

License Renewal
Application DHL
Lesotho

August 30
2022

Reporting for Financial Year 2019

THE GROUP

DHL- A truly global provider

We are the global market leader for logistics. Our Deutsche Post and DHL brands stand for a wide range of easily accessible services and sustainable solutions for the transport of letters, goods and information. As the largest company in our industry, we take our responsibility to the environment seriously. We have developed Go-Green our environmental initiative that institutes a systematic approach to achieving our ultimate protection target.

DHL delivers time-critical shipments as well as goods and merchandise by road, rail, air and sea. We transport courier and express shipments via one of the world's most extensive networks – Our gateway to over 220 countries and territories. We are the largest air and ocean freight operator and one of the overland freight forwarders in Europe, the Middle East and Africa. From 65 countries all over the world, we offer customized solutions at every link in the supply chain. Our tailored solutions, for both digital and print information, round off our comprehensive offering. DHL was established in San Francisco in 1969 by three businessmen: Adrian Dalsey, Larry Hilton and Robert Lynn.

DHL IN LESOTHO

DHL Lesotho focuses on Express transport, urgent documents, and goods reliably and on time from door to door. Our network spans more than 220 countries and territories. As a global network operator that supplies standardized processes, we are consistently optimizing our service to keep customer commitments respond specifically to their wishes, and always deliver the best possible quality.

- In 1984 DHL commenced its operations as the first courier company in Lesotho. Has staff headcount of 23 highly dedicated professional gate-way, ground operations, customer service, commercial and finance personnel.
- DHL has a head office situated in Maseru.
- DHL has outlets across the country where considerable strength is gained from the use of its Retail partners, Berea, Butha-Buthe, Leribe, Mafeteng Maseru, Mohale's Hoek, Mokhotlong, Qacha's Nek, Quthing, and Thaba Tseka.
- We have one airport facility at Moshoeshoe 1 airport and have a fleet of 4 vehicles.

OBJECTIVES AND STRATEGIES

Our Focus, Connect and Grow Strategy is the group's goal of becoming the company that defines the logistics industry.

Focus: We are concentrating on our core mail and logistics services and pursuing our goal of being the provider, employer and investment of choice.

Furthermore, we are committed to Social Responsibility and have set goals and benchmarks accordingly.

Connect: We are further increasing connectivity within our organization to deliver commitment and first-class service to our customers.

The central component of this is a certified international specialist. Our group-wide initiative enables all employees to gain specific skills and knowledge relevant to their roles. Every employee in the group is to be certified.

Grow: We are strengthening growth initiatives, especially in the e-commerce segment. We are taking advantage of our expertise in physical communications to offer effective digital communications.

The SCOPE OF SERVICE PROVISION

Over 40 shipments pass through the regular DHL Express process every day. In addition, DHL has an active footprint of 11 retail points throughout the country where customers can dispatch and collect

shipments. We have one service point in Maseru and it is a dedicated facility that services our customers from 0800am to 1700pm each working day. Our service call center handles over 7 calls per day and is servicing our customers with an insane customer-centric attitude.

DHL provides express international and domestic door-to-door express transportation of documents and parcels, including ancillary services such as handling and storage during transportation and customs clearance.

3.1 Export Services

DHL Express Worldwide

Our most popular product, DHL express worldwide, offers an end-of-business day delivery service around the world for pieces up to 70kg and shipments up to 100kg. We deliver reliably and quickly to more global destinations across a single integrated network than any other express delivery company.

DHL Express 12:00

With DHL Express you will receive your shipments before noon on the next possible business day. DHL express at noon offers you a money-back guarantee and allows for heavier pieces up to 70kg and shipments up to 300kg.

DHL Express 9:00 (10:00 to the USA)

Our premium time-definite service offers delivery before 9:00 (10:00 to the USA) that guarantees either a next or second-business-day delivery. DHL Express 9:00 features a money-back guarantee and is suitable for pieces up to 30kg and shipments up to 300kg.

3.2 Import Services

With our DHL Express worldwide import product, you can import shipments from over 200 countries and territories in the world. This is more than any other express delivery can offer.

What's more, customers in say the USA can order an import from China not just to the USA but to other destinations as well. We call this third country shipment.

There is no need for local brokers or forwarders to get involved in any part of this process. You are in full control, and able to manage all aspects of your imports in a very simple way.

If you need a faster delivery, our DHL Express at noon and DHL Express at 9:00 are available for import as well. You can order and import from another country to be delivered to your country or any other destination, by using our dedicated electronic shipping solution for imports.

You will have one account number, one invoice in a single currency and a fixed price that means you know exactly what you are going to pay.

Domestic Services

If you want to ship documents/goods within your own country, we can offer our DHL Time Definite Domestic products with delivery time guarantees of 12:00, 10:30, 09:00 or the end of the next possible business day.

COVERAGE OF SERVICE

DHL has one DHL owned service point outlet on the 1st floor of Options Building, Pioneer Road, Maseru Lesotho.

Currently, DHL has Ten (10) independent retail outlets (IROs) that run DHL franchises in various locations in Lesotho, listed below.

These are predominantly drop-off points that are intended to increase DHL's Catchment Area. They offer only the most basic Product with pre-price packaging.

DHL prides itself in its expertise and leading infrastructure which allows us to truly be the most global service provider for our customers. We bring expertise continued with passion, a can-do attitude and a desire for speed in all shipment weight categories.

In all above-mentioned categories including products/services up to 2kg – Doc and 20kg WPX, customers can check the status of their parcel online at [DHL shipment tracking](#).

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GOOD REASONS TO CHOOSE DHL AS A BUSINESS PARTNER

1. **Global Network**: You can rely on one company to reach all destinations, no matter how remote or difficult.
2. **Broad range of Products**: You will have a competitive edge as a flexible supplier and your customer.
3. **Extensive range of delivery times**: You can always meet deadlines and run your business more cost-efficiently
4. **Sustainability your global corporate responsible company**: With our 3 core programs: Go Green, Go Help and Go Teach and sustainably target.

- 5 **High reliability and security, greater control over your business:** You will ensure your customers' satisfaction and loyalty with the help of smoothly running logistics processes.
- 6 **Customs expertise and relations with customs worldwide:** Customs advice is at your fingertips day and night.
- 7 **Global fully integrated information systems:** Global IT systems guarantee precise and fast invoicing and full visibility.
- 8 **Image of a global market leader:** Choosing DHL as a partner will demonstrate to your customers the importance you attach to your business relationship with them.
- 9 **Clear tariff prices known in advance:** You are in total comfort of your costs.
- 10 **Simplicity ease of use, and friendly support:** You save time processing systems that guarantee absolute data.

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FUTURE OUTLOOK

Although the country is going through an economic slump due to Covid-19. The changes in Brexit also bring uncertainties to trade across the world.

The key future trends in CEP are Globalization, Digitalization, Sustainability and e-commerce and the organization's purpose remains to connect people and improve their lives by enabling trade and helping businesses to grow.

It should be noted that the conditions of COVID-19 have significantly changed the rules of the game, therefore, accelerating the pace of digitalization and enhancing customer and employee experience as well as improving excellence and this will be achieved through the various digital platforms that already exist.

