

Corporate Brochure 2022



Delivering Growth – in Asia and Beyond.

Key Figures 2021



11.1 billion
net sales (2021)



48
innovation centers
160
distribution centers



Operations in
36
markets
870
business locations



2,100
clients
2,000
suppliers
530,000
customers



33,100
employees

Welcome From the CEO



As the COVID-19 pandemic continues to impact almost all industries and sectors worldwide, we have seen consumer habits in Asia and beyond change. As such, routes-to-market are becoming more diverse, complex, and competitive for companies from both the East and the West.

That's where we can help you. We are a Swiss organization with over 150 years of experience in helping companies grow their business in Asia and beyond. And that's what we mean when we talk about our industry: Market Expansion Services – of which we are the leader.

When you partner with us, you get an integrated and comprehensive portfolio of services precisely tailored to your needs. You also benefit from our in-depth knowledge and insights into local markets, regulations, business networks, as well as an omni-channel outlook.

So if you're wondering how to reach your business goals and grow your business in the exciting and diverse region of Asia and beyond, please get in touch to find out how we can help you.

A handwritten signature in black ink, appearing to read 'S. Butz'. The signature is fluid and cursive, with a large initial 'S' and a distinct 'B'.

Stefan P. Butz
Chief Executive Officer

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Four Reasons to Partner With Us

Trusted Partner

DKSH is the trusted partner for companies looking to grow their business in Asia and beyond.

As the industry leader in Asia, DKSH is the first choice for clients seeking a trustworthy and reliable Market Expansion Services partner who can guarantee the integrity of their value chain and the quality of their services.

We blend Swiss reliability, professionalism, and best practice corporate governance with more than 150 years of uninterrupted business presence in Asia. Through our 850 business locations across the region and a distinctively pan-Asian approach, we are literally woven into the fabric of the markets we serve – and as they grow, we grow with them.





Unique Value

We offer our partners the services they need most, tailor-made to their specific requirements.

For more than 150 years, we have been delivering growth for brands in Asia. We have experienced first-hand all the challenges our partners face – and we have the know-how they need to overcome them.

Our complete portfolio of services is integrated and tailored to the needs of our business partners. We help them grow with an unrivalled pan-Asian network, long-term relationships, plus in-depth knowledge of industries and local markets.





Resilient Unique Scalable

Our unique business model fuels our growth and is deeply rooted in the fast-growing markets of Asia.

Well diversified, unique, and highly scalable, our business is resilient and difficult to replicate, and forms the foundation for our continuing growth.

The vast majority of the products we handle are very close to the daily needs of the people in the markets where we are active, contributing to the resilience of our business model.





Driving Growth

Our growth, and the growth of our business partners, is fueled by three megatrends.

First, there is tremendous growth in Asia, driven largely by the region's fast rising middle class. Their increased purchasing power is having a positive direct impact on consumer markets and an indirect positive one on industrial markets.

Second, intra-Asian trade is increasing. Asia has developed into a continent with its own strong domestic markets and is now at the center of global trade flows – and the trade barriers continue to fall.

Third, companies are recognizing that growth is more profitable if they focus on their core competencies and outsource other elements of the value chain to specialist service providers such as ourselves.



How Can We Support You?

At DKSH, our business partners are either clients or customers, depending on their position in the value chain and the services we provide to them. Our business model is centered on DKSH's role as the key link between clients and customers. We help our partners in growing and adding value to their business and enable them to achieve lasting success.

As a result of our position as a leading company for partners looking to grow their business in Asia and beyond, we benefit from economies of scale, unique cross-regional and cross-industry synergies, and significant bargaining power with trade.

Leveraging on our strong market presence, clients can capitalize on the superior commercial terms and conditions made available by DKSH. On the other hand, our scope and scale allows us to provide our customers a comprehensive portfolio of products and services.

Our Clients

Our clients – manufacturers of fast moving consumer goods, luxury and lifestyle products; pharmaceuticals, consumer health products, and medical devices; specialty chemicals and ingredients; and advanced machinery or technical equipment – wish to sell their products in markets with high entry barriers.

Strategically, our clients want to grow their business by increasing sales in existing markets, enhancing efficiency and margins, or launching into new markets. We offer Market Expansion Services to clients from Europe and the Americas, and increasingly also for clients originating in Asia.

