

GLOBAL LLP & GLOBAL LSH SECTOR

PRODUCT INFORMATION



Why consider an LLP solution?



Requiring better visibility

Requiring new systems and technology to drive visibility along the E2E supply chain.



Cost Management

Delivering direct cost savings across the end-to-end supply chain



Seeking compliance

Providing standardized and compliant services without compromising quality



Increasing resilience and agility

Managing risk and meeting customer expectations in volatile markets



Deliver value through advanced analytics

Driving supply chain to next level through advanced data analytics and insights



Supporting business transformation

Supporting company's strategic business objectives by strategic value, e.g. e-commerce growth, CO2 efficiency, M&A/divestments

As of 2021, **68% of supply chain executives** report that they have been **constantly responding to high-impact disruptions** over the last three years.

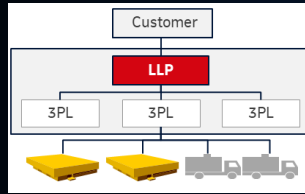
AI (85%), advanced analytics (83%) and robotic process automation (75%) are seen by CEOs as important to future supply chain strategy.

92% of supply chain leaders report struggling to mitigate risk as they **lack visibility, collaboration and resource sharing** with their trading partners.

DHL Supply Chain LLP Model

In an LLP partnership we are offering to procure and manage supply chain service providers putting your interests and needs first. We enable complete transparency and continuous improvement across your supply chain on your behalf.

LLP Model



- LLP providing high value-adding logistics design, management and operational activities
- Integrates services of Carriers and 3PLs from multiple operations
- Flexibility in resources (LLP and other vendors)
- LLP Incentivized to optimize the customers logistics costs through commercial mechanism e.g., via gainshare

>25

years experience
operating LLP
partnerships



90+

Customer accounts
across all sectors

operating in 22 countries



6.4million



shipments PA

€5.0billion

Freight under management



2,200+

dedicated employees



LLP is an experienced service provider fully able to meet the exacting requirements of procurement **impartiality** and **confidentiality**



Solutions are built with **safety and compliance** at the heart of all activity, internally and externally



A **centralized and standardized** approach drives improved service levels and resilience



Continuous Improvement plans drive **service excellence** in all aspects of the Supply Chain



Our industry leading IT platforms enhance our customers' Supply Chain **agility and visibility**



A **total logistics costs** management approach realizes sustainable cost savings through tangible improvements



LEAD LOGISTICS PARTNER

Our Vision

*“We strategically **PARTNER** with our customers to provide them an agile digital and data driven solution that **orchestrates** their supply chains from **end to end**”*



**DHL Lead Logistics Partner
Your Supply Chain Orchestrator**



Have the right LLP **product capabilities** in place to provide customers with an **easy first step** on the LLP / DHL journey, and serving their needs for **more integrated solutions**

LEAD LOGISTICS PARTNER



'Provide the spark to drive the customer journey'

Supply Chain Insights

A dedicated LLP Insights Team, compliantly aligned with customers, providing proactive data & process analytics, simulation, benchmarking & supply chain health check capability, connecting to cross-discipline DSC teams



Customer Journey



Provide an easier first step on the LLP / DHL journey



LLP Visibility

A small scale, fast to implement entry level capability

Small Scale Entry Offer



LLP Foundations

Our future standard LLP product offer
Modularized & Configurable

Transportation Management for Ground, Ocean & Air



LLP 'Bespoke'

Our current bespoke and customized product approach



Warehousing LLP



Inventory LLP Services



Packaging LLP



ESG-LLP Services



Additional Services ¹⁾

COX AUTOMOTIVE



¹⁾ These 4 additional services for further market validation

How we can help...

The LLP Service Offering:

Built on 4 core pillars of **Design, Manage, Operate** and **Continuous Improve** delivering **Transformation** to your Supply Chain



LLP Quality and Regulatory Assurance for LSH Customers

Electronic Quality Management System (eQMS)

Customer benefits

- QMS Policies, Framework, SOPs, Templates and Checklists are controlled within eQMS to provide visibility, alignment, standardization and consistency.

This also ensures:

- Traceability
 - Data integrity
 - Global integration
 - Trend analysis
- And enables data-driven Quality Management Reviews



Key modules

- Document Control
- Training Management
- Corrective Preventive Actions (CAPA)
- Reports
- Audits and Cert. Management
- Change Management
- Asset and Calibration Management
- Supplier Management
- Quality Self-Assessment
- Other Functional Modules:
 - Business Metrics
 - Business Continuity Management (BCM)
 - Incident Management
 - Behavior Based Safety

Validated computerized systems in LLP

Current validated computerized systems in LLP



LLP Supplier Quality Management

Supplier Selection & Approval

- Initial evaluation and qualification (Questionnaires and Audits)
- Lane Risk Assessment
- Business continuity plans
- Systems and transport validation
- Approved supplier list



Supplier Agreements

- Quality Assurance and Service Level Agreement (QAA / SLA)
- Supplier Code of Conduct, procurement policy, Carrier Operating Manual (COM)
- Standard Operating Procedures (creating and training)



Supplier Evaluation

- Performance review (KPIs and trend analysis)
- Deviation, CAPA and change management
- Re-qualification: Surveillance audits, Lane Risk Assessment



QRA Industry Standards

Our Quality Management System (QMS) complies with regulatory requirements and adheres to several quality industry standards

ISO 9001:
Quality Management System

DHL LLP Value Proposition

Better Visibility	<ul style="list-style-type: none"> • Full end-to-end visibility using DHL's own mySupply Chain visibility platform • Near real-time visibility of shipment locations, inventory levels, performance KPIs for transport, warehousing, packaging, etc.
Cost Management	<ul style="list-style-type: none"> • System-/ algorithm-based optimization of network, routes, load optimization, etc. • Capturing of process inefficiencies through robotics process optimization, etc. • Strategic cost savings initiatives leveraging state-of-the-art tools and value creation resources
Full compliance	<ul style="list-style-type: none"> • Highest compliance standards (processes & policies, organization, mindset & behavior) • Safety at the heart in everything we do, across entire the supply chain.
Resilience and agility	<ul style="list-style-type: none"> • End-to-end monitoring and visibility via a single point, to allow informed and timely decisions in ever evolving markets • Real-time risk monitoring, multi-tier supply chain mapping, and supplier risk assessment (partner Everstream Analytics) • Baselining, reviews and continuous improvement whilst saving costs
Value through Advanced Analytics	<ul style="list-style-type: none"> • Data-driven decision-making based on digital-twin supply chain simulation • Holistic value generation using intelligent supply chain value creation methodology (e.g. process waste, CO2 efficiency, inventory levels, working capital optimization, time-to-market, flexibility/agility)
Supporting Business Transformation	<ul style="list-style-type: none"> • Strategic account management, strategic resources and expertise supporting you with achieving your strategic business objectives, e.g. e-commerce growth, new market entries, flexibly scaling up/down, M&A/ divestments, Go-Green