



THE DHL EXPRESS
**GRADUATE
DEVELOPMENT
PROGRAMME**

LEADING FROM THE FRONT



DHL EXPRESS GRADUATE DEVELOPMENT PROGRAMME OVERVIEW

Our graduates are our future business leaders. The DHL Express two year Graduate Development Programme is designed to provide you with the skills, experience and personal qualities you need to be successful in the future. Supported every step of the way by a mentor and our Certified International Managers, you'll take on new responsibilities from the very start and be given the chance to manage teams and projects. Being **Passionate** with a **Can-Do** attitude, getting it **Right First Time** and delivering at **Speed** for our customers and colleagues are the key attributes that drive us.

Our graduates are empowered to take the initiative, actively get involved in different projects and achieve impactful results that really make a difference to our business, customers and colleagues.



“ DHL has a strong heritage and association with rugby stretching back over 40 years, almost to the beginning of the company itself. The sport's core values of Teamwork, Respect, Enjoyment, Discipline and Sportsmanship are closely aligned to our own: Speed, Passion, Can-Do-Spirit and Right First Time. It's these characteristics that we look for in the future leaders of our business. ”

Ian Wilson, CEO DHL Express UK & Ireland

GRADUATE DEVELOPMENT

We have a huge amount of experience in helping each colleague make the most of their potential. An Individual Development Plan will be created with you to suit your needs and fit your journey in our business. Our focus is on hands-on development, getting you to do a real job with real responsibility from day one. But that doesn't mean jumping in at the deep end and being left to sink or swim. Far from it. We'll be there to help you improve every single day.

The Graduate Programme will develop your abilities within a real business role or project. Whatever you're working on, you'll be making a contribution to the business.

JOB SKILLS TRAINING

One of the great things about our programme is that it provides you with a unique understanding of the overall business by rotating you through a number of our departments and functions to broaden your knowledge. The key thing to remember is that you'll need to spot challenges as they emerge and put yourself forward to help. It's all about being proactive and steering your own development – and that calls for drive and initiative.

LEADERSHIP AND BEHAVIOURAL SKILLS TRAINING

To be a manager in our business, you need to have the right skills to be recognised as one of our elite Certified International Managers. So we'll support your development to bring out the very best in you. Our world class learning programmes mean that all of our employees are trained as Certified International Specialists, supported by Certified International Managers. With guidance from your own Certified International Manager and our managerial training, you will be equipped to become an incredible future leader.

GRADUATE WELLBEING

As an employer of choice, the wellbeing of our people is critical to create a positive and productive working environment. To support this focus, DHL offer a varied support network and online platforms to provide guidance, advice and support.

As a member of our graduate scheme, you will be mentored by a senior manager or director whose vast experience will be invaluable to you. In addition to this, you will have access to a further support network including; functional managers, graduate mentors, HR and your cohort group. You will also have access to our award winning benefits portal with access to employee assistance programmes, retail discounts, wellbeing advice programmes and event tickets!

WHAT THE PROGRAMME LOOKS LIKE:

- 24 month structured programme
- Functional workshops
- Functional placements
- Early responsibility and fast progression
- Experience of working within fast paced sites and environments
- A framework of personal development modules focusing on managerial skills
- Regular performance feedback and personal development planning
- All placements are within our UK business



Harlequin's Rachel Burford takes control of the lineout

“All the talent in the world won't take you anywhere without your teammates.”

ENTRY REQUIREMENTS:

- 2:2 or above degree classification (predicted or obtained at the time of application) in any discipline
- Passion and motivation to start and develop a career within the logistics industry in the UK
- Flexible in approach to working styles, shifts, and roles
- Fully mobile to relocate within the UK (graduates will be required to relocate for their placements whilst on the programme)
- Must hold a valid UK driving licence at the start of the programme
- Eligibility to work in the UK for the full duration of the programme
- Must be fluent in English
- Confident communicator – able to tailor communication style according to the audience
- Enthusiastic and open-minded in getting the most out of the programme
- Sensitive to diverse working teams and environments
- Must have graduated with a classification within last two years

WHAT WILL YOU GET IN RETURN?

In addition to building knowledge and experience within a global corporate organisation, you will also have access to a variety of additional benefits which include: 22 days holiday, pension scheme, benefits portal access, annual bonus scheme/salary review, and access to discounted gym membership.

