

# STRATEGIC TRADE MANAGEMENT

## - A PRIVATE SECTOR PERSPECTIVE

Simon Koh  
Singapore, 2 September 2015

DHL Express, Asia Pacific, South Asia Hub



### Agenda

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- ▶ Introduction: Deutsche Post DHL Group
- DHL Express
- Compliance Management
- Strategic Trade Management



## Our Two Strong Pillars

We are one company with two powerful brands under one roof

### Deutsche Post DHL Group

Deutsche Post 

**Deutsche Post** delivers mail and parcel in Germany and the world. It is an expert provider of dialogue marketing and press distribution services as well as corporate communications solutions.

**The postal service for Germany**

**DHL**

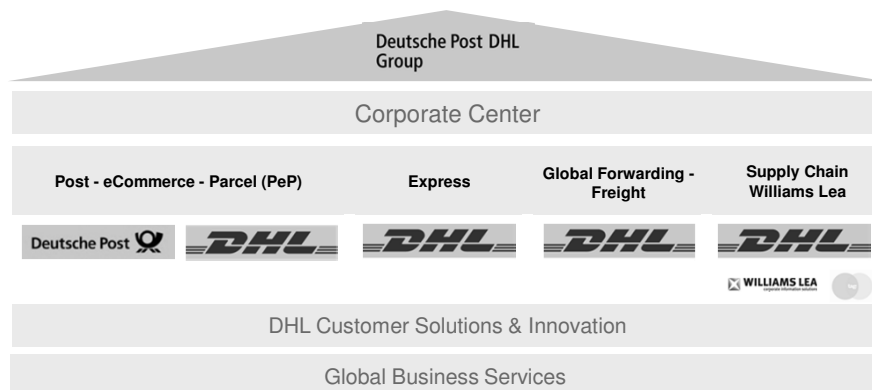
**DHL** commits its expertise in international express, air & ocean freight, road and rail transportation, contract logistics to its customers.

**The logistics company for the world**



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## DHL Express Within The Group - Overview



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Agenda

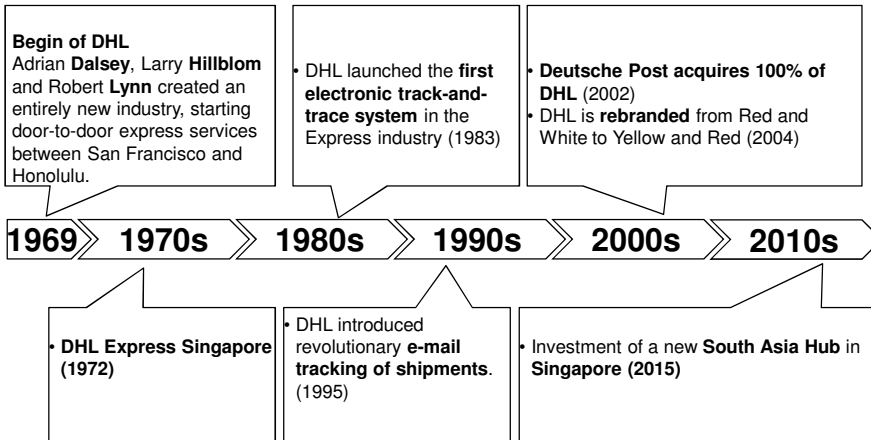
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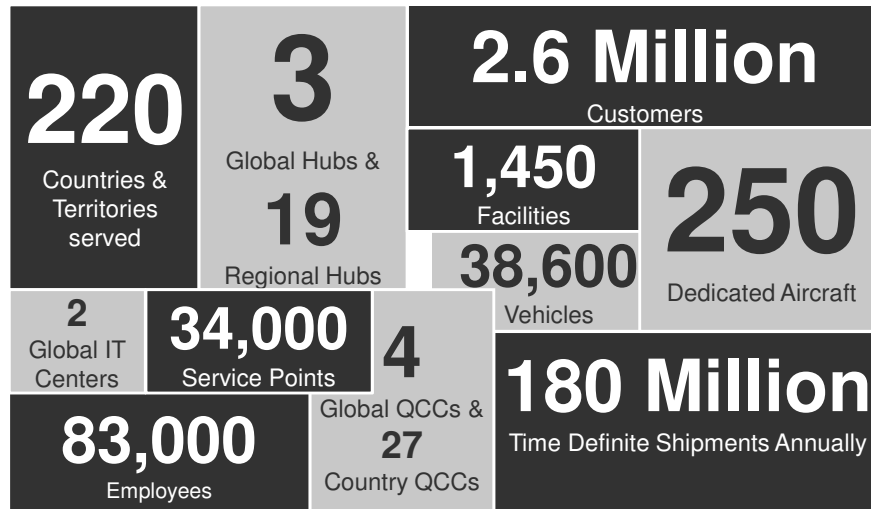


