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SOUTH EAST REGION

Visit to DHL Express

In April, 17 CILT members and students, suitably dressed in high-viz jackets and protective footwear, were hosted by DHL in their new Service Centre that opened one year ago. Our hosts Claire Leo, Gatwick Service Centre Manager and Rob Fox, Operations Manager, met us in reception where we were put through a rigorous security check, including the taking of photos and phone numbers and a H&S briefing, and then took us to a meeting room where refreshments were laid out, and Claire gave us an illustrated talk on the work of DHL and the role played by the new Service Centre.

There has been a £37 million investment in the site with £2M invested in an automated shipment processing system to bolster improved efficiency and capacity for collections and deliveries across Sussex, Surrey and Kent. The new site has also been developed with sustainability at its heart, benefitting from extensive solar panels, which combined with green energy from the grid means that the site runs on 100%

renewable energy. The building also features low-use water appliances and energy usage monitoring. The site has the infrastructure to support 90 electric vans, with 30 electric car charging spaces for employees. Covering 115,000 sq. ft, the site is projected to handle around 2 million items each year.

DHL's website says

When Adrian Dalsey, Larry Hillblom and Robert Lynn founded DHL in 1969, they didn't know they would revolutionise the world of logistics. Today, DHL is the world's leading logistics company. Our 600,000 people in over 220 countries and territories work every day to help you cross borders, reach new markets and grow your business. Or simply send a letter to your loved ones.

DHL Group is home to two strong brands: DHL and Deutsche Post. Our international service portfolio includes mail and parcel, express, freight transport, supply chain management, and e-commerce logistics solutions.

DHL Express – When your shipment needs to be there fast, choose the International Specialists for quick, reliable expedited shipments to and from more than 220 countries and territories.

What stands out today to visitors, is the caring nature of DHL as an employer, the many individual staff achievements in picture form dotted around the building, the amazing staff recreation areas – anyone for snooker or table tennis? and the fact that so many staff have been there for years.

We were taken to the working floor where, as it was evening, vans were arriving with their collected parcels which were put on conveyor belts, sorted, and taken out to waiting trucks to go on to various other centres, the main one being London Heathrow for onward passage to literally anywhere.

After two hours, we also departed, sincerely grateful to DHL Express for an interesting and educational visit. ■

ENVIRONMENTAL & SUSTAINABILITY FORUM

Visit to DP World London Gateway

CILT Environment and Sustainability Forum visited DP World's London Gateway in Thurrock for an 'Insight Day.' The port, built on a former Shell Oil Refinery site, is undergoing significant expansion with two new deep-water container berths and a second rail terminal under construction. Current operations handled 2.1 million TEU in 2024, expected to increase to over 3 million with the new Gemini Alliance shipping service.

The port features four active berths along a 1.7-kilometre quayside, with Berth 4 being the world's first all-electric operation. Its quay cranes are among Europe's largest, capable of handling ships with 26 containers across and achieving 30+ moves per hour through tandem and quad lifting capabilities.

Environmental initiatives include electricity-powered cranes and handling equipment, with remaining combustion engines converted to Hydrotreated Vegetable Oil (HVO), reducing greenhouse gases by 80%. A Carbon Inset Programme launched in January 2025 helps cargo owners reduce their carbon footprints by earning CO₂e credits for containers moved through DP World's UK ports.

The port employs advanced technology, including a Vehicle Booking System for the 2,000-3,000 trucks visiting daily. Optical Character Recognition systems match vehicles and containers to pre-bookings, achieving an average HGV turnaround time of just 40 minutes.

The visit concluded with a tour of the neighbouring logistics park with its 9 million

square feet of warehousing capability, demonstrating how the port continues to develop leaner, greener operations across the supply chain.

Thanks to Jessica Tomkins, Gemma Green, Mark Viner, and Daljit Singh Oberoi from DP World for hosting, and to Kelly Hobson from Shape Tomorrow for helping organise the event. ■



INSIGHT DAY
REGISTRATION FORM



CARBON INSET
PROGRAMME TRIAL