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CEO Message 2014, Issue #2

Welcome to our latest issue of Freight Connections.

It's been a prolific six months this year for DHL Freight, with many new products and services being rolled out, and it's been gratifying to see how our customers have enthusiastically embraced them.

One solution which was launched last year was our Intermodal transport between Asia and Europe. Fast forward 12 months and we recently upgraded this service with temperature-controlled shipping capabilities and a fast rail connection from Shanghai. You can read all about this exciting link in this issue.

We have also quickly expanded our popular DHL EURAPID service to reach out to all the major business centers in Europe. This offers day-definite reliable lead-times in addition to end-to-end visibility and the highest service reliability – the piece de resistance has been the setting up of a dedicated customer service center to handle customer requests and enquiries. Do check out more details on how DHL Freight can move your cargo quicker across Europe with this service.

And, to further stamp our GoGreen initiative within the industry, a 'first' that we're particularly proud of is that DHL Freight recently became the first logistics company to introduce an automatic carbon footprint-reporting feature as part of its track and trace system. This will help customers to control their environmental impact and supply chain costs.

Our country focus in this issue is on Germany – DPDHL's headquarters. We continue to service major industries within the country with a range of unique and exciting solutions. As Germany is home to a large number of car manufacturers, we have built a number of Automotive Competence Centers to meet the demands of our customers. Other major sectors which we are working with include Consumer & Retail, Chemicals & Life Science and Technology, and we recently built a fully equipped battery center to transport a wide range of batteries. Speaking of our strength in the automotive sector, in this issue we showcase how, with our pan-European network of 180 terminals, we provide an extensive portfolio of transport solutions.

In the meantime, you can also read about how DHL Freight, which now operates in more than 200 offices across 25 countries, and covering the most important border crossings, can help you with your customs services. We are the leading provider in Europe and have a team of vastly experienced and dedicated customs professionals at your disposal.

Before I leave you to enjoy the read, we are honored to have been the recent recipient of two prestigious awards. One came from one of our top technology customers Sagemcom, while the other was the John Deere award for performance excellence for the eighth year running. My congratulations to all involved.

I hope you enjoy this issue.

Amadou Diallo
CEO, DHL Freight

EUROPE'S 'GROWTH ENGINE' – Spotlight on Germany

This European economic giant, also home to DPDHL's headquarters, is a global leader in several industries

As a global leader in several industrial and technological sectors, Germany is the world's second-largest exporter and third-largest importer of goods. Known for its rich cultural and political history, the federal republic is the largest and most important market in the European Union (EU). Given its high focus on exports – its most important trading partners are France, the Netherlands, China, the USA and Great Britain – there is no other country quite like Germany which is so intertwined with the world economy.

Home to 29 of Fortune Global 500 companies that make Germany competitive internationally, it's the tens of thousands of small and medium-sized enterprises (SME – up to 500 employees) that form the backbone of the German economy. Employing over 30% of the 82 million inhabitants, the SMEs are its biggest employer.

DHL Freight's footprint in Germany

DHL Freight's establishment and strong presence in the country, where parent company DPDHL is headquartered, gives it a significant advantage in prolifically providing an extensive range of services for these Fortune 500 companies and SMEs.

With its unrivalled groupage network across the sixteen German states and the nine European countries (Denmark in the north, Poland and the Czech Republic in the east, Austria and Switzerland in the south, France in the southwest and Belgium, Luxembourg and the Netherlands in the west) that Germany shares a border with, DHL Freight is a key logistics partner for companies across all important sectors of industry such as automotive, engineering and manufacturing, consumer, retail, chemicals and life sciences.

The overland transportation and logistics solutions range from standard processes for general cargo, to processes tailored to the specific requirements of each sector. Customers choose DHL Freight for these solutions in addition to its ability to put efficient operations in place to be the most reliable and sustainable logistics operator in the business – adding value to customers' supply chains where it really counts, and in turn, being a key contributor to supporting and growing the German economy.

Unique Industry Expertise & Knowledge

To meet the market requirements of Germany as one of the largest car producers in the world – alongside Japan, China and the USA – DHL Freight has built a number of Automotive Competence Centers across the country. These provide an 'inbound to manufacturing service'; with delivery straight into the automotive production sites complete with IT support that meets the criteria of the VDA (German organization of automobile industry) regulations. GPS monitoring of all automotive logistic lanes in addition to geo-fencing allows for proactive notifications to customers on delivery times. In case of any time issues the customer is then able to adapt its production cycle accordingly.

