

DHL Express – Digital Single Market

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Years in Romania as a Pioneer of **Express**

Hubs & Gateways

Locations throughout Romania

42%

Market Share Leader

Dedicated Aircraft

200

Vehicles

1991

Established in Romania

500

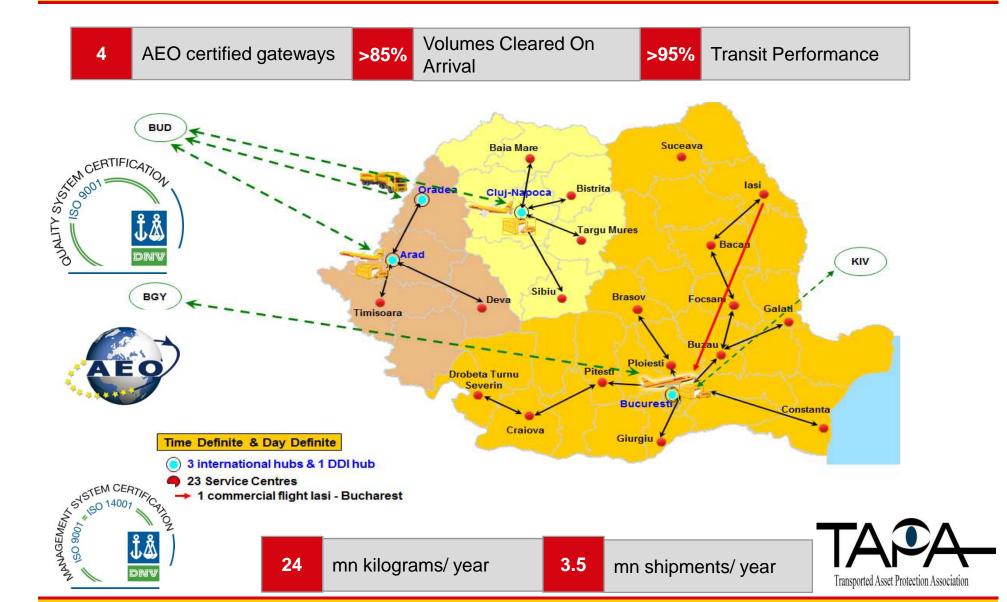
Certified International **Specialists**

5,000

Active Customers every day



DHL Romania – Unparalleled market coverage





Best in Class operational performance

DHL Express Romania Operational Performance

Time Definite International			
Inbound transit performance per country			
Origin Region	Destination Country Code	Ontime (%)	
EUROPE	GERMANY	97.4%	
	ROMANIA	96.8%	
	FRANCE	95.5%	
	SPAIN	95.5%	
	ITALY	95.1%	

Time Definite International Outbound transit performance per country		
Destination Region	Origin Country Code	Ontime (%)
EUROPE	ROMANIA	97.2%
	GERMANY	97.0%
	ITALY	96.5%
	SPAIN	96.4%
	FRANCE	95.9%

- ☐ Customs environment in Romania is predictable and secure
- □ DHL Romania's Outbound and Inbound Transit Time over 96%
- 8 out of Romania's Top 10 Trade Lanes are within the EU

MyDHL - www.dhl.com/mydhl

Quick and easy access to the full online suite of DHL Express shipping and tracking services.

All in one:

- Export with DHL Web Shipping
- Import with DHL Import Express Online
- Track and Monitor with DHL ProView

EFFICIENCY AND CONTROL

- ☐ Set your preferred home page
- Allow access for multiple users
- Define each user's rights
- Request and manage accounts

FASTER EXPORTING

- ☐ Prepare waybills online
- ☐ Store shipper and receiver addresses
- ☐ Create electronic Customs documents
- Schedule pickups



SAFER, SIMPLER IMPORTING

- ☐ Keep your account number confidential
- ☐ Control your shipment processing
- ☐ Coordinate effective communication
- ☐ Provide detailed shipping instructions

MORE ORGANIZED TRACKING

- Monitor all Express shipments in transit
- ☐ Know each shipment's current event status
- □ Request automatic notifications be sent via text or email
- ☐ Choose when, how and which event notifications are sent



DHL Express Romania key facts and figures

Awarded as Superbrand five times consecutively, 2008-2014



Awarded as **Best Call Center and Best Training Program (CIS)** 2013





The first express international courier company present in **Romania** (1991)

The first express company using an airplane for its operations in Romania

The first company in Romania awarded with **TAPA** certification

23 Service Points all across Romania



Present in Romania through DHL representative offices, not agents

Focus on SME Programs and Promotions campaigns, offers, resource for SME **business**

Significant investment into Romania operations -USD 2.5m in fleet 2012-2013





