



सत्यमेव जयते

Ministry of Commerce & Industry
Government of India

National Logistics Excellence Award 2021



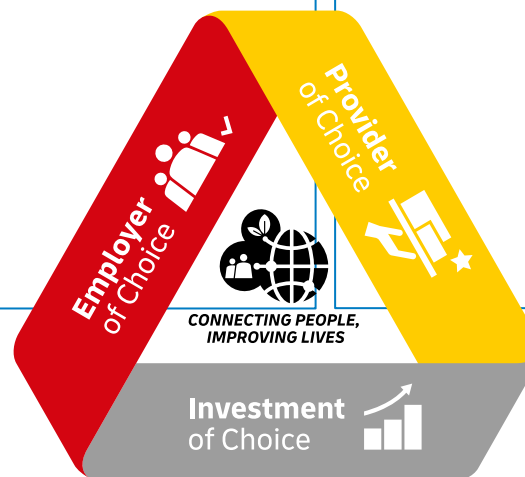
DHL Logistics Pvt Ltd.

**Category: Best Freight
Forwarders**

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"> ✓ +98 % timestamp completeness for enhanced visibility through myDHLi • E-dockets for paperless operations • Investments in Temp Controlled Facilities (HYD & DEL) • Capacity and Equipment solution with Block Space Agreement ✓ Ease of Doing Business Rating 4.8/5 last 6 months. • Introduced DTD LCL Reefer Product ✓ Logistics Skill Development (Management Trainee's, Interns) 	<ul style="list-style-type: none"> ✓ DPDHL group commitment to invest €7bn until 2030 in Clean Operations and DHL India 2% of its average net profits on CSR • Carbon Offsetting on 100% LCL's ✓ Paperless and contactless solution (E-DO, E-HBL, Digitally signed GST Invoices) • Digital Modes of Payment ✓ Driver training Programs 	<ul style="list-style-type: none"> ✓ AEO- LO Certified • ISO 9001:2015 • ISO 14001:2015 • ISO 22301 • Thermonet • TAPA : C for the FTWZ • GMP & GDP for FTWZ ✓ GPTW (No 56) • TEC Certified • CT-PAT ✓ Code of Conduct / Anti Corruption /Data Protection 	<ul style="list-style-type: none"> • Reward & Recognition for going beyond • Health & Wellbeing Focus • Employee Assistance Program • Internal Job Post (IJP) / EDR ✓ Flexibility of Work • Diversity & Inclusion ✓ Ensured fair pay and job security during challenging times 	<ul style="list-style-type: none"> • Support Industry – BSA to manage Capacity constraints ✓ First Choice – (Six Sigma for continuous improvement) ✓ Ongoing Net Promoter Approach (NPA) ✓ Annual Customer Satisfaction Survey • Product Range – to manage customer requirements • Worked closely with Govt. during COVID19 (Vaccines, O2 Concentrators, ventilators, etc.) • myDHLi -Enhanced visibility 	<ul style="list-style-type: none"> • ESP - Smartphone technology for milestone capture. ✓ Station Metrics • Vendor Portal • Digital Invoicing • EDI/API with Airlines, Shipping Lines, Truckers, Terminals & Customs. • Simplification & Ease of Operation – Intelligent PDF Tools / Digital Signatures / API, RPA, Block Chain, IoT, Data Lake • AarogyaSetu API



Best Practice/initiative – I Managing our Assets – Our People!

Best practice initiative or activity

Our people are the backbone of our systems and integral to our success. We ensure that we

- Psychological and Physiological Safety – Insurance, COVID care package, Safe travel, Tech Support, WFH, WHEO
- Provide Fair & Equitable Pay – COVID Bonus, Increments, Internal Promotions.
- Engage and Motivate People – Reward & Recognition Programs
- Support and Nurture talent – Management Trainee, Diversity , Women in Management Focus.

Business impact created

Engaged employees influence business outcomes resulting in

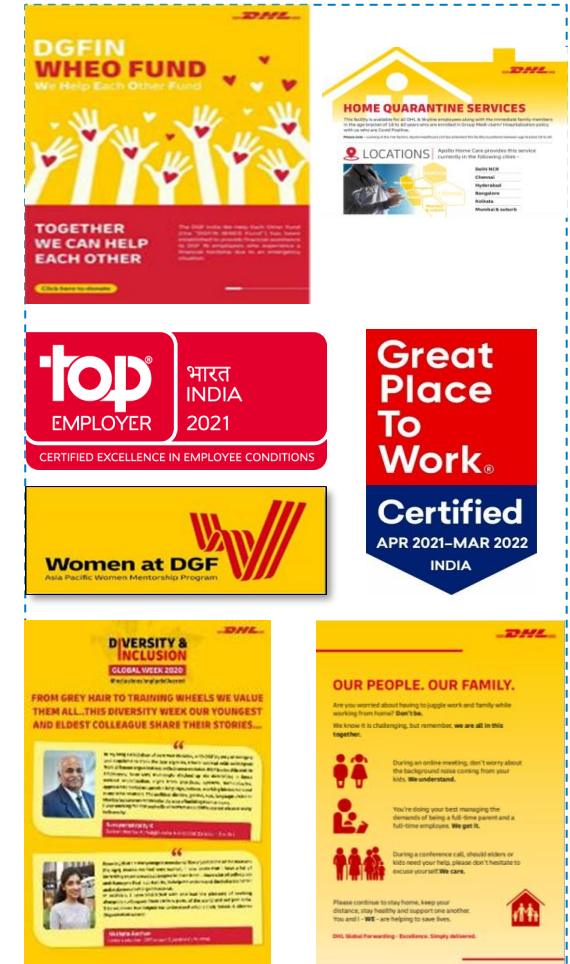
- Enhanced productivity (12% increase)
- Improvement in NPA Scores (7%)
- Improvement in Engagement Scores (6 points - 98%)
- Continue to remain a Great Place to Work and a Top Employer for more than three consecutive years.