In addition to these competence centers, DHL Freight Germany has built a fully equipped battery center that services its automotive and engineering & manufacturing (E&M) customers. When DHL Freight was approached by a major player in the automotive industry to deliver its Lithium-ion batteries from France to dealers across Europe, it moved quickly to house the certified waste management site with qualified technicians and hyperbaric chambers – steel vessels in which atmospheric pressure can be raised or lowered by air compressors. The site features a temperature-controlled area (18° C) and explosive protected rooms for dismantling batteries. On top of which DHL Freight Germany is now able to transport batteries to anywhere in Europe with state of the art Track & Trace technologies for supply chain visibility, fully complying with ADR, the European Agreement concerning the International Carriage of Dangerous Goods by Road.

With the E&M sector experiencing enormous global growth, DHL Freight has increased its services and support in this diverse space. Its reach in Germany and across the rest of Europe has meant that it remains vital and relevant to the region's resilient manufacturing activities. The E&M sector is, however, experiencing increased environmental regulation by the German government who are calling for greater CO2 emission transparency. DHL's GoGreen program, which minimizes CO2 emissions in its business operations, has therefore been embraced with open arms from major E&M companies within the country.

Thanks too to a strong consumer market, central geographical location with easy access to all European markets, and technological leadership, Germany is an obvious entry point to the European retail market. The country's unique 'Made in Germany' quality seal makes its products popular in both the domestic and international markets. Numerous local companies in areas such as clothing, footwear, DIY hardware, pharmacies, supermarkets and electronics within the retail value chain have European market networks that can benefit from DHL Freight's expertise in offering inbound logistics and final-mile delivery solutions.

The fact that Germany is such a global leader across many sectors has enabled its infrastructure to remain strong, efficient and well organized. The country is a central transport hub with one of the world's largest and most sophisticated transportation systems. It also has one of the densest road networks in the world and has established a polycentric network of high-speed trains and a number of major airports servicing both the domestic and international markets. As a result, DHL Freight is well positioned to not only be the Provider of Choice to its customers but also to continuously contribute to the country's robust economic growth.

Fast and Reliable Deliveries to Europe's Major Markets

DHL Freight is rapidly expanding its DHL EURAPID service to cover all the major business centers in Europe

When DHL Freight launched DHL EURAPID last September, it offered customers an easy-to-use solution with day-definite reliable lead-times, fast connections between the major business centers of Europe and priority shipping. Benefits include:

- ▶ Daily connections and best-in-class lead-times
- ▶ Highest reliability through strictly monitored performance and processes
- ▶ Ultra-responsive and pro-active customer service that notifies customers of any irregularities
- ▶ End-to-end visibility of shipments of high importance

A dedicated customer service center was put in place to handle orders, rate requests and customer enquiries in addition to rigorous exception management and shipment monitoring. The service team constantly monitors on-time delivery and proactively informs customers to ensure highest shipment transparency. DHL EURAPID offers customers the ability to connect their business with key markets across Europe. The new service is already available in a number of countries including Sweden, Finland, Denmark, Austria, Switzerland, Italy, Czech Republic, Poland, Germany, Spain, France, UK, Netherlands and Belgium. It reaches the highest GDP areas in Europe and covers over 75% of the export/import trade volumes. The shipments are not restricted to general cargo. DHL EURAPID allows the transportation of dangerous goods, which are handled by DHL in full adherence to regulations. Additionally, a variety of value-added services such as cargo insurance, customs clearance and customized reports can be booked if required.

Since its launch eight months ago, DHL EURAPID's network has grown to 30 terminals and will see that increase to 41 in May 2014 with the addition of Aarhus, Brno, Coalville, Hengelo, Poznan, Renningen, Valencia, Verona, Wels, Worms and Zurich. In Germany alone, 15 terminals are up and running which currently covers more than half the country together with the major business centers. By the end of this year, a total of 50 terminals look set to be in place across Europe with total European coverage expected by the end of 2015.

