



# I wanted to be the first to welcome you to DPD.

I've worked for DPD UK for 27 years, initially as a Sales Manager and now as CEO, and during that time the company has experienced exceptional growth. We are without doubt the fastest growing express parcel delivery company in the UK, with a turnover now approaching £1 billion, and we've been voted the nation's favourite parcel carrier by consumer champion Which? members and MoneySavingExpert.com for the last 3 years.

We've got a very clear strategy to support this enviable position: we will only deliver the best service, use the best technology and retain and develop the best people in the industry. We've summarised this as our 1,2,3 strategy:



What you see and read over the next few pages is just a glimpse at what makes DPD so special, but I hope what stands out is our clear commitment to ensuring your customers get the best possible delivery experience.

*Dwain*

Dwain McDonald  
CEO | DPDgroup UK

# Your delivery experts



46,000 delivery experts  
3,000,000 parcels sent everyday

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# Introducing DPD

## Your delivery experts

DPD is a division of DPDgroup, one of Europe's **leading express delivery companies**, which is wholly owned by La Poste, one of the largest postal groups in Europe.

We have a reputation for providing innovative, high quality, time sensitive solutions at value for money prices. Our people are enthusiastic and committed to the highest standards of customer care and with the benefits of leading-edge technology are able to provide your customers with the **best possible delivery experience**.

### DPD in the UK

- Specialist in B2B and B2C services
- 5,500 customers nationwide
- 9,440 delivery experts, all with DPD's unique DNA
- Award-winning one hour Predict notifications
- 56 strategically located depots and 2,500 Pickup points
- A UK national customer services centre with 200 staff
- Carrier of choice for leading players in the telecommunications, entertainment, publishing, retail and e-commerce sectors

### A major force in Europe and beyond

- The DPDgroup network offers seamless connectivity by road in over 30 European countries
- 3 million parcels delivered every day
- 46,000 delivery experts
- 815 depots and 28 hubs
- 33,000 vehicles
- We have a range of services to deliver across Europe and with our established partnerships, we can connect you to over 200 countries worldwide

### La Poste

- Turnover of **22.2 billion** Euros
- **360,000** customers
- Active in the mail, express parcels and financial services sectors
- La Poste's mission is to be closely connected to each of its clients by providing a wide range of solutions and highly accessible products and services



UK Customers

5,500

Employees and  
Owner Driver  
Franchisees

9,440

UK Depots

56

Customer  
Service Staff

200

# Our UK Delivery Services

We have a full range of express parcel services throughout the UK.



For standard parcels under 31kg, you can choose from the following service options:

**DPD 10:30**

Our premium time-critical parcel delivery service ensures your urgent parcels arrive at their destination at the start of the working day.

**DPD 12:00**

Get your urgent consignments to your customers before noon the following working day.

**DPD NEXT DAY**

For assured parcel delivery in the UK before close of business the following working day.

**SATURDAY SERVICE**

To extend the working week, we provide the following options:

- SATURDAY 10:30
- SATURDAY 12:00
- SATURDAY NEXT DAY

**SUNDAY SERVICE**

Giving you nationwide coverage, 7 days a week:

- SUNDAY NEXT DAY

All our services are supported by the **latest innovations**:



## Pickup

In flight your customers can select to divert their parcels to the nearest DPD Pickup shop for added convenience.



## Predict

Whichever service you choose, your customers will receive a one hour delivery window.

# Pickup

Your customers can choose to divert their parcels to a **DPD Pickup shop** for their added convenience.

DPD has established its own unique network of 2,500 shops in the UK, with a DPD Pickup point within 10 minutes' drive of 93% of the population and 5 minutes' walk within central London.

With DPD Pickup **we have the largest shop network throughout London**, with over 400 local DPD Pickup

locations including Doodle sites at key railway stations.

We also have the smartest pickup solution with the Rowlands and Numark pharmacy chains and Halfords stores providing your customers with the best in-shop delivery experience.

Pickup shops in the UK

2,500

Driving distance for 93% of the population

10 mins

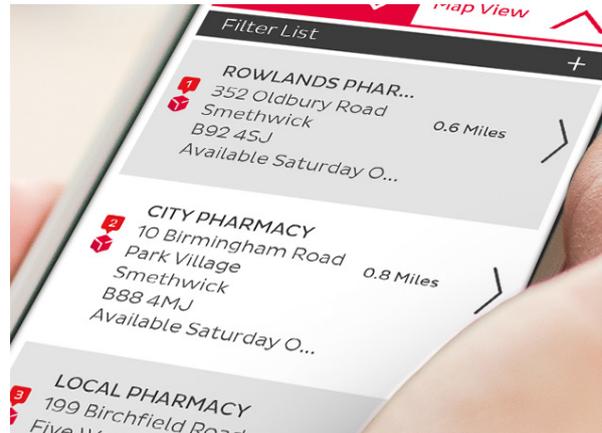
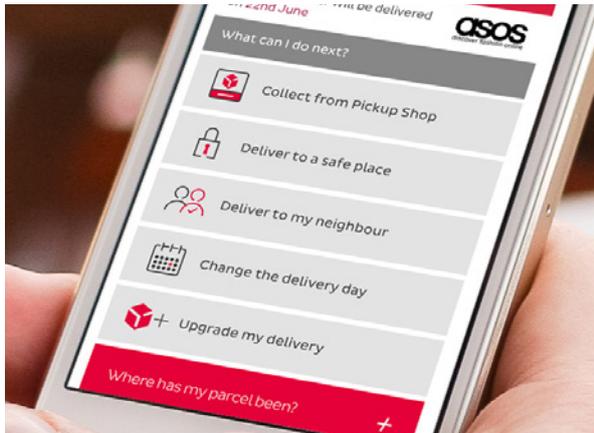
Walking distance within central London

5 mins

Pickup shops in London

400

## DPD Pickup at a Glance

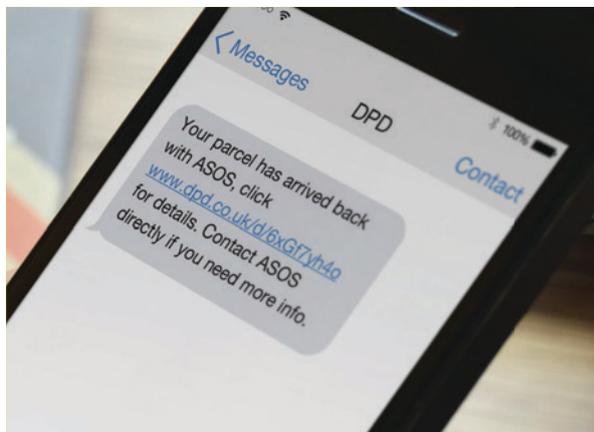


### Even more choice for your customers

We know some customers can't be at home for their deliveries, so they can now choose to leave parcels with a specific neighbour, in a safe place or at their nearest DPD Pickup shop.

### Ship to shop

Enhance your customer experience by integrating DPD Pickup into your checkout. They will still be able to divert their delivery to their local shop using the 'in-flight' options from their text or email notification.



### Return to shop

Sometimes your customers need to return goods back to you, which is why we've developed Return to shop. Using DPD Pickup, your customers simply apply a returns label to their parcel and drop it off at their local shop. We'll also notify your customers when the parcel has arrived back with you. It really is that simple.

### Shopping without borders

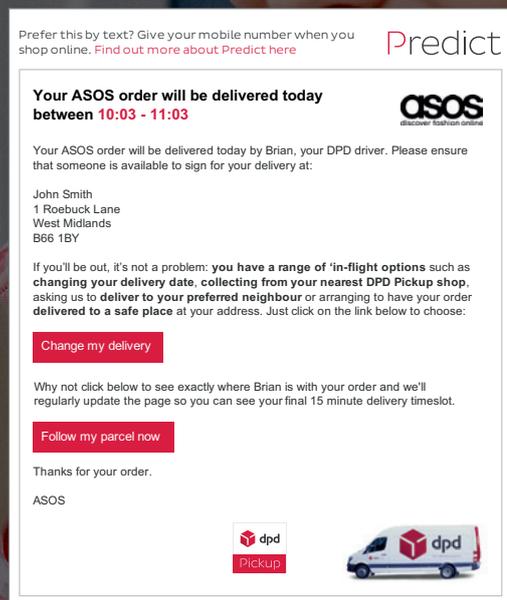
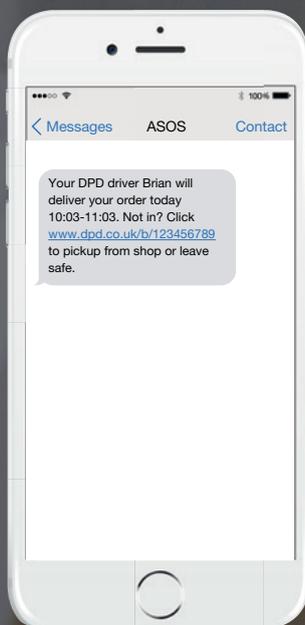
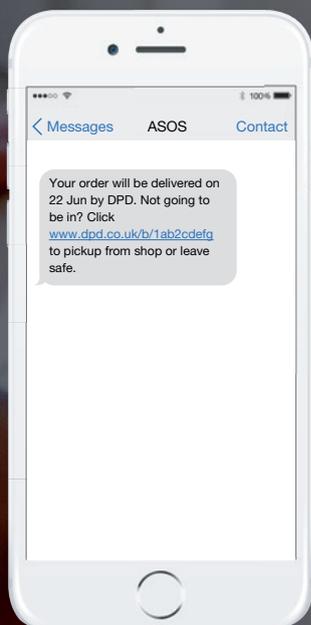
Our Pickup network extends throughout Europe, with 20,000 shops available as Pickup points for your customers, so there really are no borders.

# Predict

## A one hour delivery timeslot

Predict is our industry-first innovation designed to increase the number of successful first-time deliveries to homes by providing advance notice of when the parcels will be delivered, and on the actual day of delivery a one hour timeslot. What's more, this service is free to all customers.

A personalised text message or email will be sent directly to your customers advising them of the date and time of delivery. Your customers can also access a suite of 'in-flight' options to rearrange their deliveries to suit their specific needs.



### Shipped

Once the parcel has been despatched, we'll send a text confirming the delivery date, and we'll also provide options to reschedule.

### Out for delivery

Your customer will receive a text message as soon as your package is out for delivery, along with a one hour delivery window and options to rearrange.

### Email notification

Deliveries can also be notified and rescheduled via email, which we can personalise with your company's branding. Just like with our SMS messages, your customers will receive notifications when their parcels are despatched and again on the morning of delivery.

We sent a total of a quarter of a billion Predict notifications to your customers last year.

# Follow My Parcel

Your customers can track their parcels all the way to them on a live map with a final **15 minute delivery timeslot** with Follow My Parcel.