In return for your hard work we offer excellent career progression opportunities upon successful completion of the programme and a professional environment where you can acquire, use and continue developing your skills.

We want our graduates to build their careers with DHL upon successful completion of the programme; contribute their ideas to influence the success of the business; and to have the opportunity to be part of an organisation that makes a contribution to society as well as to the world of logistics.

GRADUATE JOURNEY

ROTATIONAL ASSIGNMENTS

The DHL Express business is made up of the following departments. During your journey you will have the opportunity to work with a number of these functions. Your unique programme will be created by you and the graduate programme leadership. You will discuss the three departments best suited to you, and then rotate through the three selected departments over the course of the programme.



Operations

The core of our business is the Operation, our global market leading network, which offers customers a world class shipping solution focussing on service excellence and fast delivery.



Sales

The Sales Development Group (SDG) is a function within Sales and the team in which our graduates are placed. SDG drive efficiency and motivate sales growth, empowering our sales force through people development, processes and tools, whilst enhancing the sales experience for our customers by providing proactive solutions and timely support.



Customer Service

The UK Customer Service team is DHL Express' largest single site call centre within Europe. Graduates are placed within the Customer Service Development team, who are key to ensuring the business continues to provide world class customer service to all our customers.



Information Technology

Information Technology contributes to business success in a variety of ways and across a broad range of different environments which include Project Delivery, Infrastructure and Service Management.



Marketing

Marketing is the creative and strategic hub of our organisation, analysing and implementing innovative world class products and solutions to retain customer loyalty and attract new business through a variety of tools and channels.



Human Resources

HR create and implement cutting-edge people strategies and policies to acquire, retain and develop a high performance workforce to deliver a first-class service to our customers at a local and international level.



First Choice

As part of the First Choice team you will support continuous improvement projects across all functions. Utilising customer feedback from our Net Promoter Approach and internal feedback you will help identify areas for improvement allowing us to develop and maintain a truly outstanding customer-orientated culture.

DEPARTMENTS

SKILLS YOU WILL DEVELOP

You will contribute to maintaining and developing our world class network by undertaking projects to drive efficiency, productivity, and to develop the network in response to changing trends in global delivery.

Based on our comprehensive Sales strategy, you will undertake roles and support projects across Sales Training, Tools and Processes, Sales Performance, Tender Management and Sales Development contributing to the success of our world class sales team.

You will be involved in workforce planning, forecasting, analysing and producing critical reports to ensure a smooth customer service operation in real time. You will also play a critical role as part of the project team that rolls out new system projects.

You will undertake and support activities in a variety of areas including: Analysing business processes to understand requirements; Project delivery in a global organisation; Protecting information and managing cyber security risks; Sourcing products and maintaining supplier performance; Protecting business operations through zero defects and continuity planning; Delivering a service oriented customer experience.

Our Product, Communications, Pricing and Yield, Sponsorship and Digital Marketing team will provide you with world class insights and focussed tasks to support your understanding and contribute towards business growth.

You will undertake roles and projects within HR which will involve change management, recruitment and selection, employment legislation, talent, reward, payroll, welfare and performance management.

You will do this by applying Six Sigma and Lean Management techniques to identify root causes and implement sustainable improvements. In addition you will also support our award winning CIS (Certified International Specialist) programme to run staff training events across the country, supporting facilitators and delegates to get the most out of these events. Working with the CIS Sustainability team to ensure delegates implement what they have learnt once they return to the business.

SUPPORTING YOUR DEVELOPMENT TO ACHIEVE ROLES SUCH AS:

- Programme Manager
- Project Manager
- Field Support Manager
- Operations Manager
- Transport Manager
- Infrastructure Project Manager
- Infrastructure Engineering Manager

- Field Account Manager
- Bid Executive
- Sales Analyst
- Sales Trainer

- Resource Planning Analyst
- Customer Service Team Manager
- Customer Service Project Analyst

- IT Project Manager
- System Analyst
- Infrastructure Security

- Cost and Profit Analyst
- Internal Marketing Executive
- External Marketing Executive
- Product Manager

- HR Business Advisor
- Reward and Recognition Specialist
- Recruitment Advisor
- Management Information Analyst

- Solutions Analyst

AARON VIRDEE

TRADE COMPLIANCE FIRST CHOICE



What first attracted you to DHL Express UK?