The solution is fast becoming a firm favorite with customers. In a customer survey conducted in late 2013, the results showed for themselves with all saying they were extremely satisfied with DHL Freight's DHL EURAPID service and would definitely recommend it to their colleagues, business partners and customers. What rated highly on the customers' feedback about DHL EURAPID was the little variation of lead times and the fewer number of days shipments had to spend in transit. Other positive qualities included good value for money and excellent customer service.



To find out how DHL Freight can move your cargo quicker across Europe, contact Wim Saenen, VP Terminal Based Operations, at wim.saenen@dhl.com.

Protecting Planet Earth

A Unique First for the Logistics Industry Spells DHL Freight's Commitment to the Environment

DHL Global Forwarding, Freight (DGFF) recently became the first company in the logistics industry to introduce an automatic carbon footprint-reporting feature as part of its track and trace system. Apart from once again showcasing its dedication to providing a wide range of green products and services, DGFF customers around the world are now able to see the carbon footprint of their shipments within the web-based track and trace service 'DHL ACTIVETRACING'.

This feature is simple to operate – to receive individual carbon footprint statements of their shipments via 'DHL ACTIVETRACING', customers just have to enter their shipment ID and click on the CO2 footprint button. The system will then provide the user with an individual notification on carbon emissions and other pollutants. Just as important, the data is compliant with the European Standard EN 16258, developed by the European Committee for Standardization (CEN), as well as the new French Decree 2011-1336, which came into effect last October. These new accounting and reporting standards give customers improved transparency, and support them in controlling the environmental impact and costs of their supply chains.

“More and more customers demand a precise calculation of their individual carbon emissions when shipping goods. The European Standard and the new regulation by the French government on the calculation of greenhouse gas emissions for transport services further add to this trend. By implementing the report feature in our already existing tracking tools, we get ahead of competition and offer our customers individual reports that are easy to access”, explains Roger Crook, CEO DHL Global Forwarding, Freight.

Besides providing them with visibility of their carbon emissions, customers of DHL Freight can opt to offset their emissions upon purchasing a consolidated carbon report.

Another value-added service is the Carbon Dashboard, a supply chain efficiency visualization and simulation tool. DHL Freight works closely with its customers by helping them minimize the environmental impact of their business activities. This includes minimizing greenhouse gas emissions generated from their transport and logistics services, in addition to helping customers find ways to reduce waste or save water at their facilities.

Driving Successful Automotive Solutions

DHL Freight's outstanding industry expertise, coupled with a flexible and reliable service and a dense network, makes it the obvious choice for the Automotive sector

With the ever-changing requirements and conditions in the logistics world, customers worldwide are looking for a supply chain operator they can trust to transport their goods in a quick, flexible, reliable and cost-efficient way. This is especially important in the Automotive sector where timing, coverage and immediate flexibility are key.

DHL Freight has recognized the current Automotive industry trends which include the need to increase product variety to comply with different customer needs, changing transportation and storage needs, and moving production to more cost-efficient locations.

With an unrivalled pan-European network of 180 terminals, DHL Freight provides an extensive portfolio of transport solutions to meet the needs of the Automotive sector.

DHL Freight's door-to-door service includes full loads (FTL), part-loads (PTL), and less than truckload (LTL) transports. Groupage shipments are consolidated to optimize capacity and distributed throughout the whole network using the most efficient transport modes.

Having built a number of Automotive Competence Centers in Germany, DHL Freight is able to provide an 'inbound to manufacturing service'; with delivery straight into the production site complete with IT support that fits the criteria of the VDA (German Association of the Automotive Industry) regulations.

Finally, DHL Freight's domestic carrier network enables customers to implement their individual standardized transport-process requirements across Europe. This solution brings the entire range of value-added services, including:

- Efficient cooperation and communication with suppliers
- Special track and trace systems
- Single-unloading-area delivery
- Support through customized IT services

"We have the necessary expertise to analyze, optimize and implement complex transportation solutions on LTL, PTL and FTL basis for the Automotive sector. Product wise, we can offer area forwarding concepts and European SnE (Standard Net Europe) concepts", explains Stefan Brunner, Head of Automotive Sector, DHL Freight, adding, "In each case, our capillary network enables us to determine competitive transportation services combined with high quality standards, and reliable lead times. In collaboration with other DHL Divisions, we also create overall supply chain management concepts."

