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CEO Message 2013, Issue #1

WELCOME TO THE FIRST ISSUE OF FREIGHT CONNECTIONS FOR 2013

Whilst it has been a good start to the year, our organization continuously strives to develop and offer you simplifying solutions to help you in this increasingly challenging business environment. Our aim is to be your trusted partner, one you can depend on to manage the complexities of your transportation requirements so you can focus on your core business.

In our effort to becoming your Provider of Choice, DHL Freight has launched an improved Global Key Account Management (KAM) Program to build an even stronger relationship with our largest existing and potential customers. In addition, a Customer Satisfaction program has been launched in major European markets.

Yet another simplifying solution is eBilling, launched first in the Czech Republic followed by Spain before a roll out across the rest of Europe. The system archives invoices for up to 10 years and has proven to be very popular with our customers. Another highlight is our full LLP (Lead Logistics Provider) solutions where customers can tailor our services and functions to suit their operations – this includes our expert processes, extensive

transport options, people, technology, innovation ability and global footprint.

As in each issue, we also highlight a country in our vast network and here you can learn more about our DHL Freight operations in Sweden, and the solutions we have to offer. This includes a new product – DHL PAKET EU, for the movement of personal parcels within the EU.

Another segment focuses on a key DHL Freight customer, and JURA Elektroapparate AG – a global leader in specialty coffee machines – gives an insight into why they chose us as their logistics provider and our strong partnership.

Here's to a successful 2013 for you all and I hope you enjoy the read.

Amadou Diallo
CEO, DHL Freight

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A New Year Brings the Launch of a Fresh & Innovative Customer-focused Key Account Management Program

THE KEY CORNERSTONES OF THE PROGRAM TO BEGIN FROM JANUARY 2013

DHL Freight started 2013 with a bang, launching an improved Global Key Account Management (KAM) Program to build an even stronger relationship with its largest existing and potential customers. Led by Global Sales & Marketing, the improved KAM Program will see an increased number of customers benefiting from a unified customer management approach. Individual needs and growth potential of each customer were carefully assessed to offer a tailored approach that puts in place the right resources at each level. In addition, customers will have a single point of contact and executive sponsorship for their road and rail freight requirements across Europe.

THE KEY CORNERSTONES OF THE PROGRAM TO BEGIN FROM JANUARY 2013

DEDICATED KEY ACCOUNT MANAGERS

DHL Freight aims to further simplify customers' lives by providing stronger coordination and resourcing to support their service needs and growth potential.

Dedicated Key Account Managers will manage the entire road freight portfolio, within DHL Freight, of their key accounts. The Key Account Managers will be based in local markets close to key customers to be their single point of contact.

EXECUTIVE SPONSORSHIP

Members of the DHL Freight senior management team, including Amadou Diallo (CEO, DHL Freight) and Rainer Schmid (SVP, Head of Sales & Marketing, DHL Freight), will provide sponsorship for each Global Key Account alongside the Key Account Manager. Going forward, these decision makers will provide overall corporate leadership with key customers, ensuring DHL Freight operates as a true partner in line with its customers' strategic objectives.

DEDICATED GLOBAL SECTOR LEADERS

To maximize the sector-specific knowledge and value DHL Freight can bring to customers across the various industries, dedicated sector coverage and expertise has been expanded. The KAM program installs 10 global sector leaders, dedicated to the following industries:

- Automotive
- Engineering & Manufacturing
- Life Sciences & Health Care
- Technology
- Retail
- Consumer
- Energy
- Aerospace
- Chemicals
- B2C (Business to Consumer)

These 10 Sector Heads bring in-depth understanding of their Sector and their unique supply chain requirements. This allows DHL Freight to speak the same language as customers and better service their needs.

DHL Freight took a fresh and proactive approach to growing its MNC (Multi-National Corporation) and SME (Small and Medium-sized Enterprise) customer base. An in-depth analysis of the top 1,000 retailers and manufacturers in Europe was conducted to assess the road freight requirements in the market. This derived a list of existing and potential key customers, who will enjoy a single, unified DHL Freight Global Key Account management approach from 1st January 2013. With the new program, DHL Freight endeavors to provide customers with enhanced global coordination, while maintaining the strong support of the local team experts to best support their businesses.

MESSAGES FROM SECTOR HEADS

STEFAN HAUSMANN

Sector: Retail

Logistics Experience: 28 years

The Retail Sector has always been the heart of my professional life. The objective of my role as Sector Head is to question the customer's complete supply chain from import flows to distribution / B2C. The view has to be turned towards the right retail perspective: You have to see the world from an inbound point of view. And this is where the biggest advantage for the retailers may be – if a logistics company is able to pick up at a specific vendor for several retailers life will be easier for all parties involved.

