I've worked for DPD UK for over 30 years, initially as a Sales Manager and now as CEO, and during that time the company has experienced exceptional growth. We now have a turnover of £1.4 billion, and we've been voted the nation's favourite parcel carrier by MoneySavingExpert.com for the last 7 years.

We've got a very clear strategy to support this enviable position: we will only deliver the best service, use the best technology available, recruit, retain and develop the best people in the industry, and be the UK’s leader in sustainable delivery. We've summarised this as our 1,2,3,4 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 McDonald
CEO | DPDgroup UK
Your delivery experts
77,000 delivery experts
5,300,000 parcels sent every day
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
- 8,500 customers nationwide
- 14,500 delivery experts, all with DPD’s unique DNA
- Award winning one hour Predict notifications
- 69 strategically located depots and 2,500 Pickup points
- A UK national customer service centre with 250 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 DPD group network offers seamless connectivity by road in 30 European countries
- Over 1.3 billion parcels delivered per year
- 77,000 delivery experts
- More than 1,000 depots and hubs
- 46,000 Pickup points
- 59,000 vehicles
- We have a range of services to deliver across Europe and with our established partnerships, we can connect you to 230 countries worldwide

LA POSTE

- Turnover of 26 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
<table>
<thead>
<tr>
<th>Category</th>
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<td>UK Customers</td>
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</tr>
<tr>
<td>Employees and Owner Driver Franchisees</td>
<td>14,500</td>
</tr>
<tr>
<td>UK Depots</td>
<td>69</td>
</tr>
<tr>
<td>Customer Service Staff</td>
<td>250</td>
</tr>
</tbody>
</table>
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 12:00
- SUNDAY NEXT DAY

**Pickup**
Our customers can select to divert their parcel to the nearest DPD Pickup shop for added convenience.

**Predict**
Whichever service you choose, your customers will receive a one hour delivery window.
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. Customers can also divert their delivery to their local shop using the in-flight options from their text or email notification.
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.

Our Pickup network extends throughout Europe, with 46,000 shops available as Pickup points for your customers, so there really are no borders.
Predict

1 hr

Predict provides your customers with a one hour delivery timeslot for advanced notice of when their parcels will arrive.
We sent a total of a quarter of a billion Predict notifications to your customers last year.

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, with a one hour timeslot on the day of delivery. 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.
1 Shipped

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

2 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.

Your ASOS order will be delivered on 15 Sept by DPD. Not going to be in? www.dpd.co.uk/a/123456789

DPD driver Brian will deliver your ASOS order today between 10:03-11:03. Not going to be in? www.dpd.co.uk/a/123456789
3 Email notification

Deliveries can also be notified and rescheduled via email, which we can personalise with your company’s branding. Just like with our text messages, your customers will receive notifications when their parcels are despatched and again on the morning of delivery.
We know your customers’ time is valuable so we will notify them of a one hour window for your collections too.

Your ASOS parcel/s will be collected today by DPD between 10:03-11:03. To cancel/change date TEXT
1= Cancel
2= 16 September
3= 17 September
DPD has extended its award winning Predict service by letting your customers know when we are going to arrive to pick up your parcels. We’ll provide them with a convenient one hour timeslot via SMS or email, and they’ll have the option to rearrange their collection date if required.

Our Predict Collections service means that your customers will know when we’re going to arrive to collect your parcels, allowing them to plan their working day.
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
- Tell your customer when our driver is just 15 minutes away
- Give your customer a range of in-flight options to select from
- Offer your customer the option to talk to us via live chat about their parcel

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, 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.

Your ASOS parcel could not be delivered as no one was in. For redelivery go to www.dpd.co.uk/a/123456789 or call 0121 275 0500 quoting 12345678

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.
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.

There is a DPD Pickup point within 5 miles of 95.6% of the population and a 5 minute walk within central London.

With DPD Pickup we have the largest shop network throughout London, with over 450 local DPD Pickup locations including Doddle sites at key railway stations.

