

Customs Edge

Turn Customs from a Bottleneck into a
Supply-Chain Advantage

DHL Life Sciences & Healthcare Forum, May 19-20, Boston



Customs Edge

Turn Customs from a Bottleneck into a Supply-Chain Advantage



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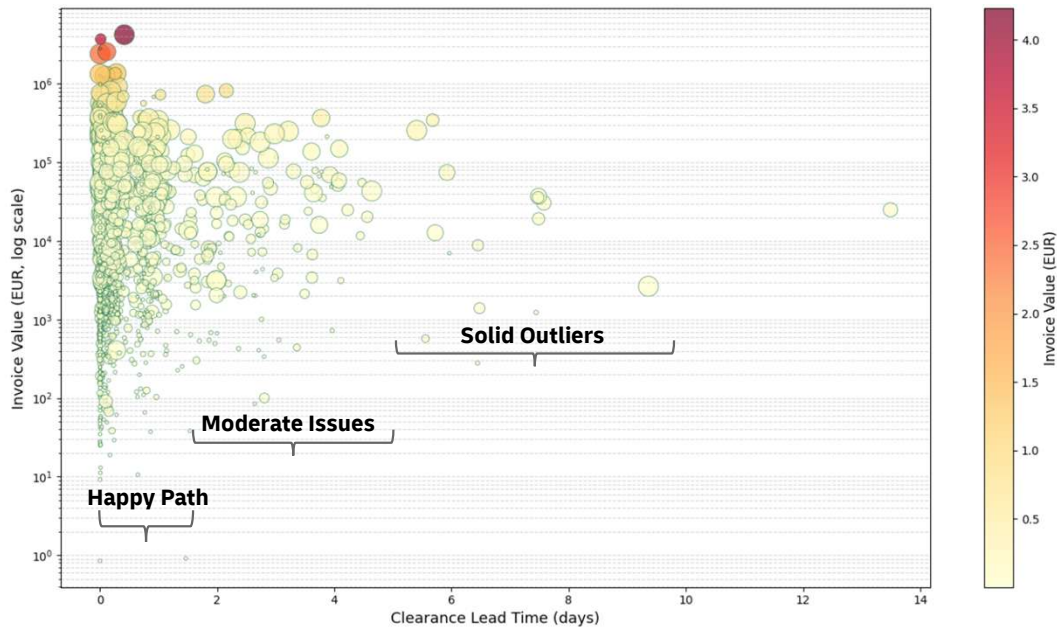


Supply chain to customs linkage

Unlocking new opportunities

Customs clearance: from bottleneck to supply chain advantage

Clearance lead time vs. invoice value LSHC Customers in U.S.



Which dot are you?

- A significant share of Life Sciences Sector clearance delays are preventable
- Root causes are data/processes - not fate

20-40%

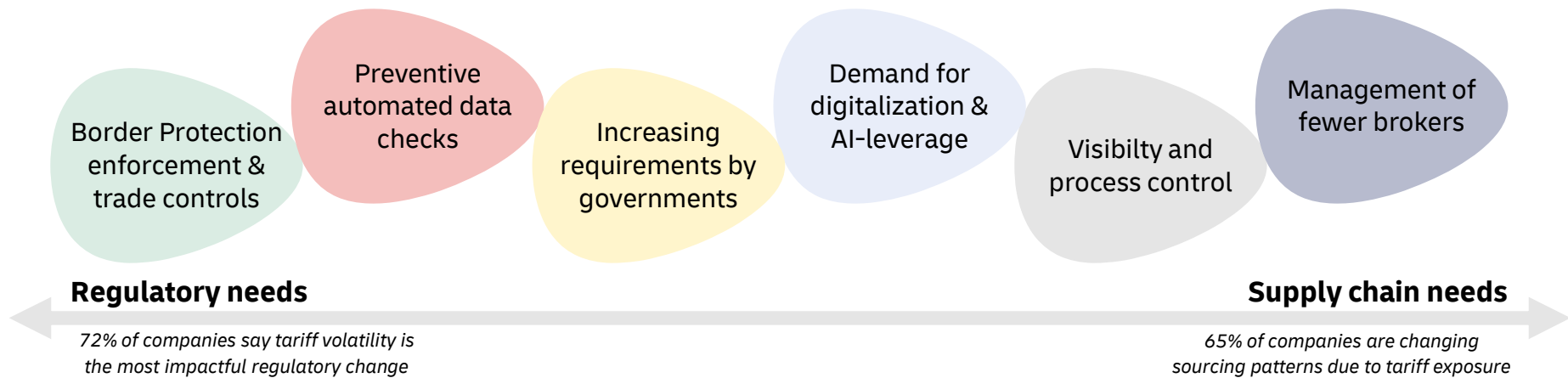


Preventable classification and documentation mistakes cause 20% to 40% of shipment delays

Source: BCG, "The Hidden Power of Customs Management in Global Trade," Sept 22, 2025



The dynamic global customs environment presents various challenges ...