Email Stefan at stefan.hausmann@dhl.com

GIO THEUNISSEN

Sector: Engineering & Manufacturing

Logistics Experience: 17 years

I have been with DHL Freight for six years, prior to which I was working from shipper (customer) perspective. In the past five years, I have been responsible for the Technology Sector where I gained some experience in the Engineering & Manufacturing Sector through dealings with Packaging and Aerospace customers – so not completely new to the sector, but still learning!

My aim is to bring value to Engineering and Manufacturing customers by offering different perspectives to challenges and their solutions. For example, Customs activities in many companies can be highly fragmented; DHL offers a Customs Control Tower set up that centralizes these activities to ensure you are always compliant with cross border regulations.

I am very excited to be able to lead this Sector, and look forward to building fruitful partnerships with our customers within it.

Email Gio at gio.theunissen@dhl.com

MARTINA FOHR

Sector: Automotive

Logistics Experience: 13 years

The Automotive Sector has always been the center stage of my career – 10 of my 13 years within the logistics industry was focused on servicing the Automotive Sector; and I worked with a leading German automotive company for 4 years.

As part of my logistics scope, I have been able to offer complete

I2M (Inbound to Manufacturing) solutions to OEMs (Original Equipment Manufacturers) via the Standard Network Europe product, area forwarding concepts for various shippers, and IT solutions specially for the Automotive Sector.

Besides increasing DHL Freight's market share within the Automotive Industry, I will be working towards offering innovative solutions beyond point to point shipping.

Email Martina at martina.fohr@dhl.com

MARKUS KÖPSEL

Sector: Energy

Logistics Experience: 10 years

As the global leader in integrated energy logistics, DHL offers safe and compliant solutions that bring value to energy companies by improving their productivity and increasing efficiency. DHL offers combination of transport modes, competence centers, control tower solutions, transport with special requirements and dedicated, flexible solution for oversized shipments.

Approximately half of my experience in logistics has been focused on the Energy Sector. Leading the Energy Sector, my role is to drive value and competitive advantage for our customers through our integrated and optimized solutions.

Email Markus at markus.koepsel@dhl.com

KLAUS-PETER LEHMKUHL

Sector: Consumer

Logistics Experience: 35 years

My years in various scopes and roles within the logistics industry allow me to look into customer challenges from different perspectives and offer best-fit solutions to simplify their lives.

The value our team can offer to customers is our knowledge in implementing stand equipment solutions, control towers and implants. In addition, we can offer consulting services in various areas of transport and we aspire to working closely with customers to develop new solutions in order to optimize their supply chain. For example, as part of our FTL service offering, we have a Dispatch Competence Centre set up which optimizes FTL movements all over Europe based on round trips.

We are building an effective Global Key Account Management Team to service the Sector, and to ensure the delivery of value and good customer experience.

Email Klaus-Peter at klaus-peter.lehmkuhl@dhl.com

MESSAGES FROM SECTOR HEADS (CONTINUED)

NAME: CORINNE BOUGEANT

Sector: Aerospace

Logistics Experience: 25 years

I've always been intrigued by the Aerospace Sector, and am still amazed when I see a plane fly past.

Recently, we gained a new customer – providing an LLP (Lead Logistics Provider) solution to a worldwide market player in aero-structures and nose fuselage assemblies. Our proposal is to help optimize the customer's supply chain by leveraging the experience we have operating Control Towers for other Aerospace customers, manage additional transportation costs due to unscheduled shipments for surging production, and to look into the current supplier contracts to identify potential savings.

I would like to continue what has been built by Gio Theunissen, now Sector Head for Engineering and Manufacturing; share our great success and create a real Aerospace Freight Community to share the know-how within our organization and take confidence in the value we can certainly provide to our customers.

Email Corinne at corinne.bougeant@dhl.com.

MARK WORKMAN

Sector: Technology

Logistics Experience: > 20years

Having joined international logistics since leaving university in the UK, I have since worked in various areas of the business, in various countries, to gain understanding of international freight management – international air freight, ocean freight, road freight, and warehousing.

What I like about the Technology Sector is its dynamism – it moves as fast as its products. Today customer will ask for help on how best to reduce end to end transit times, and in six months the focus will be completely different.

Within DHL Freight and other units of DHL, we fully understand that customer supply chain needs are ever-changing, and we need to be flexible to these demands. DHL Freight today has the products which can make this happen. Examples are DHL DOOR-TO-MORE, DHL HIGHVALUE, LLP, and International groupage. In cases where our existing solutions do not make a perfect fit, one can be built to address unique requirements.

Email Mark at mark.workman@dhl.com.

JONAS LINDELL

Sector: B2C (Business to Consumer)

Logistics Experience: 20 years

My professional focus for the past eight years has been on the B2C sector, and I was responsible for the creation and launch of DHL Freight Sweden's solution for B2C parcels. During this time I have been able to really get to know the business from both the customer perspective as well as DHL's.

As this market is growing rapidly the challenge is to keep track of changing behaviors, new demands and business possibilities. In my new role as Head of B2C Sector, I plan to develop and launch a joint DHL Freight B2C strategy with my team of Key Account Managers to ensure that we have a clear and consistent approach and value proposition to our customers in the B2C arena.