We also have the smartest pickup solution with the Rowlands and Numark pharmacy chains and Majestic Wine and Currys PC World stores providing your customers with the best in-shop delivery experience.
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
One of the fastest, most reliable road-based delivery services into Europe

DPD Air Classic
An international service for those non-time-sensitive shipments that still require full tracking

DPD Air Express
Our International Air Express service offers unrivalled coverage to more than 230 countries

DPD Direct
Our innovative international delivery solution which has been developed specifically for online retailers

DPD Flex
Send all your international parcels to us and we'll do the rest, no need for any additional labels and fully tracked to anywhere in the world

International Mail
The easy, cost-effective way to send material overseas
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 1.3 billion parcels a year and are one of the leading carriers by ground throughout Europe. Our fleet of 59,000 vehicles operates direct overnight links between 1,000 depots and hubs in 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 75,000 delivery experts
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

Ihr Paket von ACME wird heute zwischen 10.12 und 11.12 Uhr geliefert. Für eine Zustellung an einem anderen Tag senden Sie 1 für den 02.07, sie 2 für den 03.07 oder 3 für den 04.07.

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.
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 230 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 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.

**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 DELIVERED 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.
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. 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 a range of mail services.

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

- Closed network with the highest levels of security
- 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

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.
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 text and email.

- Number one premium domestic carrier, giving you total reliability and peace of mind
- 33 depots strategically located throughout Ireland, meaning we are closer to your customers
- Handling over 22 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.

Access our services on all devices including smartphones and tablets.
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.
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.

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.
Managing your exceptions online with MyDPD

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.

You can also view a 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.

<table>
<thead>
<tr>
<th>Collection Date</th>
<th>Customer Ref</th>
<th>Account</th>
<th>Service Details</th>
<th>Consignment Code</th>
<th>Address</th>
<th>Email Address</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>30/09/2020</td>
<td>303015</td>
<td>parcel - dpd next day</td>
<td>5351150202 (1)</td>
<td>123 Blackborn Lane, Halesowen, B66 1BT</td>
<td></td>
<td></td>
<td>12345 67890</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>31 Sept 2020</td>
<td>07:56</td>
<td>Birmingham</td>
<td>On vehicle for delivery</td>
</tr>
<tr>
<td>31 Sept 2020</td>
<td>03:38</td>
<td>Birmingham</td>
<td>Confirmed at depot</td>
</tr>
<tr>
<td>30 Sept 2020</td>
<td>23:46</td>
<td>Hub 3 - Birmingham</td>
<td>Confirmed at Hub</td>
</tr>
<tr>
<td>30 Sept 2020</td>
<td>19:25</td>
<td>Hub 1 - Birmingham</td>
<td>Confirmed at Hub</td>
</tr>
<tr>
<td>30 Sept 2020</td>
<td>14:00</td>
<td>Smethwick</td>
<td>Customer data received</td>
</tr>
</tbody>
</table>
Managing Delays En Route

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

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 ASOS parcel is delayed due to adverse weather conditions. Delivery will now be on Tues 15 Sept or to arrange to collect from depot visit www.dpd.co.uk/a/123456789

Keeping customers informed

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 a text message 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 text message here for an example text 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.
Investing In The Best Technology

We’ve developed the best technology to provide the best delivery experience.
Tracking Technology

All our drivers have Saturn hand-held devices.

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 customers, 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 has full visibility of each driver’s route and can monitor activity throughout the day to ensure deliveries are on schedule.

Geofencing

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.

The driver hand-held unit now includes ‘geofencing’, which effectively prevents the driver from delivering the parcel more than 50 metres from the GPS co-ordinates of the delivery address and thereby ensures more right first time 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.

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 (SFTP) 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 Interfaces

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.
Introducing the DPD app - customers can register with us, create their personal profile and never miss a parcel delivery again.

**Convenient**

Customers can store their delivery preferences

**Interactive**

Push notifications for live updates on deliveries

**In-flight**

Customers can change their delivery whilst the parcel is en route to them

We sent over 78 million app push notifications last year.
Delivery preferences

Your customers can tell our driver where to leave their parcel safely or the name of their preferred neighbour, or ask our driver to deliver to a Pickup shop.

We will tell your customers when we’re coming

We will send your customers a push notification when we are 30 minutes away.
Easy access to our Pickup network

Customers can collect their parcels at a time to suit them. We'll keep parcels safe until customers are ready to pick them up.

Tap to call

App users can now get straight through to DPD, wherever and whenever they need to.
Love to chat

If your customers need to message us or their driver directly, we’ll make sure someone is at the other end who can help, whatever the query.

