



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India



**DHL Express India Private
Limited**

**Best Express Logistics Service
Provider**

Rank : 1st Runner Up

Summary of Best Practices across excellence themes

Operational Excellence	Sustainable practices	Certifications & compliance	Employee Development & welfare	Customer services	Technology and Innovation
<ul style="list-style-type: none"> • Safety First Framework • Technology Driven Innovations (ADC, DIET, CLD, Others) • Contingency Actions to support frontline • Connected critical life saving devices to all parts of the world 	<ul style="list-style-type: none"> • Focus on Solar Power & Green Building solutions • LEED Certification • Sustainability Pillars (Gogreen, Gohelp, GoTeach, GoTrade) • Covid -19 relief measures for Employees and society 	<ul style="list-style-type: none"> • DPDHL Compliance Management System • ISO 9001:2015 certified • RA3 Regulated & TAPA Certified facilities • Internal Best Practice Certifications 	<ul style="list-style-type: none"> • We Care Webinars • DHLs GOT HEART • DHL4HER • Training & Development (CIS) • UpStairs & Umang Education Programs 	<ul style="list-style-type: none"> • Winner of Prestigious Stevie Awards USA 2021 • All KPIs in Green • Quality driven by Insanely Customer Centric Culture • Digitalization driven by RPA solutions, Speech Analytics & CS Intranet revamp 	<ul style="list-style-type: none"> • D.I.E.T (DHL IMPORT EASY TOOL) • Robotic Process Automation • Customer Experience tools ADC, CLD, Phygital, Others • HR Process Automation

Best Practice/initiative – Operations Excellence

Best practice initiative or activity

We managed 65% additional volumes while adhering to Covid guidelines and restrictions in order to be able to support the Cross Border Trade and living up to our purpose of Connecting People, Improving Lives.

Business impact created

1. Shipments increased by 32%
2. Weights increased by 65%
3. Transit Time improvement by 1% @ 96.8% YTD despite all the Covid related limitations
4. Delivery exceptions reduced to 3.9% (All time low)
5. Improved Customer Experience with the Introduction of technology driven innovations (DIET, ADC, CLD, RPA, Others)
6. Introduction of 5 lac limit in our Courier Shipping Bill V solution

Transformation potential and scalability

Overall expansion, innovation and improvement in service quality will help the cross border community to be more competitive & be future ready in the global cross border trade



Best Practice/initiative – Employee Development & Welfare

Best practice initiative or activity

We Care: A focussed initiative for employee health and well-being which helped employees and their families to tide over the Pandemic with four pillars - Refresh, Rejuvenate, Restore & Recharge.

Business impact created

1. Ensuring business continuity with all SVCs & GTWs operational as per plan in 2021 with zero day lost.
2. All Employee Opinion Survey KPI scores are in high 90s. Employee Engagement Score was at 98.
3. Received Rank 1 in Great Place To Work Survey 2021 and certified Best Employer by Aon and Top Employer in a pandemic year
4. Employee Attrition is around 5% for 2021 while Industry Attrition in India is at 14%.
5. <1% Sickness Rate for the pandemic year 2020 and 2021 till date.
6. Covid Apollo Home quarantine services used by 925 people in total out of which 504 are employees & 421 their family members



A holistic program for physical, mental, emotional, social & spiritual well being of our employees

64

Webinars
Conducted

3000

Employees Covered

Best Practice/initiative – Technology & Innovation (D.I.E.T.)