Email Jonas at jonas.lindell@dhl.com.

TOMAS LUTZ

Sector: Chemicals

Logistics Experience: 20 years

I have previously held roles in the logistics industry spanning across different scopes (from Operations to Key Account Management, and Marketing), sectors (Life Sciences & Healthcare, Engineering & Manufacturing, and Chemicals), and countries (Germany, Switzerland, Belgium) and aspire to putting the knowledge gained to good use in servicing the Supply Chain needs of our Chemicals customers.

As Sector Head, I am focused on establishing a Chemical community within DHL Freight, encouraging the sharing of best practices, and leveraging the wealth of experience and knowledge within the organization. To differentiate DHL from our competitors we will work towards answering requirements with special set-ups, and enhancing HSSE (Health Safety Security Environment) know-how. Besides this, a new solution – CHEM NET (keep-from-freezing LTL network for european distribution out of Benelux).

Email Tomas at tomas.lutz@dhl.com.

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MESSAGES FROM SECTOR HEADS (CONTINUED)

THOMAS ELLMANN

Sector: Life Sciences & Health Care (LSHC)

Logistics Experience: > 20 years

As Sector Head and member of the DHL Global Life Sciences & Healthcare Steering Committee, my focus will be in driving sector development together with my KAM team; and working with customers on an international basis.

It's key for us to fulfill the special LSH industry requirements. With DHL COLDCHAIN we offer dedicated LTL temperature-controlled and GDP-compliant solutions, as well as Continuous Improvement and CAPA (Corrective and Preventive Action). We strive to deliver cost and complexity reductions for our clients by offering holistic solutions including control tower and LLP solutions.

My experience in both capacities – as a logistics service provider, and on the customer side as part of Supply Chain Management Teams within FMCG (Fast Moving Consumer Goods) and Specialty Chemicals companies has given me in-depth understanding of both perspectives and their requirements.

I am looking forward to working with you in the future.

Email Thomas at thomas.ellmann@dhl.com.

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eBilling Soars to Great Heights

AFTER A SUCCESSFUL EUROPEAN DEBUT, AN INTERNATIONAL ROLLOUT IS ON THE CARDS

In July last year, a pilot project to test electronic billing in the Czech Republic was so successful that plans to implement it worldwide are currently being taken further. DHL Express was the first of DHL's Business Units to introduce eBilling back in 2011 and DHL Freight, answering the call from several customers, has followed suit.

"The system drives efficiency and has advantages for both DHL Freight and our customers, with the possibility to download invoice data and copy invoices at any time."

Remco van Oerle, CFO DHL Freight

"Paperless billing is the way of the future, but it was important to begin with some thorough testing to make sure it functions smoothly," says Remco van Oerle, CFO DHL Freight, who initiated the project. "The system drives efficiency and has advantages for both DHL Freight and our customers, with the possibility to download invoice data and copy invoices at any time."

Seven customers trialed the system in July/August 2012, and over 130 electronic invoices were sent in the process. All seven sent back positive feedback to DHL Freight, according to Milan Kolar, Manager, eBilling project, DHL Freight Czech Republic. "We haven't had any technical hitches and the invoices are reaching the intended recipients complete with their electronic certification. We are really happy with the progress so far", explains Milan.

The system archives invoices for up to 10 years. Customers can retrieve invoices online for up to one year and DHL staff has access for the entire archiving period and are able to provide copies per customer demand. Reducing paper use and physical mail, the system reduces business' impact on the environment. In the Czech Republic alone, around 250,000 sheets of paper are used per year on invoicing.

Other good news is that there are no criteria for signing up for the solution. eBilling is suitable for all DHL Freight customers.

"Our ultimate goal is to come up with a Freight-wide solution," says Mihaela Ferrari, Customer Integration Manager, DHL Freight. "Also, our aim from the start has been to make eBilling straightforward and easy for our customers, including those who also use DHL Express. This is one of the reasons why we decided to base the system on the same platform as DHL Express' eBilling."

After the Czech Republic's successful implementation, Spain was the next country to trial the project and there are plans for more European countries in the near future. In Spain, around 140 customers have already registered and were all set to receive the first wave of electronic invoices in January.

DHL Freight's eBilling solution creates a win-win situation for customers and DHL. All customers are invited to register for the service as it becomes available in their countries.

LLP: Leading the Way in End-to-End Logistics Delivery

DHL FREIGHT'S INTEGRATED LLP SOLUTIONS OFFERS IMPLEMENTATION OF FULL SUPPLY CHAIN MANAGEMENT

For 12 years, DHL Freight has been successfully providing and delivering tailor-made control tower and Lead Logistics Provider (LLP) solutions to a wide range of customers.