Resulting in sustained improvement in Business Results.

Transformation potential and scalability

Investing in our people provides us the better return on Investment and allows us to scale up and build for the future. We continue to focus on

- Diversity & Inclusion
- Provide safety and security to our teams
- Opportunity to develop and nurture internal talent



Best Practice/initiative – II : Continue to remain Insanely Customer Centric

Best practice initiative or activity

- DHL leveraged its Cross Business Unit strength positioning Blue Dart charter aircrafts & deployed capacity promptly for State Government authorities of India on this WORLD BANK funded project.
- DHL flew 17 charters & 15 commercial scheduled flights to infuse 824 tons of OXYGEN concentrators to INDIA

Business impact created

- DHL instantly designed charter model solution flying oxygen concentrators from China to the State Governments of Delhi, Punjab, Tamil Nadu and a few other states.
- DHL Charter solution culminated in fructifying deliverables for People of India for this World Bank funded project
- Showcased an opportunity for close coordination and cooperation between Government , Trade and a logistic service provider for the greater purpose.
- An opportunity to strengthen existing solutions design capability even during challenging times.

Transformation potential and scalability

- In May 2021 , INDIA was reeling under the onslaught of COVID 19 , Wave 2 , in serious need of OXYGEN & DHL raised to the occasion to assist the GOVT. in the fight against the pandemic.
- In sync with DHL purpose of **Connecting People, Improving Lives** at a very critical hour



Best Practice/initiative – III : Investing in the Future – A Digital Forwarder !

Best practice initiative or activity

- One-stop self-service customer portal for digital logistics
- From Quote + Book, via Track and Documents up to Reporting and Analytics
- Integrated with Airlines, Shipping lines, Truckers, Customs using EDI, API and Smartphone apps capturing over 20 milestones along the shipment lifecycle

Business impact created

- Customers have all relevant information at hand, 24/7 and in near real-time
- Application enables seamless collaboration with colleagues, end customers and partners with FOLLOW + SHARE and notifications
- This comes at no extra cost to our customers – improving customer delight

Transformation potential and scalability

- Compare and select from multiple logistics options
- Real time MIS and data
- Track and trace shipments – Better Control and Exception Management
- Payment gateways

Provides the customer best in class transparency and visibility - empowering them to make faster decisions

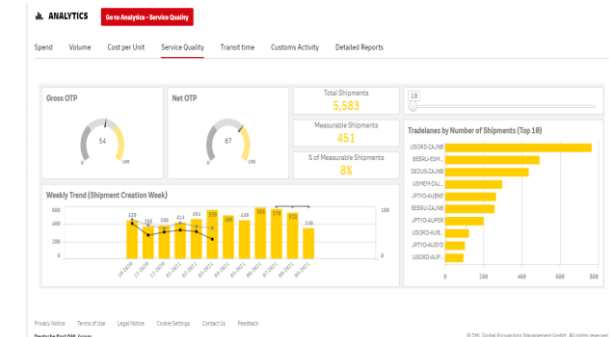
Track & Trace (on Google Maps)



Electronic Document Storage






Analytics



Best Practice/initiative – IV : Connecting People, Improving Lives – The Purpose!

Best practice initiative or activity

Sustainability now applies across all dimensions of a company, from economic and business sustainability through

 <p>EMPLOYEES 76 % of Millennials consider a company's social & environmental commitments when choosing jobs</p>	 <p>CUSTOMERS >50 % of our CSI Customers ask for information on our responsible business practices in tender processes</p>	 <p>INVESTORS 79% of institutional investors see ESG as part of their fiduciary responsibility to clients; ESG themed investments tripled since 2017</p>
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Business impact created

TEACHFORINDIA

30 Children from DGF Mentor program pursuing degrees in higher education



200 Children supported across India

6000



Trees planted towards Mission 2050



Transformation potential and scalability

- Provides Purpose
- Wonderful Engagement Tool
- Brings together Customer, Organization, Employee and Society for a greater cause
- Provide support through Scholarships for our employee children – Upstairs Scholarship



Thank You

Q & A