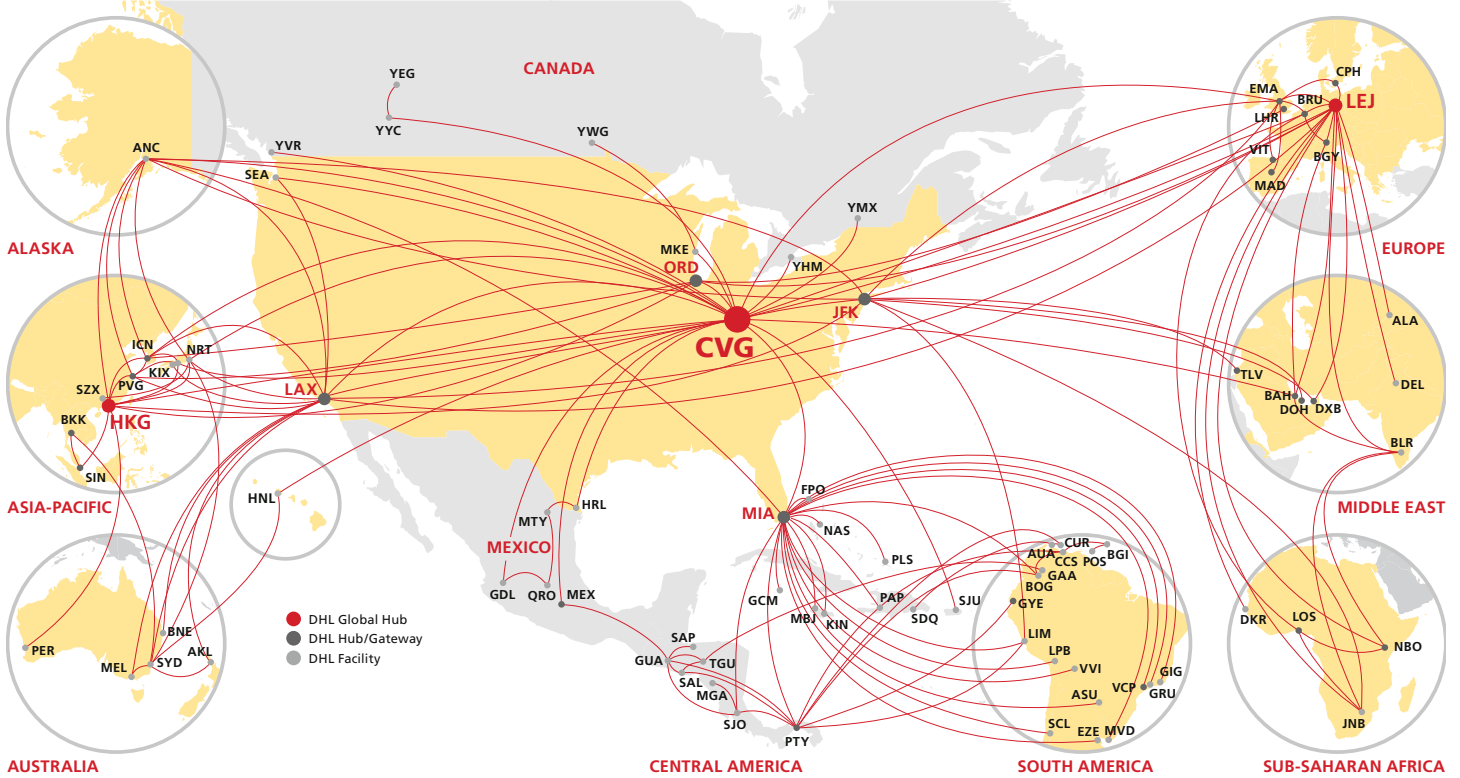




DHL EXPRESS U.S.

BORN IN THE U.S.A. DELIVERING TO THE WORLD.

DHL EXPRESS U.S. HUB AND GATEWAY CONNECTIONS*



*Routes subject to change. Commercial Air Lift may be included. Map updated as of June 2019.