## Follow My Parcel will:

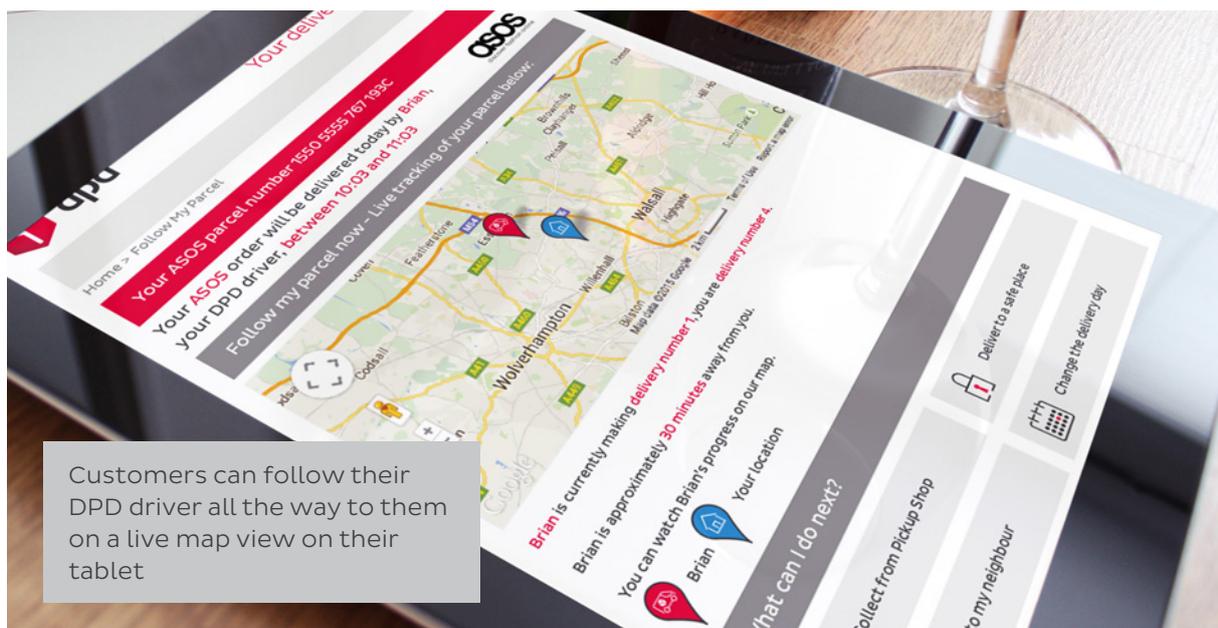
- Display where our driver is on the delivery route
- Show the position of your customer
- Tell your customer when our driver is just 15 minutes away
- Give your customer a range of in-flight options to select from

Follow My Parcel revolutionised the way your customers track their goods online.

Not only will your customers receive a one hour delivery timeslot, but they'll also be able to track the progress of their parcels on a map as our drivers make their way to the delivery address.

Follow My Parcel ensures your customers have increased confidence when expecting a delivery, which leads to even greater satisfaction levels.

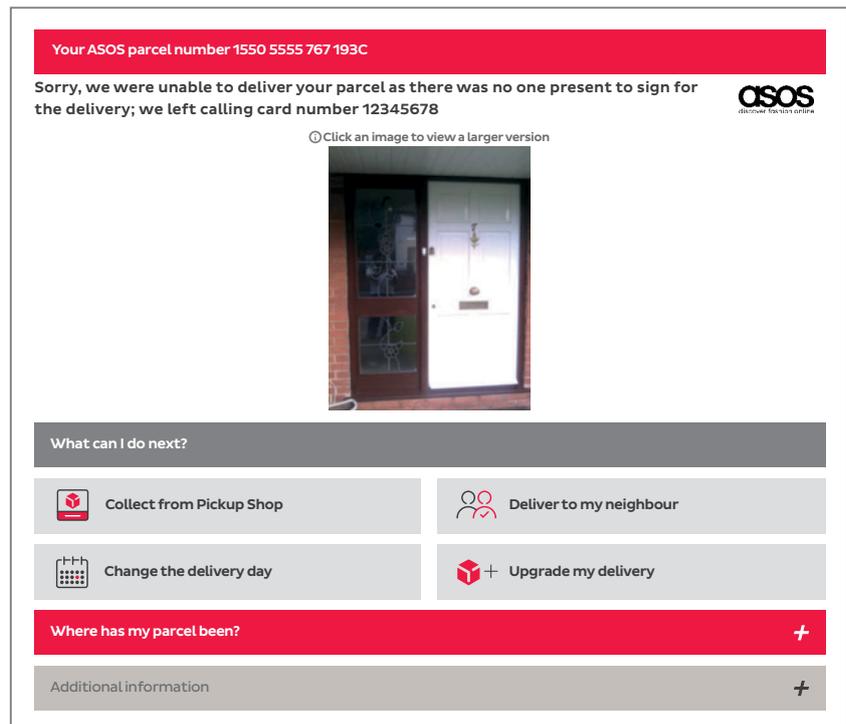
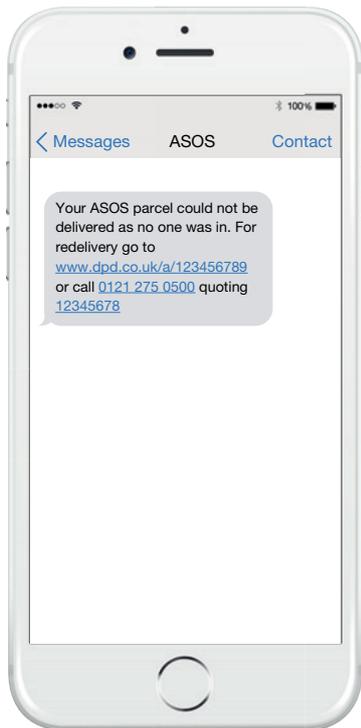
What's more, by providing your customers with such detailed tracking information, we **reduce the number of delivery-related queries** you may receive.



## First time **delivery success**

We want your customers to receive their deliveries right first time, but occasionally we will leave a calling card to say 'Sorry, we missed you' and we'll let them know straight away. We'll send a text or email so they can

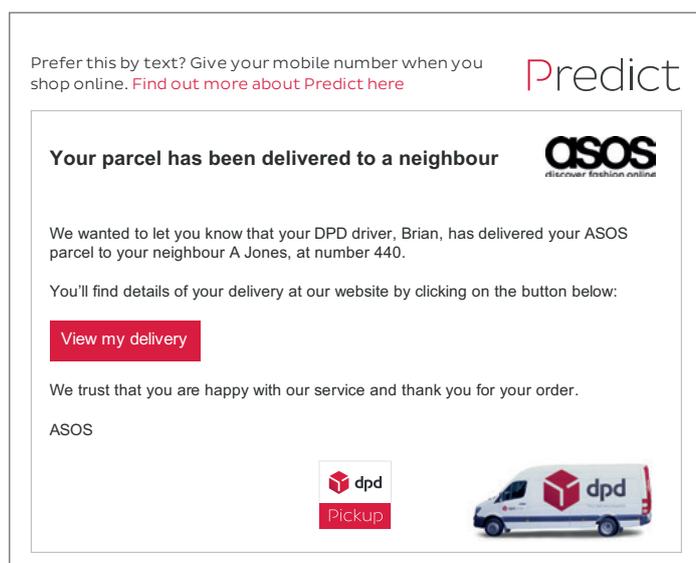
rearrange their deliveries and don't have to wait until they get home. And we'll send them an SMS and email along with a picture of where the calling card was posted.



### **Deliver to neighbour**

When your customer receives their one hour delivery notification via SMS or email and they know they will be out, they have the option to have their parcel delivered safely to a neighbour.

When we deliver the parcel to a neighbour, we post a calling card at your customer's address, and for additional peace of mind we also send an SMS or email confirmation of which neighbour we delivered to.

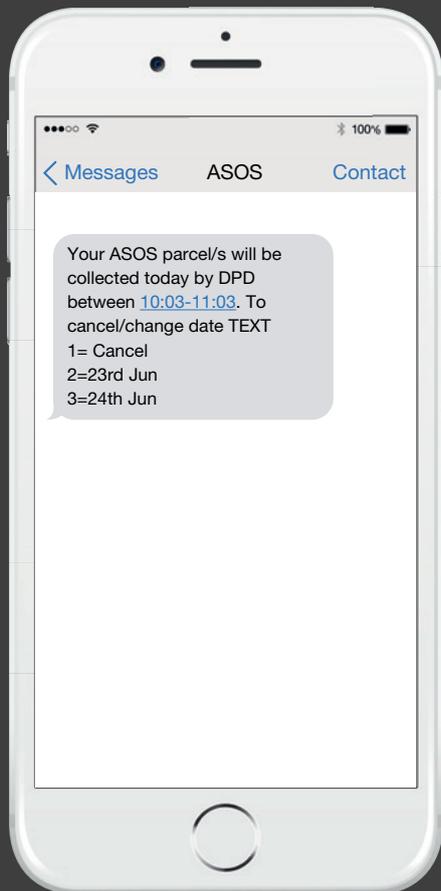


# Predict Collections

We know your time is valuable so we will notify you of a **one hour window for your collections** too.

DPD has extended its award winning Predict service by letting you know when we are going to arrive to pick up your parcels. We'll provide you with a convenient one hour timeslot via SMS or email, and you'll have the option to rearrange your collection date if required.

Our Predict Collections service means that you will know when we're going to arrive to collect your parcels, allowing you to plan your working day.



Prefer this by text? Give your mobile number when you shop online. [Find out more about Predict here](#)

**Predict**

**OSOS**  
discover fashion online

**Your parcel is due for collection today**

Your ASOS parcel/s will be collected today by DPD between 10:03-11:03 at the following address:

A. Smith  
442 Beechwood Park Road  
Solihull  
West Midlands  
B91 4MJ

Please can you ensure that the parcel/s are adequately packaged and labelled and that the contents comply with DPD's [terms and conditions](#). For help on how to package your goods please click [here](#).

If today is not convenient, please click the button below to change the date.

**Change date**

Alternatively, if you no longer require the collection, please click the button below to cancel.

**Cancel**

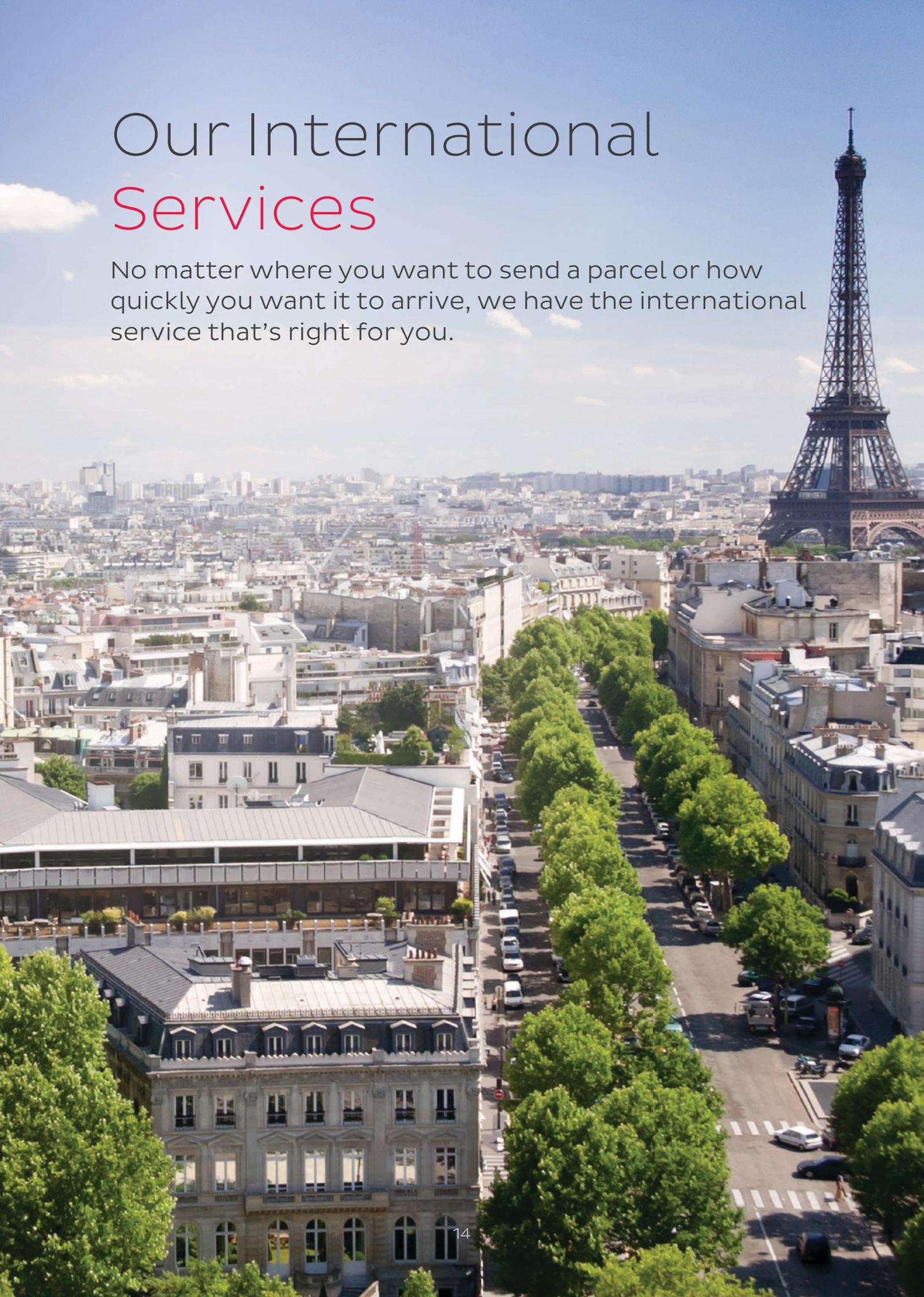
Thank you from DPD and we trust you are happy with our service.

