

DHL Express (Australia) Pty Ltd

DHL Express (Australia) Pty Ltd is a subsidiary of express delivery and logistics provider DHL. The organisation provides door-to-door services to more than 220 countries and territories worldwide through some 4,500 facilities. DHL is a truly global network, with each country working together to ensure business success.

DHL Express (Australia) Pty Ltd is a Top Company for Leaders because of its excellence in:

1. Promoting diversity and inclusion through leadership
2. Providing strong leadership development frameworks
3. Creating and embedding engaging leaders within the business

Promoting diversity and inclusion through leadership

Diversity and inclusion are guiding principles of behaviour within both DHL globally and DHL Express Australia. Diversity is promoted within the leadership team, with targets set for increasing the number of women in leadership positions. The organisation has also been recognised by the Workplace Gender Equality Agency for pay equity, with Senior Vice President Gary Edstein acting as an ambassador for the agency's Pay Equity Pledge.

DHL Express Australia is clear in its commitment to providing an environment of mutual respect and openness, that celebrates diversity and opposes all forms of discrimination. The organisation strives for leadership thinking to be inclusive and to harness the power of the group across different businesses, P&Ls and geographies to achieve results. Many employees are given the chance to travel and work in different locations to facilitate the sharing of experience and expertise, and to build an inclusive global business.



Providing strong leadership development frameworks

The Certified International Manager program (CIM) is a leadership program delivered to all employees in leadership roles across the DHL Express global network. It is the organisation's signature leadership development program amongst other more targeted initiatives.

The CIM program has been designed by leaders, in conjunction with an external provider, and is delivered by senior leaders in each region. It is sponsored by the DHL Express global CEO and global management board and is a substantial investment for the organisation both at a global and local level. The program is modular in nature and requires two three-day classroom training sessions over a two year period.

Since the implementation of the CIM program the DHL Express division has gone from being the biggest loss-making division of the broader business in 2008, to posting increased profit year-on-year since 2010.

"At DHL we have a saying "Have a Best Day Every Day" which is about all of our employees being ready, willing and able to provide the best possible service to our customers. Our leaders are vital in enabling our employees to do this and that is why we have invested so heavily in the training and development of all of our leaders. Training gives people confidence in their ability and competence in the skills required to deliver on the leadership expectations DHL has today and into the future."

Gary Edstein, Senior Vice President Oceania, DHL Express

Creating and embedding engaging leaders within the business

DHL Express Australia has a unique culture where leaders are truly embedded in the operating structure. Across the organisation, leaders are encouraged to spend 70% of their time in the business, personally attending sales calls and courier runs. Even the CEO joins in on these tasks, as well as dedicating up to 40% of his time to talent related activity.

Leaders at DHL Express Australia are well known within the organisation and have close professional relationships with their people. They are genuine, consistent and engage in open communication. Leaders are also assessed on an ongoing basis to ensure that they are achieving and maintaining high scores in 'Active Leadership', based on feedback gathered from their direct reports in the organisation's annual Employee Opinion Survey.