

Your Guide to DPD Local





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

I've worked with DPD Local, formerly Interlink Express, for over 20 years, previously as a Sales Manager and now as CEO, and during that time the company has experienced exceptional growth. Together with our sister company, DPD, we now have a turnover in excess of £1 billion and can be considered the fastest growing express parcel delivery company in the UK.

DPD Local is devoted to delivering the best service, and we are delighted to have been awarded the Queen's Award for Enterprise in the Innovation category, for our unique one hour delivery service, Predict.

What you see and read over the next few pages is just a glimpse at what makes DPD Local 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 local delivery experts



390,000 sorting capacity per night
91 strategically located depots
25,000 customers
2,000 vehicles

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Introducing DPD Local

DPD Local is a part of DPDgroup, one of Europe's leading delivery companies, which is wholly owned by La Poste, the second largest postal group in Europe.

We have a reputation for providing innovative, high quality, time sensitive solutions, combining the enthusiasm of our people with intelligent and intuitive technology to make us as easy as possible to do business with.

Since it was created in 1979, DPD Local, formerly Interlink Express, has built an excellent reputation for providing a friendly and professional service. After all, the people running our depots have a thorough understanding of their customers many of whom are small businesses based in their local areas.

DPD Local in the UK

- 25,000 customers
- 3,000 employees
- 54 franchisees
- 91 strategically located depots
- 2,000 vehicles
- 7 days a week express parcel delivery
- ISO9001:2008 quality approved

A major force in Europe and beyond

- The DPDgroup network offers seamless connectivity by road in 30 European countries
- Over 4.8 million parcels delivered every day
- 65,000 delivery experts
- More than 875 depots and hubs
- 37,000 vehicles
- We have a range of services to deliver across Europe and with our established partnerships, we can connect you to over 230 countries worldwide

La Poste

- Turnover of 24.1 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

25,000

Franchisees

54

UK Depots

91

Sorting Capacity

390,000
per night

Our UK Delivery Services

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



For parcels up to 30kg you can choose from the following service options:

DPD 10:30

Our premium time-critical parcel delivery arrives at the start of the working day when there is someone in the office to sign for it.

DPD 12:00

For those urgent parcel deliveries that require attention before lunch.

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

Other services	
Offshore	Defined next day and two day delivery service.
expresspak1 and expresspak5	Ready-to-go bags supplied free of charge for items weighing up to 1 and 5kg respectively.
Freight	Simple rate structure for items weighing over 30kg and up to 350kg.
Returns	Recall and relocate stock at your convenience and track it online with our reverse it service. And with reverse it ad hoc, return parcels can be picked up at the same time as our driver is making a delivery.

All our services are supported with the [latest innovations](#):



Pickup

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

1

hr

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 95.52% 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 Duddle sites at key railway stations.

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

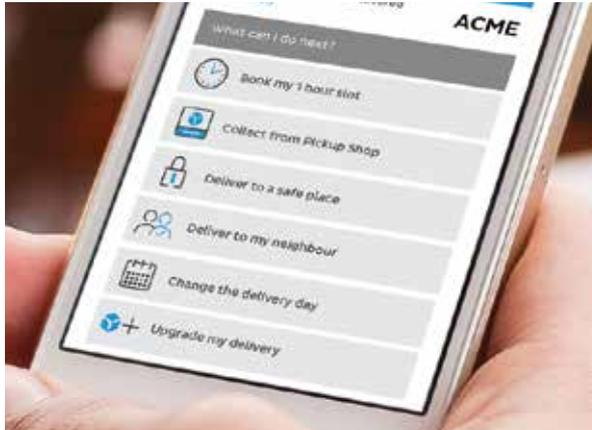
Pickup shops in the UK

2,500

Driving distance for 95% of the population

10 mins

DPD Pickup at a Glance

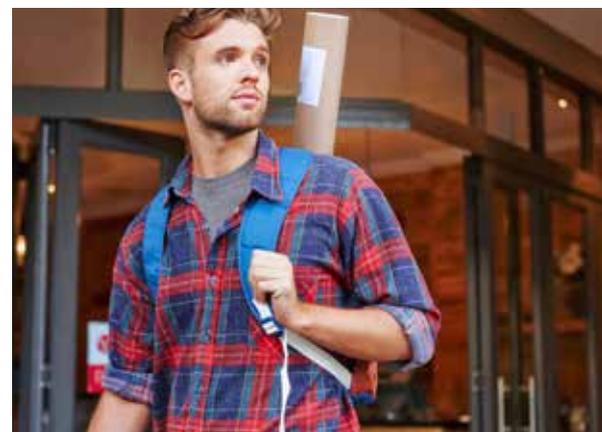
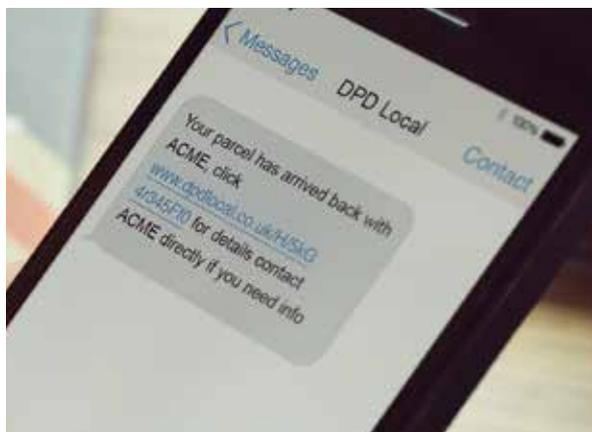


Even more choice for your customers

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

We would like you to integrate the DPD Pickup option into your checkout process to make it even easier for your customers. 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 25,000 shops available as Pickup points for your customers, so there really are no borders.

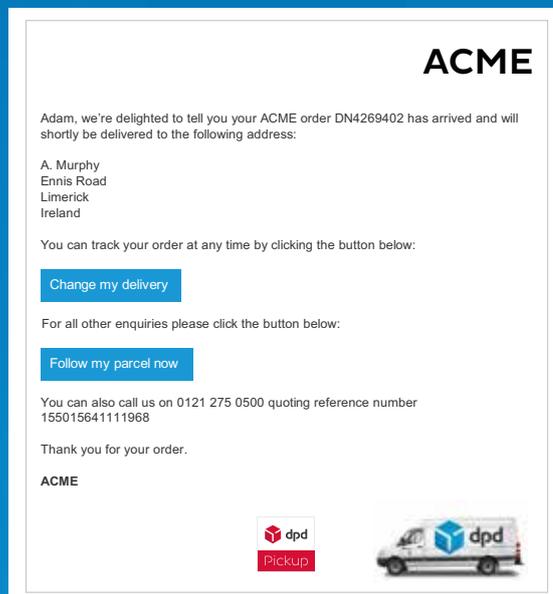
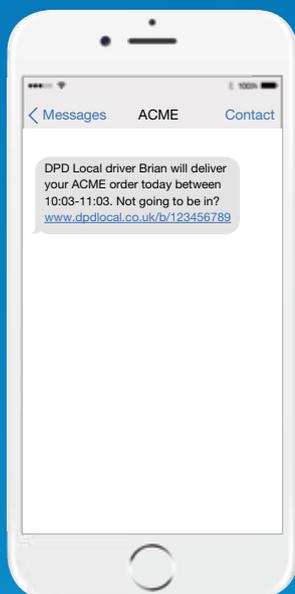
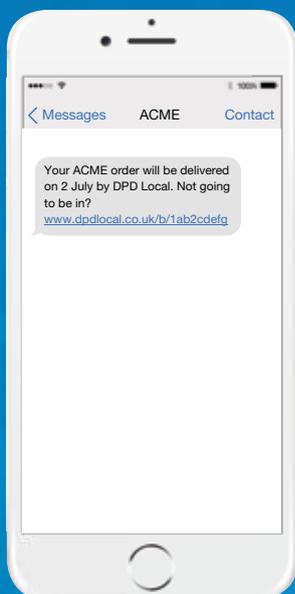
Predict

