



01 October 2018

Attention: Liaison and protocol department

INTERNATIONAL LIVESTOCK RESEARCH INSTITUTE

Dear Customer,

Thank you for choosing DHL Express as your international express shipping partner and for your continued support.

DHL Express would like to inform you about the annual general price increase effective January 1, 2019. We are taking the opportunity to give you all information now in order to smoothen your planning processes for the upcoming year. The increase in ETHIOPIA will be 5%.

The main drivers behind the price increase for 2019 are:

- Inflation – A significant portion of the increase is aimed at offsetting the effects of inflation, which are responsible for major input costs for our business activities. As a global network, we are affected not only by inflationary factors in our own country but also from those that come from outside of ETHIOPIA.
- Industry-specific costs – Our cost base is also determined by other external factors that are not directly tied to inflation and which are specific to our industry sector. This includes costs such as administrative costs related to regulatory and security measures, which are updated by national and international authorities on a regular basis.
- Quality – DHL Express has been investing significantly in its international network to meet highest expectations and to offer an even better service to customers globally. Our aim is to deliver continuous improvement in quality to meet our customers' needs even more. The annual price adjustment allows us to further strengthen our infrastructure, ensuring best-in-class customer solutions by using innovative technologies and individual delivery processes. Particularly in the last few weeks and months, we focused on investing in hub expansions and new gateways in many markets and thereby boosted our shipment processing capacities per hour and reduced our transit times. We are always working on upgrading our regional and intercontinental air fleets, we are also opening new facilities with automated sorting technologies and introducing innovative e-commerce service solutions for our customers worldwide. This also includes the integration of new destinations to our global network, with DHL Express now offering its Time Definite International (TDI) express logistics services in Turkmenistan, one of the last blank spots for DHL on the world map.

At DHL Express, we will also carry on doing everything we can to assure the highest security and sustainability standards to comply with the requirements of our customers, partners and transport authorities. We are making all these investments in facilities and infrastructure throughout the world to benefit customers in all countries.

Effective 1st January 2019, Oversize Piece and Non-Stackable Pallet surcharge will be charged to every piece attracting the surcharge, instead of only once per shipment. Historically these surcharges were applied per shipment due to systems limitations. This has now been addressed by a system upgrade. For more information on these surcharges, please visit www.dhl.com

I encourage you to contact your account manager if you would like any further information on these changes.

We look forward to working together successfully in 2019.

Yours sincerely,

Saba Kahsay
Commercial Manager



DHL Express - Excellence. Simply delivered.

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