

ACCELERATED DIGITALIZATION

DHL Supply Chain



Digitalization @ DPDHL is an imperative to accelerate our Strategy 2025 journey...



Digitalization is the use of technology to optimize our core business and modernize our IT infrastructure in order to...



...enhance
Customer
experience



...enhance
employee
experience



...and increase
operational
efficiency

Our digitalization framework is made of...



**Technology Exploitation
(95%)**

Modernize our IT backbone and exploit new technologies through Center of Excellence



**Business Exploration
(5%)**

Scale business models augmenting our core

We leverage our unparalleled global reach to offer state of the art products and scale digitalization

Digitalization

4,000+

Collaborative
robotics deployed



80%+

of our operations have
innovation technology
deployed

People

>80% of employees are
covered by
GPTW*/Top Employer



 Countries covered by DHL Supply Chain
 Partnership

Top & bottom-line growth

18%

YoY revenue
growth 9M 2022

>2x the size of our
next leading provider

€4bn

of new sales total contract
value in 9M 2022

Strategic Products

€1.8bn

e-Commerce
revenue in 2021

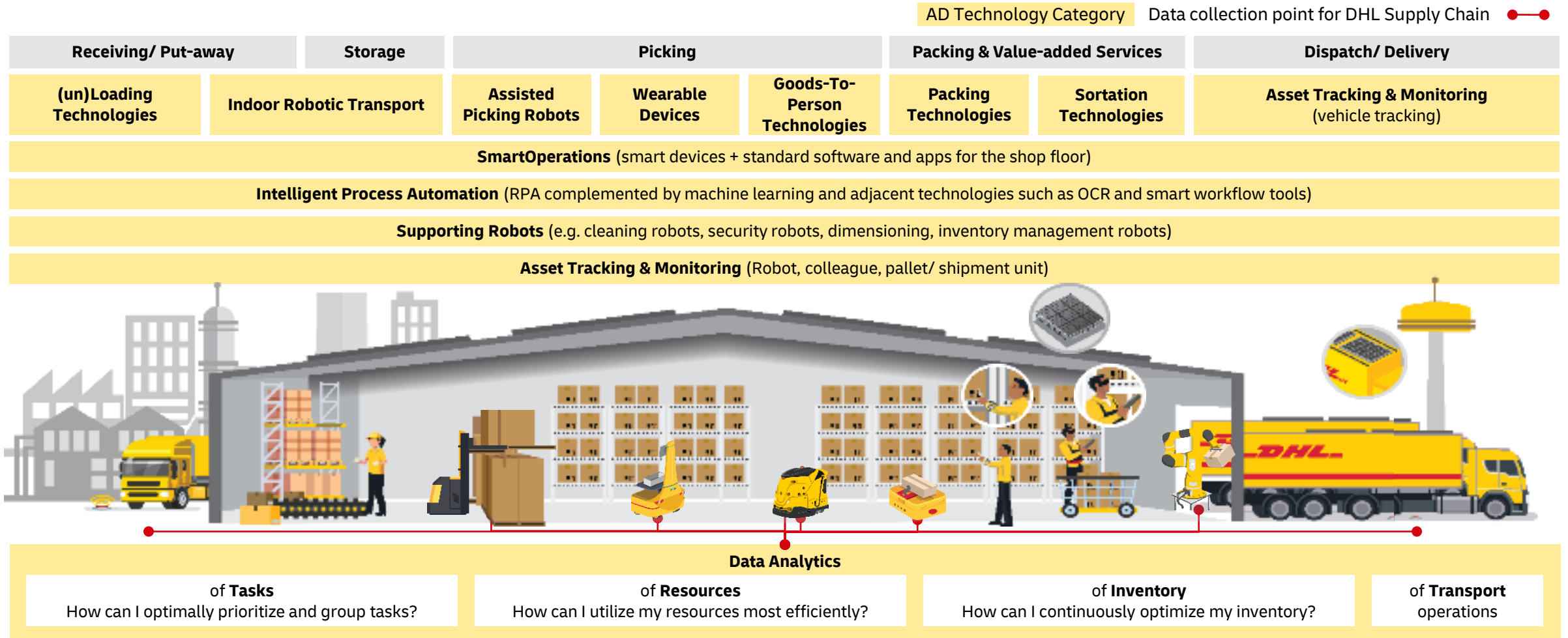
>20%

Year on year growth of
eCommerce business

>1/3

of our facilities are
carbon neutral

Our vision: To optimize supply chains end-to-end – using best in class robotic solutions and actionable data



Source: AD Program Team; primary application of technologies across logistics process shown: e.g. Indoor Robotic Transport also applicable for picking; (un)Loading Technologies potentially also applicable for loading

**We work with a clear focus on technologies that make a difference;
#togetherunstoppable with a team across all functions**

12 Focus technologies identified along entire logistics process

Assisted
Picking Robots



(un)Loading
Technologies



Intelligent
Process
Automation



Goods-to-Person
Robots



Data Analytics



Sortation
Technologies



Packaging
Technologies



Smart
Operations



Supporting
Robots



Indoor Robotic
Transport



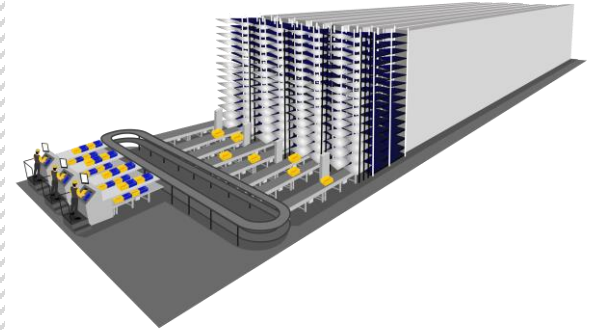
Wearable
Devices



Asset Tracking
& Monitoring



*Large scale automation
including ASRS, mechanized sortation,
packing/ labeling automation and
more*



Investment of choice

Productivity and utilization
increase, cost reduction

Provider of choice

Customer satisfaction
increase

Employer of choice

Employee attraction and
retention, overall satisfaction

**We are best in
ORCHESTRATING
multiple vendors
of IT solutions,
robotics and
analytics into our
ecosystem**

