LATIN AMERICA

DHL SUPPLY CHAIN.
EXCELLENCE. SIMPLY DELIVERED.

Deck Presentation

Name of the event or project
Location, Date











VERSION: MAR/2021


CONNECTING PEOPLE,
IMPROVING LIVES.
DHL
EXCELLENCE. SIMPLY DELIVERED.
DHL
1180339
VOLVO
KRONE

Deutsche Post DHL Group



EMPLOYEES: **546,92** | REVENUE: **EUR €63,341M**

ONE GLOBAL TEAM

LEAN CORPORATE CENTER

POST – ECOMMERCE SOLUTIONS	EXPRESS	GLOBAL FORWARDING FREIGHT	SUPPLY CHAIN
Deutsche Post DHL	DHL	DHL	DHL

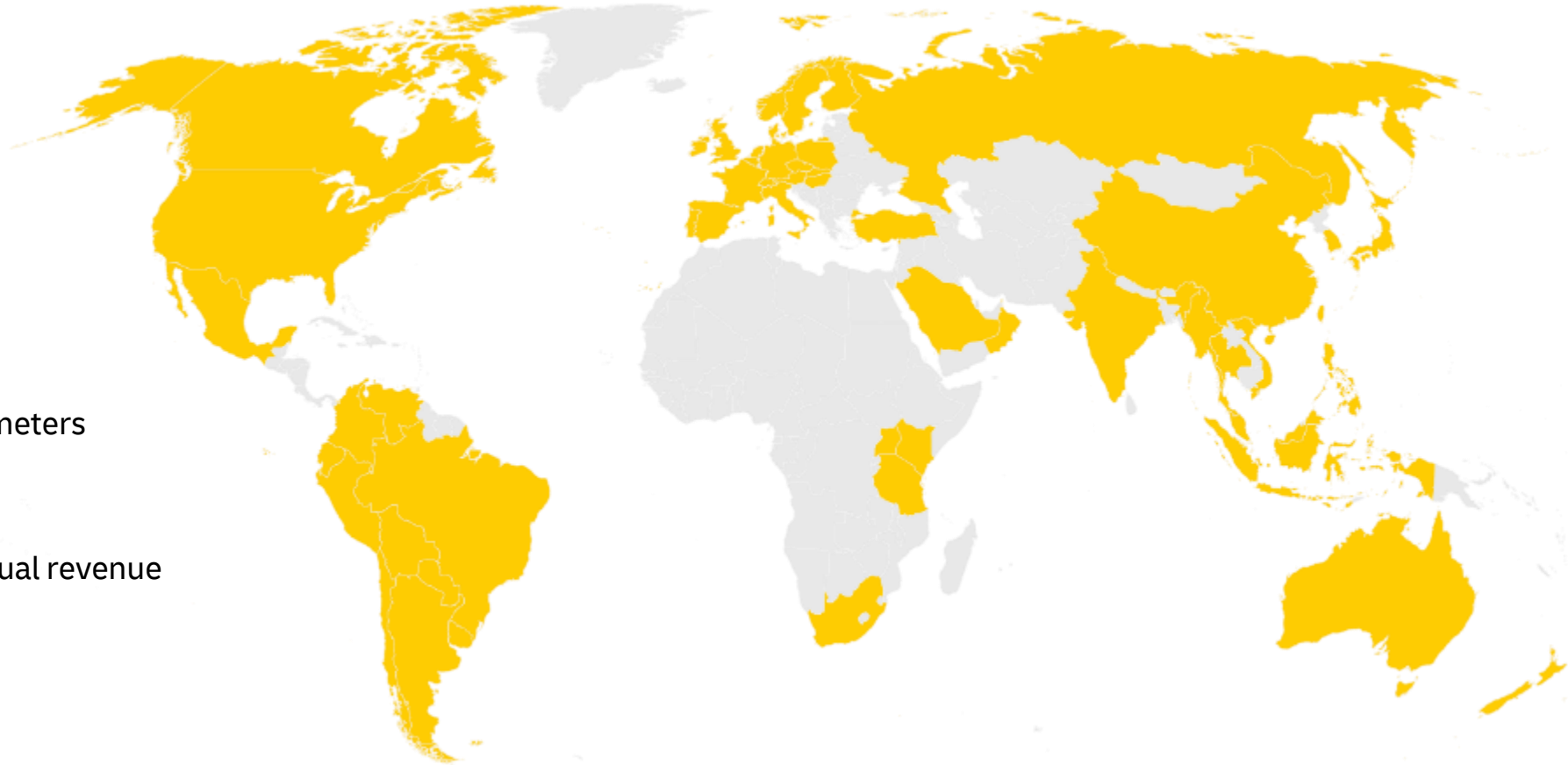
DHL CUSTOMER SOLUTIONS & INNOVATION

