



DHL Supply Chain NA Fact Sheet

As the world's largest contract logistics specialist and the number one third party transport provider in North America, DHL Supply Chain creates competitive advantage for customers through customized logistics solutions based on globally standardized warehousing, transportation and integrated services components. We bring sector expertise, global scale and local knowledge to design and manage supply chains from raw materials and manufacturing to finished goods delivery and return services.

No. of employees	U.S. 27,700 North America 32,500
Facilities	U.S. 351 North America 417
Space under management	U.S. 107 million sq. ft. North America 119 million sq. ft.
Customers	U.S. 225 North America 246 (14 shared)
Solutions	<ul style="list-style-type: none">• Transport solutions (DHL Managed Transport & Brokerage; DHL Inbound Transport Operations; DHL Outbound Transport Operations)• Warehousing solutions (DhL Warehousing, DHL Real Estate Solutions)• Management services (DHL Logistics Consulting; DHL Inventory Financing Services, DHL Procurement Services; DHL Retail Services; DHL Business Support Center)• Integrated solutions (DHL Lead Logistics Partner; DHL Inbound to Manufacturing; DHL Service Logistics; DHL Indirect Materials Management; DHL Passenger Gateway Services; DHL Envirolutions; DHL HealthConnect; DHL Clinical Trials)• Additional services (DHL Packaging Services; DHL Pre-Sales Services; DHL In-plant Logistics)
Media Contact:	DHL Corporate Communications & Responsibility Americas CoReAmericas@dhl.com

Updated: November 19, 2018



DHL Global Forwarding USA Fact Sheet

DHL Global Forwarding combines air, ocean, ground transportation and customs brokerage services with dedicated warehousing and distribution centers to manage the flow of goods and information. Recent developments include the launch of Customs Connection, a new office in Memphis, TN which brings the total to 45 AFR/OFR stations (including CDZ locations, stations and sales offices) in the United States and the successful rollout of OFR CargoWise1.

Head Office:	Miami, Florida
Services:	Air Freight, Ocean Freight, Domestic, Customs Brokerage, Industrial Projects, International Supply Chain Services (ISC), Integrated Warehousing Services (IWS), Trans-border Services (Mexico & Canada), Shipment Value Protection
Employees (current):	Over 3,700 full-time employees
Customers YTD:	Total # of parent accounts: 7,000+
Facilities:	<p>Over 45 locations throughout the U.S. (including CDZ locations stations and sales offices)</p> <p>22 field locations for Customs Brokerage including 800 Customs Brokerage experts across the U.S.</p> <p>12 competency centers strategically located throughout the U.S. in Aerospace, Fashion, Thermonet, Air Freight, Engineering & Manufacturing, International Supply Chain (ISC), Lead Logistics Provider (LLP), Domestic and Customs</p> <p>15 Warehousing and Distribution Facilities</p>
Media Contact:	DHL Corporate Communications & Responsibility Americas CoReAmericas@dhl.com

Updated: November 20, 2018



DHL eCommerce USA Fact Sheet

DHL eCommerce provides domestic and international delivery and e-commerce solutions for high-volume shippers. We offer an unmatched combination of superior delivery speed, extensive service selection and access to discounted postage. Recent developments include the launch of DHL eCommerce Distribution Centers in Houston, TX and Akron, OH.

Head Office:	Weston, Florida
Services:	Domestic: Parcels, Flats, Returns, Parcel Metro International: Parcels, Packet, Business Mail, DHL eCommerce Fulfillment
Employees (current):	Over 2300 full-time employees
Customers YTD:	Total # of parent accounts: 1,600+ <i>*Break down of customers by service below. Some customers have multiple services therefore may be counted more than once.</i> <ul style="list-style-type: none">• Total Accounts with Domestic – 1,520• Total Accounts with Cross-Border – 914• Total Accounts with Fulfillment – 19
Facilities:	19 distribution centers 3 fulfillment centers
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Updated: November 19, 2018



DHL Express USA Fact Sheet

DHL Express U.S., “The Specialists in International,” offers door to door, express services that enable customers to transport goods to and from more than 220 countries and territories; all delivered the same or next possible business day by a specific time or by the end of the next possible business day. DHL Express was founded in San Francisco in 1969 by Adrian Dalsey, Larry Hillblom and Robert Lynn.

Head Office:	Plantation, Florida: U.S. and Regional Americas
Services:	<p>Time Definite Export Services: Guaranteed delivery next possible business day by 9 a.m., 10:30 a.m., 12:00 noon</p> <p>DHL Express Worldwide: Guaranteed delivery by the end of the next business day</p> <p>DHL Express Envelope: Guaranteed document delivery (up to 8oz./0.5lbs)</p> <p>Time Definite Import Services: Guaranteed Delivery next possible business day by 10:30 a.m., 12:00 noon as well as Guaranteed delivery by end of next possible business day</p> <p>Third-country movements: By 9:00 a.m., 12:00 noon, end of next possible business day</p>
Employees (current):	<p>Approximately 10,000 in the U.S.</p> <ul style="list-style-type: none">• The DHL Express global network has approx. 100,000 employees worldwide• All employees receive extensive training and certification through an on-going educational program focused on the intricacies of international shipping. The Certified International Specialist program is exclusive to DHL



Facilities:	Service Points: Over 7,400 service points for U.S. customers, including: <ul style="list-style-type: none">• 111 service centers• Over 7,300 DHL Authorized Shipping Centers (independently owned retail centers) Hubs: Regional Americas Hub at the Cincinnati / Northern Kentucky Airport (CVG) <ul style="list-style-type: none">• Strategically located within one hour flight time to 60% of the U.S. population• Quality Control Center (QCC) at CVG Hub acts as “traffic control” center, constantly monitoring world crisis events and weather patterns to prevent shipment delays Miami (MIA) Hub <ul style="list-style-type: none">• Processes shipments from all over the world to Latin America and the Caribbean as well as for shipments from Latin America and the Caribbean to the more than 220 countries and territories DHL serves Additional Gateways: New York (JFK), Los Angeles (LAX) and Chicago (ORD) which connect customer shipments to more than 220 countries and territories
Flights:	<ul style="list-style-type: none">• More than 300 U.S. flights/weekday on DHL or commercially operated aircraft• Global air network partnerships, including Polar Air Cargo, Atlas and Southern Air, increase routing flexibility and provide fastest transit times around the world for customer shipments
Vehicles:	Over 4,900 branded vehicles in the U.S., including many that are fully electric, hybrid-electric, compressed natural gas (CNG) and clean diesel vehicles
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