Further Boosting Land Links between East and West

DHL Freight continuously develops its intermodal connection between China and Europe

In May 2013, DHL Global Forwarding, Freight introduced the time-saving and environmentally sustainable intermodal solution for transport between Asia and Europe. Launched in partnership with the rail operator, the service starts in Chengdu, China and runs along China's West corridor to DHL's intermodal hubs in Małaszewicze and Lodz, Poland.

One year later, the overland freight connection between China and Europe has been upgraded with temperature-controlled shipping capabilities and a fast rail connection from the Shanghai area via the North Corridor. The train starts in Suzhou city and runs via Russia into Warsaw and takes just 14 days.

From Warsaw, DHL Freight organizes deliveries to all European countries via its extensive DHL EUROCONNECT groupage network, or Full Load Capacities either by Road or Rail for the cargo's final destination in Europe.

On both West and North corridors, as well as on both east and west bound routes, customers can choose between single containers, wagon groups and block train movements. Depending on the route chosen, the door-to-door transit time ranges from 17 to 30 days.

SAGEMCOM honors DHL Freight with Innovation Award

In March this year Sagemcom, one of DHL Freight's top Technology customers, awarded DHL Freight for delivering the most innovative and creative service solution within their supply chain. DHL was the only service company awarded in this category. Sagemcom is a French high-technology group with an international dimension, operating in broadband, telecom and energy markets as well as document management. Thanks to its proven capacity for innovation, the group is a global leader in many markets.

"DHL created an innovative solution for our transport flows from our suppliers in China to our production locations in France", said Emmanuel Fleury, Director Logistics, Sagemcom, adding "The rail connection from different locations in China is a perfect alternative to the standard air and ocean transport mode. It provides a faster transit time than ocean freight but costs only around 25-30% of the air freight charges".

Corinne Bougeant, DHL Freight Global Key Account Manager for Sagemcom, explains "For Sagemcom, we created a solution for LCL and FCL shipments within their standard operation as an alternative transport mode, so that the ideal shipping solution can be chosen for each shipment according to the needs of production. The quality and reliability of the service is at a very high level. We receive regular status updates about the shipments which are also transmitted into our operational systems. Emmanuel Fleury underlines the value proposition."



Creating Substantial Value for Your Business

DHL Freight's Customs Consultancy Services bring additional value

Customs is often associated with duty and tax payments, and complex regulations to operate within. With good advice from an experienced customs consultant, reducing cost while maintaining a high level of compliance becomes simple.

Challenges of international trade

Global commodity trade has changed significantly over the recent decades. Global production specialization has advanced and the share of raw and semi-finished goods as part of the total merchandise exports has increased significantly. In addition, developing countries play a more prominent role in the international division of labor, which leads to increasing international trade-volumes. In turn, this creates the need to ensure efficient and reliable trade-flows of goods across borders while mitigating exposure to duties and ensuring full trade compliance.

Customs services play a vital role in facilitating various trade processes and business risk protection. In line with this dynamic transformation, many factors come into play:

- ▶ Constant legal changes on international and local levels
- ▶ Initiatives towards harmonized customs formalities
- ▶ Shift from paper-based flows to electronic exchange of information
- ▶ Increased supply chain security initiatives and non-tariff barriers
- ▶ Enhanced cooperation of customs authorities

In contrast, in the absence of proficient customs knowledge in their own organizations, many companies struggle to keep up-to-date with new customs regulations, many of which have a direct impact on their own supply-chain. As duties are in general unrecoverable, organizations need to assess their own supply chain structure to determine, which opportunities have so far not been unlocked.

How DHL Freight can help

Operating in more than 200 offices across 25 countries, and covering the most important border crossings, DHL is the leading provider for customs services in Europe. Vastly experienced and dedicated customs professionals are at customers' disposal, providing them with a comprehensive suite of customs services ranging from standard import, export and transit clearance to value-added services and supply chain customs consultancy. DHL Freight's customs consultants are on hand to help with a variety of complex customs topics – reviews of supply chain setup and procedures disclose risk areas; and generate solutions to close the gaps within, and further optimize, all customs activities from cost and compliance perspectives.

