



Press release

DHL dispatches its first package as operations commence for Zalando at its Illescas logistics center in Toledo

- **DHL will create around 600 new jobs at this site, which covers an area of 37,500 square meters**
- **With this platform, Zalando will be able to offer its customers in Spain an improved standard of service thanks to a reduction in the delivery times for their orders**

Bonn, March 11, 2021: DHL Supply Chain Iberia has commenced operations at the logistics center it operates on behalf of Zalando in Illescas, Toledo, with the dispatch of the first package from this site. This milestone marks the start of logistical processes at the facility, which will be scaled up over the coming months. The first package was delivered to a customer in Logroño in the province of La Rioja.

The start of DHL's operations means that the service Zalando offers its customers in Spain will improve and, once the logistics center is running at full capacity, delivery times will be reduced by 1 to 1.5 days. In fact, from now on, products dispatched from this site will be flagged as such on the Zalando website so that consumers are aware that they can benefit from reduced delivery times.

Covering more than 37,500 square meters, DHL Supply Chain Iberia will create around 600 new jobs at this logistics center. The facility, which was developed by GLP, has obtained a "Very Good" rating under BREEAM sustainability certification due, among other things, to the installation of solar panels and LED lighting with motion detectors.

Hendrik Venter, CEO of DHL Supply Chain EMEA notes that "the accelerating transition from offline to online is driving growth in e-commerce, particularly in the fashion and retail sector. DHL Supply Chain has played a crucial role in getting desired fashion products and articles to countless end customers. We are very proud to have developed such a deep business relationship with Zalando, bringing them closer to their customer base in Spain."

As Riccardo Vola, Zalando's General Manager Southern Europe, explains "offering a significant range of products paired with better service to our Spanish consumers is key to our success. We are delighted to have DHL Supply Chain Iberia on board to handle logistics operations and offer an enhanced customer experience."

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Roberto Pascual, Managing Director of DHL Supply Chain Iberia also adds that “it is an honor that one of the world’s leading players in online fashion is relying on us in Spain. What is clear is that online commerce in our country is only growing and our extensive experience in logistics for this fast-changing area will add value to Zalando. In particular, DHL has state-of-the-art demand forecasting systems, which enable Zalando to offer maximum flexibility and adaptability to the peaks in online campaigning throughout the year, and a regional advanced training center, which will enable the company to have a large pool of workers certified in our processes from day one.”

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