The red and yellow of DHL is seen more than the red and yellow of McDonalds, but other than the fact that DHL is a massive global company, what really caught my attention was its fun and friendly culture, which was expressed by two existing colleagues. As soon as I joined I was made to feel at home by my teammates, whom very shortly after I could call my good friends.

What have you gained from DHL Express UK in terms of your career/ what key skills have you gained whilst working for us?

DHL has helped me develop my team work, presentation and social skills. In my first month I was asked to deliver a presentation with a colleague which gave me the experience of meeting people in different departments and creating contacts. In addition to this, my role has given me the confidence to communicate with internal and external colleagues in order to solve problems. DHL has given me the motivation and any tools I require to pursue what I want to achieve within the company.

What's the most memorable day at work you have had?

My first day was definitely my most memorable. I started on the day of our monthly team meeting where I got involved with a feedback session and team bonding exercises. It was a really fun day which was topped by a Nandos lunch, which again demonstrates the fun and friendly culture held by DHL.

What was your experience like when you first joined the business?

Jumping straight from university into working life can seem quite daunting. However, in my first few days at DHL I was made to feel very comfortable by my team which made the transition very easy for me. It's not just my team that helped me feel welcome, it was everyone I met, from the security at reception, to the colleague I happened to share a lift with, to department managers. Everyone I have met at DHL is very welcoming and has a very friendly energy about them, which makes coming to work not feel like work at all.

DANIEL FROUD

SORT SUPERVIROR AT SDC, OPERATIONS



What first attracted you to DHL Express UK?

The chance to work for the world's most international company and be a part of an experienced team where I can make a difference from day one. I didn't want to be a graduate just making up the numbers, DHL Express gave me the opportunity to lead from the front and show what I'm about.

What have you gained from DHL Express UK in terms of your career/ what key skills have you gained whilst working for us?

DHL has given me a clear career path and chance for progression, you get out what you put in. Having not had much of an idea of a career after university this was a real positive and comfort.

The Supervisor role has given me direct first-hand experience with people management, appraisals, 1 to 1s' and disciplinary meetings': this is something I wouldn't have had access to in other roles in other companies. It's taught me how everyone is different and if you want to motivate and encourage your team to get things right first time, you have to change your approach to get the best out of every individual.

What's the most memorable day at work you have had?

My most memorable days at work have come when the working evening hasn't gone according to plan, a system error, power issue etc. This is because it's taught me so much about my team and colleagues. How people react in different situations, but also how everyone comes together despite what has happened to get the customer shipments out on time. It's then rewarding to come in the next afternoon and congratulate your team on a job well done.

What was your experience like when you first joined the business?

I went on my Certified International Specialist induction during my first week. This helped me to understand more about the business and its ethos, while also allowing me to bond with a couple of colleagues from my shift. Once I got into the office I had a really memorable experience, everyone was so welcoming, friendly and supported me through my learning process. It really helped to put me at ease when starting my first full time job and made me feel part of the team.

THE CERTIFIED INTERNATIONAL SPECIALIST (CIS) PROGRAMME

The Certified International Specialist (CIS) programme is far more than the company's training and development platform, it represents the culture of the business and is designed to motivate and engage employees every day.

CIS courses provide a unique experiential experience, focusing on the core characteristics of the incredible DHL company culture, and are facilitated by our own managers and employees, who work across every area of our business.

All employees start by taking part in the CIS Foundation course, our global initiative that enables every employee to become a 'Specialist in International Express' from day one in the business. It takes employees back through the entrepreneurial history of DHL, which was founded in 1969 by three far-sighted Californians, and the pioneering spirit and customer dedication that helped it grow into the world's most international company. It also provides training on the fundamentals of international shipping, ensuring every

employee, regardless of their role in the company, is equipped as an international specialist that can support our customers with successful cross-border delivery.