SELECTIVE GROUP-WIDE SHARED FUNCTIONS AND SERVICES

DHL Supply Chain

Number one global contract logistics provider

DHL supply Chain
Other DPDHL Group operations



~167,0003 employees

53 countries & territories
1,460[4] locations

~14,852,0794[4] square meters

EUR 12,75 bn 2020 annual revenue
5,9% market share

DSC GLOBAL

2020 FIGURES

PUBLIC

DHL Supply Chain

Latin America | Footprint

MEXICO
13,500
80
120

BRAZIL
18,148
73
230

COLOMBIA
4,900
40
270

SUPPLA
ACQUISITION IN APRIL/2018

CHILE
1,283
13
21

ARGENTINA
221
03
13

PERU
196
03
17

SSA5
43
7
27

BOLIVIA
ECUADOR
PARAGUAY
URUGUAY
VENEZUELA



EMPLOYEES
LOCATIONS
CUSTOMERS

DHL Supply Chain Brazil



18,148
EMPLOYEES

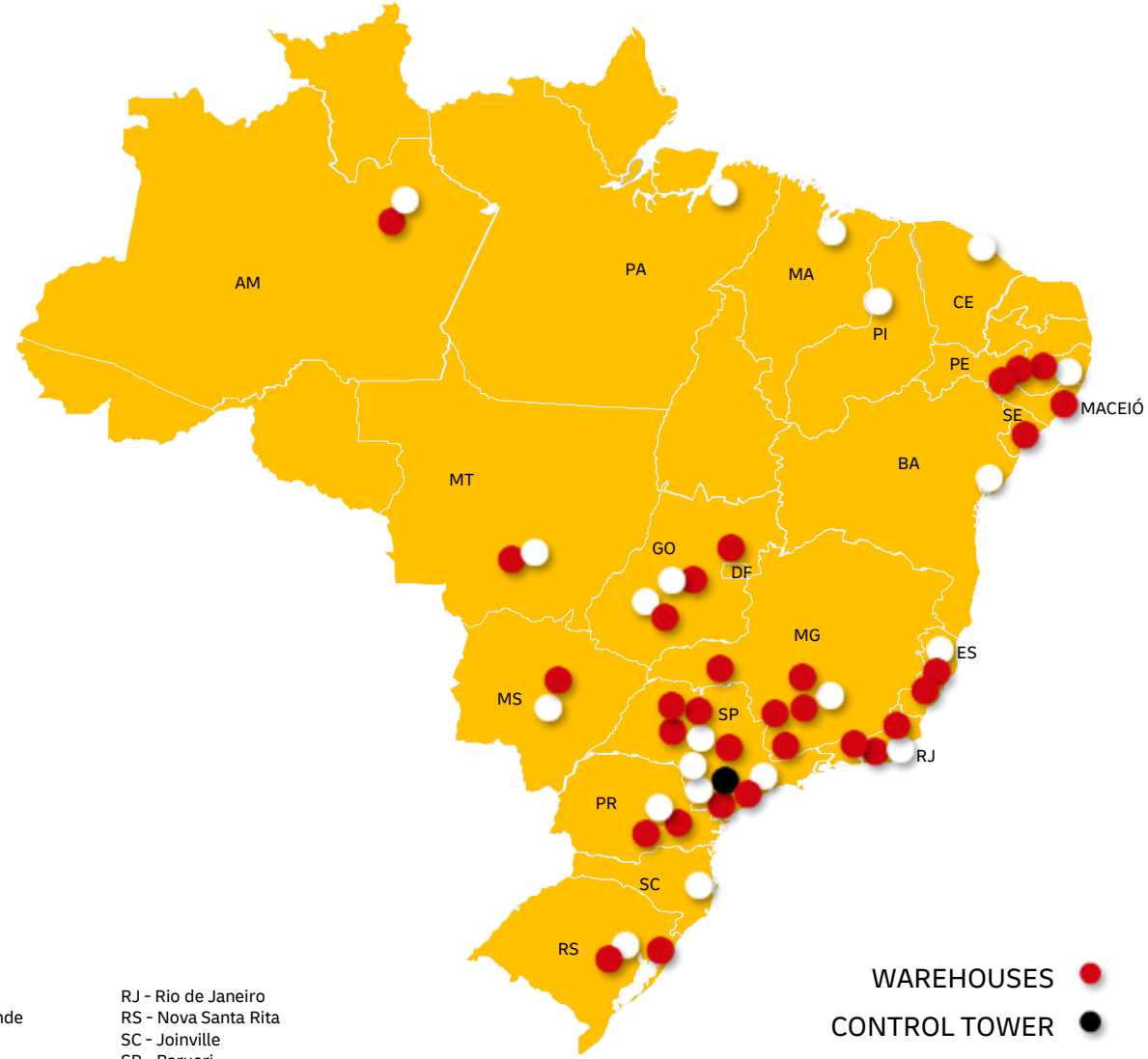
73
LOCATIONS

1,300,000
SQUARE METERS

230
CUSTOMERS

22
DHL HUBS

AM - Manaus
BA - Salvador
CE - Maracanaú
ES - Serra
GO - Anapólis
GO - Goiânia
MA - São Luis
MG - Contagem
MS - Campo Grande
MT- Cuiabá
PA – Ananindeua
PE - Jaboatão dos Guararapes
PI - Teresina
PR - Araucária
RJ - Rio de Janeiro
RS - Nova Santa Rita
SC - Joinville
SP - Barueri
SP – Guarulhos
SP -Jandira
SP - Louveira
SP - Ribeirão preto



