

FASHION AND LUXURY SECTOR

Marketing and Communication Italy

DHL Global Forwarding – Excellence. Simply delivered.



Moving your Fashion & Luxury goods

Exclusive brands are globally known, they have a unique position in the market and capture its approval through an **outstanding quality**.

As the logistic expert for the world and global leader in Air and Ocean transportation, DHL have developed a specific industry sector approach for the Fashion & Luxury goods industry to be a significant partner in the quality supply chain for the high quality products, including **Fashion & Accessories, Fragrances & Cosmetics, Homeware & Furniture and Watches & Jewelry**.

A **worldwide network of sector dedicated expert** teams operates to provide **service excellence and tailor-made solutions** for the best quality transportation solutions, making sure that the products reach their destination, **safely and timely**.

By providing **Fashion and Luxury specific solutions**, DHL support the Sector growth within the traditional and new markets.



Choosing a competent partner

The **DHL Fashion & Luxury Goods Competence Centers** network is active in all key markets providing integrated logistics solutions, customized to best fit with customer needs.

A dedicated team of **sector experts** interacts with commercial and operational teams as a single point of contact providing a fast and **effective communication** and a **smooth shipment handling**, to deliver the **best customer experience** with wide range of solutions:

- **End-to-end** Supply Chain
- **Flexible** best fit **solutions**
- **Cross-docking** activities & **Value Added Services**
- Full **customs clearance** capabilities
- **High security** standards along the entire Supply Chain
- **Distribution** to stores
- **GoGreen** solutions



State-of-the-art security

When it comes to moving Fashion & Luxury Goods, **security** becomes a **top priority for DHL**.

DHL cross-docking locations for Fashion & Luxury Goods are **TAPA certified** or TAPA equivalent.

DHL's global security department does not only ensure all dedicated **teams are trained in security & safety** issues, but implements and validates **strict security protocols for road carriers** as well.

DHL's **in-house security department** is constantly developing **advanced solutions** in our modern **Innovation Center**. We will keep implementing the latest security standards to **protect customer goods** today and in the future.



Delivering excellence

Organization

- Business Development Managers
- Quality & Compliance Manager
- Fashion & Luxury goods competence centers in Milan and Florence
- Sector trained office and warehouse staff

Certification

- TAPA-A / C-TPAT
- SQAS Safety and Quality Assessment System
- ISO 9001:2015
- ISO 14001:2015
- OHSAS 18001:2007
- AEOF
- WDA – Wholesale Distribution Authorization

Air Freight and Ocean Freight Products and Solutions

- In house X-ray scanning
- SameDay services
- In house simplified Customs formalities
- GOH container/packing for Air Freight and Ocean Freight transportation
- DHL Ocean Secure
- Integrated solutions
- CITES
- Value Added Services



In House Customs Simplified Procedures

- **Electronic Data Interchange** with Customs Authority
- Export Custom **clearance completed in five minutes** from electronic data transmission
- Customs goods **inspection at DHL warehouse** when required
- **Bonded and Fiscal VAT** warehouse



Fashion & Luxury sector for DHL Global Forwarding Italy

DHL Global Forwarding Italy is equipped with two dedicated Fashion & Luxury Competence Centers based in Milan and Florence.

+58 mio €	Annual Revenue
14%	Fashion & Luxury sector share of DGF volumes
2	National Competence Centers
16	Dedicated and trained professionals
>2.300	GOH AFR Containers shipped per year
> 2.000	Ocean freight TEUs shipped per year
> 36.000	Airfreight shipments per year



● Fashion & Luxury Competence Centers

Milan Competence Center

Facility & Infrastructure

- Security / CCTV / Access control
- Bonded/Fiscal VAT dustproof warehouse
- Dedicated truck bays and cross-docking area
- Sprinkler system
- GOH capacity + 60,000 pcs
- Semi-automated handling system
- Dedicated operation area
- Pest control and cleaning
- In house X Ray scanning
- Extensive ULD area and specific palletization process
- Customized packaging
- VAS services



Florence Competence Center

Facility & Infrastructure

- Security / CCTV / Access control
- Bonded/Fiscal VAT dustproof warehouse
- Dedicated truck bays and cross-docking area
- Sprinkler system
- Dedicated operation area
- Pest control and cleaning
- In house X Ray scanning
- Extensive ULD area and specific palletization process
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Account Management

- **Key Account Manager**
- Customized **SOPs**
- Self & customers **audit programs**
- **KPI** system
- **Customer Reporting**
- **Tracking & Tracing**
- **Complaint & Claim management** system
- **CAPA** - management