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.

We sent a total of 363 million Predict notifications to customers last year.



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.

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:

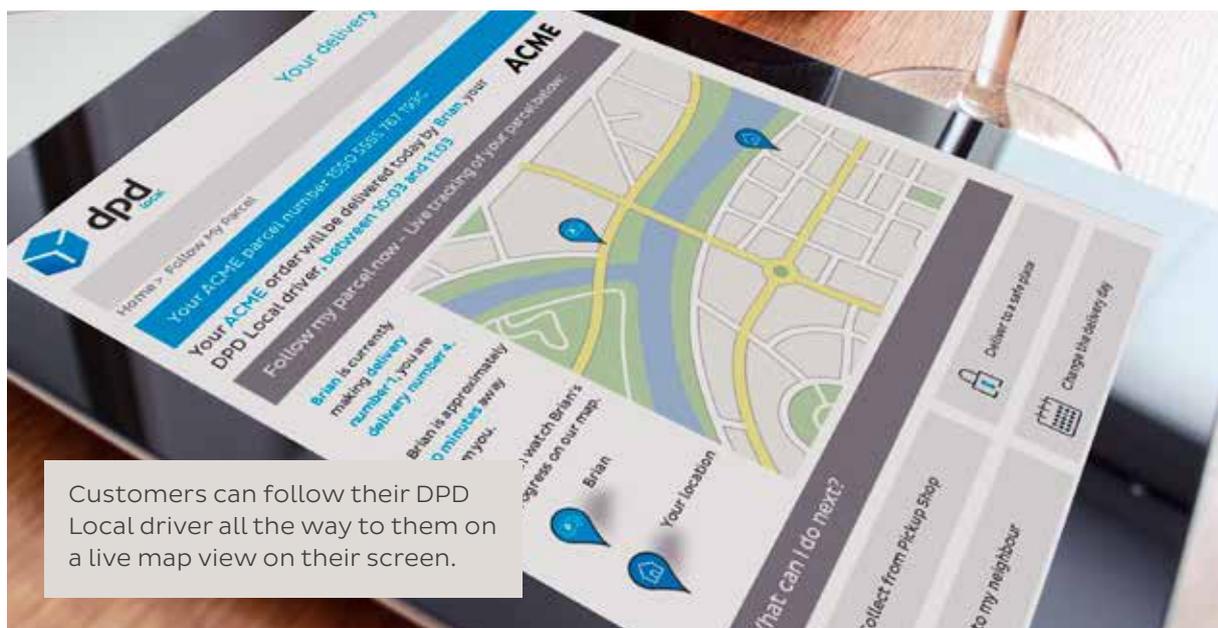
- Display where our driver is on the delivery route
- Show the position of your customer
- Tell your customer when our driver is just 15 minutes away
- Give your customer a range of in-flight options to select from

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.

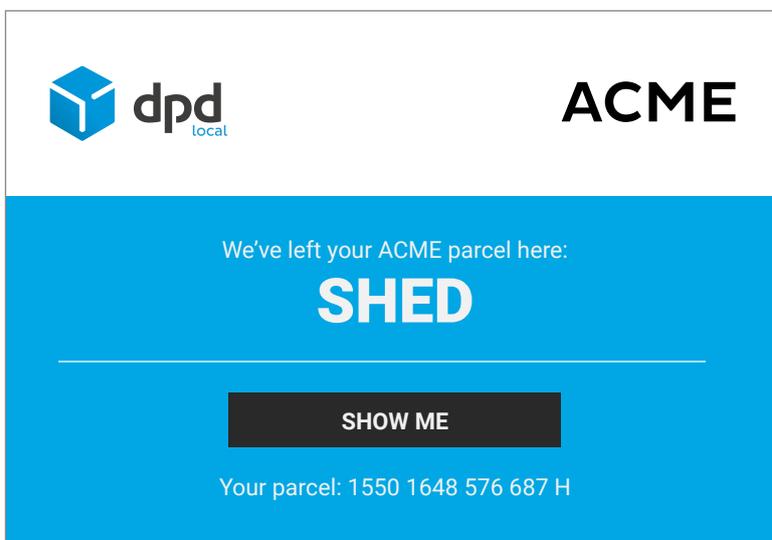
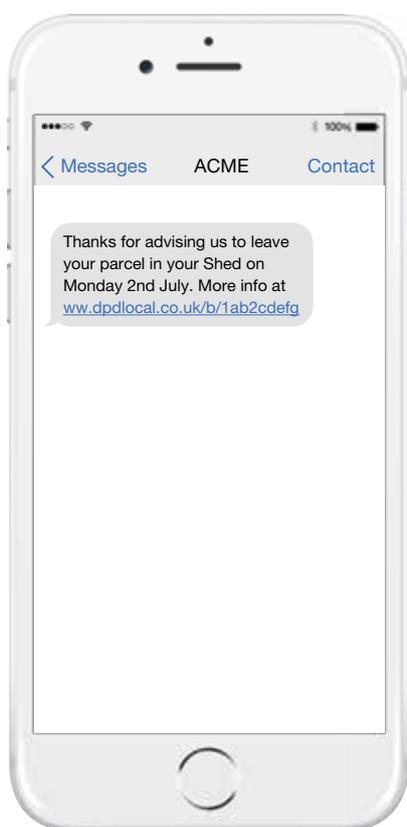


Leave In A Safe Place

One of the most popular in-flight options for Predict is leaving a delivery in a safe place. This allows your customers to have their parcels left in a safe location, which could be the porch, garage or shed, for example.

Your customers will receive a notification when they have requested that we leave their delivery in a safe place, and once DPD Local has delivered the parcel to a safe place, a further email and text notification will be sent to inform the receiver that the parcel has been delivered, which includes the location and an image of where the parcel was left safely.

Requested delivery to a safe place notifications



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.