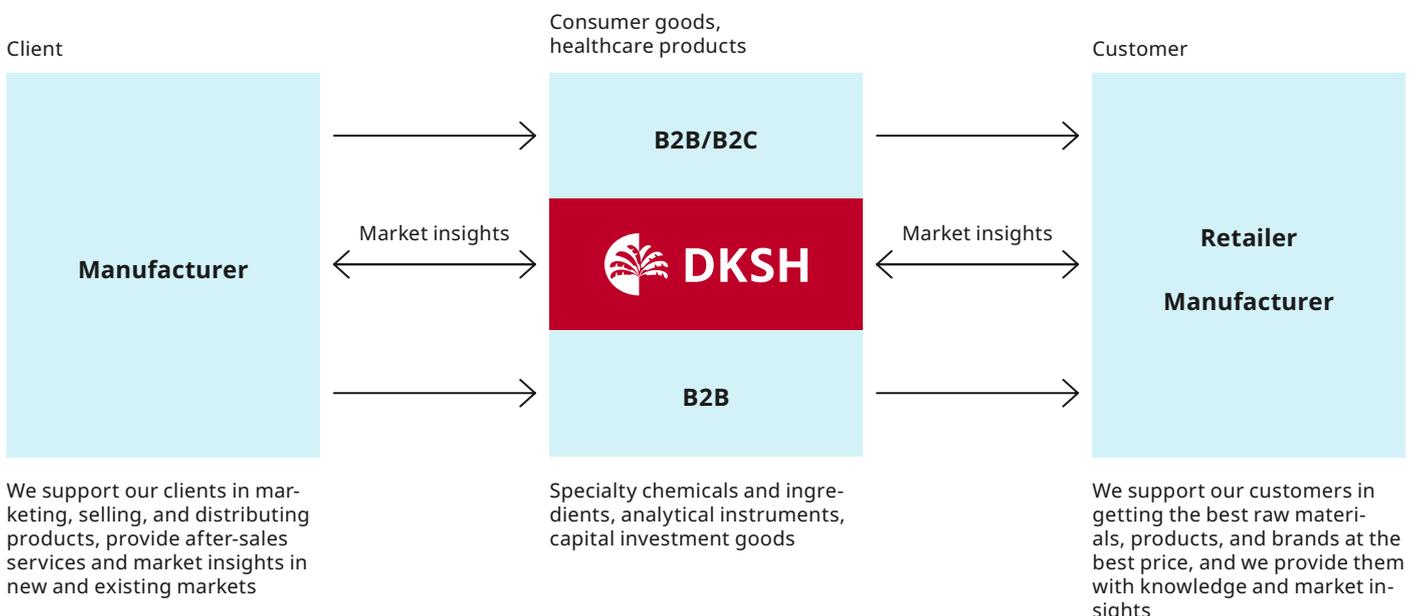
We support our clients in marketing, selling, and distributing their products, as well as providing after-sales services and market insights.

Our Customers

Our customers are either manufacturers to whom we provide technical equipment or raw materials, which are processed or used in their own production; retailers such as supermarkets, department stores, mom-and-pop stores, luxury and apparel boutiques; or doctors, hospitals, and pharmacists who resell the products we provide to end consumers.

Strategically, our customers want to increase their sourcing base, market shares, and revenue opportunities.

We support our customers in obtaining the best raw materials, products, and brands at the best price, while providing them with knowledge and market insights.



What We Do

DKSH in Brief



“Being deeply ingrained in the fabric of local communities, we create impact by catering to basic needs, bringing joy, and fulfilling dreams. When people see our DKSH truck arriving in a remote area, they group around it. It brings excitement and life to town.”

Stefan P. Butz, Chief Executive Officer

DKSH enriches people’s lives by providing access to goods, services, and insights. United by our vision to be the trusted partner, we help companies grow.

Delivering life-saving drugs to hospitals, bringing high-quality products to remote villages, installing technology that raises living standards, and providing new formulations for healthcare products that make life easier. These are just a few examples of how DKSH touches and enriches people’s lives around the clock.

We do this while helping our clients grow by distributing, promoting, and servicing their products and helping our customers grow by providing access to high-quality products, services, and insights.

Delivering Growth – in Asia and Beyond.

Market Expansion Services



The underlying goal of any business is to drive growth. This is DKSH's sole aim: providing companies with access and expertise to grow in and with Asia. We call this Market Expansion Services.

Our Market Expansion Services are:

Comprehensive

Choose from a complete range of specialized services along the value chain – from sourcing, market insights, marketing and sales to distribution and logistics and after-sales services.

Customized

Our services are precisely tailored to meet your exact needs.

Integrated

Our intelligently integrated and tailor-made services deliver seamless end-to-end solutions – no matter how large or small your requirements.

