



# DHL GLOBAL FORWARDING

Bucharest , Romania 2022



# Corporate structure: One company with two strong pillars

Deutsche Post DHL  
Group

Deutsche Post 

The Post for Germany



The logistics company for the world

# Deutsche Post DHL Group – Corporate DHL divisions

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The logistics company for the world





# Who we are – a global company with a unique portfolio

Europe's largest postal service



Partner for e-commerce and a pioneer in secure digital communications



No. 1 in international express delivery



Leader in the forwarding business



No. 1 in contract logistics



# DHL Global Forwarding: Our aspiration and our goals

## Our Aspiration

To become the undisputed industry leader

## Our Goals



- > **Best Team:** Bring together the best people in the industry and continuously invest into skills and capabilities

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- > **Best Operations:** Provide consistently high quality and excellence in everything we do

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- > **Best Customer Experience:** Create high customer satisfaction and thus loyalty

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- > **Best Results:** Achieve industry-leading performance and re-invest to create a virtuous circle

# DHL Global Forwarding: Our values



**Entrepreneurship** – We do things in a way that saves time, effort and money for us and our customers



**Passion** – We really care for customers, their goods and DGF as if they were our own



**Excellence** – We always aim to get things right the first time to deliver our promises to customers



**Teamwork** – We work together to deliver our customers an outstanding experience

THE FREIGHT  
FORWARDING  
EXPERTS

SINCE  
1815

# Overview Global Forwarding



## Business model

- Specialist in air, ocean and road freight as well as industrial projects and end-to-end transport management solutions
- Tailored sector solutions
- Asset-light business model, based on brokerage of transport services



## Customers

- Strong customer orientation, with a portfolio that spreads over more than 190 countries
- Established customer base including >50% of Forbes 500 companies
- Delivers solutions tailored to customer needs that simplify their operations and maximize their opportunities



## Market position/trends

- Global No. 1 in air freight and No. 2 in ocean freight
- Strong and fast growth of ocean freight
- Focus markets: BRIC+M, further Emerging Countries/Markets, Europe



## Strategy

- Strategic focus on sustainable growth, customer and operational excellence as well as maximizing profitability
- Improve Forwarding operating performance while implementing step by step IT renewal
- Further strengthen market position as industry leader





# DHL ( ROMANIA )



**Global Forwarding**



**Freight**



**Express**





# DHL Global Forwarding - Romania

## FACTS ABOUT ROMANIA



- Status: Owned subsidiary
- Established: 2003
- 4 locations



# DGF products & solutions portfolio

## DHL Global Forwarding

Products						Solutions			
AIR FREIGHT	OCEAN FREIGHT	ROAD FREIGHT	RAIL FREIGHT	CUSTOMS SERVICES	SAMEDAY	TRANSP. SOLUTIONS	WAREH. SOLUTIONS	MNGMT. SERVICES	INTEGRATED SOLUTIONS
DHL AIR PRIORITY DHL AIR CONNECT DHL AIR ECONOMY DHL AIR CHARTER DHL AIR THERMONET	DHL OCEAN DIRECT FCL DHL OCEAN CONNECT LCL DHL OCEAN CONTAINER MANAGEMENT DHL OCEAN SPECIAL DHL OCEAN ASSEMBLY DHL OCEAN CHARTER DHL OCEAN THERMONET	DHL ASIALINE DHL ASIACONNECT	DHL RAILLINE DHL RAILCONNECT	DHL CUSTOMS SERVICES	DHL SAMEDAY JETLINE DHL SAMEDAY SPRINTLINE DHL SAMEDAY SPEEDLINE	DHL DOOR-TO-MORE DHL SEAIR DHL AIRFREIGHT PLUS	TRANSPORT-RELATED WAREHOUSING	CUSTOMS CONSULTING LOGISTICS CONSULTING	DHL LEAD LOGISTICS PARTNER DHL INDUSTRIAL PROJECTS DHL INTL. SUPPLY CHAIN LIFECONEX DHL TRADE FAIRS & EVENTS

