



# DHL SUPPLY CHAIN AT A GLANCE

We are the **#1 global contract logistics provider**, simplifying supply chains for forward-thinking businesses.

**DHL Supply Chain – Excellence. Simply delivered.**



**Supply chain complexity is rising fast and we are ready to support you as we shape the future of contract logistics.**

By placing your trust in the world's largest logistics company, you benefit from its financial stability, massive resources and buying power, investment in supply chain technology and sustainability.

Understanding, predicting and responding effectively to the trends and challenges facing your industry sector is vital to the success of your business. The megatrends shaping today's supply chains and driving increasing complexity for our customers are:

- E-Commerce
- Digitalization
- Sustainability
- Globalization.

Our logistics experts can help you develop strategies to address your business challenges, and provide you with speed-to-market, resilience, visibility and control.

Wherever you need to operate, DHL will be there to provide local – but globally consistent – cost-efficient, high-quality, innovative, sustainable supply chain solutions to meet both your current and future supply chain needs.



**188.000** Full-time employees



Operations in **50+** countries



**~1,600** Locations – all major cities covered



**~17** million m<sup>2</sup> warehousing and operational space<sup>1</sup>



- **92%** of sites touch with active digitalization projects  
- **17.4%** share of labour with strategic robotic products<sup>2</sup>



**~54** Net Promoter Score (NPS) continuously measured



**94.5%** of DHL Supply Chain's electricity globally is from renewable sources

<sup>1</sup> Includes owned and leased warehouses only and not customer owned facilities operated by DHL  
As at December 2023

<sup>2</sup> As at May 2024

## A HIGHLY TRUSTED COMPANY

Trust, transparency and compliance are integral to our business and our customers' businesses. A robust Environment, Social and Governance (ESG) strategy underpins our license to operate and is the foundation of integrity and business practices to protect our customers' brand reputation.

## A GREAT COMPANY TO WORK FOR ALL

Ensuring outstanding and sustainable operations requires the best people. That's why we continuously strive to provide a safe, inclusive and purpose-driven workplace rooted in our guiding principles of Respect and Results – values that form the foundation of everything we do.

## DIGITAL TRANSFORMATION

Our priority is to keep our customers at the forefront of their industry and digital transformation plays a crucial role in our strategy, which is why we are investing in initiatives designed to enhance customer and employee experience and improve operational performance.

## CLEAN OPERATIONS FOR CLIMATE PROTECTION

Advance your supply chain operations with clean, green and safe solutions to help you achieve your environmental sustainability targets. We work together with you to design, implement and scale solutions to reduce our environmental impact.



## DHL SUPPLY CHAIN OFFERS

- Globally standardized, efficient, flexible, sustainable and innovative **e-commerce fulfillment** services
- Trusted supply chain orchestration through our **Lead Logistics Partner** solution
- Competitive advantage with agile, flexible and **sustainable packaging** solutions
- Acquisition, building development ahead of need and design of **efficient and resilient facilities** that will revolutionize your supply chain
- Intelligent **transportation solutions** for competitive advantage
- Efficient, flexible, sustainable and innovative **warehouse solutions**
- **Service logistics** to maintain the functionality of products during their useful lifetime and beyond
- Flexible, fast and compliant **clinical trials**, without compromising quality standards and patient safety

## FOR FURTHER INFORMATION

Contact our supply chain experts [here](#) >  
or visit our **website** >