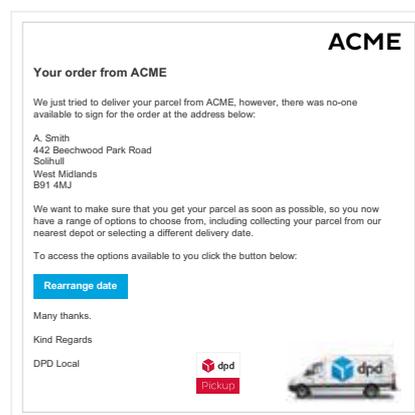
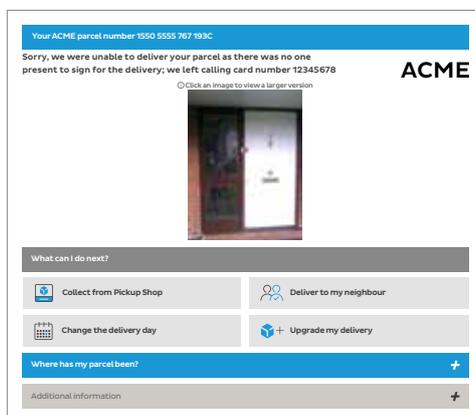
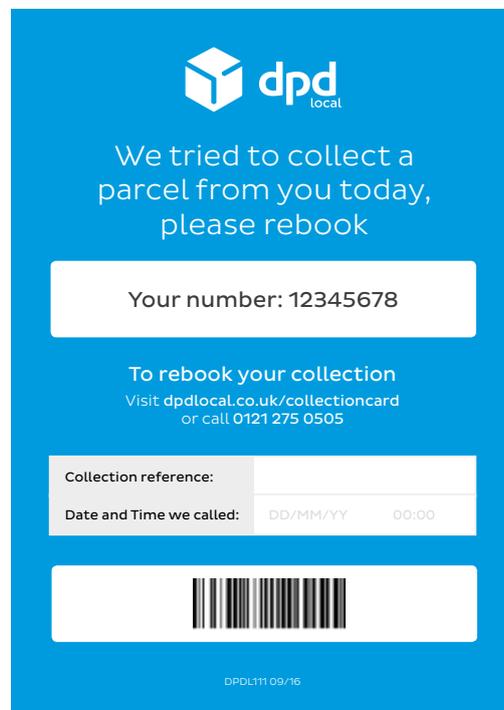
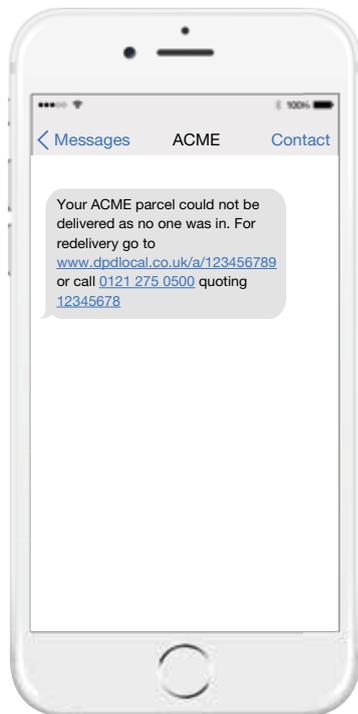
Deliver to neighbour

When your customers receive their one hour delivery notification via text message or email and they know they will be out, they have the option to have their parcels 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 a text message or email confirmation of which neighbour we delivered to.

Calling card with great options

If your customer is not home to sign for the parcel, DPD leaves a calling card and also sends an email and text notification.



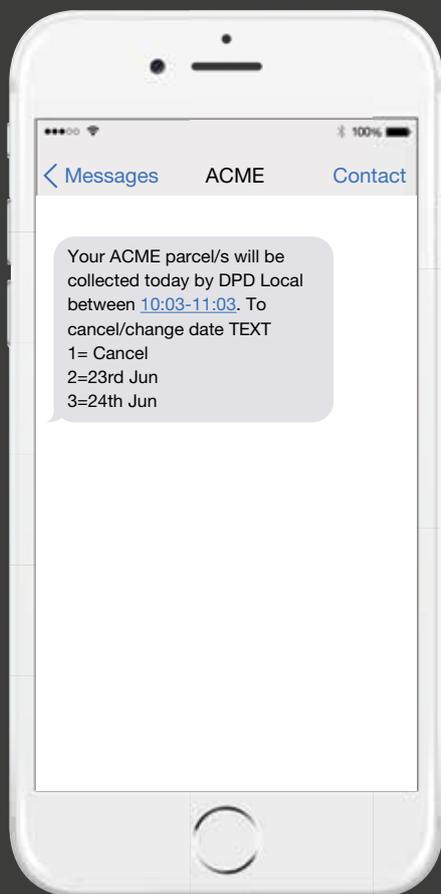
Predict Collections

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

We are also working on a project to deliver dynamic collections to make the entire process even easier to manage.

DPD Local 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.



ACME

Your parcel is due for collection today

Your ACME parcel/s will be collected today by DPD Local 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 the contents comply with the DPD Local'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](#)