DHL Freight's consultancy services include:

- ▶ Supply chain optimization from customs point of view

- ▶ Assessments and quick scans to evaluate your customs setup based on cost and compliance
- ▶ Advice and recommendations on all questions regarding customs legislation
- ▶ Support in duty-optimization and saving programs
- ▶ Maintaining Free Trade Agreement Qualification programs
- ▶ Sustaining classification issues
- ▶ Support of AEO (Authorized Economic Operator) application and monitoring
- ▶ Support in cases of non-cleared transit and appeal procedures
- ▶ Conducting internal customs audits and preparing for external audits
- ▶ Customs training

What's in it for customers?

DHL Freight's consultancy services provide access to highly-skilled customs consultants who analyze supply chains and derive recommendations on how to enhance customers' cost and compliance position. They will also draw upon their best-in-class expertise on EU customs, VAT and statistical legislation to identify the weak areas and turn them into strengths. A high degree of compliance and identified duty-saving options will facilitate international trade in the most efficient possible way and ensure smooth border-crossings.

Case Study: How DHL helped a global Engineering & Manufacturing company save money and become compliant

A DHL Freight customer started a European project to re-design its business processes and implement a SAP system in four countries within the EU and Switzerland. In addition, a new production site within the EU was established which required customs consultancy support out of its global head office in Switzerland.

A detailed analysis of the import and export activities in relation to sourcing, production, research & development, and national and international distribution was carried out. DHL negotiated, and applied, in conjunction with the customs authorities, the customs license landscape such as customs processes and report requirement clarification, and assisted in the set-up of SAP for in- and outbound requirements. DHL also supported the go-live with dedicated staff to ensure smooth transition during the critical implementation phase.

In order to ensure sustainability from an operational perspective, DHL performed a post-implementation audit. In total, the company managed to maintain and expand its duty-saving program, generating over 10 million Euros in savings for its European business alone.

E-billing Proving a Hit with Customers

Since DHL Freight introduced e-billing in the third quarter of 2012, it has been adopted by up to 55% of the customers in the countries keen to utilize this paperless billing process. The free web-based service enables customers to view, archive and import invoice data directly into their company's finance systems – it gives customers the advantage of security, convenience, and contributes to environmental sustainability.

DHL Freight manages LTL, FTL, and Partload transportation for Scherf GmbH & Co. KG, Austrian producer and marketer of products constructed from natural, mineral raw materials. The implementation of e-billing in March 2014 is fully in line with their corporate philosophy of environmental responsibility and their drive to operate sustainably in all areas of their business. "Billing turnaround times are now shorter, and the entire process is less complicated. It certainly lives up to DHL's commitment to providing simplifying solutions," said Jürgen Scherf, Manager of Scherf GmbH & Co. KG. "We would definitely recommend this cost-effective and environmentally-friendly billing solution to any company."

Start Now. It's So Easy! Your steps to e-Billing

1. Registration

If you would like to use the new e-billing Service, please contact your local Sales representative. He or she will be happy to discuss all necessary information with you.

2. User Name & Password

After your account has been set up, you will receive an email with your credentials (user name and interim password). These are to be used for the first log-in in the e-billing portal.

3. Log-In

All invoices generated after your registration can be viewed at the portal, searched in the online archive and imported into your financial system. DHL e-billing can be accessed via pc or mobile device with connection to the internet and browser (e.g. Internet Explorer, Mozilla Firefox).



If you are interested in finding out more about the e-billing service, please feel free to contact one of the following project members.

Kristina Glienke
Phone 0228 – 37788-8232
email Kristina.glienke@dhl.com

Kai Krotki
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DHL Freight and ABB renew contract for another six years

09 May 2014, Frankfurt / Menden: Today, DHL Freight and the ABB Logistics Center Europe GmbH Menden sealed a six-year contract renewal.

Since 2010 DHL Freight Menden has been operating the Europe-wide distribution of ABB products. In 2009, DHL Freight invested close to 10 million Euros to build a completely new warehouse of more than 2.000 square meters storage space solely for this purpose. This warehouse was rented to ABB, who operates the storage management. With this warehouse DHL Freight Menden contributed to a good employment situation in the region.