**ADDITIONAL SERVICES & SPECIAL EXPERTISE:** DHL CARGO INSURANCE, DHL SECURITY SERVICES, OCEAN SECURE, FLEXITANKS... & DHL GOGREEN SOLUTIONS

**SECTORS & SECTOR EXPERTISE:** AUTOMOTIVE, ENGINEERING & MANUFACTURING, TECHNOLOGY, LIFE SCIENCES & HEALTHCARE, ENERGY, CONSUMER, CHEMICALS, RETAIL, PUBLIC SECTOR; DHL WINE & SPIRITS LOGISTICS, DHL PERISHABLE LOGISTICS



# AIR FREIGHT





# AIR FREIGHT

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- Key International Romania airport : Bucharest
- Improved airport infrastructure, current expansion and modernizing projects running in Bucharest
- Vienna is used as main gateway for AFR import shipments and occasionally for AFR export shipments offering the best airfreight solution for any type of cargo
- Very good country coverage and flexibility for all type of operations
- Possibility to book and ship DGR shipments
- Local IATA trained and certified FTE's

Otopeni Airport



Vienna Airport



# OCEAN FREIGHT

COLOMBO EXPRESS  
HAMBURG

IMO 9295244



# OCEAN FREIGHT

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- Key International Romania port: Constanta (CND)
- Constanta Port has a handling capacity of over 100,000,000 tones (98,000,000 long tons; 110,000,000 short tons) per year and over 150 berths
- The rail network in the Port of Constanta is connected to the Romanian and European rail network
- VIE, KOP, BRE & HAM are used as alternative gateways for OFR shipments offering the best oceanfreight solution for any type of cargo
- Possibility to book and ship:
  - DGR shipments
  - Oversized project cargo

Constanta Port



Koper Port



Bremerhaven Port





# DHL Ocean Direct FCL

Full containers loads provided by DHL Ocean Direct FCL ensure a reliable, safe and cost-efficient transportation from door to door globally. By using various equipment types we offer tailored solutions for all kinds of commodities.



## Key features

- **More port pairs** and services than anyone else.
- Over **4,000 ocean freight specialists** at more than 330 locations worldwide
- Planned **space protection** from all major container ports with a huge range of departures
- **Competitive pricing** worldwide including index based rate offering
- **Strict global carrier strategy** ensuring wide range of carrier and alliance choices
- Innovative products include **Flexitanks** liquid transportation system
- Wide range of **quality controlled equipment** types including worldwide availability
- Transportation of **dangerous goods** to more international locations

## Customer benefits

- **Reliable, flexible and cost-efficient** door to door ocean movement of goods including various options of container equipment types
- Concentrate on the core business and **reduce complexity** in Supply Chain
- **Greater security and reliability**
- Keep rates in line with market changes
- **End to end PO management**
- **Support from a global network of experts** with the knowledge to handle cargo with special requirements
- A reliable partner that provides **financial stability**
- **Access to a broad range of service elements** to receive more than pure FCL
- **Compliance to safety** regulations

# DHL Ocean Connect LCL

Operating our own LCL network globally, we serve more than 45,000 point pairs with around 2,500 scheduled direct sailings per week. Managed from end-to-end with our own network experts, DHL Ocean Connect LCL ensures predictability in our customers supply chains, keeping deadlines – and promises – towards the end customer.