Combined with DHL Freight's expert processes, extensive transport options, people, technology, innovation ability and global footprint, it means our customers can 'pick-and-mix' the most appropriate set of services and functions. This pragmatic approach optimizes customers' supply chain performance in terms of total logistics costs, service levels, visibility and control. As a result of our modular service portfolio customers do have the possibility to start with a limited amount of services and grow them as the maturity of the setup grows. We focus on immediate results in a cost-efficient manner.

Serge Gregoir, Global Head of LLP & Control Tower Solutions, DHL Freight, "In today's economy many companies are on the search for cost and service optimization. With our service and value proposition, we are able to establish a true partnership with these companies and jointly exploit our optimization potential. Over the last two years we have experienced a significant growth in demand for such partnership solutions. We continuously invest in our service offering to meet changing requirements."

In addition to end-to-end supply chain management, DHL Freight is able to offer a Carrier Neutral Partnership model which includes all 3PLs, freight forwarders, direct carriers, brokers, consular services and distribution activities, managed through one central point. The focus of the LLP product is to combine the best of the market in a holistic solution for customers, removing unnecessary complexities they face in managing their supply chains.

Additionally, this helps customers gain awareness of the impact their supply chains have on the environment, and aids their efforts to be increasingly environmentally friendly.

DHL DEVELOPED A CONTROL TOWER SET UP ESPECIALLY FOR DUPONT. WHAT DOES THAT MEAN?

That means that we send electronic messages between DuPont and DHL for all our transportation requirements for all our warehouses in the Benelux, France, UK, Spain etc.

An D'haenens, Logistics Manager EMEA, Sourcing and Logistics, DuPont Coordination Center

DuPont, the world's second largest chemicals company in terms of market capitalization has been a partner of DHL Freight for more than 10 years. DuPont approached DHL Freight to provide a logistic transport management and consolidation solution for 15,000 annual shipment orders of chemical packaged goods while covering specific requirements such as temperature-controlled transportation.

DHL FREIGHT'S SOLUTION WAS TO IMPLEMENT AN LLP CONCEPT WHICH:

- Reduced complexity of their supply chain through the development of one interface, consolidating invoicing, and standardizing administration processes
- Achieved cost and carbon footprint reductions through consolidation and inter-modal solutions,
- Improved visibility through the provision of web tools such as EDI Track & Trace
- Integration and interaction with the warehousing processes to ensure a smooth end-to-end supply chain, from pick & pack till final delivery

Another key customer – a global apparel manufacturer and retailer, needed a reliable, flexible high performing FTL/LTL Pan-European network to deliver its goods and relocate its production and Storage facilities in Europe – in short, a transport management solution that could manage, evaluate and optimize these changes.

COMING SOON

DHL Freight is constantly striving to upgrade service offerings to simplify the lives of customers. Stay tuned for the new Business Intelligence module in the DHL Freight LLP solution.

DHL Freight successfully carried out a number of immediate solutions from freight procurement and operational transport execution, to claims management and project and security management. The result? Handling costs were reduced and occurrence of security incidents was halved.

Swede Success

DHL FREIGHT'S MARKET SHARE IN SWEDEN'S LOCAL AND INTERNATIONAL LOGISTICS MARKET SET TO GROW SIGNIFICANTLY

With its lengthy dominant presence in both the local and international logistics sector in Sweden, DHL Freight looks set for another bumper year in 2013. Aside from maintaining service and operational excellence, high on the agenda will be growing its B2C (Business to Consumer) business in 2013.

“It has grown by 30% from 2011 to 2012 and we see it continuing”, explains Peter Hesslin, Managing Director, DHL Freight (Sweden) AB, who adds, “Our 2012 Christmas shipments were the largest number ever, and with retail losing market share to e-commerce transactions, the B2C is at an all time high.”

According to Peter, trends in this Scandinavian country show that the parcel market is growing rapidly; and from a pan-Nordic perspective, warehouse consolidation in Sweden from neighbors, Finland and Norway, continues to develop. DHL Freight has the objective to grow to be the number one logistics service provider in the country. “It’s a tough, highly fragmented market and we are competing against big Swedish and European logistics providers. But DHL Freight are different because of the quality and service we provide – that’s what distinguishes us”, he reveals.

Another key difference is its efficiency and environmental aspects. “We are constantly on our toes and react very quickly to the ever-changing needs of our customers and the market. In addition, our customers are genuinely interested in what we are doing to reduce carbon emissions, which in turn reduces costs”, says Peter. He continues, “We have a full product portfolio – we can deliver anything to anyone and we’re good at it. We promise an excellent service and high visibility and this is

what differentiates us from other logistics companies.”

Besides a portfolio of domestic and international road freight services, DHL Freight Sweden offers intermodal and rail services, in addition to special services which cover freight requirements beyond the standard portfolio.

“In addition to our world class international services, it is the combination of our domestic traffic that makes us stand out”, explains Peter. “We offer wider services to enable a more complete product portfolio for the rest of Europe to Sweden. We can deliver everything from a full truck load to a small parcel direct to businesses as well as to individuals.”