DPD Design Space

We want app users to share their experiences and ideas about what ‘great delivery’ looks like. The DPD Design Space allows them to do just that. We now have over 44,000 users that share their great delivery ideas.
App assistance

Sometimes our drivers need a bit of extra help to find the correct delivery location, and that’s why we’ve added image capture to the DPD app. This means your customers can show our driver exactly where to go.
Send a parcel with YourDPD

The DPD app has been downloaded by over 6m consumers and is a great way for shoppers to take control and never miss a delivery. Last year we launched within the app the option to send a parcel. Sending a parcel is now simple and paperless and the app provides total peace of mind with tracking every step of the way.

Simple and paperless
Investing In Our Infrastructure

We believe in investing in our future to protect yours.

Hinckley Superhub
Sorts
72,000 parcels per hour
Total Vehicles
8,778

Oldbury Superhub
Sorts
55,000 parcels per hour
Total Depots in Network
69
Secure Delivery

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.

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
The Biggest And Best Hubs In Europe
The DPD £100m superhub in Hinckley has the capacity to sort 72,000 parcels per hour.

- 33-acre site
- Hub building is 460 metres 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.

- 9-acre site
- 1 sorter
- Distributes to 26 destinations
- Processes 180,000 parcels per night
- 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.

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 65 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
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 1331 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 9,321 vehicles in total
- Invested £20m in the vehicle fleet
- In-house maintenance facilities

... and network

DPD continues its commitment to investing in its 69-strong depot network with plans for 2020 well underway. With £64m committed to investment over the year, we will see two brand new distribution centres and three new depots opened, alongside an additional all-electric micro-depot in Hyde Park, London.
Recruit, 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.
All our people share the same values:

- Respect
- Accountability
- Passion
- Flexibility
- Hard Work
- Honesty

Through our apprenticeship scheme we nurture our stars of tomorrow.

Apprentice scheme

We currently have 18 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.
Amazing Awards

Amazing service deserves recognition. Over the past six years we’ve rewarded over 11,000 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 and all are recognised on the DPD website for their amazing efforts.

Dawid Panek

“You have been taking ownership of the floor section on weekends. You continue to show all DNA values every day by going beyond what is expected of you, a true role model for the business. Thank you!”

Jag Bains, Operations Manager
Stewart Mitchell

“ You performed system administration over the bank holiday weekend to ensure all Universe data accounts are 100% optimised. Tremendous effort Stew! Well done!”

Adrian Pilling, IT Operations Day Shift Manager

Jennifer Wilton

“ You spotted two fraudulent deliveries whilst on the phone. You checked the deliveries with our security team and the parcels were confirmed as fraudulent. The parcels were then returned back to our customers.”

Betty Walker, Pickup Office Manager
Last year DPDgroup helped support over 100 local charities and communities close to our people’s hearts.

We also support two national charities. The first of these is Children with Cancer UK, whose mission is to improve survival rates and the quality of life in young cancer patients and to find ways to prevent cancer in the future. The charity funds research, raises awareness and aims to ease the burden for families affected by childhood cancer.

The second charity is Variety, which improves the lives of children and young people throughout the UK who are sick, disabled or disadvantaged. Variety provides coaches and bespoke wheelchairs, specialist sensory and recreational equipment for use in the home, at school, in children’s hospitals and in youth centres and creates memorable experiences through Variety Great Days Out.

We also supported Christmas Jumper Day, donating a brilliant £26,000 to Save the Children.
Be the UK’s leader in sustainable delivery

Becoming the most sustainable parcel delivery company in the UK
Our electric fleet

In 2019 we had 139 electric vehicles on the road; this is rising to 600 in 2020 – that’s 10% of our fleet that will be delivering ‘clean’, emission free on the streets of our cities. Our fleet is made up of six different models (soon to be seven), which have all been carefully selected, with each vehicle having a special role to perform.

**We’ve invested in:**

[Images of vehicles]

- EAV P1 Cargo
- Paxster
- Peugeot Partner Electric
- Nissan E-NV200
- Mercedes-Benz eVito
- FUSO eCanter
DPD wants to deliver emission free in cities, so we’re creating a network of all-electric micro-depots so that our all-electric vehicles are located closer to our customers. Shoppers will also get their next-day delivery in a cleaner, quieter and more sustainable way.