COUNTRY

DHL Supply Chain Mexico



13,500
EMPLOYEES

80
LOCATIONS

1,000,000
SQUARE METERS

120
CUSTOMERS



COUNTRY

PUBLIC

DHL Supply Chain PAC

Peru, Argentina & Chile



1,700
EMPLOYEES

19
LOCATIONS

269.050
SQUARE METERS

51
CUSTOMERS



COUNTRY

DHL Supply Chain Colombia

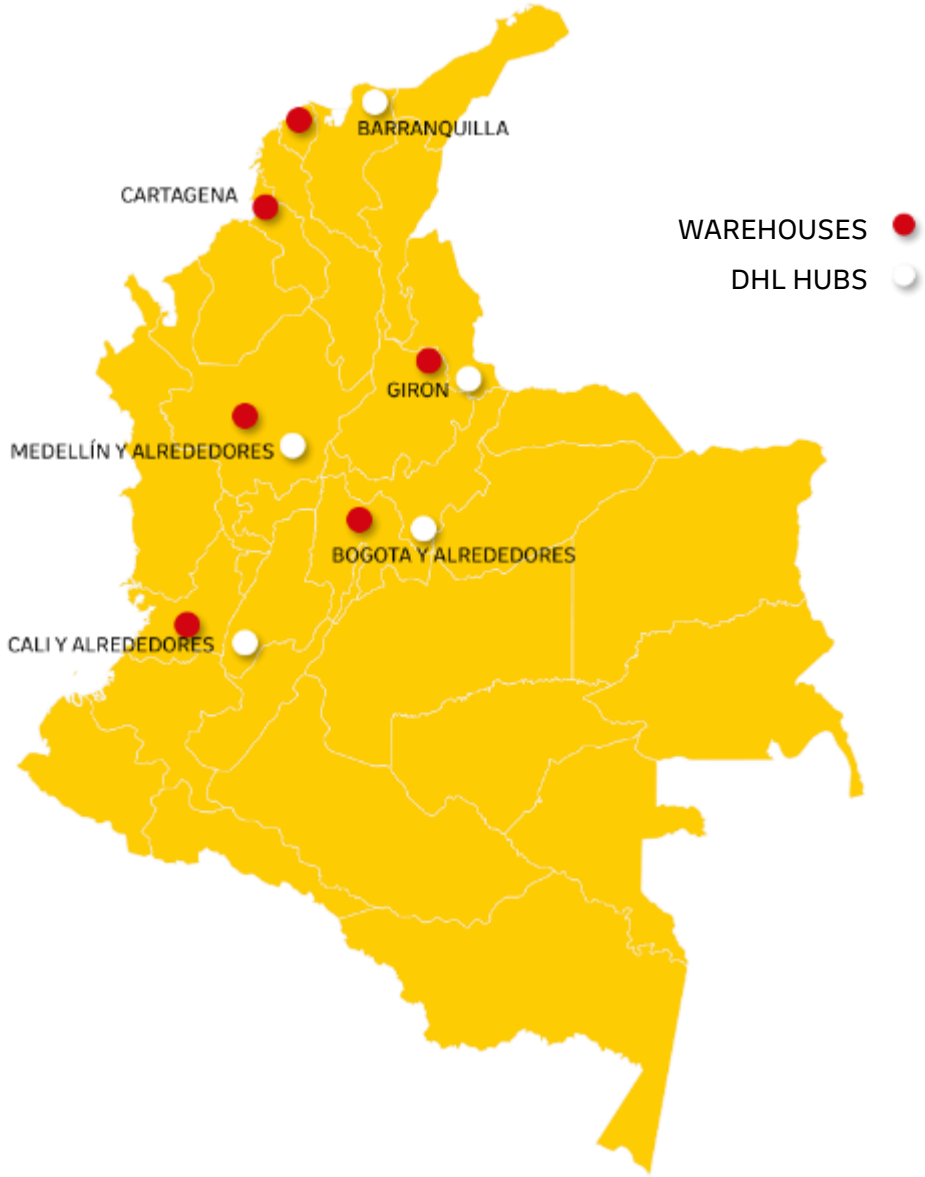


4,900
EMPLOYEES

40
LOCATIONS

260,000
SQUARE METERS

270
CUSTOMERS



COUNTRY

SERVICES



Services DHL Supply Chain

WAREHOUSING



TRANSPORT SOLUTIONS



LEAD LOGISTICS PARTNER



E-COMMERCE SOLUTIONS





PACKAGING



SERVICE LOGISTICS



REAL ESTATE



I2M & IN-PLANT LOGISTICS

SERVICES

Warehousing



From storage of raw materials to consumables, spare parts and finished goods, we provide dedicated and shared warehousing operations to ensure that you can deliver your service promise to your customers.
By understanding your issues and anticipating your business and logistics needs, DHL experts provide robust solutions that will drive value for your business.

customer benefits:

- Delivers high service levels and reliability
- Provides end-to-end visibility and control
- Improves accuracy of inventory