One recent successful customer venture has been a CO2 collaboration project with Scania, a major manufacturer of commercial vehicles – specifically heavy trucks and buses. This project has brought about reductions in CO2 emissions and costs, as a result of lower fuel consumption. “Combining our logistical expertise with Scania’s expertise in commercial vehicles – for example, which vehicles are best for various trade lanes, which vehicles are tuned optimally, and training drivers in eco-driving efficiency – we have both benefited greatly”, explains Peter. “This project is high on the agenda for both Scania and DHL Freight.”

The project creates great opportunity to achieve higher efficiency in the road transport business by working together, Customer, Carrier and Truck manufacturer. The objective is to reduce cost and emissions with maintained or even increased profitability for the

carrier. This will create a win-win-win situation; Customer – Carrier – Environment. The tool that is being used in the CO2 collaboration project is “Ecolution by Scania”.

Per Lundgren

Purchasing Manager, Scania

There have been numerous winning projects completed for other ‘big Swede’ customers including IKEA, SKF, Volvo, ABB, and Electrolux.

Aside from growing their large customer database and B2C offering, there are other pivotal areas to concentrate on in 2013. Clarifies Peter, “Demand for store-to-door delivery is on the increase. 10-15 years ago every second car in Sweden had a tow bar to hire a trailer for transport. These days it’s down to 10%. People are relying on someone to deliver their purchases, and we are that someone.”

DID YOU KNOW?

DHL Freight Sweden has, on 18 March 2013, launched DHL PAKET EU, a solution for personal parcel shipment within the EU via DHL SERVICE POINTS. There are 1300 DHL SERVICE POINTS at leading business chains such as ICA, 7eleven and Pressbyrå throughout Sweden. This number excludes local retailers who are in partnership with DHL Freight Sweden.

DHL Freight Sweden’s Top International Trade Lanes

- Germany
- Norway
- Poland
- Benelux
- Finland

For More information

To discover how DHL Freight Sweden can help you with your logistical needs, please contact -

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Carl-Anders Keller, VP Marketing & Sales, DHL Freight Sweden: carlanders.keller@dhl.com, +46 8 54 345 205

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DHL FREIGHT LISTENS TO ITS CUSTOMERS TO CONTINUOUSLY IMPROVE

A CUSTOMER SATISFACTION PROGRAM IN MAJOR EUROPEAN MARKETS FURTHER STRENGTHENS DHL FREIGHT'S CUSTOMER-FOCUSED CULTURE

Exceptional service excellence has always been very much instilled in DHL's DNA – something that sets it apart from its competitors – and DHL Freight aims to continuously improve by listening to the voice of its customers.

Based on extensive customer feedback, DHL Freight worked on the Customer Satisfaction program in all its major markets across Europe. The country organizations defined individual Improvement Agendas to meet the customers' expectations regarding different 'touchpoints'. Focus improvement areas, which were identified in most countries in 2012, included ease of access, dealing with complaints or exceptional situations such as delayed deliveries, and increasing professionalism of Customer Service.

The way countries address these topics varied from new customer service set-ups and customer service training in some countries to implementation of new claim process tools in others.

In Finland for example, the customer satisfaction program included specialist trainings (12 one-day courses) and Customer Service trainings over five one-day courses. They received full in-house training (a combination of theory, workshops, and terminal visits) with cross-functional trainers and were able to review all key DHL Freight activities from a customer perspective.

In Poland, there were a number of improvements after employee-training programs were carried out, especially in the areas of complaint handling, claims, exception management and Track & Trace capabilities. A new structured

claim process led to a reduction in claims resolution time from 13.6 days in January 2012 to 7.4 days in November 2012.

Reflecting DHL Freight's close collaboration amongst all European markets, all countries in the DHL Freight network are exchanging, sharing and communicating Best Demonstrated Practices.

"We are listening to our customers carefully and we encourage them to give us feedback – sometimes we are convinced that DHL Freight is already there but then the customers would tell us exactly where we need to be quicker, where to fine tune our processes and how we can simplify their lives. And, our Customer Satisfaction program gives us a structure to handle the feedback," explains Annika Scharbert, Business Intelligence Manager, DHL Freight.

DHL Freight's planned approach this year is to improve customer two-way communication and powering Customer Service processes to new heights. The newly formed Transformation Team at DHL Freight Head Office will be managing these customer experience topics in 2013 from central perspective.

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A Winning Brew

PARTNERSHIP BETWEEN DHL AND COFFEE MACHINE PIONEER GOES FROM STRENGTH TO STRENGTH.

When Swiss automatic coffee machine specialist JURA was looking for a logistics supplier a couple of years ago, at the top of their list was an organization known for its service quality and reliability.

