

PROHIBITED AND RESTRICTED COMMODITIES POLICY



Guidelines on what can and cannot be transported by DHL Express
Date Version 1 April 2016



1 PURPOSE AND SCOPE

This policy document provides guidelines to all DHL Express employees on what can and cannot be transported. Commodities are divided into two categories:

- **PROHIBITED**
- **RESTRICTED**

All procedures for acceptance or non-acceptance for carriage of restricted commodities must be followed as laid out herein

WHO DOES THE POLICY APPLY TO?

- All DHL Express shipments (both international and domestic), with the exception of DHL Air Capacity sales products (ACS) and domestic carriage by DHL Express Germany
- This policy does not apply to DHL Freight, DHL Supply Chain or DHL Global Forwarding

COUNTRY-SPECIFIC RESTRICTIONS

- This policy does not override any country-specific restrictions due to import (or other) regulations. In addition, countries or regions may impose additional (lower) value limits at their own discretion or additional restrictions if considered appropriate
- Please refer to the Interactive Service Directory (ISD) for country specific import / export restrictions. <http://isd.dhl.com/isd/home.seam?cid=41543>

DANGEROUS GOODS

- Dangerous Goods are not included in this policy. Any questions regarding DG should be referred to your country DG coordinator, the Regional Restricted Commodities Group or Global RCG

2 PROHIBITED COMMODITIES

Prohibited commodities must, without exception, be **refused for carriage** by DHL Express, regardless of value, business potential or who the customer is.

Prohibited Commodities and Explanations	
Live animals (Including mammals, reptiles, fish, invertebrates, amphibians and birds)	DHL Express does not have the operational capability to transport such items.
Hunting (Animal) trophies, animal parts such as ivory and sharks fin, animal remains, or Animal-by-Products and derived products not intended for human consumption, prohibited for movement by the CITES Convention and/or local law.	<p>Certain endangered species are prohibited for carriage. These are contained within Appendix 1 of CITES.</p> <p>[The CITES Convention (Convention on International Trade in Endangered Species of Wild Fauna and Flora) is an international agreement between governments concerning the international trade in specimens of wild animals and plants https://www.cites.org/eng]</p> <p>Animal products not contained within Appendix 1 of CITES can usually be shipped but may require an export licence from the issuing government.</p>
Human remains or ashes	DHL Express does not have the operational capability to transport such items.
Bullion (of any precious metal) (Usually, but not limited to gold or silver in mass e.g. gold bars or ingots)	These items are prohibited for carriage as the DHL Express network is not designed to be sufficiently secure for such transportation. It could lead to DHL people or property becoming targets of criminal activity.
Cash (current legal tender) (bank notes, currency notes and coins)	
Loose precious and semi-precious stones (Cut or un-cut, polished or un-polished)	
Complete firearms, ammunition, explosives / explosive devices	<p>These items are prohibited for carriage in the DHL Express network as in many territories special handling and licenses are required for the carrier. Restrictions also apply in airports worldwide for the airside handling of such items.</p> <p>Note: Firearms parts are Restricted</p>
Illegal goods, such as counterfeit goods and narcotics	Any goods considered to be illegal are prohibited for carriage as DHL Express could be held financially and criminally responsible for the movement of such goods. This can include items that are country-specific (e.g. the importation of alcohol and pornography) and commodities considered to be illegal internationally, such as counterfeit goods and narcotics (e.g. heroin, cocaine).

3 RESTRICTED COMMODITIES

- Restricted commodities may be acceptable for carriage where there is a clear business value to be gained from accepting the commodity
- Acceptance of these items is likely to require special operational and/or security procedures, specific contractual wording or additional costs for the customer
- In order to obtain approval for the carriage of Restricted commodities, a fully documented business case must be presented for evaluation **prior to shipment**, detailing the specific requirement for carriage along with operational, security and contractual details
- Pre-alerts

Pre-alerts for shipments will only be considered where the value of the shipment is equal to, or exceeds €100,000, and is considered to be high risk, such as consumer electronics, or designer goods. Pre-alerts must be approved by the security manager at origin. Special exceptions can be applied for with the approval of the country operations and security manager. Extensive use of pre-alerts is to be avoided unless contractually obliged to do so, as this dilutes the intent of the service