Transport Solutions



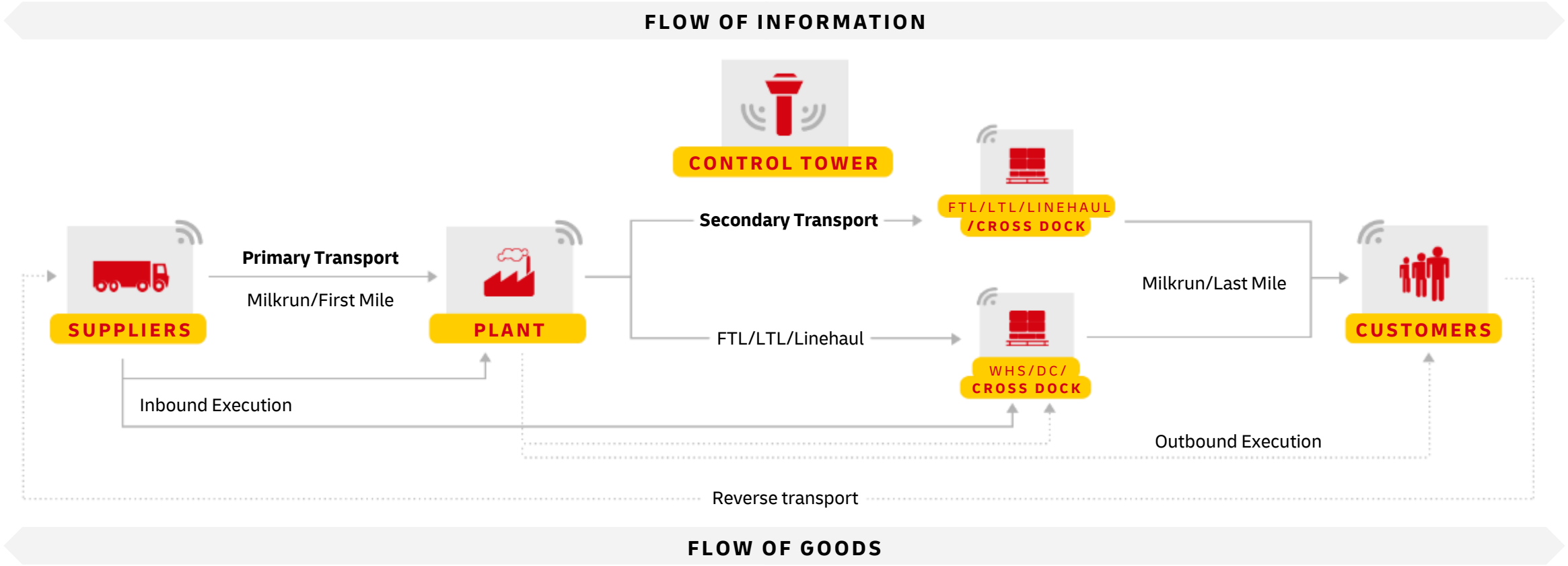
Whether you need to outsource your entire transportation function or gain short-notice access to additional capacity, let DHL manage your domestic transport requirements, offering you total control and visibility of your flow of goods.

customer benefits:

- Increases visibility and control
- Provides high service levels and reliability
- Reduces costs
- Considers reduction of carbon emissions

SERVICES

DHL Managed Transport



SERVICES

Lead Logistics Partner



As your Lead Logistics Partner we design, manage, operate, continuously improve and deliver SC transformation.

customer benefits:

- Provides greater control and visibility
- Increases flexibility
- Reduces operating costs
- Improves customer relationships and service

SERVICES

E-commerce Solutions



Fulfillment, Transportation Management and Services are at the center of our core, supported by VAS from our Ecosystem to offer an end-to-end E-commerce Solution.

customer benefits:

- Offering high levels of service
- Developing highly flexible solutions, allowing volumes growth on the day-to-day basis
- Expertise in managing large workforce, recruiting & retention of employees
- Experience in improving operational efficiency

SERVICES

E-Commerce LatAm - Footprint

Presence in **Brazil, Chile, Colombia and Mexico**

+8.100 specialists in e-commerce operations in the region

Fulfillment
Transport
Value-Added Services

Sectors
Retail, Consumer and Technology

+250.000 sqm e-commerce operations



MEXICO

COLOMBIA

CHILE

BRAZIL

SERVICES

BUSINESS CASE STUDY:

TO RESPOND TO ONLINE SALES, DHL SUPPLY CHAIN TRANSFORMS A TRADITIONAL DISTRIBUTION CENTER INTO AN E-FULFILLMENT CENTER

CUSTOMER CHALLENGE:

- Covid-19 caused the temporary closing of 40 physical stores for retail customer; its main final distribution line.
- Customer relied on recent e-commerce system; a maximum of 80 orders were supplied daily.
- The need for a solution to respond to the client's growing online sales that reached 2,500 orders daily.