Rainer Szymanski, Managing Director ABB Logistics Center Europe GmbH in Menden and Christian Todt, Branch Manager of DHL Freight Menden and Hagen, signed the contract.

“I am very happy that we continue the successful collaboration with ABB”, says Christian Todt. “And I am looking forward to the every new challenge that this business will bring us.”

DHL Freight Menden and Hagen is one of the major branches in the nationwide DHL network. As one of the biggest employers of the area, DHL Freight provides up to 600 job opportunities. This includes 250 DHL employees and employees of DHL subcontractors. From this branch DHL serves German customers and international customers throughout Europe and beyond.

The Menden branch has an overall area of 90.000 square meters, which provides 35.000 storing positions for their disposal. Besides the known DHL Freight products, Menden offers regular direct lines to Scandinavian countries, BeNeLux, Austria, Italy, France, Spain, Portugal, UK, Ireland, Switzerland and Eastern Europe.

ABB is one of the worldwide leading Power- and automation technologies companies and operates in 100 countries at 300 production sites with around 150.000 employees.

Delivering Excellence: Jeroen Eijsink, Chief Executive Officer, DHL Freight Germany

Jeroen Eijsink (Jeroen), Chief Executive Officer of DHL Freight in Germany since March 2013, joined Deutsche Post DHL (DPDHL) in 2003 after seven years with Siemens AG in Munich, Germany.

Holding a Master of Science in Business Economics from the Erasmus University of Rotterdam (Netherlands); and certificates in Production and Logistics Management from the Technical University Berlin (Germany), Jeroen has held a number of management positions in DPDHL including Managing Director Freight UK and Ireland (London UK), Director Freight Projects at DHL Freight HQ (Brussels, Belgium), and Project Manager at DPDHL In-house Consulting (Bonn, Germany).

In 2011, he was appointed Chief Executive Officer of DHL Freight Belgium, Netherlands and UK; and became a member of the DHL Freight Management Board.

The 41 year old Dutch native loves spending his spare time with his family, and enjoys taking long hikes to take in beautiful scenery.

Freight Connections speaks with Jeroen Eijsink

► **In your view, what is the biggest challenge Germany (in general) faces?**

At present, my job involves developing our German network and taking it to the next level – bringing service quality of DHL to market leading position through a 24-hour base service across the whole of Germany, a steady 48-hour service to the core economic zones of Europe, and unparalleled customer experience.

► **Why should customers work with DHL Freight? What competitive advantage does DHL Freight Germany have over its competitors?**

Our brand name, DHL, promises the best quality experience in overland transportation.

We operate a wholly-owned network across all countries we operate in, which supports that promise.

We provide good value for money, as our economies of scale allows us to maintain competitive pricing whilst retaining quality at the same time.

Together with our sister business units, we have the ability to offer an optimized solution for any logistics requirement anywhere on the planet.

► **Heading up DHL Freight Germany, what do you hope to achieve this year?**

We are significantly upgrading our group network, both domestic and international, through our DHL EURAPID service. And we are constantly growing. At the same time, we are investing a lot in improving our customer service. We have developed a great strategy on improving our customer experience and are in the midst of delivering on it.

► **What was the most challenging task/decision you ever experienced in your working life?**

I guess the most satisfaction one can get, is from turning unpleasant business situations around, or come to a decision leading to something sustainably good, such as fixing quality issues for a customer or turning around unprofitable businesses. During my stints in UK, Ireland, Belgium, Netherlands and now Germany, I have been exposed to plenty of such cases, and I am happy that we managed to turn a number of bad situations into good ones. Such experiences are helpful in bonding with customers, and also internally with colleagues.

► **If you could give only one piece of advice to your team, what would it be?**

That would be to stand up and confront problems heads-on, and to be proactive in dealing with its consequences. Sticking your head in the sand always comes back to haunt you...

► **What is the best piece of advice you have received?**

Be humble. As managers we are here to serve our customers and our people. If we can support them to be successful, we will be (successful). It definitely does not work the other way around.

► **What is the most important object on your desk?**

I would like to say the photo of my family, but in reality it is probably my mobile phone.

► **When you are out of the office, what is the best form of relaxation for you?**

We have a little family hide out in the mountains near Kitzbühel in Austria. The first sip of a cold beer while overlooking the beautiful scenery after a long hike up tastes best.

