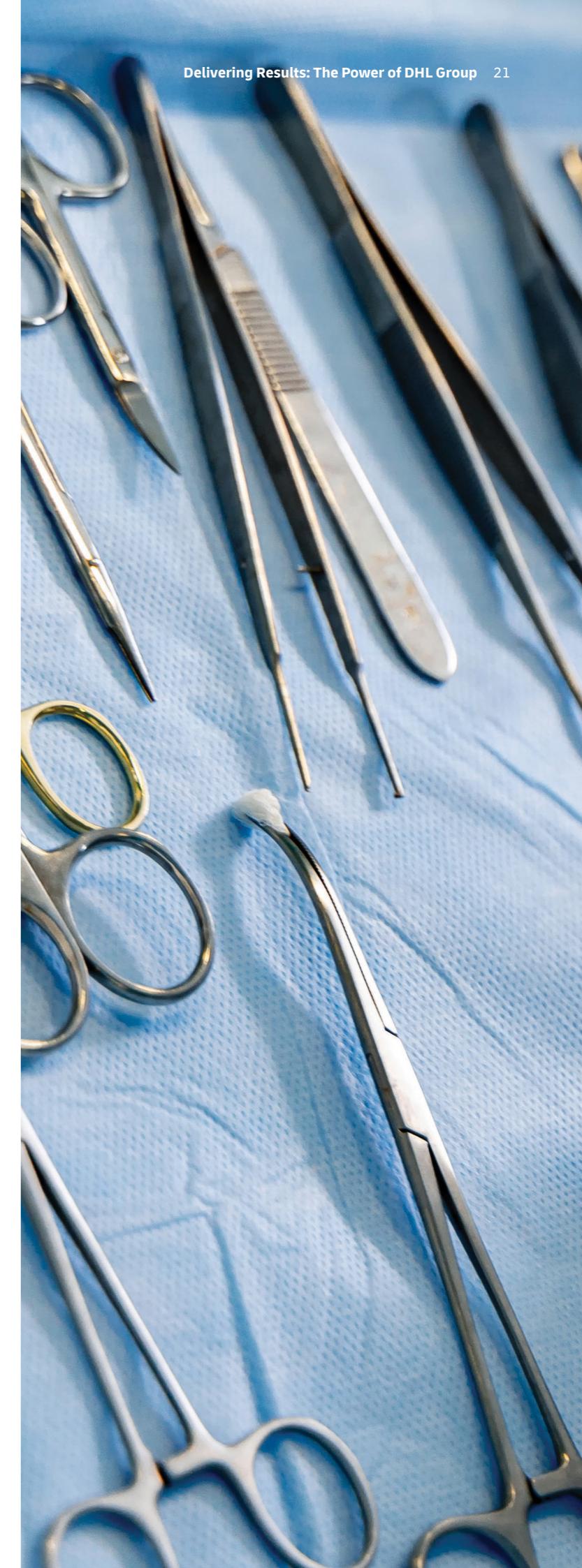
DHL developed a compliant, end-to-end Medical Device Returns service. The solution included UN 3373-compliant packaging kits with clear instructions and biohazard labeling, eliminating the need for healthcare staff to pack items directly. This ensures regulatory compliance, fast, reliable transport with full visibility and a secure chain of custody. Standardized processes support global scalability, safeguard intellectual property and ensure devices reach analysis teams quickly and intact.

The impact

Ensures UN 3373, IATA DG, FDA MDR (21 CFR Part 803) and EU MDR compliance

Peace of mind from DHL's returns management and medical device expertise

Speed of returns maximizes time for investigation and reporting



YOUR TRUSTED HEALTHCARE LOGISTICS PARTNER

The journey of care starts quietly. A diagnosis. A moment that changes everything. Somewhere, a patient waits, not just for medicine, but for hope.

That hope starts in a lab, where scientists craft a treatment that could make all the difference. It's then prepared with precision and entrusted to us. At DHL Health Logistics, we know this isn't just a shipment, it's someone's future.

We move it across borders, through climates, over time zones. We monitor every degree, every checkpoint, every mile. We know that behind every delivery is a person waiting – a child, a parent, a friend.

When it comes to healthcare, every decision matters. That's why we invest – in our people, our infrastructure and our capabilities – because every choice we make is a commitment to show that **We Care**.



We are ready to partner with you

Scan here to discover personalized solutions that solve your healthcare logistics challenges:





Climate neutral printing with DHL Group

Deutsche Post AG, Charles-de-Gaulle-Str. 20, 53113 Bonn, Germany

Published December 2025