Best practice initiative or activity

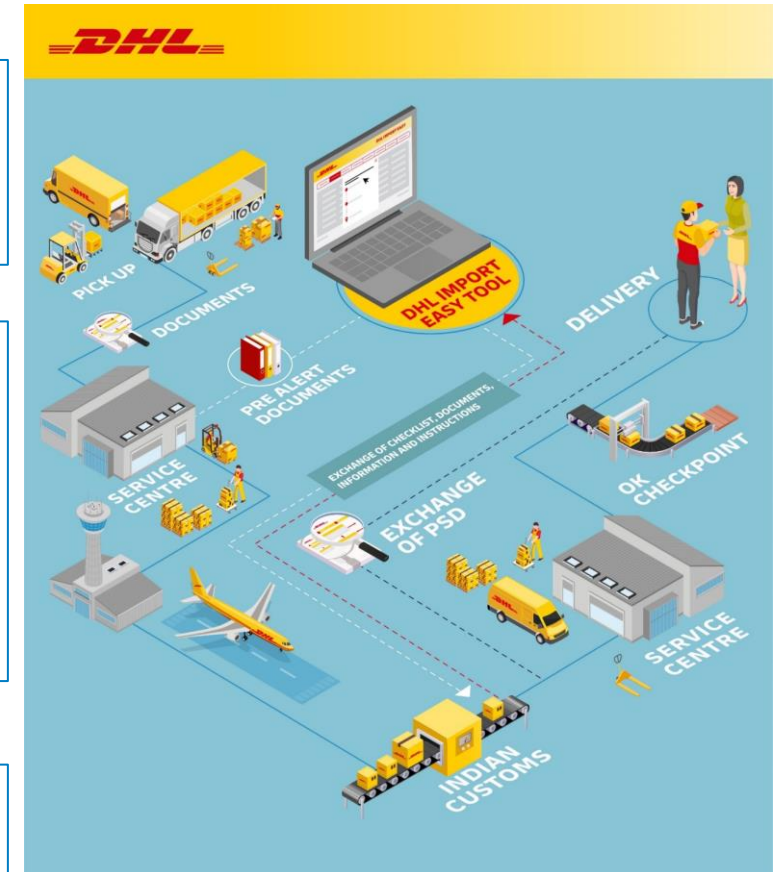
DHL Import Easy Tool, is the Industry’s first website-based platform that offers a single interface with an in-tool communication facility that covers all touchpoints, from pre-clearance and payments to post-clearance instructions for better paperwork management, aimed at hassle-free and faster shipment processing; a single-window dashboard view for all import shipments at every stage of transit, and a user-friendly interface for uploading and downloading shipment paperwork

Business impact created

DHL team did around 100 micro webinars, covering around 5000 customers spread across geography in 6 weeks time during lockdown..
 DIET is making process simple and error free.
 Initial customers have observed 1.5 days reduction in shipment clearance TAT.
 Import related queries and calls to customer service center is currently reduced by 10% and we are targeting for 30% reduction in call volumes.
 Improvement in clearance process productivity is observed
 Net Promoter Approach (NPA) score of perfect 10

Transformation potential and scalability

DHL Import Easy Tool(DIET) is the industry first import solution which has 360 degree impact which we intend to scale to help all the importers in the country. Being an innovation from DHL India, the tool has a potential to disrupt the way importing is done across the world, with DHL Express planning to roll out to 220+ countries.



Best Practice/initiative – Sustainability

Best practice initiative or activity

To contribute towards a sustainable world, DHL Express India is aligned with DPDHL’s global mission to reduce all logistics-related emissions to zero. We are THE first large logistics company in the world to set a broad and ambitious target of going zero emissions.

Business impact created

Since the last three years, we have:
 Planted more than 200,000 saplings, which will be setting off 4.5 Mn Kgs of Carbon emissions each year from 2028
 Nearly 13,000 workdays created for rural communities via plantation.

On the business front:
 6.5 lacs solar units (kWh) generated across 8 solar plants
 Green buildings / LED lights have helped save 36% of the total electricity consumption.
 Introduced “green packaging”
 With increased digitalization initiatives, Paper usage has been nearly 0 over the last 20+ months.
 ECCS (a joint initiative between EICI, DHL and the customs) has saved millions of tonnes of paper each year
 Introduced EV in India (two wheelers)
 About 15% of the facilities at DHL Express have been powered by Solar energy

Transformation potential and scalability

DPDHL is committed to plan a 1mn trees worldwide; India is the biggest contributor to this role.
 We are following a saturation plantation model across 100 acres near Thane.
 Business wise: The potential to extend digitalization initiatives is seen across the board as we continue to innovate with software management systems and tools.
 We will scale & offset 100% of our logistics related emissions to Zero by 2050