Next year we will launch dynamic collections to make the entire collections process even easier to manage.

# Our International Services

No matter where you want to send a parcel or how quickly you want it to arrive, we have the international service that's right for you.



Choose from a **range of international parcel services** to suit your needs.



### DPD Classic

DPD Classic gives you access to one of the best connected, most reliable delivery services in Europe. Our high quality service also includes Predict notifications across Europe so that your customers get the best delivery service, wherever they are based.



### DPD Air Classic

Air Classic is an extension of our Classic service into Europe and also connects you to over 200 countries worldwide. It's ideal for retailers who want to export to new markets but don't need the speed of DPD Air Express.



### DPD Air Express

DPD's global air express network – DPD Air Express – offers an unrivalled service to more than 200 countries worldwide. If you need to get your parcel to its destination urgently then DPD Air Express is the service for you.



### DPD Direct

DPD Direct provides an international home delivery service specifically designed for online retailers and operates in partnership with our sister company WnDirect.

# DPD Classic

Send parcels to Europe with our road based service.

DPD offers one of the fastest and most reliable road services to Europe.

We handle 3 million parcels a day and are one of the leading carriers by ground throughout Europe. Our fleet of 33,000 vehicles operates direct overnight links between 60 international hubs and 815 depots in over 30 European countries.

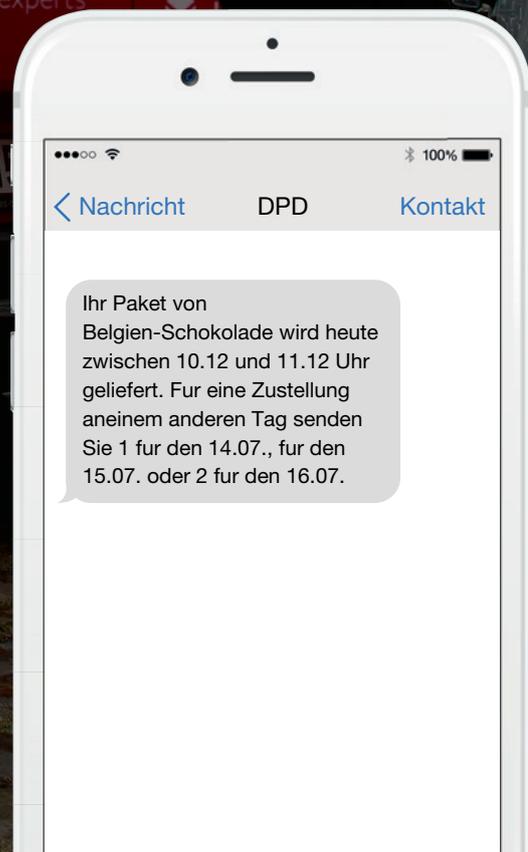
DPD Classic offers a swift, safe and reliable service with a proven track record for deliveries to Europe by road that represents excellent value for money.

- Closed network with the highest levels of security
- Delivery times as fast as two days in some countries
- Over 46,000 staff, including a centralised multi-lingual Customer Services team who can deal with all customer queries
- Full track and trace facilities, including online proof of delivery and signature
- Predict one hour delivery timeslots
- Access to a range of in-flight options

Your delivery experts  
International **Predict**

DPD Classic customers also benefit from Predict notifications which let recipients across Europe know the exact hour their parcels will arrive. By sending delivery information in advance via SMS or email, there's no more waiting around. It's also easy to change the time, day or place of delivery if plans change.

In a number of countries your customers can use the flexible 'in-flight' options to change the delivery day, reroute the parcel to a local Pickup shop or arrange for it to be left in a safe place.



## Predict in Europe

**Our award winning Predict service continues to be extended to European countries beyond the UK:**

|                |         |             |             |
|----------------|---------|-------------|-------------|
| Austria        | France  | Lithuania   | Russia      |
| Belgium        | Germany | Luxembourg  | Slovakia    |
| Croatia        | Hungary | Netherlands | Slovenia    |
| Czech Republic | Ireland | Poland      | Spain       |
| Estonia        | Latvia  | Portugal    | Switzerland |

## DPD Classic destinations and transit times

| Destination            | Zone | Transit times |
|------------------------|------|---------------|
| Austria                | 2    | 3             |
| Belgium                | 1    | 2             |
| Bosnia and Herzegovina | 5    | 4 - 6         |
| Bulgaria               | 5    | 4 - 6         |
| Croatia                | 4    | 6             |
| Czech Republic         | 3    | 3 - 4         |
| Denmark                | 2    | 3             |
| Estonia                | 4    | 4 - 5         |
| Finland                | 4    | 4 - 5         |
| France (inc Monaco)    | 1    | 2             |
| Germany                | 1    | 2             |
| Greece (inc islands)   | 5    | 8             |
| Hungary                | 4    | 4             |
| Iceland                | 5    | 4 - 6         |
| Italy                  | 3    | 3 - 4         |

| Destination   | Zone | Transit times |
|---------------|------|---------------|
| Latvia        | 5    | 5             |
| Liechtenstein | 2    | 3             |
| Lithuania     | 5    | 5             |
| Luxembourg    | 1    | 2             |
| Netherlands   | 1    | 2             |
| Norway        | 5    | 4 - 6         |
| Poland        | 4    | 4             |
| Portugal      | 4    | 4             |
| Romania       | 5    | 6             |
| Serbia        | 5    | 4 - 6         |
| Slovakia      | 3    | 3 - 4         |
| Slovenia      | 4    | 5             |
| Spain         | 3    | 3 - 4         |
| Sweden        | 4    | 5             |
| Switzerland   | 2    | 3             |

# DPD Air Express & DPD Air Classic

For those more urgent parcel deliveries, we have a choice of air express delivery options.

With DPD Air Express and DPD Air Classic we can take your more urgent parcels anywhere in the world.

More destinations, more control and all at the right price. DPD's Air Express service provides fast connectivity for

those urgent international shipments, and our DPD Air Classic service provides reliable delivery by air.

## DPD Air Express

DPD's global express network – DPD Air Express – offers an unrivalled service to more than 200 countries worldwide. If you need to get your parcel to its destination urgently then DPD Air Express is the service for you.

## DPD Air Classic

DPD Air Classic is an extension of our Classic service into Europe, connecting you to over 200 countries across the globe. It's ideal for retailers who want to export to new markets but don't need the speed of DPD Air Express.



With full traceability and notifications to your customers, DPD Air Express and DPD Air Classic will give your international customers the best possible delivery experience.

## DPD Air Express and DPD Air Classic destinations and transit times

| Destination            | Zone | Air Classic | DPD Air Express |
|------------------------|------|-------------|-----------------|
| Afghanistan            | 8    | 7 - 10      | 6 - 8           |
| Albania                | 9    | 5 - 7       | 4 - 5           |
| Algeria                | 9    | 4 - 7       | 3 - 5           |
| American Samoa         | 9    | 6 - 8       | 5 - 6           |
| Andorra                | 9    | 3 - 5       | 2 - 3           |
| Angola                 | 9    | 6 - 8       | 5 - 6           |
| Anguilla               | 8    | 4 - 6       | 3 - 4           |
| Antigua                | 8    | 4 - 7       | 3 - 5           |
| Argentina              | 8    | 4 - 7       | 3 - 5           |
| Armenia                | 9    | 5 - 8       | 4 - 6           |
| Aruba                  | 8    | 6 - 8       | 5 - 6           |
| Australia              | 7    | 4 - 7       | 3 - 5           |
| Austria                | 3    | 3 - 4       | 2               |
| Azerbaijan             | 9    | 5 - 8       | 4 - 6           |
| Bahamas                | 8    | 4 - 7       | 3 - 5           |
| Bahrain                | 7    | 3 - 6       | 2 - 4           |
| Bangladesh             | 8    | 4 - 7       | 3 - 5           |
| Barbados               | 8    | 4 - 6       | 3 - 4           |
| Belarus                | 9    | 6 - 8       | 5 - 6           |
| Belgium                | 1    | 3 - 4       | 2               |
| Belize                 | 8    | 4 - 6       | 3 - 4           |
| Benin                  | 9    | 7 - 9       | 6 - 7           |
| Bermuda                | 8    | 4 - 6       | 3 - 4           |
| Bolivia                | 8    | 4 - 8       | 3 - 6           |
| Bosnia                 | 9    | 6 - 8       | 5 - 6           |
| Botswana               | 9    | 6 - 8       | 5 - 6           |
| Brazil                 | 8    | 4 - 7       | 3 - 5           |
| British Virgin Islands | 8    | 4 - 7       | 3 - 5           |
| Brunei                 | 7    | 6 - 9       | 5 - 7           |
| Bulgaria               | 7    | 3 - 6       | 2 - 4           |
| Burkina Faso           | 9    | 8 - 10      | 7 - 8           |
| Burundi                | 9    | 5 - 8       | 4 - 6           |
| Cambodia               | 8    | 6 - 8       | 5 - 6           |
| Cameroon               | 9    | 6 - 9       | 5 - 7           |
| Canada                 | 7    | 3 - 6       | 2 - 4           |
| Canary Islands         | 9    | 4 - 6       | 3 - 4           |
| Cape Verde             | 8    | 8 - 10      | 7 - 8           |
| Cayman Islands         | 8    | 4 - 6       | 3 - 4           |
| Central African Rep    | 9    | 8 - 10      | 7 - 8           |
| Chad                   | 9    | 6 - 9       | 5 - 7           |

| Destination        | Zone | Air Classic | DPD Air Express |
|--------------------|------|-------------|-----------------|
| Chile              | 8    | 4 - 7       | 3 - 5           |
| China              | 9    | 4 - 7       | 3 - 5           |
| Colombia           | 8    | 4 - 7       | 3 - 5           |
| Comoros            | 9    | 8 - 10      | 7 - 8           |
| Congo              | 9    | 8 - 10      | 7 - 8           |
| Cook Islands       | 9    | 9 - 11      | 8 - 9           |
| Costa Rica         | 8    | 6 - 9       | 5 - 7           |
| Croatia            | 4    | 5 - 7       | 4 - 5           |
| Cuba               | 9    | 8 - 11      | 7 - 9           |
| Cyprus             | 4    | 3 - 6       | 2 - 4           |
| Czech Republic     | 4    | 3 - 6       | 2 - 4           |
| Denmark            | 3    | 3 - 4       | 2               |
| Djibouti           | 9    | 7 - 9       | 6 - 7           |
| Dominica           | 8    | 4 - 7       | 3 - 5           |
| Dominican Republic | 8    | 5 - 7       | 4 - 5           |
| Ecuador            | 8    | 6 - 9       | 5 - 7           |
| Egypt              | 8    | 3 - 6       | 2 - 4           |
| El Salvador        | 8    | 6 - 9       | 5 - 7           |
| Equatorial Guinea  | 9    | 8 - 10      | 7 - 8           |
| Eritrea            | 9    | 6 - 9       | 5 - 7           |
| Estonia            | 4    | 3 - 5       | 2 - 3           |
| Ethiopia           | 9    | 3 - 6       | 2 - 4           |
| Faroe Islands      | 3    | 9 - 11      | 8 - 9           |
| Fiji               | 8    | 7 - 10      | 6 - 8           |
| Finland            | 3    | 3 - 5       | 2 - 3           |
| France             | 2    | 3 - 4       | 2               |
| French Guyana      | 8    | 7 - 9       | 6 - 7           |
| French Polynesia   | 9    | 8 - 10      | 7 - 8           |
| Gabon              | 9    | 7 - 9       | 6 - 7           |
| Gambia             | 9    | 8 - 10      | 7 - 8           |
| Georgia            | 9    | 6 - 8       | 5 - 6           |
| Germany            | 2    | 3 - 4       | 2               |
| Ghana              | 9    | 4 - 7       | 3 - 5           |
| Gibraltar          | 9    | 3 - 5       | 2 - 3           |
| Greece             | 3    | 4 - 7       | 3 - 5           |
| Greenland          | 7    | 4 - 6       | 3 - 4           |
| Grenada            | 8    | 4 - 7       | 3 - 5           |
| Guadeloupe         | 8    | 4 - 6       | 3 - 4           |
| Guam               | 9    | 6 - 9       | 5 - 7           |
| Guatemala          | 8    | 6 - 9       | 5 - 7           |