## Key features

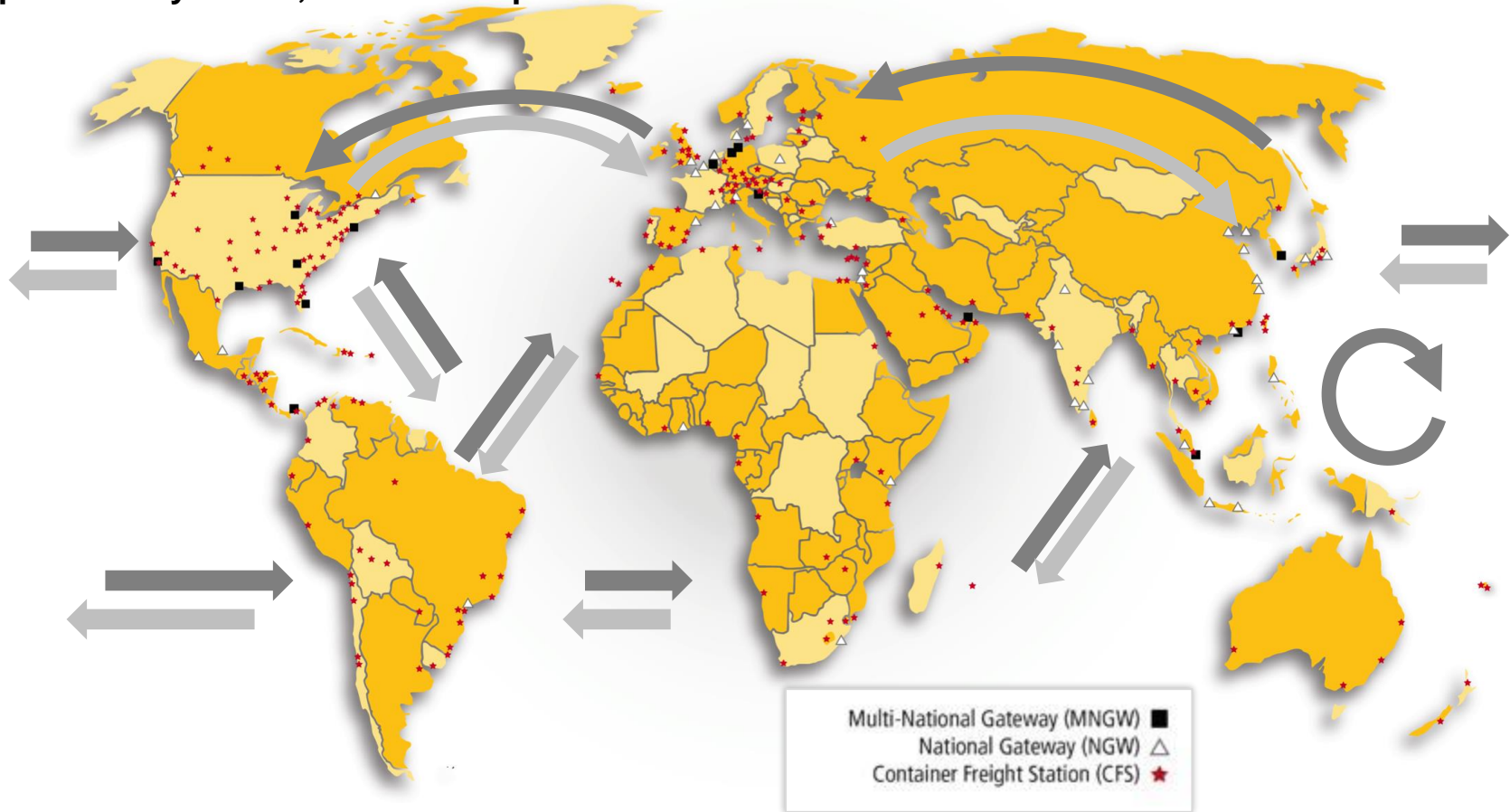
- **More ocean loops and services in LCL** than any other single Forwarder with access to every major container port in the world
- On the ground presence in over 180 countries and territories, over 60 **national gateways** and 9 **multinational gateways** with 4,000 **trained specialists** in more than 330 locations
- Access to **45,000 point pairs with around 2,500 weekly direct services** for LCL
- More **direct services cutting transit times** to a minimum and avoiding transshipment and double handling
- We **operate in our own/approved warehouses** at all locations, both at origin and destination, with defined security processes and procedures.
- **'Shipped as Booked'** policy

## Customer benefits

- DHL Ocean Connect LCL service offers the **scale** customers need to export and import from more locations worldwide
- More **predictable transit times**
- **Full control** of the logistics chain and **reduced risk of damage**, miss-routing or loss.
- Seamless **end to end** product with cost control and **visibility** of every milestone of the Supply Chain
- **Improved overall lead times** and reduced freight spend
- **Optimized cargo flow**
- **Improved reliability & security** through control and monitoring from loading to arrival
- **Keeping promises and deadlines**

# DHL Ocean Connect LCL

We operate to the highest standards in the industry, and our DHL Ocean Connect LCL services are provided by over 4,000 trained specialists in more than 330 locations





# DHL Ocean Container Management

By managing our Customer's direct contracts with the shipping lines, DHL Ocean Container Management ensures an efficient execution of bookings and monitoring of orders. This can include the arrangement of pre and on-carriage by all means of transport, as well as customs clearance services.