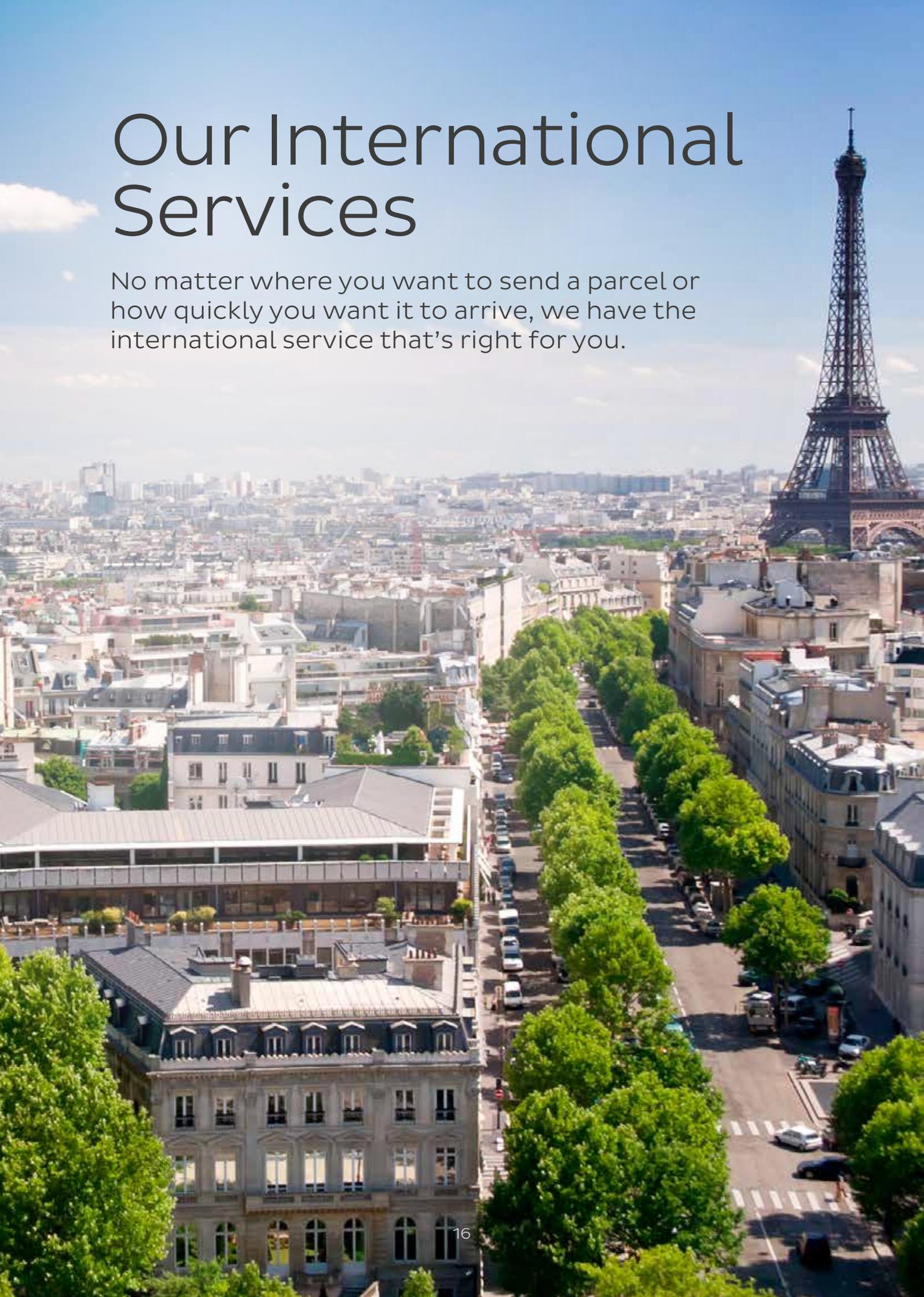
Thank you from DPD Local and we trust you are happy with our service.

ACME



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 200 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 materials 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 4 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 830 depots in over 26 European countries.

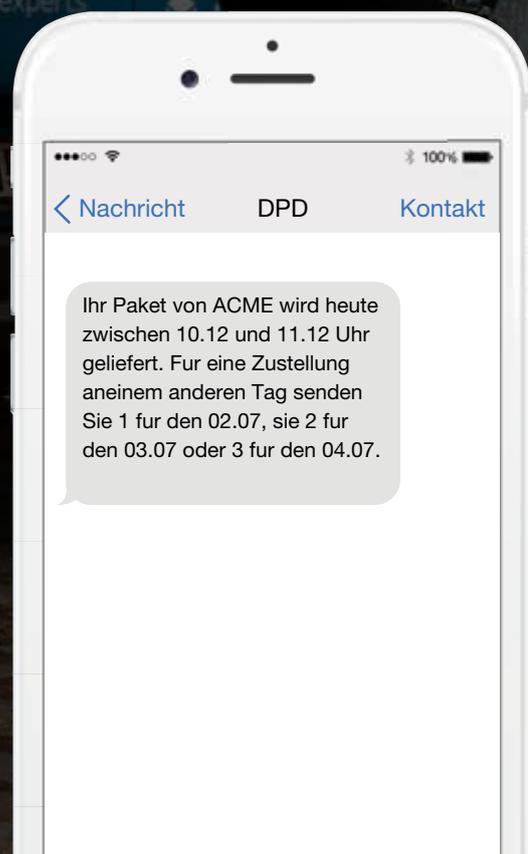
DPD Classic offers a swift, safe and reliable service with a proven track record for deliveries to Europe by road that represents excellent value for money.

- Closed network with the highest levels of security
- Delivery times as fast as two days in some countries
- Over 60,000 delivery experts, 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

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

DPD Classic destinations and transit times

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

Destination	Zone	Transit times
Latvia	5	5
Lithuania	5	5
Luxembourg	1	2
Netherlands	1	2
Norway	5	6
Poland	4	4
Portugal	4	4
Romania	5	6
Serbia	5	6
Slovakia	3	4
Slovenia	4	5
Spain	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 Local'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 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	4 - 6	3 - 5
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	4 - 5	2 - 4
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

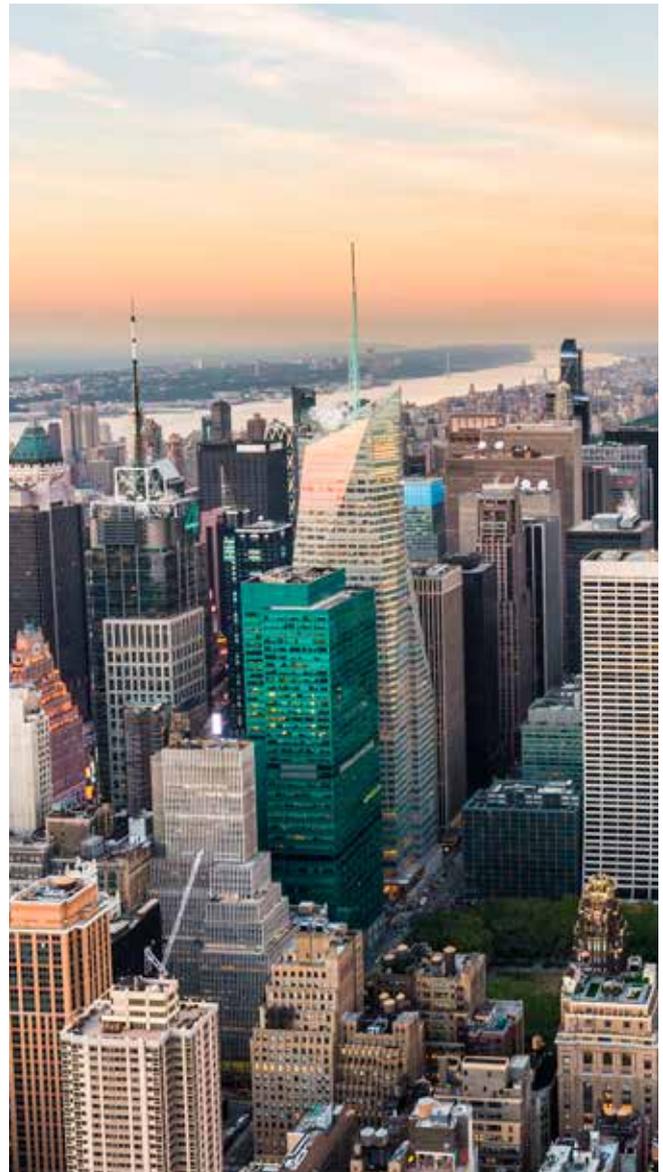
Destination	Zone	Air Classic	DPD Air Express
Guinea	9	6 - 9	5 - 7
Guyana	8	6 - 9	5 - 7
Haiti	8	7 - 10	6 - 8
Honduras	8	6 - 9	5 - 7
Hong Kong	6	3 - 5	2 - 3
Hungary	4	3 - 5	2 - 3
Iceland	7	3 - 5	2 - 3
India	7	3 - 6	2 - 4
Indonesia	7	4 - 7	3 - 5
Iran	9	5 - 8	4 - 6
Iraq	9	7 - 10	6 - 8
Israel	7	4 - 7	3 - 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 (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	4 - 5	3 - 4
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 Local 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 Local is a leading global provider of international mail services. As a one stop shop for all your shipping needs, DPD Local 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.