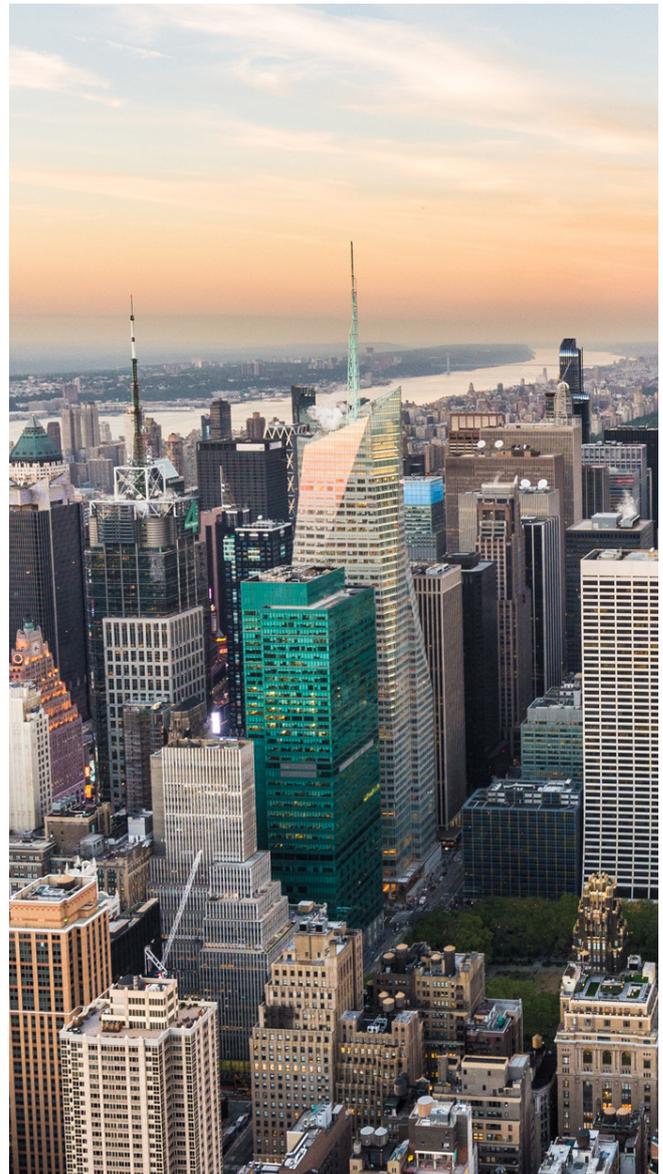
| Destination   | Zone | Air Classic | DPD Air Express |
|---------------|------|-------------|-----------------|
| Guinea        | 9    | 6 - 9       | 5 - 7           |
| Guyana        | 8    | 6 - 9       | 5 - 7           |
| Haiti         | 8    | 7 - 10      | 6 - 8           |
| Honduras      | 8    | 6 - 9       | 5 - 7           |
| Hong Kong     | 6    | 3 - 5       | 2 - 3           |
| Hungary       | 4    | 3 - 5       | 2 - 3           |
| Iceland       | 7    | 3 - 5       | 2 - 3           |
| India         | 7    | 3 - 6       | 2 - 4           |
| Indonesia     | 7    | 4 - 7       | 3 - 5           |
| Iran          | 9    | 5 - 8       | 4 - 6           |
| Iraq          | 9    | 7 - 10      | 6 - 8           |
| Israel        | 7    | 4 - 7       | 3 - 5           |
| Italy         | 3    | 3 - 5       | 2 - 3           |
| Ivory Coast   | 9    | 7 - 9       | 6 - 7           |
| Jamaica       | 8    | 4 - 6       | 3 - 4           |
| Japan         | 7    | 4 - 6       | 3 - 4           |
| Jordan        | 8    | 3 - 5       | 2 - 3           |
| Kazakhstan    | 9    | 5 - 8       | 4 - 6           |
| Kenya         | 9    | 4 - 6       | 3 - 4           |
| Korea (South) | 8    | 4 - 6       | 3 - 4           |
| Kuwait        | 8    | 3 - 6       | 2 - 4           |
| Kyrgyzstan    | 9    | 6 - 9       | 5 - 7           |
| Laos          | 9    | 6 - 9       | 5 - 7           |
| Latvia        | 4    | 3 - 5       | 2 - 3           |
| Lebanon       | 9    | 4 - 6       | 3 - 4           |
| Lesotho       | 9    | 5 - 7       | 4 - 5           |
| Liberia       | 9    | 8 - 10      | 7 - 8           |
| Libya         | 9    | 3 - 6       | 2 - 4           |
| Liechtenstein | 7    | 3 - 4       | 2               |
| Lithuania     | 4    | 3 - 6       | 2 - 4           |
| Luxembourg    | 1    | 3 - 4       | 2               |
| Macau         | 8    | 5 - 7       | 4 - 5           |
| Macedonia     | 9    | 3 - 5       | 2 - 3           |
| Madagascar    | 9    | 8 - 10      | 7 - 8           |
| Malawi        | 9    | 7 - 10      | 6 - 8           |
| Malaysia      | 7    | 4 - 6       | 3 - 4           |
| Maldives      | 9    | 5 - 8       | 4 - 6           |
| Mali          | 9    | 7 - 10      | 6 - 8           |
| Malta         | 4    | 3 - 6       | 2 - 4           |

| Destination                            | Zone | Air Classic | DPD Air Express |
|--|------|-------------|-----------------|
| Martinique                             | 8    | 4 - 6       | 3 - 4           |
| Mauritania                             | 9    | 8 - 10      | 7 - 8           |
| Mauritius                              | 9    | 6 - 9       | 5 - 7           |
| Mayotte                                | 9    | 6 - 8       | 5 - 6           |
| Mexico                                 | 8    | 4 - 7       | 3 - 5           |
| Moldova                                | 9    | 5 - 8       | 4 - 6           |
| Monaco                                 | 2    | 3 - 5       | 2 - 3           |
| Mongolia                               | 9    | 6 - 9       | 5 - 7           |
| Montenegro                             | 9    | 6 - 8       | 5 - 6           |
| Montserrat                             | 8    | 7 - 9       | 6 - 7           |
| Morocco                                | 9    | 4 - 6       | 3 - 4           |
| Mozambique                             | 9    | 6 - 9       | 5 - 7           |
| Namibia                                | 9    | 6 - 9       | 5 - 7           |
| Nepal                                  | 9    | 6 - 9       | 5 - 7           |
| Netherlands                            | 1    | 3 - 4       | 2               |
| New Caledonia                          | 9    | 9 - 11      | 8 - 9           |
| New Zealand                            | 8    | 5 - 7       | 4 - 5           |
| Nicaragua                              | 8    | 6 - 9       | 5 - 7           |
| Niger                                  | 9    | 8 - 10      | 7 - 8           |
| Nigeria                                | 8    | 5 - 8       | 4 - 6           |
| Norway                                 | 6    | 3 - 6       | 2 - 4           |
| Oman                                   | 8    | 3 - 5       | 2 - 3           |
| Pakistan                               | 8    | 4 - 7       | 3 - 5           |
| Palau                                  | 9    | 9 - 11      | 8 - 9           |
| Palestine                              | 9    | 6 - 9       | 5 - 7           |
| Panama                                 | 8    | 4 - 7       | 3 - 5           |
| Papua New Guinea                       | 8    | 7 - 11      | 6 - 9           |
| Paraguay                               | 8    | 7 - 9       | 6 - 7           |
| Peru                                   | 8    | 4 - 6       | 3 - 4           |
| Philippines                            | 7    | 6 - 8       | 5 - 6           |
| Poland                                 | 4    | 3 - 5       | 2 - 3           |
| Portugal                               | 3    | 3 - 5       | 2 - 3           |
| Puerto Rico                            | 8    | 7 - 10      | 6 - 8           |
| Qatar                                  | 8    | 3 - 6       | 2 - 4           |
| Reunion Island                         | 9    | 8 - 10      | 7 - 8           |
| Romania                                | 7    | 4 - 7       | 3 - 5           |
| Russia                                 | 7    | 6 - 10      | 5 - 8           |
| Rwanda                                 | 9    | 5 - 8       | 4 - 6           |
| Saba/Curacao<br>(Netherlands Antilles) | 9    | 8 - 10      | 7 - 8           |

| Destination                 | Zone | Air Classic | DPD Air Express |
|-----------------------------|------|-------------|-----------------|
| San Marino                  | 3    | 4 - 6       | 3 - 4           |
| Saudi Arabia                | 9    | 3 - 6       | 2 - 4           |
| Senegal                     | 9    | 5 - 8       | 4 - 6           |
| Serbia                      | 9    | 5 - 7       | 4 - 5           |
| Seychelles                  | 9    | 9 - 11      | 8 - 9           |
| Singapore                   | 6    | 3 - 5       | 2 - 3           |
| Slovakia                    | 4    | 4 - 7       | 3 - 5           |
| Slovenia                    | 4    | 5 - 7       | 4 - 5           |
| Solomon Islands             | 9    | 7 - 10      | 6 - 8           |
| South Africa                | 7    | 4 - 6       | 3 - 4           |
| Spain                       | 3    | 3 - 5       | 2 - 3           |
| Sri Lanka                   | 8    | 4 - 7       | 3 - 4           |
| St Kitts & Nevis            | 8    | 4 - 7       | 3 - 5           |
| St Lucia                    | 8    | 4 - 6       | 3 - 4           |
| St Maarten                  | 8    | 4 - 6       | 3 - 4           |
| St Vincent & the Grenadines | 8    | 4 - 6       | 3 - 4           |
| Sudan                       | 9    | 4 - 8       | 3 - 6           |
| Suriname                    | 9    | 7 - 9       | 6 - 7           |
| Swaziland                   | 9    | 5 - 7       | 4 - 5           |
| Sweden                      | 3    | 3 - 5       | 2 - 3           |
| Switzerland                 | 6    | 3 - 5       | 2 - 3           |
| Syria                       | 8    | 5 - 7       | 4 - 5           |
| Taiwan                      | 8    | 4 - 6       | 3 - 4           |
| Tanzania                    | 9    | 5 - 7       | 4 - 5           |
| Thailand                    | 7    | 4 - 6       | 3 - 4           |
| Togo                        | 9    | 8 - 10      | 7 - 8           |
| Trinidad & Tobago           | 8    | 4 - 7       | 3 - 5           |
| Tunisia                     | 9    | 3 - 6       | 2 - 4           |
| Turkey                      | 8    | 3 - 6       | 2 - 4           |
| Turkmenistan                | 9    | 6 - 9       | 5 - 7           |
| Turks & Caicos Islands      | 8    | 4 - 6       | 3 - 4           |
| Uganda                      | 9    | 4 - 7       | 3 - 5           |
| Ukraine                     | 8    | 4 - 7       | 3 - 5           |
| United Arab Emirates        | 7    | 3 - 6       | 2 - 4           |
| United States               | 5    | 3 - 6       | 2 - 4           |
| Uruguay                     | 8    | 4 - 7       | 3 - 5           |
| Uzbekistan                  | 9    | 5 - 8       | 4 - 6           |

| Destination        | Zone | Air Classic | DPD Air Express |
|--------------------|------|-------------|-----------------|
| Vanuatu            | 9    | 8 - 10      | 7 - 8           |
| Vatican City       | 3    | 3 - 5       | 2 - 3           |
| Venezuela          | 8    | 4 - 7       | 3 - 5           |
| Vietnam            | 9    | 4 - 7       | 3 - 5           |
| Virgin Islands, US | 9    | 8 - 11      | 7 - 9           |
| Western Samoa      | 9    | 7 - 10      | 6 - 8           |
| Yemen              | 9    | 4 - 7       | 3 - 5           |
| Zambia             | 9    | 5 - 7       | 4 - 5           |
| Zimbabwe           | 9    | 4 - 6       | 3 - 4           |

These transit times are for major cities; other areas may require additional time in transit.