“The challenges we face on a daily basis are in ensuring our logistics run like clockwork. This includes the security of supply within the entire supply chain, from suppliers to the point of sale; and the integration of all stakeholders. Of equal importance are continuous information flows and cost optimization. Whilst delivery times must be strictly adhered to, our logistics partner needs to ensure flexibility in servicing changing customer needs”, explains Heinz Bieli, Head of Material Requirements Planning, JURA. He adds, “We looked for cooperation with a global logistics service provider who could offer both warehouse reporting and transportation logistics. We also wanted competence, flexibility, continuous optimization of our supply chain through innovative solutions and a key contact person. With DHL, we were able to put our ideas into practice and achieve our targets.”

JURA Elektroapparate AG, founded in 1931, is named after the range of Swiss mountains at the foot of which the factory was built. Globally active in around 50 countries, and the innovation leader in specialty coffee machines, sales from its international market (outside of Switzerland) accounts for roughly 88% of the total -- and this percentage is rising. Exploration and the development of new growth markets are strategic goals for the coming years. A key priority in 2013 for JURA is to establish sale points where customers worldwide can purchase JURA

products. In large-scale markets such as USA, Australia and Asia, JURA will focus more on innovative solutions for internet sales. An E-Store that offers live video-sales advice is ready for the rollout – those who are interested can connect with an online-counselor in the online studio to view product demonstrations, with just a click of the mouse.

DHL Freight in Pratteln, Switzerland ships coffee machines and spare parts for JURA through DHL EUROCONNECT, DHL EUROLINE and Customs Services. A daily DHL EUROLINE service is running from Portugal to the distribution center in Germany and JURA Switzerland.

Strong market coverage in Iberia allows DHL Freight to meet the high quality requirements of JURA, and the flexibility to respond to volume fluctuations. In the last week of 2012, DHL Freight received JURA's request to transport 12,000 top-quality coffee machines from Torres Vedras, Portugal to Schwieberdingen, Germany and Neuendorf, Switzerland. This unusual requirement was turned around quickly and fulfilled without any problems. The movement of the shipment commenced on 03 January 2013, and was satisfactorily completed on 15 January 2013.

JURA has a total customized warehousing solution in Schwieberdingen, Germany (near Stuttgart). Managed by sister Business Unit, DHL Supply Chain, it is an excellent example of leveraging DHL's cross-Business Unit capabilities for supply chain optimization. Besides providing inventory-related services from receiving and stock management and stock safety assurances, DHL Supply Chain also

supports the management of master data and product codes. Kitting requirements for various markets and promotions are managed in this distribution center, as are returns and inspections for use and damage. Special packaging solutions have been designed and implemented for JURA.

In the heart of Switzerland, JURA have created the unique JURAworld of Coffee. Visitors immerse in the wonderful world of coffee and use all senses to experience the history of this legendary drink and the stories that surround it. The JURA brand world offers children, adults and corporate visitors an entertaining and instructive insight into the fascinating world of coffee. It is an exciting addition to the present-day offering of theme parks and seminar venues.

Since 2006, JURA has been working with the most successful tennis player of all time Roger Federer as its brand ambassador. JURA recently unveiled a monument to Federer at its headquarters in Niederbuchsiten, Switzerland: The world's first ROGER FEDERER WALK OF FAME which houses original trophies, outfits and other memorabilia. A particular highlight is that visitors can also get a souvenir photo taken with Roger on the prestigious lawn of Wimbledon.

The Swiss multiple Grand Slam Winner will represent JURA as an Ambassador both in Switzerland and internationally and spread the message of their common values across the world: performance, precision, prestige and passion for excellence.

To discuss your requirements for a tailor-made solution, contact your DHL Representative. In case you have any questions related to this article please contact: Roland Gerhardt, Sales Manager Area West, DHL Freight at roland.gerhardt@dhl.com; or Sabrina Volkmann, Key Account Manager, DHL Supply Chain at sabrina.volkmann@dhl.com

DHL Freight News

GoHelp in Milan, Italy

In response to a request from The Fondazione Aquilone Onlus^[1] for support to paint one of their schools, some 80 Marketing & Sales personnel from DHL Freight Italy and the Regional Sales Team volunteered to clean and prepare the school courtyard for painting, and to paint the fences of the school.

It was a very rewarding afternoon, and the appreciation for their good deeds was evident as the children, their parents and teachers provided the volunteers with refreshments during the event.

This event is a GoHelp initiative, and part of DHL's Corporate Responsibility Approach which focuses on GoGreen: Protecting the environment; GoHelp: Delivering help; and GoTeach: Championing education.

Learn more about [Corporate Responsibility at DHL](#)

Vasaloppet delivered by DHL Freight

Conducted in memory of Gustav Vasa's escape from the Danes in 1521, Vasaloppet is the world's oldest, largest and longest ski race.

The first race was held in 1922 and the classic 90 km stretch between Berga by in Sälen to Mora in Dalarna. This race was for many years just one race, but today Vasaloppet includes eight races in ten days with various distances for all ages.