Standard Forwarding Recognized by John Deere for Performance Excellence

LTL carrier also named Great Lakes/Midwest Carrier of the Year in Mastio survey

EAST MOLINE, Illinois (January 7, 2014): Standard Forwarding, a U.S. less than truckload carrier and subsidiary of DHL Freight, has earned “Partner-level” status in John Deere’s Achieving Excellence supplier recognition program for the eighth consecutive year.

Standard Forwarding was also named Great Lakes/Midwest LTL Carrier of the Year (2013) in Mastio & Company’s annual Value and Loyalty Benchmarking Study. It was the sixth time in a row that Standard Forwarding had won the coveted award.

“Meeting and exceeding our customers’ expectations is our top priority every day,” said John Ward, president of Standard Forwarding. “It is a great testament to our team to win such coveted awards and be recognized for the excellent work they are doing.”

Suppliers in John Deere’s Achieving Excellence program are evaluated in several key performance categories: quality, cost management, delivery, technical support and wavelength, which is a measure of responsiveness. John Deere Supply Management created the program to provide a supplier evaluation and feedback process that promotes continuous improvement.

The Mastio study surveys 2,000 shippers and identifies and quantifies the needs of LTL freight customers while comparing national, regional and local carriers. Standard Forwarding was selected as the winner based upon top scores in 24 service attributes determined to be most important to LTL customers.

Standard Forwarding is a Midwest regional LTL carrier with services in Illinois, Iowa, Indiana, Minnesota, Wisconsin, St. Louis, Missouri, Omaha, Nebraska, and southern Michigan. The company has won numerous service awards. Standard Forwarding is a wholly owned entity of DHL Freight, the road freight arm of Deutsche Post DHL, the world’s leading logistics group.

Destination Rio

DHL Freight Scores Logistics Contracts for Six National World Cup Teams

If World Cup 2014 players were already feeling at home in Brazil ahead of the tournament's June 12th kickoff, it was thanks to DHL Freight's subsidiary, DHL Trade Fairs & Events (TFE).

In conjunction with DHL Global Forwarding and DHL Express, the worldwide TFE team of 15 handled the entire logistics for six national football teams. However, it wasn't just the usual apparel, football boots and training equipment such as treadmills and massage tables which had to be transported thousands of miles to Rio's Sugarloaf Mountain – there were some other special requests from the players as well as fresh food from the team chefs.

“The top players wanted to bring a few specialties from home. Some brought their own ham along, others their own kitchenware,” says TFE's Team Lead Sports Events, Patrick Dexheimer. He adds, “We even shipped a billiard table to Rio, and a ‘cryosauna’ with a cold chamber for temperatures that go down to minus 160 °C.” In all, TFE transported 60 tons of material in seven containers and 15 air cargo shipments.

A critical phase for the TFE team managers started at the beginning of the 2014, with special negotiations taking place with the Brazilian authorities to import certain products. As there was a need to import certain products including critical medication and fresh foodstuffs, the customs authorities needed to check their authenticity, manufacturing and place of origin.

With the tournament currently in progress, the TFE team is still involved with some logistics, moving equipment between the stadiums and team hotels. After the tournament concludes on Sunday July 13th, the TFE team will be in charge of the return shipments of the six national teams.



To find out what DHL Trade fairs & Events can do for you, please contact Patrick Dexheimer (Patrick.dexheimer@dhl.com).

Far Beyond The Extra Mile

Prestigious Award Presented to DHL by Global Automotive Systems Giant

Delphi Automotive, a leading global supplier of technologies for the automotive and commercial vehicle markets, recently presented DHL with the Above and Beyond 2013 award for its round-the-clock service and support. Bill Meahl, Chief Commercial Officer (CCO) at DHL Customer Solutions & Innovation (CSI) accepted the award on behalf of all addressed business units of DHL.

Headquartered in Gillingham, England, Delphi operates major technical centers, manufacturing sites and customer support services in 32 countries, with regional headquarters in Bascharage, Luxembourg; Sao Paulo, Brazil; Shanghai, China and Troy, Michigan, U.S.

DHL provides a global logistics solution that supports all Delphi Automotive Systems divisions with a range of services, which include logistics, international freight, small package delivery, brokerage and trucking.