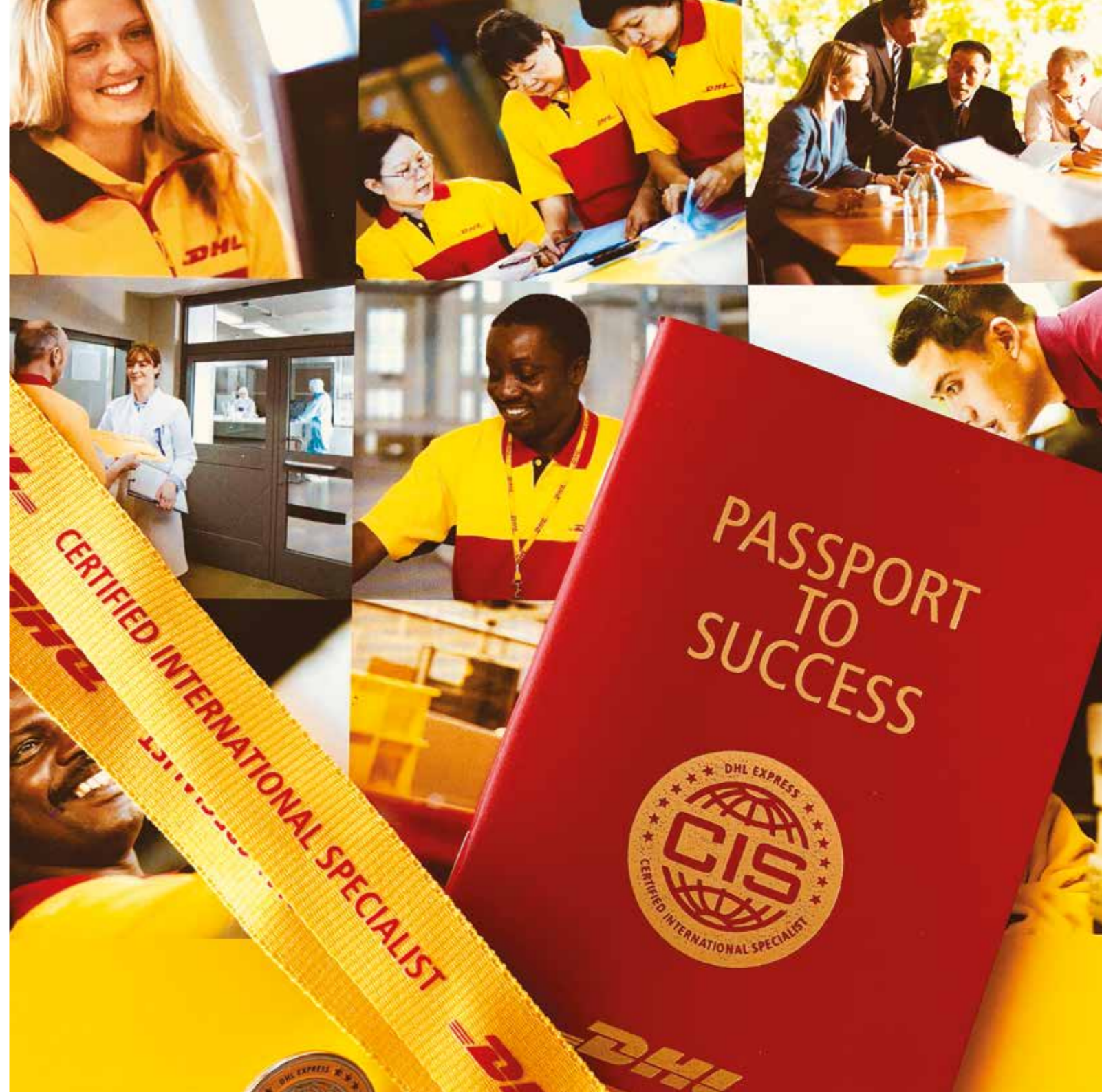
As part of the DHL Express Graduate Programme, you will also complete our Certified International Manager (CIM) global leadership training programme.

CIM is delivered for both Managers and Supervisors in the business, ensuring that all employees in these roles are fully equipped to lead teams and develop people.

CIM will support your understanding and development by focusing on:

- Providing clarity on what DHL Express expects from its Managers
- The responsibilities of our Managers in delivering the company strategy
- The type of mind-set and approach required to do that
- How managers can role model our Guiding Principle of Respect and Results focused leadership

- Coaching your team every day to drive performance and increase motivation
- Supporting your people to 'Have a Best Day Every Day'



If you wish to register your interest
prior to this date, please email
wearerecruiting@dhl.com

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