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 Local 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 **15 million** parcels a year
- **98.9% on-time delivery**, ensuring great customer service
- Local experience: DPD Local 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 Local to be the best: the best web service, the best customer service and the best delivery service.



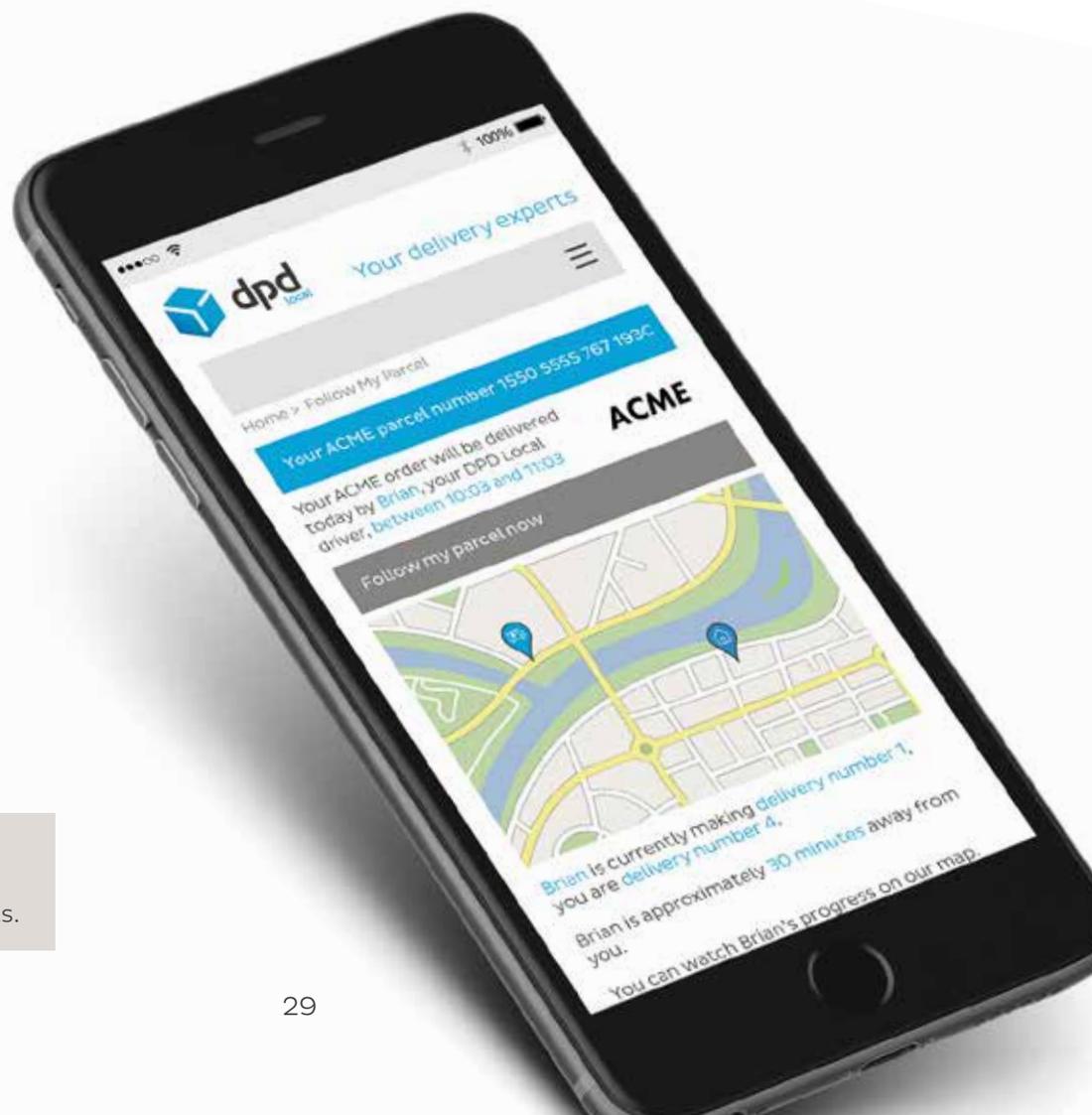
DPD Local online - at the touch of a button

Accessible anywhere, on any device

Here at DPD Local, 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.

The screenshot displays the 'How Can We Help?' section with three columns of service options:

- Not going to be in?**
 - Deliver my parcel anyway
 - How Can I change my delivery address?
 - How Can I change my 1 hour delivery slot?
 - How can I collect my parcel?
- Expecting a parcel?**
 - When will my parcel arrive?
 - What's my parcel number?
 - How can I change my delivery?
 - Can I confirm my changes?
- Missed a delivery**
 - How can I rearrange my delivery?
 - I was in, the driver hasn't been
 - Can the driver come back?
 - How can I collect my parcel?

Below these columns are two tracking forms:

- Receiving a parcel?** Includes a text input for 'Enter your reference number', a 'Postcode' input, and a blue 'Track' button. Below the form is a link 'Where is my reference?' with a plus sign.
- Sending a parcel?** Includes a text input for 'Enter your reference number', a 'Postcode' input, and a blue 'Track' button. Below the form is a link 'Where is my reference?' with a plus sign.

‘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

The banner has a blue background, a white sad face icon in a circle on the right, and a white chevron arrow pointing right at the bottom 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 Local 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

The banner has a dark blue background, a white happy face icon in a circle on the right, and a white chevron arrow pointing right at the bottom right.

Managing your exceptions online with My DPD Local

We want your customers to have the best possible delivery experience, and MyDPD Local 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 Local you'll have your own dashboard that summarises the status of all your shipments.

The screenshot shows the MyDPD Local dashboard. At the top, there is a navigation bar with the DPD Local logo and menu items: MyDPD Local, Shipping, Collections, Deliveries (highlighted), Shop Returns, Address Book, and Depot Finder. Below the navigation bar, there are links for Search, Dashboard, and Watch List, and a Delivery Search input field. The main content area is titled 'Delivery Search' and includes a 'CONTACT 1' button. Underneath, there is an 'Account:' dropdown menu set to 'All Accounts'. A section titled 'For your attention' contains seven cards with the following counts: Instructions Required (12), Instructions in Progress (1), Parcels No Data (0), Data Only No Parcel (0), Exceptions (info only) (1), Returns (0), and Watch List (50).