DHL SUPPLY CHAIN SOLUTION:

- Temporary reconfiguration of the traditional distribution center to an e-fulfillment model in less than 30 days.
- Correct system and process adaptations for e-commerce and team training.
- The incorporation of transportation services for last mile deliveries.

CUSTOMER BENEFITS:

- Fast and effective e-commerce solution allows business to remain operative and end clients being served.
- An online sales volume, 30 times larger than the volume at beginning of the year are supplied.
- Transport service, 98% effective deliveries.

*Read more here

Packaging & Value Added Services

SERVICES



Preparing and customizing packaging based on your product requirements while ensuring a rapid response to changing market conditions.

customer benefits:

- Lowers total supply chain costs
- Reduces labor costs from improved packaging engineering
- Shrinks costs of waste materials
- Provides full visibility with asset tracking systems
- Stand alone and multi customer solutions

Service Logistics



Unrivalled service logistics presence in more than 140 countries keeping your business running and your customers satisfied, especially for mission critical or life saving applications , to remain resilient even during the most challenging times.

customer benefits:

- Network: DHL Service Logistics operates as a powerful connected network infrastructure.
- Visibility & Control: Our seamless platform provides with industry leading real-time visibility, network control and timely data analytics
- Simplification: Globally consistent business processes.
- Innovation: Ways of working innovation and latest technology to enhance the customer experience.

Real Estate Solutions

MARKET LEADER WITH MORE THAN 30 MILLION SQUARE METERS MANAGED

OVER 25 YEARS OF EXPERIENCE, WITH 6 MILLION SQUARE METERS DEVELOPED IN THE WORLD



SERVICES



Delivery of best-in-class real estate solutions including design, development, construction and management of your logistics facilities. Our teams of experts provide you with unrivalled experience and expertise.

customer benefits:

- Addresses projects of any size and complexity
- Provides local property market knowledge
- Customized solutions per customer
- Leasing, Build-to-Suit, Sales-Lease-Back and Properties for commercialization

Inbound to Manufacturing & In-plant Logistics



From material originating at the vendor, to consumption at the manufacturer's production line, you gain full control of the entire Supply Chain.

customer benefits:

- Designs efficient and dynamic transport networks
- Ensures seamless material flows with production
- Offers real-time control and visibility
- Optimizes inventory costs and on-site space

SERVICES

CORPORATE PROGRAMS



Corporate Programs

Supporting your success!

Delivering excellence, begins with Safety!

The Safety First rules are aimed at providing a basic ideology across DHL's global business.

Certified Supply Chain Specialist

An interactive engagement and development program.

Operations Management System

Focuses on supporting sites to fulfill their maximum efficiency potential.

Customer-first mindset for everyone!

Customer Experience Management survey using Net Promoter Score.

Customer engagement program

Designed to ensure everything we do supports our customers' success.

Our mission: Excellence. Simply delivered.

Along the three bottom lines in a sustainable way.

LIVING RESPONSIBILITY



Living Responsibility

Making a difference to the lives of people and having a positive impact on our planet.

LIVING RESPONSIBILITY



GOGREEN

“PROTECTING THE ENVIRONMENT”

Mission 2050: Zero Emissions
We want to reduce our logistics-related emissions to zero by 2050



GOHELP

“DELIVERING HELP”



GOTEACH

“CHAMPIONING EDUCATION”

LIVING RESPONSIBILITY

IT SOLUTIONS



IT Solutions





MySupplyChain:

MySupplyChain is the DHL Supply Chain single entry point for warehouse and transportation tools and data.
Accessible anytime, from anywhere, when you are online. With near real-time, warehouse-level inventory and order tracking across your entire network, you can turn newly-available, end-toend supply chain operations insight into competitive advantage.

Track & Trace and Inventory | Business Analytics | Operational Performance | Customer Service | Operational Reporting | Documents

INNOVATION



Innovation

INNOVATION

Interested in taking a virtual tour
in our innovation center? Let's schedule!