DHL Express' Key Milestones - More Than 40 Years Of Experience

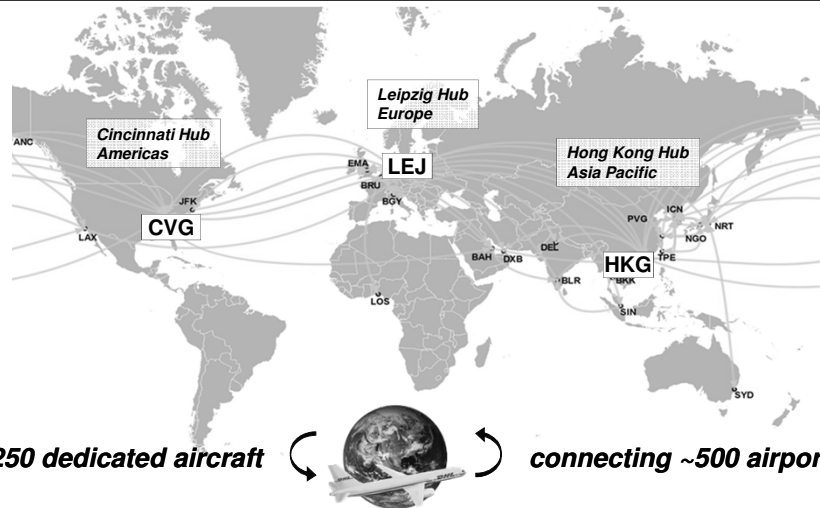
The idea ...delivering shipping documents by air to customs office before the freight arrived by sea



DHL Express Today: A Global Overview



Dedicated Intercontinental Air Network



Note: exemplary illustration

### Quality Control Centers (QCC)



#### Real Time Shipment Management

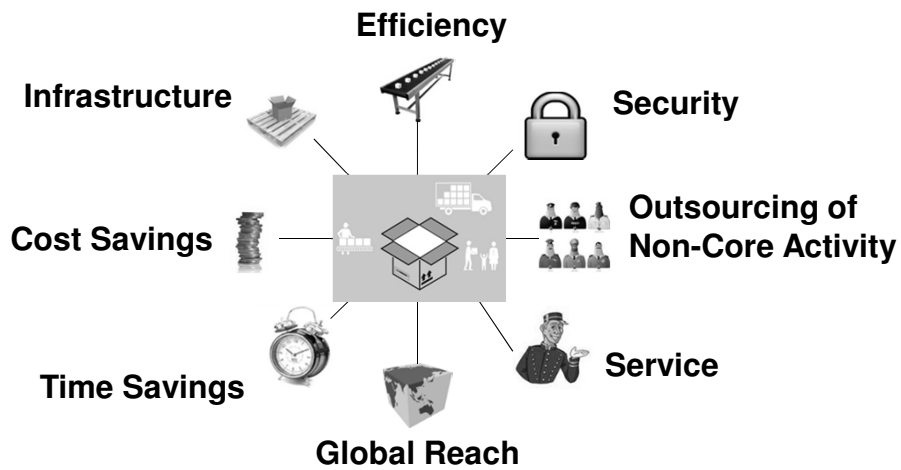
- Global Track & Trace
- Shipment Security
- Proactive Service Recovery

#### Crisis Command Center

- Monitoring world events and responding to any crisis situation that may potential impact DHL's operations, shipment security or people.



### Our Customers Trust Us With Their Shipments



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## Compliance Management

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***“Compliant behavior protects us as a company and you as an individual from financial and legal repercussions. It protects Deutsche Post DHL Group’s reputation – and yours.”***

Frank Appel, CEO



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## Compliance Management

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### **MINDSET AND BEHAVIOR**

THE WAY WE THINK AND ACT, BOTH INDIVIDUALLY AND COLLECTIVELY



### **ORGANIZATION AND SKILLS**

THE WAY WE STRUCTURE OUR ORGANIZATION AND DEVELOP OUR PEOPLE



### **PERFORMANCE MANAGEMENT**

THE WAY WE DEFINE OUR METRICS AND HOW WE USE THEM TO MANAGE THE COMPANY



### **PROCESSES**

THE WAY WE DEFINE OUR PROCESSES AND STANDARDS AND CONTINUOUSLY IMPROVE THEM



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▶ Strategic Trade Management



## Singapore Customs – Strategic Trade Scheme

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How does it affect

- the company?
- the service to our customers?
- the way our employees work?



What do we know about

- the business of our shippers?
- the goods?
- what we do not know?



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## Singapore Customs – Strategic Trade Scheme

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Working with

- our Sales People
- our Operations Team on the ground
- our Declaring Agents



Establishing and providing

- guides and self-help tools
- briefings and trainings
- Global SOP



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## Singapore Customs – Strategic Trade Scheme

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When something goes wrong

- investigate & report
- identify root-cause
- corrective actions



Summary

- our customers trust us with their shipments
- compliance is everyone's responsibility
- protect the brand; protect our people



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Thank You

Simon.Koh@DHL.com  
Customs & Regulatory Affairs Manager  
DHL Express, South Asia Hub



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