As the logistics partner, DHL Freight handles the majority of shipments during Vasaloppet Week 2013 – covering eight races from 22 February to 03 March 2013, with a total of 65,000 skiers participating. The mission includes managing on-road transport to and from Dalarna for Vasaloppet Organization. It also covers the transportation of up to 3,000 pairs of skis from waxing service and out to start; and all skiers' bags with personal belongings from start to finish.

The transport planners of DHL Freight offered expert knowledge of the Dala region, ensuring that all transportation arrangements have been designed with a focus on bringing minimal environmental impact.

“DHL Freight is a committed and professional logistics partner who has both the skills and ability to master the logistics of Vasaloppet – this was evident in the first year of the partnership. Extending over a large area, the competition region is challenged in terms of road network and infrastructure. This requires well-thought out logistics to make it all work effectively, and we are

confident that DHL Freight handles it at its best,” says Anders Selling, President of Vasaloppet.

Besides managing the logistics for Vasaloppet, DHL Freight also hosted the 25th order of TjevVasan on 23 February. A ladies-only 30 kilometer ski race from Oxberg to Mora, this year's TjevVasan attracted a record number of 15,800 riders. As the host, DHL Freight offered a warm trailer for the riders at the starting point, Oxberg. Arriving at Eldris, 9 kilometers from the finish, riders on the track were treated to live music by rock band, Cover Girls.

“Involvement in Vasaloppet fits us like a glove. We have many shared values – the environment and health are focuses. We are very proud of this mission and look forward to be involved in providing all Vasaloppet Riders a delightful experience. As a bonus, our customers were given the opportunity to be on and near the track. With our customers, we set up five teams in StafettVasan,” says Peter Hesslin, CEO of DHL Freight Sweden, a participant in StafettVasan.

DID YOU KNOW?

DHL Freight set up a booth within the exhibition area in Mora, throughout the Vasaloppet week, where visitors had a chance at winning many great prizes.

DHL Freight is breaking new ground in International parcels

For the first time, Swedes have a choice of service provider when sending personal parcels abroad

On March 18th, DHL Freight launched DHL PAKET EU, a service for consumers sending parcels abroad. Previously, the Swedish Post was the Swedes' only option for sending parcels to another country. As a start, DHL PAKET EU can be used for parcels from Sweden to another EU country. The launch of DHL PAKET EU increases freedom of choice and offers very competitive prices.

The Swedes have been offered an alternative when sending parcels abroad. Through DHL PAKET EU, consumers in Sweden may find it easier and cheaper than before to send parcels within the EU.

Besides offering highly competitive prices in the different size segments, the process of sending a parcel is very simple. Those who wish to send their parcels with DHL Freight start by pre-registering their shipment on www.servicepoint.se. Customers then have a choice of five parcel sizes with capacities in the range of 1 – 20 kg, and the box is always included in the price listed.

View online: www.dhl-freight-connections.com/issue-1-2013/

It is then time to visit one of more than 1,300 DHL SERVICE POINTs conveniently located throughout the country. Having pre-registered the shipment online, it is as simple as leaving the parcel and its shipment number with the DHL SERVICE POINT agent and making payment.

DHL Freight offers transport times and a level of traceability comparable to those of other parcel service providers. The recipient gets his parcel delivered in the same way as if the Swedish Post handled the shipment. What made this service offering to Swedish consumers possible is a partnership between DHL Freight and its holding company, Deutsche Post – DHL Freight is the distributor of Deutsche Post's parcel services in Sweden.

“As a major competitor of Swedish Post in the domestic market, DHL Freight's entry in the foreign parcels arena has now positioned us as a competitive alternative for consumers in the international market. We are delighted to offer Swedish people a choice for international shipments,” says Peter Hesslin, Managing Director of DHL Freight Sweden.

DHL Freight offers DHL EU PACKAGE for parcels from Sweden to all EU countries*, and plans to extend the service to consignments from Sweden to all countries worldwide.

* Exceptions: Cyprus, Aland, Faroe Islands, Greenland and Canary Islands

Learn more about DHL Freight's new service [DHL PAKET EU here](#)

Delivering Excellence

Rainer has been with multinational logistics companies from the start of his career. He has held various senior commercial positions within the EXEL organization (in both forwarding and contract logistics) and headed the European Sales Organization in CEVA before being appointed as Head of Sales and Marketing for DHL Freight.

A German national, and a graduate of the Mannheim Business Academy for Logistics and Transportation, Rainer was brought up in an entrepreneurial family – full dedication and commitment to business assignments and customer focus is a given.

Currently based in Germany, he has gained international experience and perspective from various appointments in Japan, the USA, and the Netherlands.

FREIGHT CONNECTIONS (FC) CHATS WITH RAINER (RS)

FC: How long have you been in the logistics industry, and have you always been in the Sales function?

RS: I started off as a Graduate Trainee with MSAS Stuttgart in 1986 and never looked back. In these 27 years, I've taken on different commercial positions from Trade Lane to National and Global Sales; and Key Account Management.