# DPD Direct

We've developed an international delivery solution specifically for e-tailers.

DPD Direct provides an international home delivery service specifically designed for online retailers. We'll ensure your products are delivered direct to your customer's door.

In all of the destinations, we work in partnership with the local home delivery specialist, providing the best 'last mile' delivery experience.

## Reasons to use DPD Direct:



### Track your deliveries

You'll have online visibility of your parcel on its outbound journey and final confirmation of delivery, so you can monitor all customers' orders from despatch to receipt.



### Get fast customs clearance

With DPD Direct we will ensure your goods receive express customs clearance, utilising a paperless system. This means that all your customs requirements are taken care of online, with no need to produce invoices to accompany the parcel.



### Access delivery duty paid

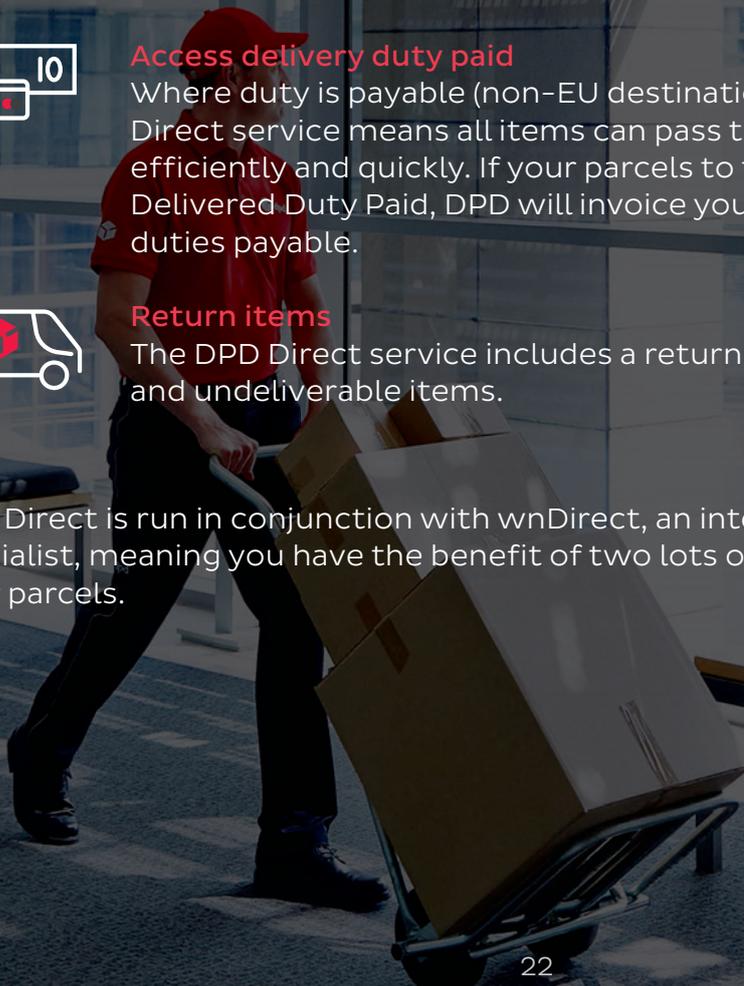
Where duty is payable (non-EU destinations), using the DPD Direct service means all items can pass through customs efficiently and quickly. If your parcels to these destinations are Delivered Duty Paid, DPD will invoice you separately for any duties payable.



### Return items

The DPD Direct service includes a returns service for unwanted and undeliverable items.

DPD Direct is run in conjunction with wnDirect, an international logistics specialist, meaning you have the benefit of two lots of expertise when you ship your parcels.





See below for a full breakdown of the destination countries that you can ship to using DPD Direct, along with the transit time:

| DPD Direct Destination Information |                     |             |                     |                 |                     |
|------------------------------------|---------------------|-------------|---------------------|-----------------|---------------------|
| Country                            | Transit Time (Days) | Country     | Transit Time (Days) | Country         | Transit Time (Days) |
| Australia                          | 9                   | India       | 5-8                 | Portugal        | 4-5                 |
| Bahrain                            | 5                   | Italy       | 4-6                 | Qatar           | 3-5                 |
| Belgium                            | 4                   | Israel      | 5                   | Rep. of Ireland | 3-4                 |
| Brazil                             | 9                   | Japan       | 4-6                 | Russia          | 9                   |
| Canada                             | 4-6                 | Kuwait      | 7                   | Saudi Arabia    | 6                   |
| China                              | 9                   | Lebanon     | 5                   | Singapore       | 5-7                 |
| Denmark                            | 5                   | Libya       | 3-5                 | Spain           | 4-5                 |
| Egypt                              | 3-5                 | Malta       | 4-6                 | Sweden          | 6                   |
| Finland                            | 7                   | Luxembourg  | 3-5                 | UAE             | 4-5                 |
| France                             | 3-5                 | Netherlands | 3-4                 | USA             | 4-7                 |
| Germany                            | 3-4                 | New Zealand | 7-8                 |                 |                     |
| Hong Kong                          | 6                   | Oman        | 5                   |                 |                     |

### Pre-delivery notifications

We'll ensure that your customers are kept up to date with the status of their delivery at every step of the journey, thanks to our comprehensive email notifications. What's more, we'll send our notifications in the local language.

# International Mail

The **easy, cost-effective** way to send material overseas.

As part of the **La Poste group**, DPD is a leading global provider of international mail services. As a one stop shop for all your shipping needs, DPD aims to take the hassle out of sending mail globally, saving you both time and money with our range of mail services.

Developed in conjunction with national postal authorities, this service is for businesses sending bulk mail totalling over 2kg of international mail per day.

- Collection service for bulk international mail
- Mail is directly fed into the network of our parent company, La Poste
- Invoices give a detailed breakdown of all shipments despatched
- No pre-payment for franking or stamps means improved cash flow

Choose from two service levels, priority or standard, with three simple tariff options depending on the destination and level of sortation required. Here are the international mail transit times:

| Destination   | Priority  | Standard  |
|---------------|-----------|-----------|
| Europe        | 3-6 days  | 6-11 days |
| Rest of world | 4-10 days | 8-15 days |

## DPD Colissimo

We offer an exclusive tracked registered mail delivery to France through our DPD Colissimo service.

DPD Colissimo, the largest B2C registered mail shipping service in France, allows you to despatch your goods quickly and ensures the addressees receive their registered mail on time.

## International Business Reply Service (IBRS)

IBRS is essentially a reply paid service. We operate the returns within 17 countries for items up to 2kg.

## Registered mail

We also provide an untracked international registered mail service which requires a signature upon delivery.

# Republic of Ireland

We are the biggest express parcel company in Ireland, with a depot in every county.

When it comes to a fast and efficient parcel service to Ireland, we've got it covered.



DPD offers your business access to the largest express parcel network in Ireland.

Our Predict service is also available in Ireland, meaning your customers are notified of their one hour timeslot via SMS and email.

Make the most of our Irish connections:

- **Number 1** premium domestic carrier, giving you total reliability and peace of mind
- **38 depots** strategically located throughout Ireland, meaning we are closer to your customers
- Handling over **7 million** parcels a year
- **98.9% on-time delivery**, ensuring great customer service
- Local experience: DPD has been working in Ireland for **over 25 years**
- Providing solutions for **B2B** and **B2C** deliveries



# Delivering Only **The** **Best** Service

We want your experience with DPD to be the best: the best web service, the best customer service and the best delivery service.



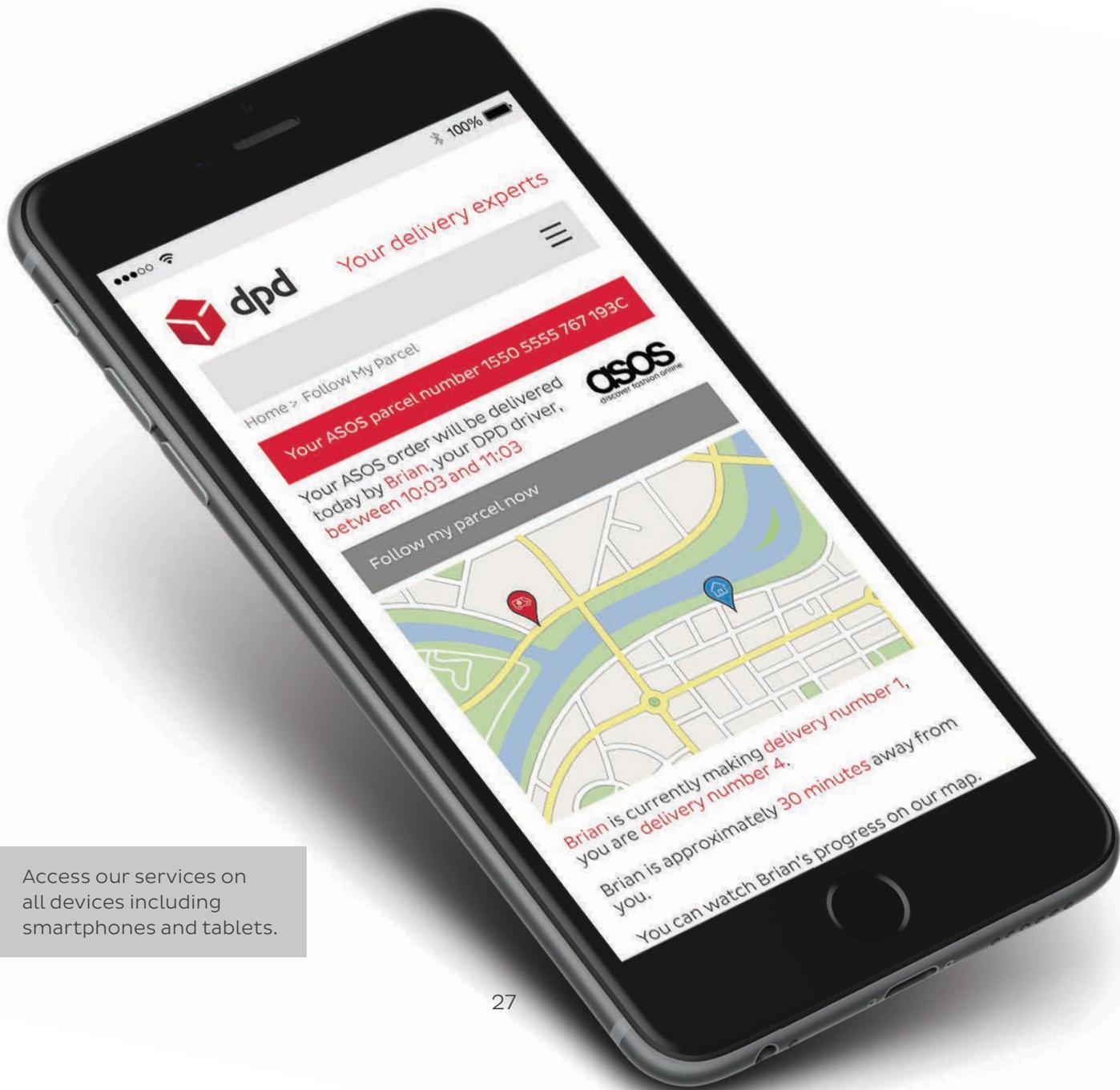
## DPD online - at the touch of a button

Accessible anywhere, on any device

Here at DPD, we understand that the way people surf the web has changed, which is why we have used **responsive design** for our website and associated online services.