Restricted Commodities and Explanations	
Air guns, imitation or replica firearms, firearm parts and replica ammunition	These can look very similar to real firearms. Licences and special handling can also be required. These shipments will only be accepted from account customers with appropriate accreditation and may be subject to pre-alerts.
Antiques and works of art	Applicable to all shipments, insured or uninsured, valued in excess of €500,000. The submitted business case must include full details of packaging, which must be sufficient to withstand the rigors of the intended transit and handling. Regardless of value, if insured, customers must provide an independent proof of value in advance of collection.
Banderols / tax stickers (Usually used on cigarettes or alcohol to indicate that duties and/or taxes have been paid)	Applicable to all shipments, insured or uninsured, valued in excess of €500,000. Banderols are highly theft attractive, with exceptionally high values carried in small parcels. They will only be accepted for transport upon receipt of a detailed business case with an overwhelming commercial benefit and with all necessary security measures in place.
Cigarettes and *electronic cigarettes	Applicable to all shipments, insured or uninsured, valued in excess of €500,000. Cigarettes are highly theft attractive, from both opportunist and organised criminals. *Electronic cigarettes require RCG approval.
Financial and monetary commodities	Applicable to all shipments, insured or uninsured, valued in excess of €500,000. Examples include activated SIM cards for mobile telephones, blank or activated credit or cash dispenser cards, blank checks, event tickets, lottery tickets, money or postal orders, pre-paid phone cards, tickets (blank stock), traveller's cheques, vouchers/tokens, unused stamps etc.
Jewellery and watches	These items are highly theft attractive, from both opportunist and organised criminals. Individual items with values in excess of €5,000 and consignments in excess of €100,000 are restricted for carriage.

With queries, or to submit a business case, contact:

- For business case approval, please contact your **Regional Head of Security**
- For guidance on application of this policy, please contact **Regional Head of Security** or **GBS Risk**, as below:

Asia Pacific (excl. China)	AsiaPacificRiskManagement@dhl.com
China	ChinaRiskManagement@dhl.com
Americas	AmericasRiskManagement@dhl.com
Emerging Markets CIS	CISRiskManagement@dhl.com
Middle East & North Africa	MENARiskManagement@dhl.com
Sub Saharan Africa	SSARiskManagement@dhl.com
Central & Eastern Europe	CEERiskManagement@dhl.com
Poland	PolandRiskManagement@dhl.com
Europe (excl. below)	GBS.Risk@dhl.com
Austria	AustriaRiskManagement@dhl.com
BeNeLux (BE,NL,LU)	BeNeLuxRiskManagement@dhl.com
France	Fr.FranceRiskManagement@dhl.com
Germany	Germanyriskmanagement@dhl.com
Italy	ItalyRiskManagement@dhl.com
Nordics (DK,FI,NO,SE)	NordicsRiskManagement@dhl.com
Spain	SpainRiskManagement@dhl.com
Switzerland	SwissRiskManagement@dhl.com
UK/Ireland	RiskManUK.Ireland@dhl.com

5 BUSINESS CASE

- The Restricted commodity business case should be supported by the relevant DHL Commercial/Sales personnel in consultation with local Operations, local Security and local Legal teams
- **An E-mail should be sent to Regional Head of Security, including the following information:**

1. Introduction

- Brief description of the objective of the business case
- Is this a single shipment or continuous approval request?
- Customer's business background

2. Business proposition

- Customer details (address, account number(s) etc)
- Current logistics and transportation service provider
- Shipment profile(s) (including detailed commodity description, shipment values, volumes, weights, destinations/traffic lanes, loss history, etc.)
- Special service agreement/special contract

3. Commercial benefits

- Potential Revenue (incl gross and net margins)
- Future business growth
- Any other benefits

4. Process overview

- Shipment preparation
- Shipment handling and storage
- Detailed description of other modes of transport (e.g. road haulage)
- Has customer signed a customer confirmation letter?

5. Security measures

- Shipments on hold at origin
- Shipments on hold at destination
- Security control at gateway
- Security alert (See section 4)
- Contingency plan
- Emergency response plan
- Security packaging requirements