 **90%**
of companies are overpaying customs duties

Sources: EY, Thomson Reuters

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... and at same time provides opportunities

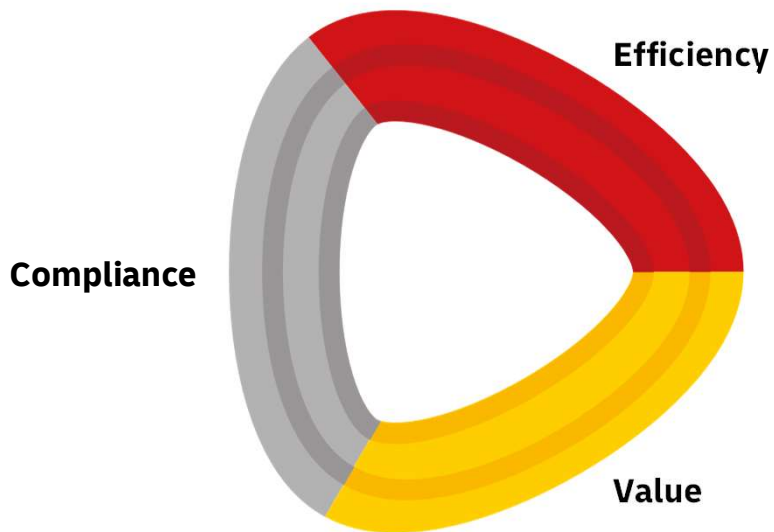
Our core beliefs promote a successful Customs Management Strategy across three focus areas

Our core beliefs

Speed, consistency and compliance can be **positively influenced**.

Processes and expectations must **evolve**. **Resilience** and **flexibility** is built-in.

High-quality data must be available and used to drive **improvement**.



Smart customs management powered by people and technology

As the world's leading customs broker, we combine local expertise with a proven global approach, accelerating processes and bringing greater control to your operations.

CUSTOMSOLUTIONS

Local expertise

- >4.000 dedicated experts
- >100 countries
- >30.000 declarations/day
- >85% processed in-house
- >52% stand-alone clearances
- >50 AEO certifications

People and trusted relationships at our core



Digital solution

improving supply chain performance across three focus areas



Technology as enabler

Compliance



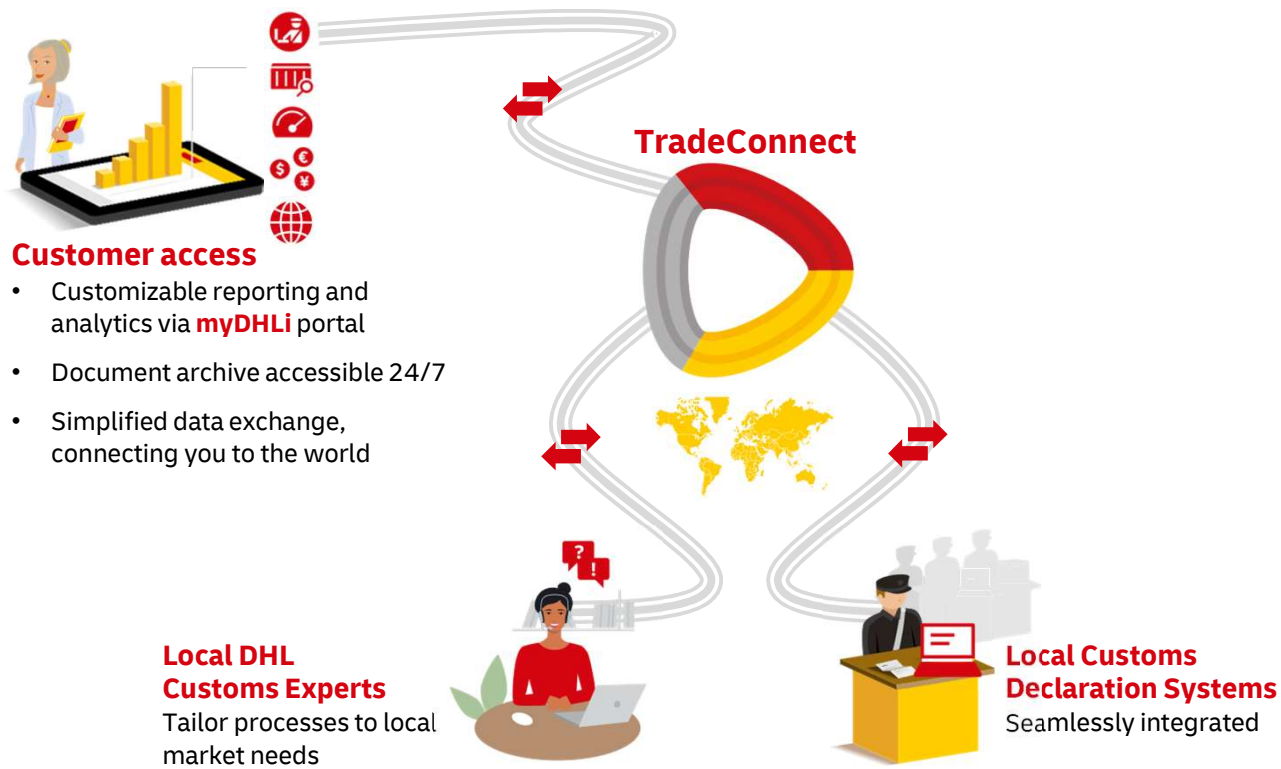
Efficiency



Value



DHL TradeConnect is our industry-leading digital solution providing unparalleled levels of visibility and insights