We already have three all-electric micro-depots and plan to open five as soon as the sites become available. We’ll look at underground car parks or any other site property owners and occupiers can offer; we are really thinking out of the box to find answers to clean, green urban delivery.

Of course, it’s not just about London; we want to work closely with local authorities up and down the country to develop a network of city centre final mile micro-depots.

We provide 36 million plastic packages a year to protect our customers’ goods and we want to do something about this, which is why we’re working with our customers to reduce the number of bags used. We have also made a major change to the bags themselves, which are now made from 80% reclaimed material and are 100% recyclable.
Waste management

We hate waste and make sure what little we have is disposed of responsibly, which is why 100% of our waste avoids landfill.

Our recycled plastic is collected by our waste-recycling partner, who then separate it by material type, with all plastic being separated from other materials.

The plastic is compacted and made into a bale, ready to be shipped to UK plastic manufacturers, who re-use it to create new goods, such as t-shirts, sweaters, sleeping bags and much more.

Energy management

When it comes to electricity we want to do our bit. Our Oldbury and Hinckley hubs run fully on solar power during the day – in fact, last year we generated enough electricity to power 336 houses for a year from one of our hub sites.

Alongside this, we have installed LED lighting in our network, reducing electricity by a whopping 61% as the lights are on less and use less electricity when they are.

We have also got tight control on our gas supply. We have installed the equivalent of a smart meter throughout our whole network and have significantly reduced our gas consumption.

From October 2020, DPD has contracted with its suppliers for all 28 gigawatts we use per year to come from fully renewable sources.
Your carbon statement

We’re working with our major customers to let them know how many of their parcels have been delivered by our all-electric vehicles. We believe that through communication and increased awareness we will be able to drive the demand for all-electric delivery.

DPD Eco Fund

The shrink wrap we use in our operation can be recycled and turned into raw material and made into a range of different products. Also, DPD recycles all its used electronic products, and any money generated from both of these initiatives goes straight into our Eco Fund.

Anyone can apply for funding from the DPD Eco Fund, although we particularly encourage schools and educational facilities working on green projects with their students and start-up companies working on developing environmentally friendly products to apply.

Visit our website to find out more.
The Community Fund focuses on donating money to charities and community projects close to our people’s hearts.

The DPDgroup UK Community Fund allows us to support the many local charities that are close to our people’s hearts.

Since it began, hundreds of members of the DPD team have taken part in events and challenges to raise money for the fund. The total raised is always matched by the company too, with over £1 million raised to date.

Last year DPDgroup raised an amazing £276,000 for the Community Fund

Remember all money raised will be matched £ for £ by DPD
Award Winning
Parcel Delivery

DPD won the **Sustainability Leader Award 2020** in the Fleet Management category at the prestigious edie Awards.

Referring to our innovative micro-depots in London, judges commented, “DPDgroup has made rapid and impressive strides to reduce its own emissions, but more than that it is a passionate and expert opinion former in the wider debate around sustainable urban delivery.”

DPD scooped the coveted **Environment Award for Best Practice** at the 2019 Green Apple Awards.

Judges hailed our “achievements in reducing CO₂ emissions” on our journey to becoming the most responsible city centre delivery company.

DPD topped **Money Saving Expert’s customer satisfaction poll**

DPD was voted the UK’s favourite parcel delivery company for the seventh year running, with 65% of customers rating DPD great.
DPDgroup won the Customer Care and Home Delivery Operator of the Year Awards at the Motor Transport Awards 2019, an event widely considered to be the ‘Oscars’ of the road transport industry.

The Motor Transport judges described DPDgroup as “the stand-out company in its sector”.

DPD scooped Artificial Intelligence (AI) Pioneer at the 2018 Retail Week Awards

DPD beat off competition from eight other finalists to win AI Pioneer of the Year due to the launch of our DPD app Live Chat service.

DPD scooped Metapack award for Best Use of Innovation for the DPD app

DPD was delighted to win a major award at the prestigious Metapack Delivery Excellence Awards 2017 for providing an excellent use of technology and exceeding customers’ expectations with the DPD app, which lets customers select their delivery preferences so they never miss a parcel delivery again.
For more information about DPD call 0121 336 4900
visit our website at www.dpd.co.uk
or contact us via email: sales.enquiries@dpd.co.uk