Some people access the web from a desktop computer, others prefer to use tablet computers, while some opt for smartphones. Whether you're at work, home or on the go, and

no matter what device you're on, you'll be able to enjoy all our web services in all their glory thanks to our responsively designed website.



Access our services on all devices including smartphones and tablets.

## ‘How Can We Help?’

The dedicated ‘How Can We Help?’ section of our website is designed to enable parcel recipients to quickly get information relating to their deliveries and to efficiently self-serve.

### How Can We Help?

|  |  |  |
|--|--|--|
| <b>Not going to be in?</b>                     | <b>Expecting a parcel?</b>                 | <b>Missed a delivery</b>                         |
| <a href="#">Deliver my parcel anyway</a>       | <a href="#">When will my parcel arrive</a> | <a href="#">Rearrange my delivery</a>            |
| <a href="#">Change delivery address</a>        | <a href="#">What's my parcel number?</a>   | <a href="#">I was in, the driver hasn't been</a> |
| <a href="#">Change my 1 hour delivery slot</a> | <a href="#">Change my delivery</a>         | <a href="#">Can the driver come back?</a>        |
| <a href="#">I'll collect my parcel</a>         |  | <a href="#">I'll collect my parcel</a>           |

#### Receiving a parcel?

  [Track](#)

[Where is my reference? +](#)

## ‘Make It Right’

We strive to offer the best service around - it's an obsession for us - but if your customers have any reason to be unhappy, then we want to make it right. That's why we've set up the ‘Make It Right’ section on our website, providing your customers with a 90-minute response time.

### Did we mess up?



[Let's make it right](#) >

## ‘Shout about it’

We know our people often do amazing things, and to ensure these don't go unnoticed we've created a reward scheme for our customers to nominate DPD employees that give amazing service. Customers simply fill in the details on our website, and we make sure our people are not only recognised but rewarded too.

### Chuffed to bits with DPD?



[Tell us more](#) >

## Managing your exceptions online with My DPD

We want your customers to have the best possible delivery experience, and MyDPD will assist with ensuring just that.

- Quickly and easily identify those parcels that require action
- Respond directly to the delivery country by sending instructions online without the need to contact UK based customer services
- Get the latest status, with information on parcels refreshed every five minutes

With MyDPD you'll have your own dashboard that summarises the status of all your shipments.

## You're always in control of all your deliveries and can access a range of options directly from MyDPD

| Collection | Customer Ref | Account | Service               | Consignment    | Address                                | Email Address | Phone Number |
|------------|--------------|---------|-----------------------|----------------|--|---------------|--------------|
| 30/07/2015 |              | 303015  | Parcel - DPD Next Day | 5351150202 (1) | 123 Blackburn Lane, Halesowen, B66 1BT |               | 12345 67890  |

**Available Options**

|                    |                  |                          |                      |
|--------------------|------------------|--------------------------|----------------------|
| Collect from depot | Change address   | Change address & upgrade | Change delivery date |
| Upgrade delivery   | Return to sender | Call me                  | Add to watch list    |

| Delivery History |       |                    |                         |       |
|------------------|-------|--------------------|-------------------------|-------|
| Date             | Time  | Location           | Event                   | Image |
| 31 Jul 2015      | 07:56 | Birmingham         | On vehicle for delivery |       |
| 31 Jul 2015      | 03:38 | Birmingham         | Confirmed at depot      |       |
| 30 Jul 2015      | 23:46 | Hub 3 - Birmingham | Confirmed at Hub        |       |
| 30 Jul 2015      | 19:25 | Hub 1 - Birmingham | Confirmed at Hub        |       |
| 30 Jul 2015      | 14:00 | Smethwick          | Customer data received  |       |

You can also view full history and the recipient's signature and even see our driver on a map on their delivery route to help you make the right choice for your customer.



# Polar Bear Notifications

Communication is key. We will keep you **fully informed**, whatever the status of all deliveries, giving a great customer experience.

## Project Polar Bear

We pride ourselves on being an honest and transparent parcel carrier, which is why we now proactively communicate with you and your customers if a parcel is held or delayed at any point in our network.

Your customers will receive proactive notifications if the parcel is:

- Delayed in the collection depot
- Delayed at our hub
- Delayed in transit to the delivery depot
- Delayed at the delivery depot
- Out for delivery but delayed

Your customers will receive an SMS and/or email notification informing them of the delay and advising of when delivery will subsequently take place. What's more, your customers will be presented with a series of alternative options to ensure the parcel is received at their convenience.

Take a look at the image here for an example SMS notification sent to customers in the event of a parcel delay.

You will also have full visibility of any held or delayed parcels via the MyDPD Dashboard, with the reasons for delays clearly stated.



A male courier in a red DPD uniform and cap is smiling while using a handheld device. The background shows a blurred office or warehouse setting with large windows.

# Investing In The Best Technology

We've developed the best technology to provide the best delivery experience.

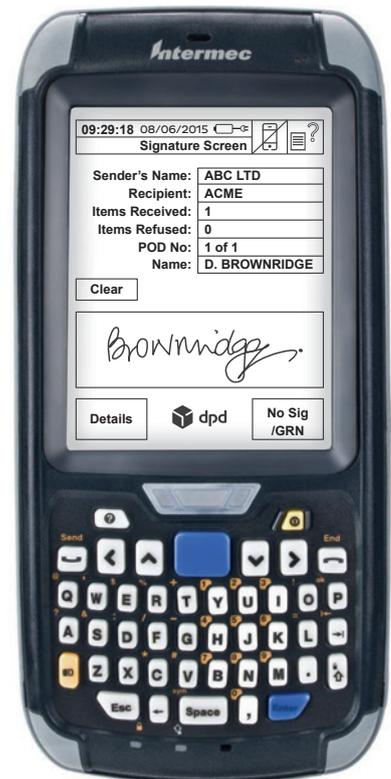
**2** USE THE  
BEST TECHNOLOGY  
AVAILABLE TO MAN



## All our drivers have Saturn hand-held computer units

Carried by every driver, **our Saturn hand-held computer** units electronically send and receive data about your consignments, so that we can track and trace your parcels in real time from collection through to delivery.

- Drivers' routes are optimised for maximum efficiency
- Prioritises the most urgent daily deliveries
- Logs specific collection and delivery instructions
- All parcels scanned at collection and delivery points
- Captures the parcel recipient's signature, so we can provide electronic proof of delivery
- Delivery information is available on the DPD website within **10 minutes**
- Fast and secure information transfer for proactive resolution of any delivery queries
- As a camera, the unit takes photographs, which are then shared with your customer, e.g. when parcels are delivered to a safe place or a calling card has been left



## Route optimisation

All our deliveries are tracked to the **exact delivery point**, utilising the latest hand-held technology which provides:

- Automatic navigation to each delivery
- Transmission of GPS co-ordinates mapped every two minutes
- Capture of actual collection/delivery

Our Depot Management team have full visibility of each driver's route and can monitor activity throughout the day to ensure deliveries are on schedule.



- Each delivery is now made using **precise longitude and latitude co-ordinates** so that our driver is directed to the exact parcel delivery point, such as a specific building entrance or reception point. Systems that use postcode data are unable to provide this level of accuracy for deliveries.

# Shipping Solutions

We've made sending parcels with DPD even easier with our simple shipping solutions.

## MyDPD delivers

We want shipping to be simple. Our web based shipping system is designed to put you firmly in control of your distribution. It's a shipping solution created for our customers,

based on the feedback they've given to us. You can print parcel labels, as well as book, send and monitor consignments conveniently.

### Prepare and print labels in three clicks

Add the delivery address, confirm the number of parcels and select the service.

### Email and SMS notifications

Input the parcel receiver's email address and mobile number, and they'll receive a notification of their one hour delivery window.

### Extract data

You can extract ship@ease data to import into your own system.

### Import files

You can import your own address files

into ship@ease to get up and running quickly, and also import daily order information for automatic production of your shipping labels.

### Use of multiple workstations

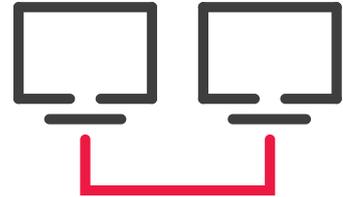
Access our shipping systems from multiple points in the warehouse. There is no limit to the number of workstations you can operate, giving you ultimate flexibility.

### Continual support

24/7 helpdesk support is available and there is online help throughout the system.

## File Transfer Protocol (FTP) and Electronic Data Interchange (EDI)

Whether you are using FTP or EDI, our team of experts will work closely with your IT team to establish a robust data transfer solution that enables you to monitor your parcels during transit. Your system will generate a bar coded label, and the information from each label will be transmitted at the end of the day to DPD. We will then transmit back to you tracking logs for all parcels shipped, with proof of delivery if required.

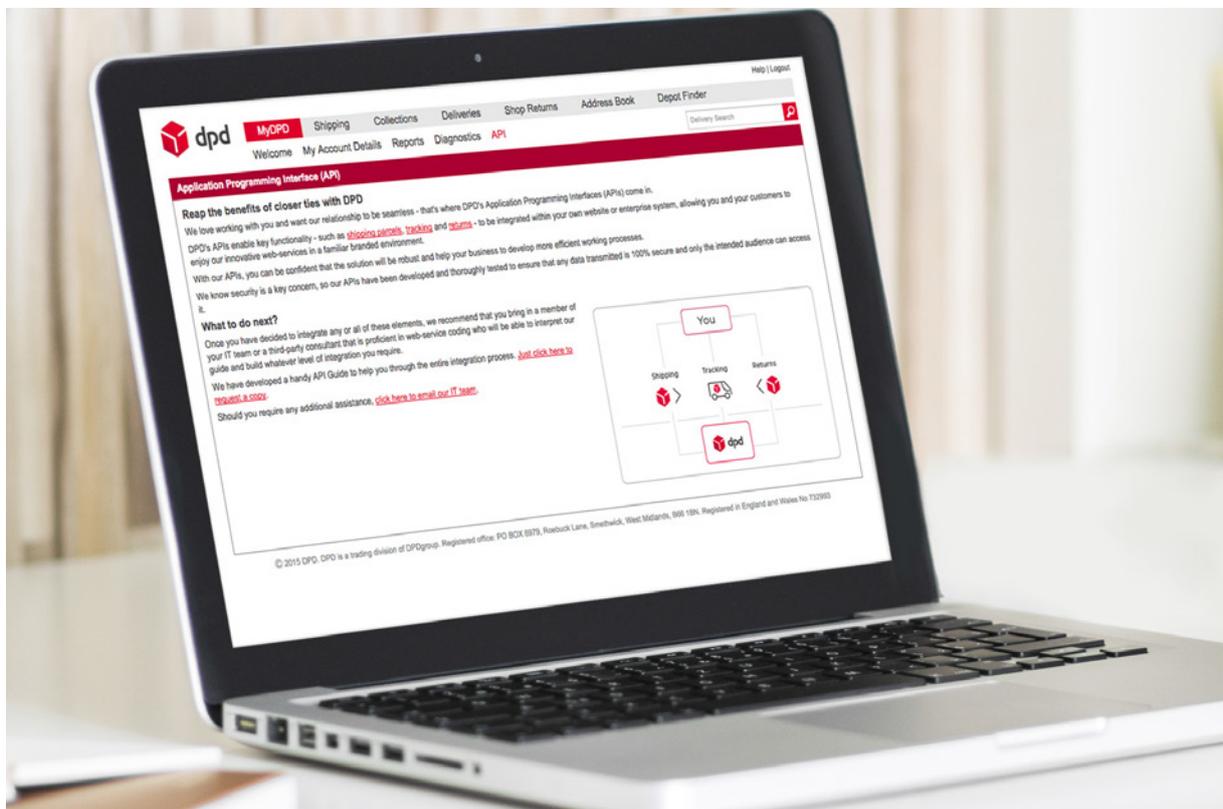


## APIs - Application Programme Interface

We use APIs to get our systems to talk to yours and vice versa. This means that we can easily integrate for example, your checkout page into our returns solution, or integrate any part of the delivery process so that your customer has the best possible