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

The screenshot shows the MyDPD Local delivery search interface. It features a navigation bar similar to the dashboard. Below the navigation bar, there are links for Search, Dashboard, and Watch List, and a Delivery Search input field. The main content area is titled 'Delivery Search' and contains several search filters: Product (All Products), Service (All Services), Undelivered (checkbox), Delivery Country (All Countries), Postcode (with a 'Find Postcode' button), Destination (All Destinations), Sort By (Not specified), Account (All Accounts), Range (None), and Direction (All directions). A 'Filter' button is located at the bottom right of the filter section. Below the filters, there is a 'Results' section with a table showing delivery details.

Collection	Customer Ref	Account	Parcel No	Service	Status	Consignment	Address
21/05/2015	Saturn 2.5	1590621	1597 6604 491 695 9	parcel - next day	Refused by Customer - Duplicate	9868434576/0 (1)	132 Maryland Avenue, Birmingham, B1 7GS
26/01/2016	ACME,CONTACT WORLD	1590621	1597 6543 897 796 H	parcel - next day	Failed - No response to calling card	9869087712/0 (10)	Flat 78, Birmingham House, Crescent Road, Birmingham, B1 9HK
				parcel - next	Failed - No response to calling	9869087712/0	Flat 78, Birmingham House, Crescent Road

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.

Investing In The Best Technology

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



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 Local 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

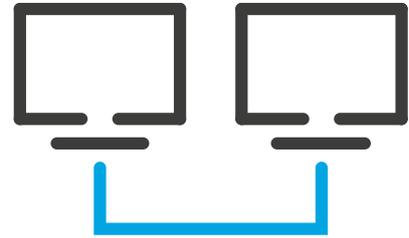
Our Depot Management team have full visibility of each driver's route and can monitor activity throughout the day to ensure deliveries are on schedule.



- 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.

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 Local. We will then transmit back to you tracking logs for all parcels shipped, with proof of delivery if required.

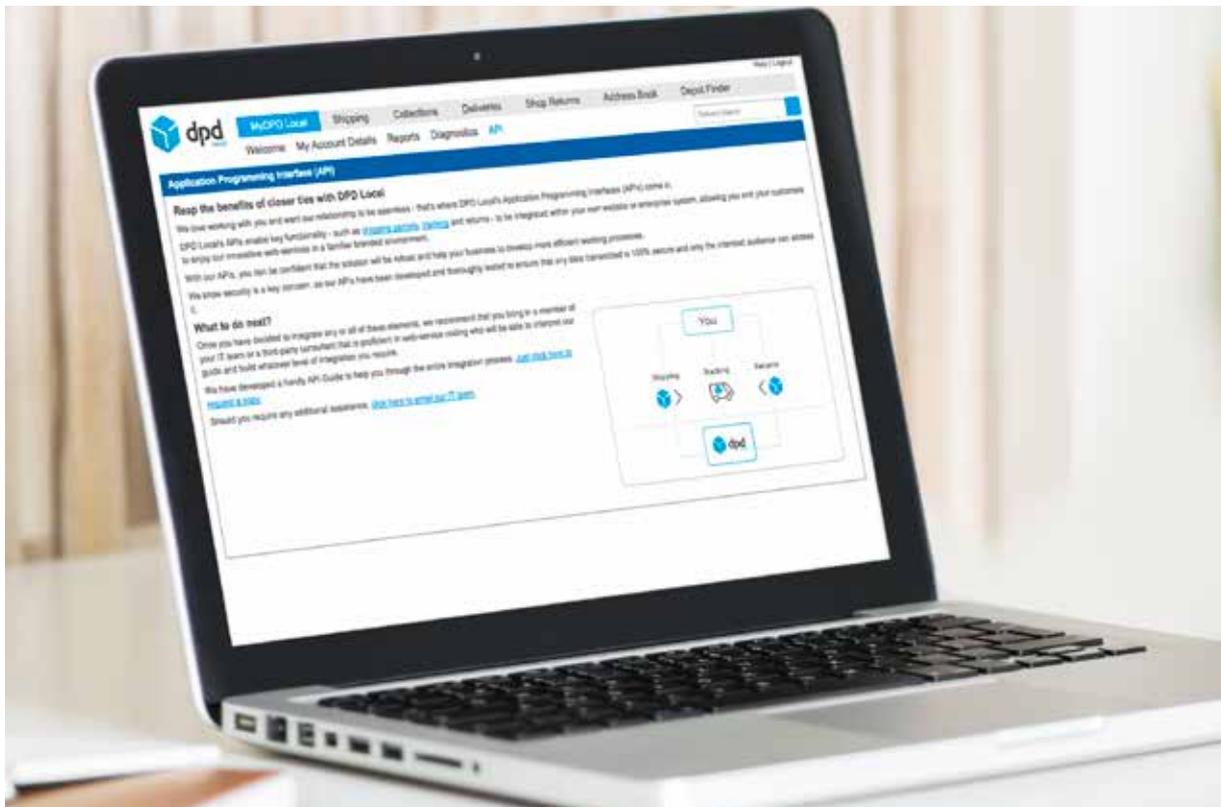


APIs - Application Programme Interface

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.



Innovation

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



DPD Local will ensure that your customers never miss a parcel delivery again. With the DPD Local 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 Local 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

Shipping Solutions

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

MyDPD Local 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.

The screenshot displays the MyDPD Local web interface. At the top, there is a navigation menu with options: MyDPD Local, Shipping (highlighted), Collections, Deliveries, Shop Returns, Address Book, and Depot Finder. Below this is a secondary menu with: Create Shipment, Shipment Review, Imports, and Import Activity. A search bar labeled 'Delivery Search' is on the right. The main content area is titled 'Create Shipment' and includes a note about the Predict service. The form is divided into three main sections: 'Delivery Details', 'Package Details', and 'Delivery Contact'. 'Delivery Details' includes fields for Short Name, Country (set to UNITED KINGDOM), Postal/Zip Code (with a 'Find Postcode' button), Organisation/Name, Address 1, Address 2, City, County/State, and Delivery Information (Max. 50). 'Package Details' includes Total No of Packages, Total Weight (Kg), Product, Service, Shipment Date (set to Monday - 03/08/2015), and three reference fields. 'Delivery Contact' includes fields for Contact, Telephone, and Notification Email (with a 'Predict' label).

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.

Managing Delays En Route

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

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.