DHL Freight has been offering a domestic and international LTL (Less-Than-Truckload) network for Delphi for several years, where it delivers time sensitive production supplier parts to Delphi plants in the northern part of Germany. This demonstrates the close relationship between the Delphi plants and DHL Freight. In addition DHL Freight is operating an EU and international crossdock in Germany for Delphi where it consolidates all shipments from Delphi global suppliers and forwards them to Delphi's key market in Russia, in particular its major plant in Samara, by using a certain number of dedicated Full-Truck-Load (FTL) trucks.

In 2013, DHL Freight in conjunction with DHL Customer Solution & Innovation, DHL Express and DHL Global Forwarding implemented a significant number of continuous improvements to Delphi's service requirements and maintained a consistent flow of cost reduction initiatives that positively impacted Delphi's commercial and operational performance. Some of these included online ordering; a bulk and break consolidation concept and economy express services. Additionally, DHL was proactive in developing an innovative electronic freight booking system and an Internet platform, which allowed Delphi to access shipping data.

All in all, highlights of DHL's work for Delphi included providing round-the-clock support to the customer's plants by the European Key Account Management team. Plus, beyond delivering on commercial targets, DHL also assisted in several crisis situations.

Said Delphi's Global Logistics Director Alison Jones on presenting the award to DHL, "DHL's European Key Account Management provided 24/7 support to Delphi's plants; they assisted with a number of crisis situations; and delivered on all commercial targets. Overall, DHL provided a level of service which delivered benefits beyond contractual commitments. Thank you for your commitment. We are pleased to present DHL with the 2013 Above and Beyond Award."

Diesel Price

The EU average (diesel) price per litre in Apr. 2014 (which triggers FS Jun.) was 1,41 € vs. our baseline of 1,20 €. (See below the price evolution as per Jan 2008)

Diesel price in Apr. 14 showed a decrease of -0.82% vs. Jan.14 (Eur 1.411 in Apr.14 vs. Eur 1.423 in Jan.14)

Source: EU Commission, Eurastats, Weekly Oil Bulletin, EU 27 Diesel Price (weighted average) incl. VAT & TAXES

Disclaimer: EU Commission slightly changed the historical values of the Diesel prices with taxes & VAT for period Jan-10 to Dec-11 on report released on 9/Feb/12. Also there were slight changes in latest report (02/Sep/13) & 06/Feb/14 vs. previous report. For our index, values for that period were kept as originally reported.

New Heavy Truck Registration

April results showed a 0.7% decrease in new heavy truck registrations (vs. April 2013), totaling 17,832 units. It is the first decrease in registrations after 9 months of increase.

Out of the most significant markets, Spain (+29.8%), the Netherlands (+7.1%), Poland (+6.8%), Italy (+4.8%) and Germany (+3.9%) recorded growth, while France (-15.3%) and the UK (-29.3%) saw demand for heavy trucks decline. From January to April the EU market grew by 9.2%, reaching 70,631 units.

Source: European Automobile Manufacturer's Association (ACEA)

TimoCom Transportbarometer – monthly view

After the peak in April with capacity shortage, the freight share in May climbed slightly down indicating that supply and demand of trucks were relatively balanced

Compared to last year the May freight share is lower; last year the demand for trucks was higher than the available transport capacity

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

Source: TimoCom www.portatio.com

Press Clippings

EU Transport Scoreboard

For the first time the European Commission published a scoreboard on transport in the EU. It compares Member State performance in 22 transport-related categories and highlights for most of these categories the five top and bottom performers. The Netherlands and Germany top the scoreboard with high scores in 11 categories, followed by Sweden, the UK and Denmark. For more information please click here (http://ec.europa.eu/transport/facts-fundings/scoreboard/index_en.htm).

Status quo for cross-border use of EcoCombis

The Transport Council has not agreed on allowing the cross-border use of EcoCombis. To not jeopardise their draft-of-law for sizes and weight of trucks in general the EU Commission decided to recall their proposal for cross-border use of EcoCombis. This means that after a 2-year discussion on European level nothing has changed: The member states decide on the authorization of EcoCombis in their territory.

Only two neighboring countries can find a mutual agreement to allow border crossing of their shared border.