## Key features

- DHL does the **booking with the carriers**
- **Audit and reconcile any discrepancies for payments** such as freight charges including carrier rates, trucking charges or warehousing
- **Pre- and on carriage** from and to the container port
- **Consolidation of cargo**
- Customer **supplier management** (order management level features)
- **Carrier volume allocation optimization**

## Customer benefits

- **One consolidated billing/invoicing process** through DHL
- Frequent **reporting overview** on shipments
- **Greater visibility** throughout the Supply Chain **including milestone tracking**
- **Pro-active incident management** in case something goes wrong
- Pro-active **supplier (carrier) performance management**, benefiting from DHL state of the art KPI performance tools
- Supply Chain **cost optimization**
- **Reduce own staff costs** as job is done by DHL

# RAIL FREIGHT



# DHL RailLine

Our Full-Container-Load (FCL) rail multimodal service available with single containers, wagon groups and block train movements. Economic and environmentally friendly, providing reliable time and cost efficient transportation solutions.



## Key features

- Defined **schedule and capacity providing fast and secure** connection between Asia ↔ Europe
- State-of-art **Track & Trace** system to maintain customers always informed about the shipment status
- Different **levels of security** during the trip: physical security on the wide gauge route + RFID – Monitoring
- **Temperature Controlled** containers available for shipments between -25C/+25C degrees
- **Cargo ‘all risks’ insurance** available upon request at competitive prices
- **Carbon emission** friendly transportation mode, helping customers to meet environmental commitments

## Customer benefits

- Highly reliable **door-to door lead times**
- **Environmentally** friendly & **cost effective** solution
- **More economical** than standard airfreight, **faster** than standard ocean freight
- **Flexibility** to meet business peaks and market fluctuation
- **High quality and reliability** assured by DHL’s predetermined routes and handling locations
- **End-to-end** visibility



# DHL RailConnect

Our Less-than-Container-Load (LCL) rail multimodal service is a flexible option with reliable and pre-defined scheduled departures and capacities. A fast and secure option, environmental friendly and efficient.



## Key features

- Defined **schedule and capacity providing fast and secure** connection between Asia ↔ Europe
- State-of-art **Track & Trace** system to maintain customers always informed about the shipment status
- Different **levels of security** during the trip: physical security on the wide gauge route + RFID – Monitoring
- **Cargo ‘all risks’ insurance** available upon request at competitive prices
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# CUSTOMS SERVICES



# DHL Customs Services

**We take the complexity out of customs** by providing a broad range of customs brokerage services performed by a team of customs experts to ensure a smooth and on time border crossing of shipments, without administrative burden, delays and penalties. The portfolio also includes consulting services to enhance customs activities and compliance, optimize duties, identify potential risk areas and improve internal controls.



## Key features

- **Broad portfolio** of customs brokerage services
- Dedicated team of more than **4,800 customs experts**
- Presence in over **200 countries** worldwide
- Processing more than **7mn customs entries** per year
- **Global, Regional & Country teams** to ensure operational consistency & compliant trade activities
- **Governance Structure with code of conduct** and compliance standards
- Strong work **relationship with government customs & security authorities**
- **Superior level of service** delivery globally, utilizing the latest customs clearance technologies

## Customer benefits

- **Peace of mind, trust, reliability** - you can concentrate on your core business.
- **Consistent and compliant trade activities** worldwide, avoiding delays, fines and penalties, ensuring the **smooth flow** of goods throughout the Supply Chain.
- **One single provider** for transportation & customs brokerage resulting in **compliance, cost & time savings**.
- **Superior level of service delivery** globally, utilizing the latest customs clearance technologies and EDI capabilities.
- Simplified **billing options**, one point of contact.