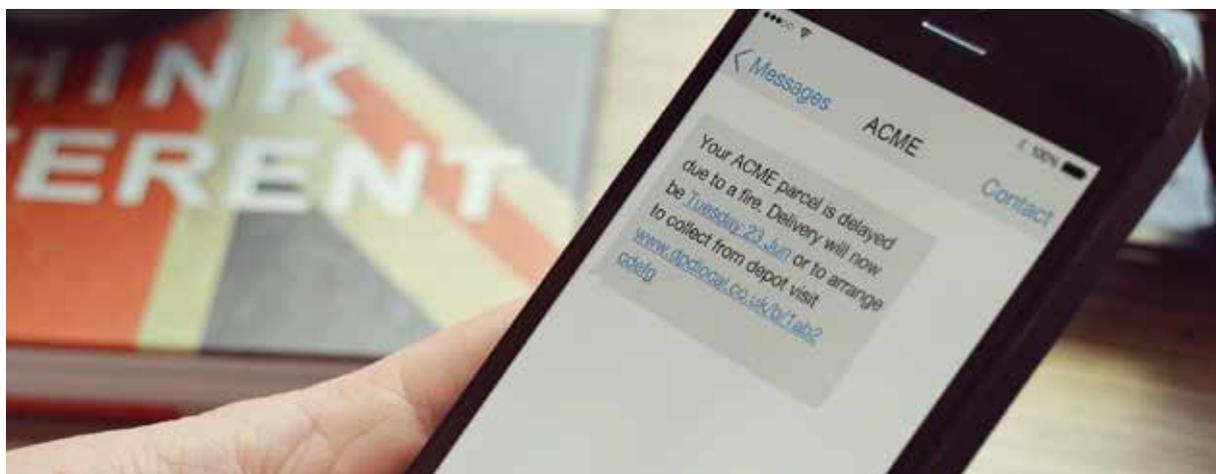
Your customers will receive proactive notifications if the parcel is:

- 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 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 image 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 Local Dashboard, with the reasons for delays clearly stated.



We sent over 12.5 million app push notifications last year.

YourDPD

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'll come back

If we've missed your customer first time round we'll **come back**



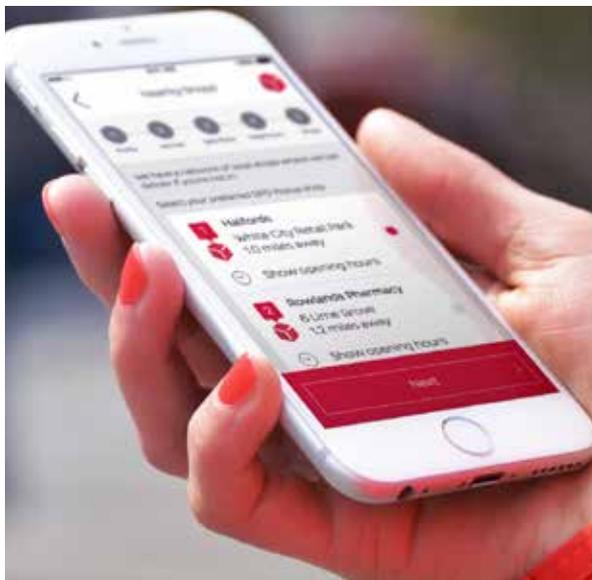
Delivery preferences

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.



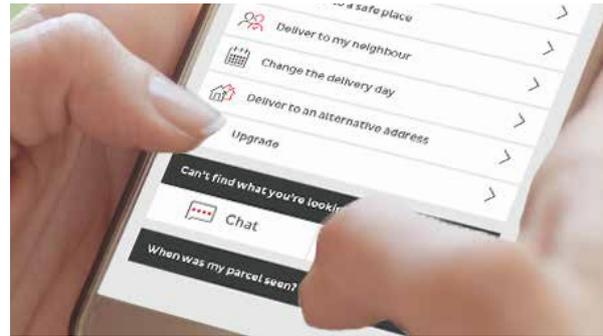
We'll come back if we missed your customers the first time

If we couldn't deliver your customers' parcels earlier in the day, we will check later on and, if our driver is able, we will come back to deliver.



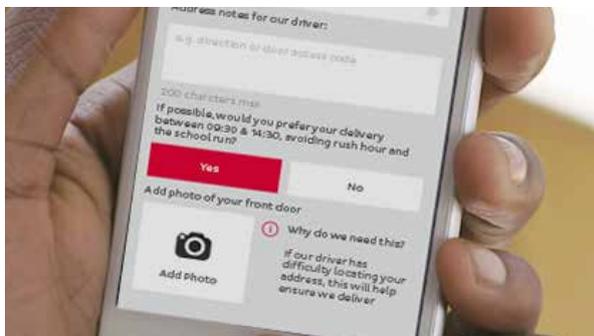
Tap to call

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



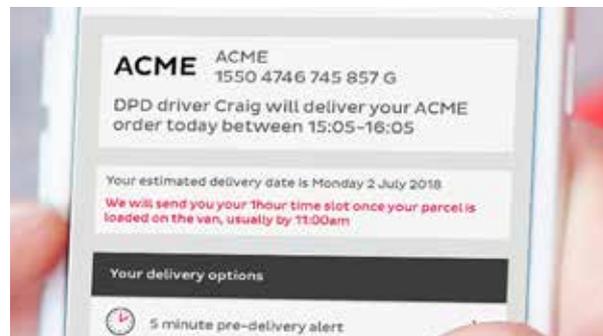
Love to chat

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



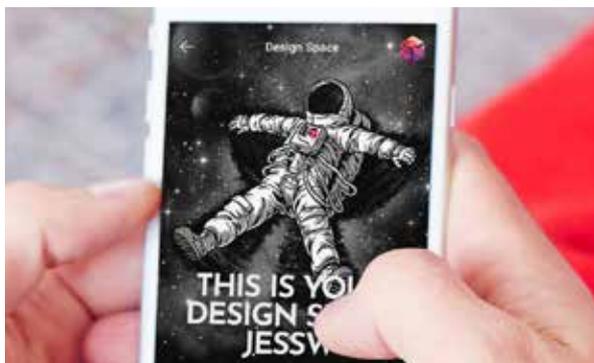
App assistance

In certain situations, an image of a door can help direct our drivers to the correct delivery location, and that's why we've added image capture to the DPD app avoiding any confusion.



Coming soon...

This year we're looking to introduce a 5 minute pre-alert as an added countdown to the delivery. It'll help with those times when consumers might be otherwise engaged and need that extra reminder.



DPD Design

We want app users to share their experiences and ideas about what 'great delivery' looks like. The DPD Local's Design space will allow them to do just that. We'll be including the 'golden nuggets' into our business vision so watch this space.



Partner rewards

Everyone loves a good deal, and we're going to share our customers' great offers with our app users. We think they'll love them.

Investing In Our Infrastructure

We believe in investing in our future to protect yours.

Smethwick Hubs

Sorts
390,000
parcels per hour

Smethwick Hubs

Sorts
50,000
parcels per hour

Total Vehicles

2,000

Total Depots in Network

91

Investing In Our Vehicles And Network

Investing in vehicles...

DPD Local utilises double-deck trailers and has access to one of the largest fleets of high volume vehicles in the industry.

Our double-deck trailers carry one-third more parcels than traditional single-deck trailers and therefore reduce road congestion and our carbon emissions.

... and our franchisee network

DPD Local has 94 depots, strategically located throughout the UK and within easy reach of all major UK cities. Your local DPD Local franchisee will have local knowledge and be close to both you and your customers.