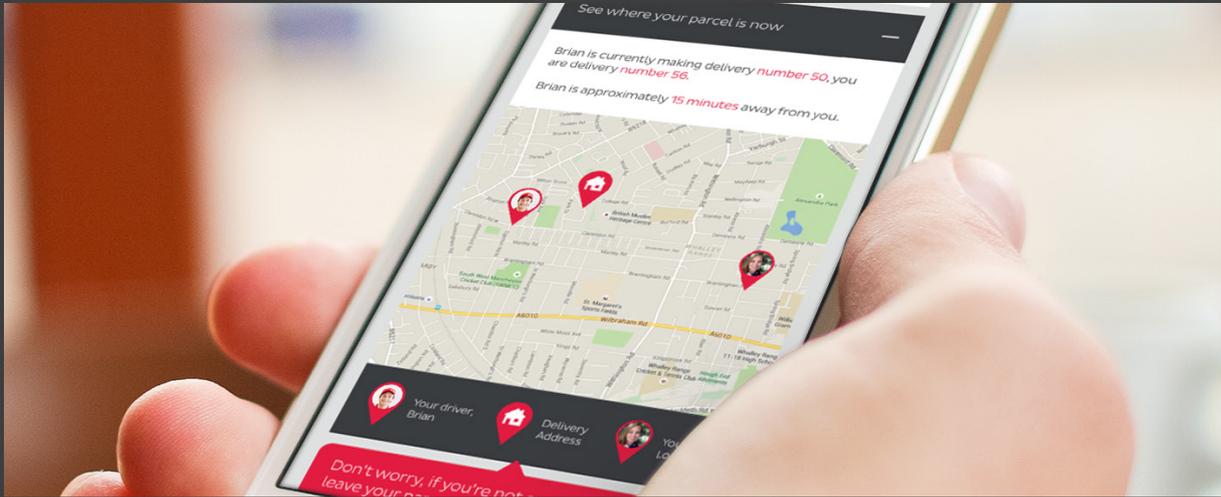
delivery experience. And we use your brand so the entire digital experience is seamless.

It really is that simple, and our IT team will work closely with yours to ensure that's the case.



Even more innovation for 2016

# DPD is leading the way in delivery innovation with the **DPD app**



DPD will ensure that your customers never miss a parcel delivery again. With the DPD app, delivery preferences are stored for reference each and every time we make a delivery to ensure customers get their parcels when they want them. The new DPD app will provide your

customers with a range of delivery choices to fit with their lifestyle. We'll then review those each time we make a delivery, and of course, with Predict and Follow My Parcel, they'll have full visibility and control of their delivery, every step of the journey.

## Convenient

Customers can store their delivery preferences

## Interactive

Push notifications for live response to deliveries

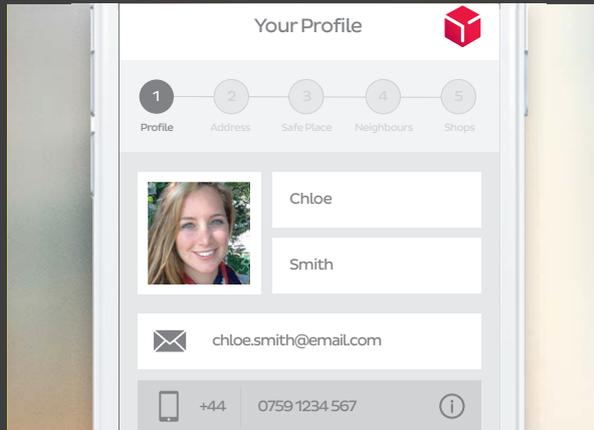
## Geolocation

Parcels can be delivered to any location

## Driver call-back

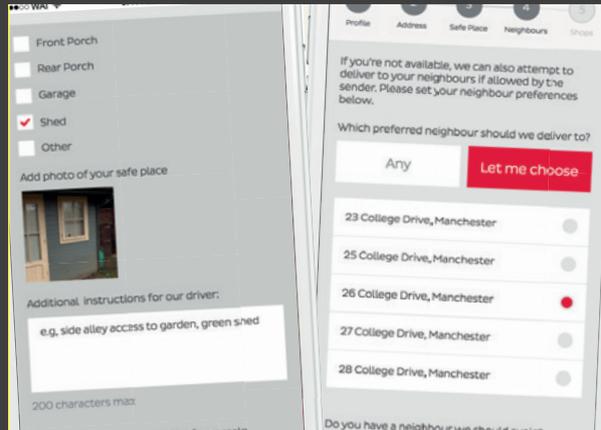
Never miss a delivery again

# The DPD app coming soon in 2016



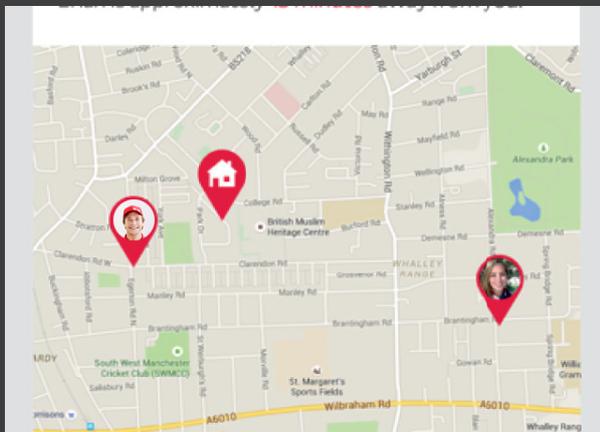
## Customer profile

Your customers can create their own personal profile which contains their name, home address, email, mobile number and personal photo. School run details or working hours can also be added so we avoid delivery during these times.



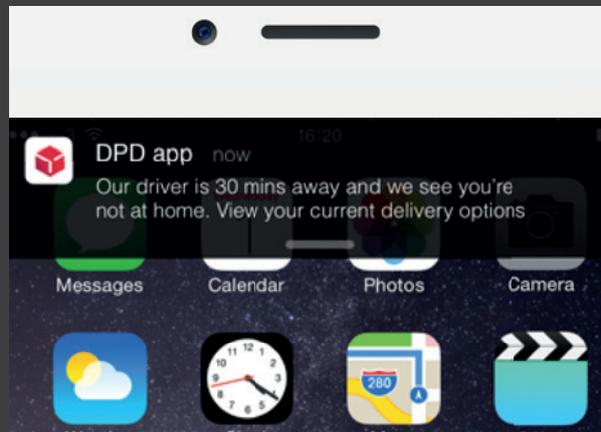
## Safe place & preferred neighbour

Your customers can take a picture of their safe place for our driver to deliver to. They can also select their preferred neighbours and even tell us about any neighbours they want us to avoid delivering to.



## Geolocation tracking

With the latest advances in mobile technology, we are able to determine if your customer is at their home address or out and about. With this feature we can then either leave in the specified safe place or with a neighbour or 'meet' your customer at their current location.



## Interactive push notifications

When enabled, our drivers can use push notifications to communicate directly with your customers for live responses on deliveries.

This will ensure **no deliveries are missed again!**

# Investing In Our Infrastructure

We believe in investing in our future to protect yours.

Hinckley Superhub

Sorts  
**72,000**  
parcels per hour

Oldbury Superhub

Sorts  
**55,000**  
parcels per hour

Total Vehicles

**3,675**

Total Depots in Network

**56**

# Investing In Our Hubs



Our second Superhub, based in Oldbury, is strategically located in the centre of England to provide the best sortation service to all our depots.

The 27-acre site is at the heart of the UK's motorway network and provides excellent connectivity to our 56 nationwide depots, as well as being an international gateway for our European air and road services.

- 55,000 parcels machine-sorted per hour
- Able to sort more than half a million parcels per night
- Availability of an additional sorter for small items, processing 10,000 items per hour and providing additional security
- Our Smethwick site, just 1.5 miles away, has a secure warehousing facility for customers with storage and fulfilment needs
- Our Superhub has video technology that photographs every parcel from five sides, improving readability and sort efficiency





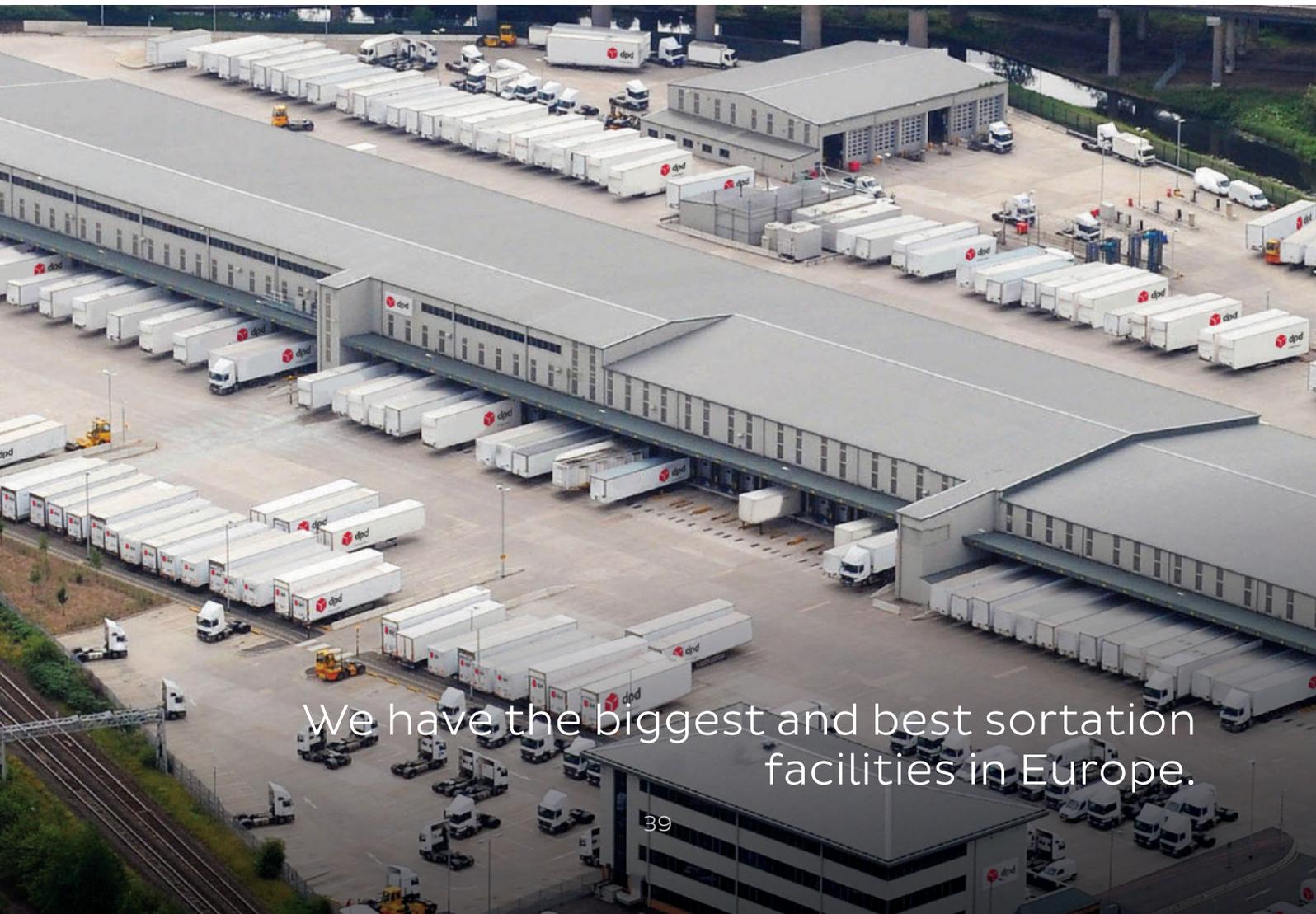
We have Europe's largest and second largest hubs to support our customers' parcel delivery needs throughout the year.

The DPD £100m Superhub has the capacity to sort 72,000 parcels per hour.

- 33-acre site
- Hub building is 460 meters long and covers an area of 100,000 square metres
- 4.2 km of conveyor belts
- Processes 72,000 parcels per hour
- Double-stacked smalls sort able to process 20,000 parcels per hour
- Strategically located in the Midlands (close to M69)
- Technologically, the most advanced superhub in Europe

The international gateway at Hinckley will take extra care of all your international parcels.

