



CLASS A

NAME OF EMPLOYEE:

FROM: DHL

TO: DHL #greatplacetowork

DATE: 1st SEPTEMBER 2018

TIME: 3:00 PM TO 7:00 PM

FLIGHT:

DHL1

BOARDING TIME:

3:00 PM



NAME OF SPOUSE:

FROM: DHL

TO: DHL #greatplacetowork

DATE: 1st SEPTEMBER 2018

TIME: 3:00 PM TO 7:00 PM

FLIGHT:

DHL1

BOARDING TIME:

3:00 PM



Friday August 31, 2018

Dear (Name of employee & spouse),

I originally joined our business in 1992. Back then I felt my ride would be a whirlwind of excitement. I remember how a team of die-hard Freight Forwarders began to create the biggest company in the industry, in time becoming what we know today as DHL Global Forwarding. I've had many roles since, but I have not felt that same level of passion that we can achieve anything – until now.

In India everything is 'now'. Not what happened yesterday, not what may come tomorrow, but what's the challenge today and how can we best find a way. I have learned In India uncertainty and disruption is just part of life. To survive and prosper we need to be highly adaptable and tough. At DGF India we did not realize how soon this would be put to the test.

Under the pressure of rising costs and reduced margins in 2017, we worked hard to introduce the GST. Disappointingly we missed our profit targets that year by some way. Not surprisingly the skeptics doubted our ability to see our way through.

How did we at DGF India respond? When the going gets tough, the tough get going.

We focused on doing some basic things well. We started on our way to being insanely customer centric, listening to our customers and doing things right the 1st time. We solved problems faster when things went wrong. With increased confidence and better service we asked our customers for fair profits. And we widened our network of colleagues here and overseas. Of course people were at the heart of these efforts. We set about developing our talent, earning more trust in each other through regular feedback and finding meaning in our work. We learned that 'we are like this only'.

This journey, forged under challenging conditions, has achieved results in four key areas:

- our customers are giving us more business at fair margins
- our investors are being rewarded with increased profits and
- our society is seeing us help educate kids and plant trees so we can breathe cleaner air and
- our people increasingly say we are a great place to work

Our hard work and perseverance has created the momentum we need to achieve this year's targets. But we don't stop here. Our aim is to build a great business for the long term.

We have started work on building a better customer experience, innovating through technology and new services. And we are getting ready to bring a new Transport Management System (TMS) to India by the first quarter of next year. We continue to welcome old and new colleagues to DGF India, while developing the great talent we have within. These steps are really important so we can meet our promise to simplify trade for our customers with the world. Of course we will face challenges again in the future. With a strong foundation our prospects for the future are brighter than ever.

All this has only been possible because of you. Because you care deeply about this company, our customers and each other. Your passion, your entrepreneurship, your excellence, and your teamwork...that's what makes the difference. That's what can make us the best. But I also know there is a team behind you, your family, who have contributed to our success. They show understanding when you work late night or have an early start to the day. They prepare tiffins for your lunch and meals on your return home. They listen to your frustrations and delight in your success.

My senior management team and I want to thank you and your family personally for making DGF India a Great Place To Work. We are excited to see you at the DGF Family Day celebrations that are planned at all our offices tomorrow 1 September. And for those working we will celebrate on the following Saturday 8 September. Enclosed you will find a small gesture of our appreciation.

I look forward to your continued support and our success, for the rest of this year and beyond.

WE ♥ DGF

#greatplacetowork



Insert your pic here