Unrivalled operations

DPD Local offers a state-of-the-art sortation hub in the West Midlands. The 23-acre site is at the heart of the UK's motorway network and provides excellent connectivity to all of our depots in the UK, as well as being an international gateway for our European air and road services.

- Around 50,000 parcels machine-sorted per hour
- Potential to sort 390,000 parcels per night
- High security, with CCTV cameras in operation 24/7
- An additional special sorter for small items, processing 10,000 items per hour
- Our site also has a secure warehousing facility for customers with storage and fulfilment needs

Fully integrated warehouse and distribution IT systems mean orders can be monitored and tracked from order to delivery.



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 Local 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 5,363 vehicles in total
- Invested £25m in the vehicle fleet
- In-house maintenance facilities

... and network

DPD Local continues its commitment to investing in its 91-strong depot network with an ongoing refurbishment programme and the securing of larger premises in line with business growth. DPD has committed £100m over the next three years to expand its network to service its customers' needs. In 2018 four new Distribution Centres will be built that can unload five trailers at once and handle 40,000 parcels a day.

One of our superdepots -
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.



DPD Local DNA & Shared Values

Our DNA training programme has been running for 8 years. Each year we share our strategy and vision and other essential messages with all our employees and owner drivers.

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 Local's continued success.

All our people share the same values:



Respect



Accountability



Passion



Flexibility



Hard Work



Honesty

Amazing Awards

2,550 Amazing People recognised last year, this is just another reason why we are different

DPD Local'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 Local website for their amazing efforts.



Isaac Wilberforce
Delivery Driver, Denton

'I would like to commend you on your deliveries to the Macclesfield area. When you are delivering, every parcel arrives on time. When you greet me at my doorstep, you always have an enormous grin on your face. Over the months you have delivered my parcels and I can always rely on a positive and happy interaction with you. Even when you are not delivering to me, I always say hello and in return I am greeted with an immense smile and a pleasant comment.'



Jo Wareing & Claire Harrison
Customer Service Agent, Liverpool

One of our customers emailed in to say how fantastic you both have been while dealing with some delivery queries recently.

Charlie Doyle, Depot Account Manager



Bryan Wightman
C&D Driver, Leeds

'We think you are a smashing collection driver and you always go above and beyond when collecting. We think you need a reward!'

Apprenticeships

At DPD Local 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 Drivers

We know that our Owner Drivers 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 Owner drivers 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.

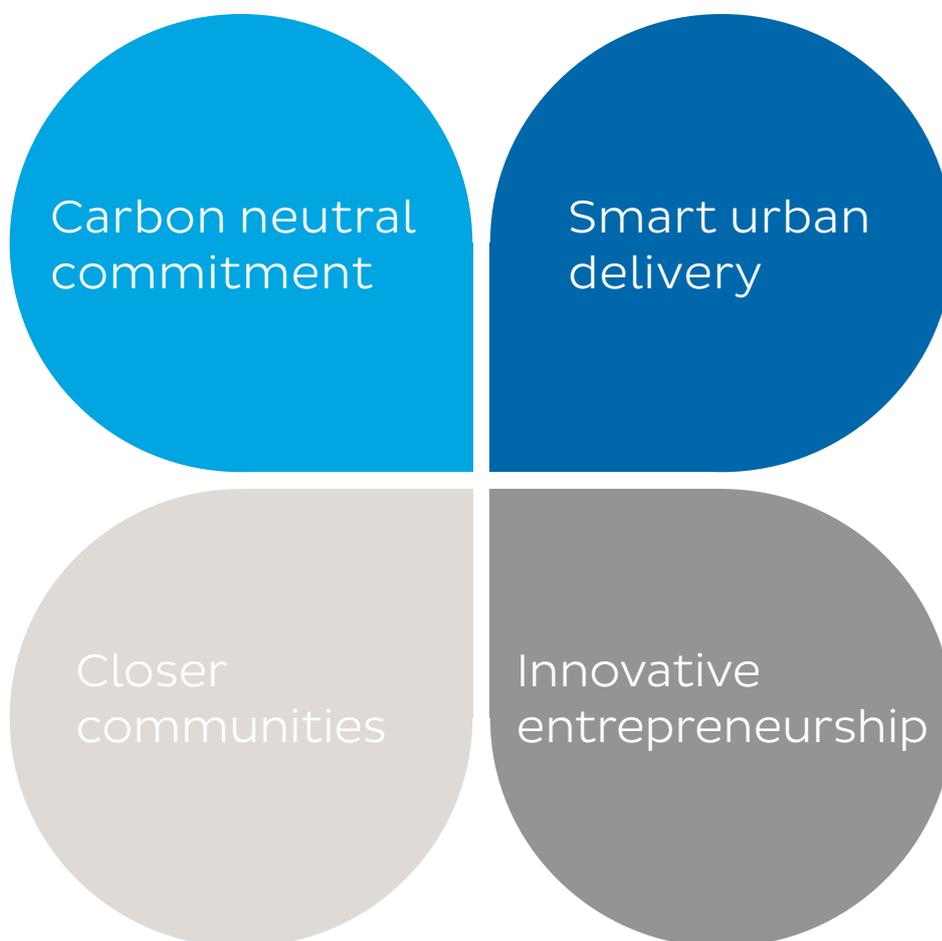
Listening to our people

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™

Driving Change™ is our commitment to Corporate Social Responsibility. We believe in being a responsible partner to the people, businesses and communities we work closely with.

There are four areas to our CSR approach:



“We believe in being a responsible partner to the people, businesses, and communities we work closely with”
- DPDgroup

Community Fund

The DPDgroup UK Community Fund ensures that we can support the many local charities that are close to our people's heart.

This year the DPDgroup UK Community Fund has donated over £28,000 to charities and communities.

We've donated to some great causes:

£4k

The Variety Club

£999

Sensory Education

£1,900

Crisis Centre Ministries

£1,255

Ronald McDonald House Charitie

£2,052

Acorns Children's Hospice



DPDgroup is the world's leader in voluntary carbon offset

- Makes up nearly 5% of the European voluntary carbon offset market
- DPDgroup has reduced its CO2 emissions by 10.1% per parcel since 2013
- DPDgroup's offset programme includes six projects related to the generation of clean and renewable energy
- These offset projects are located in the countries in which DPDgroup operates: Germany, the Czech Republic, Poland and the United Kingdom

Cleaning ground project UK

Involves Revitalising Abandoned Mines Captured methane is used for heat and power generation



UNITED KINGDOM
United Shire Project

**Improving the local energy mix
by capturing methane**

**+ 100,000 tCO₂e
avoided per year**

**+ 7,000 households' energy
needs covered per year**

"We are committed to reduce the consumption of resources such as energy, materials, substances and packaging."

**Neil O'Brien – Alkane /
CMM producer CEO**



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.

- 45,000ft³ 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 Local 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.

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



We're proud to say that DPD Local 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 Local has planned and implemented spontaneous checks on:

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

DPDgroup UK 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 audit being in 2017.



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