THE DHL EXPRESS DIFFERENCE: WHY WE'RE YOUR INTERNATIONAL SPECIALISTS

In 1969, DHL Express introduced international express shipping. Today, we're still delivering your business to the world with reliable Time Definite delivery/pickup options, industry-leading transit times and unparalleled customer service. We continually invest to improve our operation, ensuring fast, efficient service when you need it – and that's why we're the International Specialists.

TOP DHL EXPRESS U.S. TRADE LANES

OUTBOUND



1. Canada
2. Mexico
3. China
4. UK
5. Australia

INBOUND



1. China
2. Hong Kong
3. UK
4. India
5. Canada

We're committed to delivering unparalleled international expertise and customer service to help you connect with the world.

Benefits of choosing DHL include:

- Door-to-door international deliveries handled by one company
- One price quote, one invoice – all in one currency
- Simple online tracking tools for total shipment visibility
- Industry-leading transit times
- Fast Customs clearance – with average 97.5% clearing day of arrival
- Licensed Customs brokers onsite at CVG, JFK, LAX, MIA and ORD

DHL Express – Excellence. Simply delivered.

NO ONE DELIVERS YOUR BUSINESS TO THE WORLD LIKE DHL EXPRESS U.S. – THE INTERNATIONAL SPECIALISTS.

Rely on our Global Expertise, Service Excellence & International Focus.

INVESTMENTS TO ENHANCE OUR NETWORK

- \$230M investment since 2015 to add facilities and equipment, and update jobs: 650 employees added in 2020 to support shipment growth
- First-ever DHL Chicago Gateway opened in 2017 to support customer growth with faster service linking the Midwest and global markets
- \$4.7B order for 14 new Boeing 777 aircraft to improve transit times and help meet both customer demand and zero-emissions goals. Additionally, eight more 777s are scheduled for delivery in 2022.
- New service centers in South Carolina, Texas, Cleveland and Nashville; continual upgrades to other U.S. facilities and new mobile DHL pop-up stores

FOCUS ON SECURITY

- **Transported Asset Protection Association (TAPA)**
More than 360 TAPA-certified facilities (50 in the U.S.), to help reduce cargo losses and network threats
- **Certified Cargo Screening Program (CCSP) and Customs-Trade Partnership Against Terrorism (C-TPAT)**
DHL participates in both of these initiatives, which aim to secure U.S. borders
- **Air Cargo Advanced Screening (ACAS)**
All DHL facilities use ACAS protocols to help keep high-risk cargo off U.S.-bound flights
- **DHL Quality-Control Centers (QCC)**
Four strategically placed monitoring stations around the world track shipments in real time 24/7

AWARDS & CERTIFICATIONS

- **ISO 9001: 2015 Quality Management** (re-certified in 2019)
- **Top Employer®** (2015-2021)
- **Great Place to Work®** (World's Best Workplaces – 2017, 2018, 2019, 2020)
- **Stevie® American Business Awards for Sales & Customer Service**
- **U.S. EPA SmartWay Excellence Award for Supply Chain Efficiency** (2013-2019)

WORLD-CLASS SHIPPING SOLUTIONS

- **MyDHL+** – Import, export, schedule pickups, and much more
- **DHL Mobile App** – Handle all of your shipping needs on the go
- **DHL MyBill** – Review and pay invoices easily online
- **DHL On Demand Delivery** – Flexible delivery options for residential deliveries



For more information about shipping with DHL, as well as the latest industry news and helpful advice from our logistics experts, visit us at www.dhl-usa.com/goglobal

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DHL Express – Excellence. Simply delivered.

DHL EXPRESS U.S. BY THE NUMBERS



OVER **300** U.S. FLIGHTS EVERY WEEKDAY



APPROX. **12,000** EMPLOYEES



114 SERVICE CENTERS



5 INTERNATIONAL HUBS & GATEWAYS IN THE U.S.



HELICOPTER SERVICE IN **2** CITIES: LOS ANGELES & NEW YORK



OVER **220,000** SHIPMENTS PICKED UP AND DELIVERED DAILY



OVER **3,600** DHL SERVICEPOINTS



OVER **5,500** VEHICLES



100% GREEN FLEET IN MANHATTAN