# DHL INTEGRATED SOLUTIONS





# DHL Industrial Projects

Safe, compliant and reliable management of project logistics, over-sized cargo and heavy lifts. DHL Industrial Projects includes global multi-supplier projects, from pickup through consolidation and delivery to fabrication facilities and final project jobsites. It also includes feasibility studies, route surveys, load supervision and end-to-end logistics visibility.



## Key features

- **Specialist teams** providing integrated turn-key multi-modal forwarding services including:
  - Project logistics, **over-sized cargo** and **heavy lifts**
  - Project **freight management** and **project surveys**
  - **Design** and **transport engineering**
  - **Dedicated HSSE** professionals
- **Global Projects Network** (project teams in nearly 50 countries)
- Web based **inhouse material management system (MMS)** with robust real time 24/7 visibility and electronic data interchange (EDI)
- Industry sector **competence centers**

## Customer benefits

- Comprehensive service from one single source with **industry expertise**
  - **Punctual delivery** with sequencing planning, supervision and execution
  - **Accurate handling** of heavy lifts, out-of-gauge cargo, **time-critical and high-value** material
  - **High standards** of Health, Safety, Security and Environment (HSSE), including:
    - **Health and safety** of people
    - Protection & **security of assets**
    - Protection of the **environment**
- **Local Project Expertise** (near 600 projects employees) with access to the global network
- **Peace of mind** through **consistent global operations**
- **Full transparency** through In-house material management system IT platform with electronic data interchange (EDI)

# ADDITIONAL SERVICES

# DHL Cargo Insurance

DHL Cargo Insurance (Shipment Value Protection/SVP<sup>1)</sup>) provides protection to DHL customers, in return for a premium. It covers the freight value & transportation cost against physical loss or damage from any external cause during transportation by DHL, to ensure peace of mind and protect the customer in case of an incident.



## Key features

- Broad **all-risk coverage**
- An insurance policy designed by our **own specialist** insurance division
- Competitive rates with **no deductibles**
- **Single or multiple (annual)** shipment coverage
- Combined freight and insurance invoicing
- Cover for **high risk cargo** and **worldwide destinations** including high risk locations
- We target a maximum **30 day claim resolution** which is much quicker than other insurers
- Claims are handled locally with personnel who speak the **local language** and can settle in **local currency**

## Customer benefits

- **Peace of mind**, trust, reliability
- Low cost service to ensure **full protection** of shipments.
- **Financial bottom-line protection** in the event of a physical loss or damage, covering the full value of the goods plus transportation
- Customer **cash flow protection**, avoiding loss of reputation and potentially financial penalties/loss of future business
- **One-stop shop** for transportation & insurance
- Prompt **claim handling** & resolution
- Compensation for the **full value**, no matter how low the claim amount is

1) Please note that in some markets in the Americas region, due to local regulations, DGF offers Shipment Value Protection/SVP (an enhanced liability) as an alternative to DHL Cargo Insurance. Please consult local Insurance and Risk Management team for details.

# DHL Global Forwarding Romania – sector expertise

## Life Sciences & Healthcare



Delivering pharmaceutical products globally, through a controlled transportation network

## Chemicals



Secure, timely and cost effective solutions that bring value across the chemical sector supply chain

## Technology



Providing highly reliable, consistent, and secure integrated supply chain solutions globally

## Consumer



Improving your speed to market, reducing damage to products

## Retail



Simplify your supply chain from design concepts to consumers, wherever your suppliers and markets are

## E&M (incl Aviation)



Managing complex and far-reaching supply chains while offering strong operations, speed and reliability

## Automotive



Proactive solutions providing control to respond quickly to changing market conditions

## Energy



Delivering to remote locations, planning and executing turnkey projects regulatory compliant, speeding up new market entry

## Public Sector



Providing operational excellence, security, planning and timely delivery of logistics services

## Financial Services



Financial logistic solutions with focus on security, high speed communications and proven reliability



# Contact

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