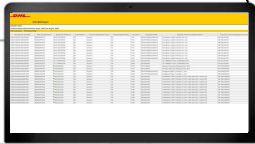
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DHL TradeConnect improved customers' supply chain performance across 3 areas

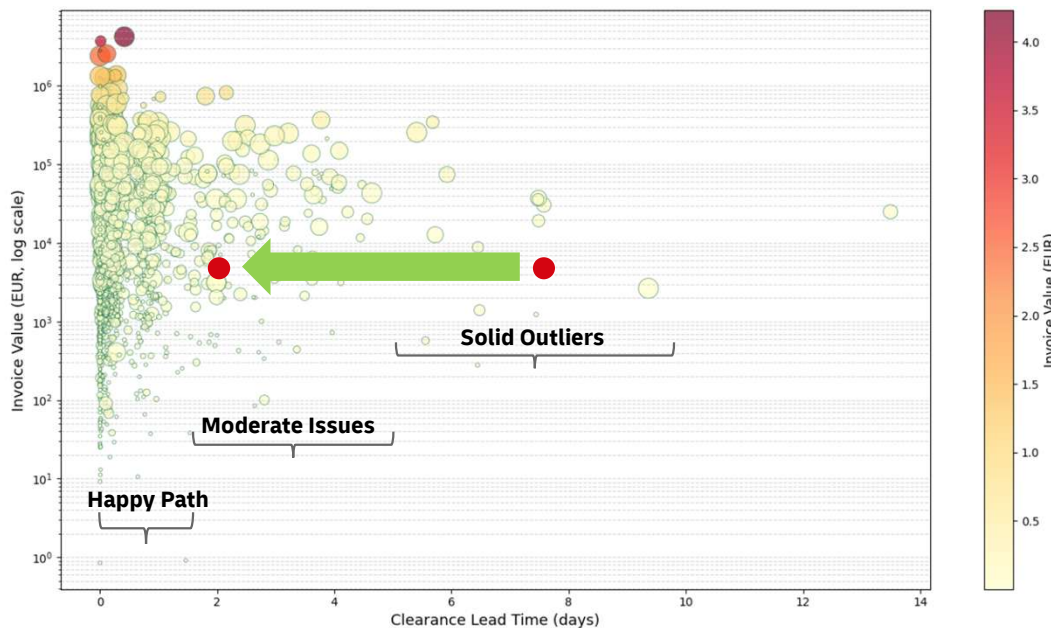


Compliance	Efficiency	Value
 Global Life Sciences company	 Regional sourcing and cross region manufacturing	 Speed to market reliability
<i>Challenge</i>  Fragmented brokers and low GTM adoption led to oversized teams, and lack of compliance risk management.	<i>Challenge</i>  Various manual steps in preparing clearances were slow and error-prone	<i>Challenge</i>  Lack of data driven insights due to decentralized setup led to uncontrolled delays
<i>Risk</i>  Product excursions, increased costs, and lack of information.	<i>Risk</i>  Trouble-shooting led to substantial pre-clearance delays	<i>Risk</i>  Product availability in market on time leading to revenue loss
<i>Solution</i>  Integrated customs and GTM improved delivery control, helped to reduce local staffing, and improve process compliance.	<i>Solution</i>  Centralized automated exchange of declaration information led to per clearance optimization up to 20%	<i>Solution</i>  Broker rationalization helped the customer to unify duty reporting & performance management



Customs clearance: from bottleneck to strategic enabler

Clearance lead time vs. invoice value LSHC Customers in U.S.



Various levers

Governance and control

- Fewer customs brokers with clear SLAs
- Greenlight & hyper care for critical shipments

Data and integration

- ERP-to-broker data integration
- Harmonized product master data

Analytics and risk management

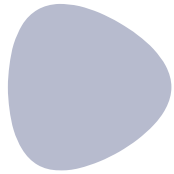
- Analytics targeting risk and opportunity
- Preventive measures on trade compliance

What better looks like powered by DHL TradeConnect



Take-aways

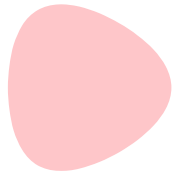
Customs clearance: from bottleneck to strategic enabler



Challenging regulatory environment complicates supply chain management



Customs management can positively influence supply chain performance



Local expertise and technology as enabler are key



Visibility and control drive measurable improvement



Thank you