FC: In your view, what is the biggest challenge for Salespeople?

RS: To manage their priorities – to maintain focus on what they are really set out to achieve – working and winning in virtual cross cultural teams.

FC: As Head of Sales for DHL Freight, what do you hope to achieve this year?

RS: Firstly we at DHL Freight will ensure that our customers are delighted and that we continue to earn our right to do more business with them based on our performance and service offering; secondly we are determined to provide a stable and attractive opportunity pipeline for DHL Freight to support our ambitious growth plans. Last not least, we keep a strong focus on developing our people's careers – this is our biggest pre-requisite for growth. Overall, we have very balanced objectives at DHL Freight that we hope to achieve in 2013 and beyond.

FC: If you could give only one piece of advice to Salespeople, what would it be?

RS: Listening is sometimes more important than talking.

FC: What is the best piece of advice you have received?

RS: You always meet twice in life... never burn bridges.

FC: When you are out of the office, what is the best form of relaxation for you?

RS: Playing with my three kids and my drum set.

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Road Freight Market News

Diesel price

Diesel price went slightly down in previous months but still remains at high level.

The average (diesel) price per litre in Dec. 2012 (which triggers fuel surcharge Feb.) was 1,48 € vs. our baseline of 1,20 €. (Refer to chart for the price evolution as per Jan 2008) – Diesel price in Dec. decreased 1 cent vs. previous month but the FS index remained in the same level as previous month.

Source: EU Commission, Eurostats, Weekly Oil Bulletin, EU27 diesel price (weighted average) including VAT & taxes

TimoCom Transportbarometer – monthly view

For most of 2012, demand for capacity registered a lower level compared to 2011. However, in December 2012 for the first time it exceed last year level. In January 2013, due to seasonality factors, demand for capacity went down, but it showed an higher level than last year.

Freight share: share of freight offers versus all offers traded in T&C (sum of freight offers and capacity offers)

Source: TimoCom www.portatio.com

New Heavy Truck Registrations

In 2012, Europe faced a significant decline of new heavy vehicle truck registrations of -9.4% versus last year. The downturn became more pronounced in December 2012: EU new registrations went down by 21.7% (YOY) with the most important European markets facing a double digit drop, ranging from -16.4% in France to -39.6% in Spain (Germany:-27.1%, UK: -21.2%, Italy -20.2%)

Source: ACEA

France: New Eco Tax bill on heavy good vehicles under way

The French Transport Minister has presented to the council of ministers a new bill for the introduction of a simplified and more efficient heavy goods vehicle (HGV) eco-tax. The bill aims to encourage a shift toward more environmentally friendly good transportation modes, notably rail and water. The new scheme includes an increase in the price of transport services by applying rates set according to regions used for loading and unloading.

The tax would be applied to the 800,000 trucks (of which 600,000 are French) which cover 12,000km of national highways and 2,000km of departmental highways excluding motorways. In a full year the new tax would raise up to EUR 1.50bn (USD 1.98bn) for state coffers. If the new scheme is approved it will be enacted mid-2013.

Le Figaro, 03 Jan 2013, online
Tax-News.com, Brussels

In the Press

NEW PROPOSED FRAMEWORK ON THE DEPLOYMENT OF ALTERNATIVE FUEL INFRASTRUCTURES

The European Commission has proposed a legal framework in order to encourage the market development of alternative fuels and to ensure the build-up of alternative fuel infrastructure. The focus is on common technical specifications for the interfaces between recharging points and vehicles. These recharging points should be fully compatible with international standards. Minimum infrastructure coverage will be mandatory for electricity, hydrogen, and natural gas (Compressed Natural Gas and Liquid Natural Gas). Furthermore, each EU Member State will need to respect a minimum number of recharging points for electric vehicles, with 10% of these points being publicly accessible. LNG refueling points will be built along main EU motorways within maximum distances (e.g., 400 km for heavy duty vehicles).

The proposal should now be discussed and voted by the European Parliament and the Council (e.g., EU Member States). Proposal: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2013:0018:FIN:EN:PDF>

View online: www.dhl-freight-connections.com/issue-1-2013/

TOWARDS THE FULL LIBERALISATION OF THE RAIL MARKET

The European Commission has proposed to open-up by December 2019 the remaining part of rail market, i.e. domestic passenger transport. This will come with new rules to ensure more efficient and competitive rail transport services for both freight and passenger. The European Rail Agency will become a “one stop shop” issuing EU rail vehicle authorizations and safety certificates. The infrastructure managers will control all the functions at the heart of the rail network, including infrastructure investment planning, day-to-day operations and maintenance.

Faced with numerous complaints from users, the Commission reaffirms that the infrastructure managers must have operational and financial independence from any transport operator running the trains. However, the proposal continues to allow incumbent operators to keep their holding structures provided the respect of strict “Chinese walls” to ensure the necessary, legal, financial and operational separation.

More information: <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2013:0025:FIN:EN:PDF>