HIGH IMPACT



INTEGRATED ROBOTIC SOLUTIONS

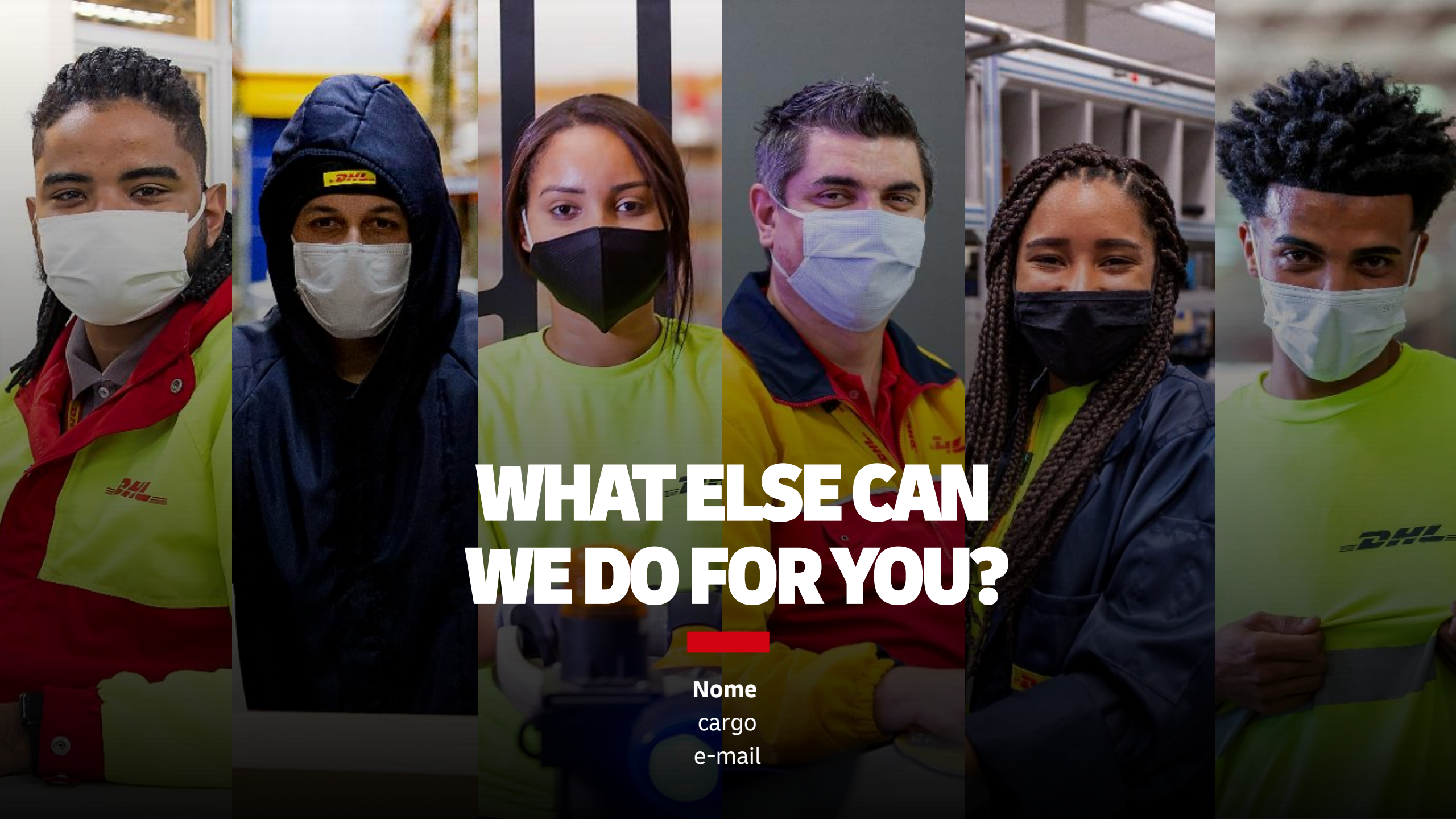


SOFTWARE-DRIVEN SOLUTIONS



WEARABLE DEVICES

HIGH SCALABILITY



WHAT ELSE CAN WE DO FOR YOU?

Nome

cargo

e-mail