Food is life.
Food is art, it is passion.
Food is culture and feeling, it is common ground, a universal experience.
DHL Global Forwarding is committed and strives to ensure that all this continues to be, in Italy and in the rest of world.

"Destiny can change, our nature never."

Arthur Schopenhauer
Agenda

1. DHL Global Forwarding Food & Perishable Competence Center
   The mission

2. Certification

3. Air Freight Services & Solutions
   Transportation & Packaging

4. Ocean Freight Services & Solutions
   Reefer networks

5. Value Added Services
   Labelling & Customs Consulting
Our mission

As the world’s leading logistics company, DHL Global Forwarding enable global trade in over 220 countries and territories, and empower people to enjoy better lives.

Guided by our values, we support the United Nations Sustainable Development Goals for our Planet.

With the DHL Global Forwarding Food & Perishable Competence Center expertize we aim to be a point of reference for the Food Industry to enable their business growth.

How do we do it? we constantly operate to deliver the best Customer Experience, increasing the efficiency in terms of lead times and costs, supported by dedicated teams of experts in the food and perishable handling, and customize each service solution.
Certifications
Fast moving is the key factor in getting meat, cheese, fish, vegetables and fresh fruit from producer to store shelves.

Global leader in Air Freight transport, DHL Global Forwarding has consolidated an extensive experience in the air-powered products in increasingly complex scenarios by offering a comprehensive product and solutions portfolio including:

- Global specialized network
- Cool chain management system (temperature and humidity control)
- Dedicated Air Freight solutions for Food & Perishable
- Wide range of isolated packaging solutions (active and passive mode)
- Customs brokerage and consultancy services
- myDHLi platform for Track & Tracing, Customer Reporting and Quote & Book.
Passive Thermal Packaging solutions

- Temperature ranges: +2 °C to +8 °C; -20 °C and +15 °C
- Kits produced on IATA specifications
- Suitable for any type of packaged food product
- Shock Resistant
- High performances in temperature isolation
Active Thermal Packaging solutions

- **Dry ice** cooling system
- Internal battery-powered *ventilation system*
- Operating **temperature stability**
- **Temperature monitoring** during transportation cycle
- Operating **temperature range** between -20 ° and +25 °
- **High security** transportation solution
Ocean Freight Services & Solutions

DHL Global Forwarding is among the world leaders in temperature controlled goods handling.

Supported by the in-house reefer container management network
DHL Global Forwarding provides the expertise for the most efficient cool chain management.

The wide range of ocean freight service solutions includes:

- Transportation in conventional **dry** containers, **reefer**, **isotank**, **flexitank**;
- **Customer Consolidation** services for perishable / dry food, from different suppliers to a single receiver.
- **Load stabilization** with airbags, **insulation** of dry containers, **photographic certification** of loading activities.
- **myDHLi** platform for **Track & Tracing**, **Customer Reporting** and **Quote & Book** (reefer service quotes submitted via email)
- **DHL Ocean Secure** for Full Container Loads provides the container position, **temperature** and **humidity** data.
Keeping your cargo cool and safe

Shipping sensitive cargo like perishables, pharmaceutical items, chemicals, fresh fruits, fish, chocolate, ice cream or poultry requires temperature and humidity control during transportation.

We are committed to delivering your cargo safely.

By combining our **Reefer expertise**, **global presence**, **freight forwarding experience** and **leadership in ocean freight**, DHL Global Forwarding provides **custom-made Reefer logistics solutions** to **comply with the specific requirements** our customers have on their Reefer goods.

DHL Global Forwarding contracts with leading Reefer container carriers and service providers will **ensure that your cargo travels temperature controlled**, from the point of origin to its final destination.

Our global team of experts offers customized Reefer solutions, ranging from port-to-port to multi-modal door-to-door solutions, with **full end-to-end visibility**, supported by **near real-time monitoring** if required.
Cold Treatment

Cold treatment is a procedure to **eliminate pests** in fresh fruits and avoid spreading them to other locations.

The **process lowers the fruit pulp temperature** and maintains it during a specific period of time. **Pre-determined protocols** (such as the United States Department of Agriculture-USDA requirements) vary depending on the country of origin, the type of commodity and the country of destination. Such **Reefer equipment is capable of monitoring temperature readings** through three probes (or sensors) placed in the core of the fruit during the voyage and at terminals.

Once the **cold treatment is successfully completed during the voyage**, the **shipper is immediately informed** and the set point temperature can be increased to a new level.

It is imperative to **pre-cool the fruits** at the requested temperature for the cold treatment **before stuffing the container**.
The control of the relative humidity level is important to control the quality of the products.

Indeed, too much humidity may cause fungi and mold whereas too little may cause dehydration.

DHL Global Forwarding offers to use Reefer containers equipped with a function for dehumidification.

Possible settings, depending on mode, are between 50% and 95% relative humidity.

Dehumidification devices can only be operated for temperature settings above or equal to -10°C (14°F).

When dehumidification is activated, air vents must be closed, except for some special fruits and vegetables. Bulb mode is also available on request. In this mode, Reefer containers follow the standards for flower bulb transportation of the Dutch Agrotechnological Research Institute (ATO).
Fruit and vegetables breathe during transportation and produce heat and gases such as ethylene (C2H4) and carbon dioxide (CO2).

Ethylene speeds up cargo ripening process, causing reduced shelf life. CO2 suffocates cargo, causing discoloration.

Fresh air is required to remove such gases. The required amount of fresh air varies depending on the commodity. The air is cooled by passing the evaporator coil and circulating throughout the cargo by fan.

The use of vent settings allows for the intake of external air by adjusting vent openings. Airflow is set manually between 0 and 245 (m3/h). Vents must be kept closed when carrying frozen cargo or commodities requiring dehumidification or bulb mode.
Cargo Monitoring

For our customers it is important to ensure **cargo integrity** and to **protect goods from criminal intent**.

Ocean Secure helps to keep up with the demand on information:

- The **position** of a shipment
- The condition of cargo, e.g. **temperature & humidity**

Furthermore it provides **high security** by:

- **Detecting if a container was opened** during the transport
- **Having security staff following up** immediately **upon alarm notifications**

Ocean Secure will allow us and our customers to **react to events with short notice** and take the required action, in case of an unforeseen event is detected as to temperature deviation, door opening or a container which is not on-route as scheduled.

**Ocean Secure offers the visibility, security and flexibility to assure a reliable shipment from door-to-door.**
Value Added Services

At DHL Global Forwarding we align logistic advantages with Customs and Health Authorities requirements:

- **Transit** and **fiscal representation** by special authorized processes
- Collaboration with **public authorities** for **quality controls** and other monitoring authorities
- **Intrastat declarations** (Intra EC-Trades)
- **Warehousing and micro logistics** for dry and perishable products
- **Fiscal warehousing** and temporary storage
- **Packaging**
- **Labeling** activities in specific **destination country language**
- **Insurance coverage**
- **Claims** advice and **assistance**
- **Customs consultancy**
- **Customs EDI** system