- 18,000 parcels per hour
- 1 sorter
- 24 destinations
- 180,000 per night
- 9 acre site
- Adjacent to the biggest sortation facility in Europe
- AEO and CAA approval, including full X-ray capability



We have the biggest and best sortation facilities in Europe.

# Investing In Our Vehicles And Network

We continually invest in our vehicle fleet and network to ensure we are able to give your customers the **best delivery experience**.

## Investing in vehicles...

DPD has 779 double-deck trailers, the largest fleet of high volume vehicles in the industry. They carry one-third more parcels than traditional single-deck trailers and therefore reduce road congestion and our carbon emissions.

- Modern and efficient fleet of 3,675 vehicles in total
- £44m invested in the fleet in 2015 - with a further £50m planned for 2016
- In-house maintenance facilities

## ... and network

DPD continues its commitment to investing in its 56-strong depot network with an ongoing refurbishment programme and the securing of larger premises in line with business growth. DPD has committed £100m over three years to expand its network to service its customers' needs. Eight depots - either new or replacements - are planned for 2016, including four new Distribution Centres that can unload five trailers at once and handle 25,000 parcels a day.

One of our Distribution Centres - Edinburgh



# Retain And Develop The Most Customer Centric People

We know that great service depends on having great people, which is why we've developed a strategy to attract and retain the best people in the industry.

Through our apprenticeship scheme we nurture our stars of tomorrow.

All our people and Owner Driver Franchisees attend our DNA training programme every year so we all share the same vision and values.

**3** RETAIN AND  
DEVELOP THE MOST  
CUSTOMER CENTRIC  
PEOPLE IN THE  
INDUSTRY



# DPD DNA & Shared Values

Our DNA training programme has been running for 5 years. Each year we share our **strategy and vision** and other essential messages with **all our employees and ODFs**. This programme is vital in shaping the future of our business and **aligning all our staff** and helping them understand just how they can make a personal contribution to DPD's continued success.

All our people share the same values:



Respect



Accountability



Passion



Flexibility



Hard Work



Honesty



# Amazing Awards

Amazing service deserves recognition. We've rewarded 10,680 of our people for giving **amazing service**.



DPD's 'You've Been Amazing' awards scheme provides an **instant reward** for employees who go above and beyond the call of duty for customers. In fact, winners have received shopping vouchers to the value of **£186,445** to date and each and every one is recognised on the DPD website for their amazing efforts.



**Claire McIntosh**

"If you accept that problems occur, they say that customer service is defined by what's done to sort the issue, and you did much more than might have been expected. Mine was only 1 parcel out of millions, so can I thank you for your assistance in sorting this out."

**Stephen Gray**, Depot Quality Manager, sharing customers feedback

**Carl Brown**

"I would like to personally thank you for showing amazing flexibility in your working pattern to ensure our customers received the best service money can buy, despite an unavoidable motorway closure causing delays.

"Not only did you show true passion for our customers, but true teamwork with your work colleagues ensured we were ready for the drivers to leave the depot on time! This was an amazing accomplishment, well done!"



**Daryl Farmer**, General Manager



**Jackie McClory**

"Thank you for your support in helping train the Network team to use the new Training Academy. Improved training in DPD will only lead to an improved delivery experience for all our customers. The fact that you did this on top of your day job was truly amazing. Well done."

**Steve Kington**, Regional Manager

# Apprenticeships

At DPD we believe in nurturing talent and developing individuals on a professional and personal level to be amazing every day. Our apprenticeships are just one way that we demonstrate our commitment to development by growing and supporting our stars of tomorrow.

## Apprentice scheme

We currently have more than 20 apprentices in varying positions throughout our organisation, who are provided with opportunities to develop their knowledge and skills through vocational qualifications while at the same time contributing to the business.

### What they say about apprenticeships:

“Doing an apprenticeship at DPD was the best decision I ever made. I love going back to my old school to talk about DPD and I’ve already been promoted twice!”

**Emma Szymanski, Sales**

“I love my job and DPD have shown how much they value me by giving me time off to study. They want me to do well and that’s why I recommend DPD to all my friends!”

**Liam Iddles, Engineering**

“If I wasn’t at DPD I would probably be weighed down with student debt from university and bored by my degree. Thanks to DPD’s apprenticeship scheme, I have my dream job and have been promoted twice in two years.”

**Gursimran Singh, Marketing**



Liam Iddles and Gursimran Singh

## The **Best** Possible Training

We are totally committed to employee development to support performance and feed a talent pipeline across the business.

Our Training department delivers training across a range of topics from the very technical to the managerial. Over 3,000 training days were delivered last year to ensure our people are up to date with their core skills. We'll also support future talent, apprentices and graduates, who will thrive within DPDgroup.



## **Supporting** Owner Driver Franchisees

We know that our Owner Driver Franchisees are essential to our growth strategy, so we have a dedicated team to look after their every need. The Franchise department is there to support and help all ODFs with any of their day-to-day queries, as well as ensuring prompt payment to these key suppliers so they can focus on giving the best possible delivery service.



## **Listening** to our people

Engaging with employees is key to our retention and development strategy. We continuously ask employees for feedback via annual surveys, including new starter research, the 'have your say' initiative and management development programme training surveys. These surveys help us encourage open communication, help measure employees' morale and give further insight for us to act on.

## Driving Change™

### Our commitment to responsible business

We believe in being a responsible partner to the people, businesses and communities we work closely with.

As delivery experts, our aim is to make a positive impact through what we do each and every day. We're focusing our efforts in four areas where we can make the biggest difference:

#### Carbon neutral commitment

Being the only delivery network dedicated to making every parcel we deliver carbon neutral, for all our customers.

#### Innovative entrepreneurship

Sharing our expertise and entrepreneurial spirit to help local enterprise thrive.

#### Smart urban delivery

Improving everyday urban life by giving people greater delivery choices, while reducing our impact on the road.

#### Closer communities

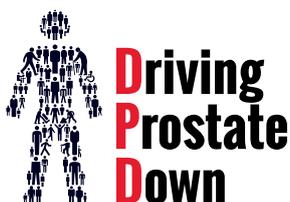
Bringing people together to support and build the communities we're closest to.

## Prostate Cancer UK

Each year our people vote for the charity they want to support, and for 2015 our chosen charity was Prostate Cancer UK.

The Driving Prostate Down campaign ran all year, raising an incredible £225,000, and the company will **match all funds raised £ for £**.

Our amazing people were key to our fundraising efforts in 2015. Whether it was walking, running, cycling, driving or climbing, we just wanted everyone to help with Driving Prostate Down!





# Logistics Services

# Logistics Services

We can further support your business with our extensive logistics operation. We operate 24/7 so can support later cut-off times, which means more orders processed in one day to give your customers the best delivery experience.



Our Logistics division offers a fully integrated warehousing and distribution service with its own dedicated operational helpdesk and customer services. We provide tailor-made solutions including:

- Order fulfilment – orders picked by item or full carton
- Cross-docking
- Returns processing
- Re-boxing, re-labelling, kitting and sequencing
- Storage, despatch and return of reusable in-transit packaging specifically designed for use with the swapit service, to provide a safe and secure process for the collection and return of faulty electronic goods

These operations are based in our state-of-the-art warehousing facility just 1.5 miles away from our national hub, which means we can offer much later cut-off times for order picking and still meet next morning express delivery deadlines. The logistics centre also has 24/7, 365 days a year security to provide added peace of mind.

- 45,000ft<sup>2</sup> centre
- 6,500 pallet spaces
- 9,000 picking locations
- Fully integrated warehouse and distribution
- IT systems mean orders can be monitored and tracked from order to delivery

# Protecting Your Parcels

We take pride in caring for all your parcels



## Quality assurance

- ISO9001:2008 approval
- Internal Quality Audit team

DPD has been recognised for its commitment to best practice and is a member of the British Quality Foundation (BQF). The BQF is an independent organisation which is dedicated to helping organisations learn from best practice, improve performance and achieve sustainable excellence.

## Disaster **recovery** and contingency

We have a dynamic business continuity plan which is reviewed every six months and is designed to ensure continuity of service even in the event of a disaster. Customers wishing to see this plan should contact their Account Manager.

- Two hubs allow for easier switching of traffic
- Our third and fourth UK hubs, on separate sites, further extend our disaster recovery capability

## Security

Our dedicated Security team consists of a General Manager, a Strategic Security Manager, eight Regional Security Managers and a host of specialist support staff, all of whom work together to keep your goods as secure as possible.

We're proud to say that DPD has been an associate member of TAPA – Transported Asset Protection Association – for over 10 years. TAPA promotes best practice security standards in the freight transport industry. DPD has planned and implemented spontaneous checks on:

- Security fencing
- External and internal CCTV systems
- Intruder alarms
- Secure storage facilities



Additional security measures include:

- Random searches of vehicles entering and leaving our hub site
- Security seals on all company vehicles
- Airport style detectors covering main entrances

## Safe and secure network

DPD achieved AEO accreditation following assessment by HM Revenue and Customs in November 2010. AEO is an industry 'kite mark' and demonstrates our commitment to a safe and secure network when moving goods abroad. We are reaudited every three years, the most recent being 2014.

Achieving this status will aid customs clearance, particularly to the USA, thereby speeding up the process.



# Award Winning

Independent recognition of our innovative service and amazing customer care.



## Award winning parcel delivery



DPD was voted the **UK's favourite** parcel delivery company for a **record-breaking third year running**

The customer satisfaction poll was based on the experiences of over 10,500 Which? members, over a six month period.



DPD won **five award categories** at the 2015 Motor Transport Awards - the **first time** any company has won five awards in the **30 years** that the awards have been running

DPD won Best Use of Technology, the Business Excellence Award, the Customer Care Award, Home Delivery Operator of the Year and the Technical Excellence Award.



DPD received special **Which?** award for being **the best delivery company in the UK!**

DPD was singled out for a very special award by Which?, the largest independent consumer champion in Europe, for providing the best in customer care and driving change in its sector, after winning a "huge" customer satisfaction score.



DPD has won the **Queen's Award for Enterprise 2015** in the **Innovation** category, for its unique one hour delivery service, **Predict**

The award recognises Predict and Follow My Parcel, which the judges described as: "trail-blazing services" that have made DPD "the preferred choice carrier for retailers whose success depends on satisfied customers making repeat purchases".



DPD topped **Money Saving Expert's** customer satisfaction poll for the **third year running**

Over 9,000 people voted DPD the UK's favourite parcel delivery company for 2015.



DPD won the highly coveted **Transport and Automotive category** at the **2014 UK Customer Experience Awards**

The UK Customer Experience Awards celebrate and promote excellence in customer experience. The award recognises the exceptional service DPD gives its customers.



DPD recently won its first ever **UK Employee Experience Award** in the **Transport & Technology category**

Judges said: "DPD has a thorough and focused strategy centred around its six DNA core values that has produced fantastic business results in a demanding industry. The company clearly has a very powerful and comprehensive approach to employee engagement."



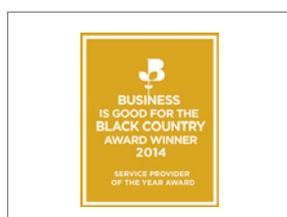
DPD was awarded the **Supply Chain Collaboration** category at the prestigious **Retail Week Supply Chain Awards 2014**

Judges were impressed by the strength of DPD's partnership with fashion retailer ASOS. DPD was commended for its innovative 'Retail Hub' solution which means that ASOS customers can order up to 10pm and still get a next day delivery from DPD across the UK.



DPD was awarded Best Cross-border Delivery Initiative at the **Metapack Delivery Excellence Awards 2015**

This award recognises our ability to "enable seamless delivery of international orders, providing a positive experience at every customer touch-point".



DPD won the **Service Provider of the Year** category at the prestigious **Business is Good for the Black Country Awards**

Commenting on the win, judges said: "DPD have sustained growth by putting their 'DNA' values at the heart of their organisation and inspiring their employees to achieve success."

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