Our Service Philosophy

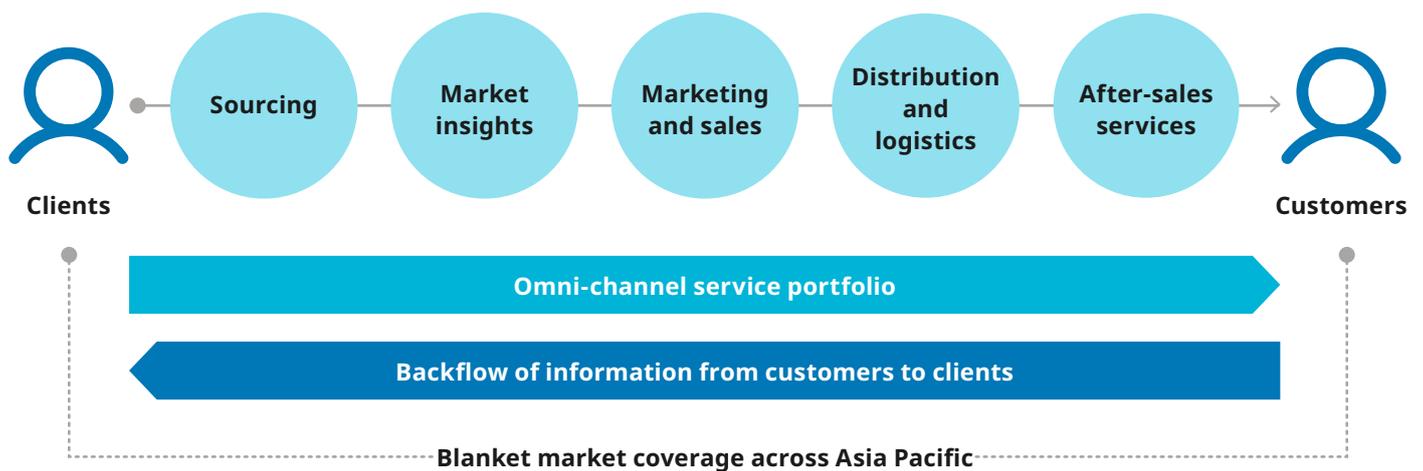
Our business is about more than simply the exchange and promotion of goods, but rather taking on a profound responsibility for your products and brand. Our specialists proactively provide strategic advice based on their experience, know-how, and networks, gathering data from our hundreds of thousands of customers and translating it into highly detailed and up-to-date market information. With us, your business is in good hands.

Our industry expertise is reflected in our four highly specialized Business Units: Consumer Goods, Healthcare, Performance Materials, and Technology.

Learn more at www.dksh.com



Services We Offer



Choose the services you need to grow your business from our comprehensive and ever-growing omni-channel portfolio.

Sourcing

Access a global sourcing network with:

- Deep industry expertise to provide you with any materials and products you need
- A cost-effective, quality, and dependable supply
- Full compliance with safety and environmental regulations

Market Insights

Innovate for growth with:

- Access to our global network of innovation centers where we generate new product ideas, develop, and customize them, work on new ingredients and technology applications, provide hands-on training and acceptance tests
- Market entry and long-term business strategies based on our local expertise and market intelligence

- Omni-channel insights from data and analytics

Marketing and Sales

Open up new revenue opportunities with:

- A complete array of marketing and sales services for your products, including eCommerce marketing
- Access to all relevant channels to market, customers, and outlets across Asia Pacific both offline and online (e-retailers, e-marketplaces, etc.)

Distribution and Logistics

Delivery of what you need, at the right time and place with:

- An unmatched logistics infrastructure and distribution centers to transport, store, and distribute your products across Asia
- Many additional specialized services including product registration, regulatory support, customs handling, importation, logistics, repackaging, invoicing, cash collection, supply chain management, and e-fulfillment

- A global SAP platform, one of the largest in Asia, which you can align your IT system with to receive valuable direct data, such as outlet level transactions, for informed decision-making

After-Sales Services

Service throughout the entire lifespan of your product with:

- A broad range of after-sales services and support ensuring top-quality standards, fast problem resolution, and the ability to establish a positive product experience
- Expertly trained teams providing customer service, repairs and maintenance, on-the-spot training, and know-how transfer

Our Business Units

Consumer Goods

CHF 3.8 billion

net sales (2021)

CHF 84.0 million

EBIT¹ (2021)

19,880

specialists

350,000

retail outlets served

900

clients

23

markets

¹ Includes gain on sale to aCommerce (CHF 10.3 million) and a non-recurring share of loss in associate (CHF -9.1 million)



DKSH Consumer Goods is a leading distributor and market expansion services partner for fast-moving consumer goods, food services, and luxury & lifestyle companies.

We provide a full range of integrated solutions to support our partners' journey of growth, including product feasibility studies, registration, importation, customs clearance, sales, marketing and merchandising, warehousing, physical distribution, invoicing, cash collection, and after-sales services. Our local expertise and knowledge, together with our broad infrastructure, enable us to understand our business partners' needs and deliver customized solutions to grow their businesses.

Our Fast Moving Consumer Goods team serves 350,000 retail outlets and operates 65 distribution centers in Asia. Serving hundreds of boutiques, shops-in-shops, and brand counters, the Luxury & Lifestyle team has a proven track record as a brand builder in luxury goods. Our Food Services team caters to the rapidly growing hospitality industry in the region.



[dksh.com/
consumergoods](https://dksh.com/consumergoods)



Success Story:
Horlicks Gets a Local Touch to Power Up the Malaysian Market

Background

Unilever is one of the world's leading consumer goods companies, making and selling over 400 brands in more than 190 markets. It works with thousands of suppliers and invests extensively in goods and services, including ingredients and raw materials. These products are distributed to 25 million retailers, from supermarkets to small convenience stores, and through other fast-growing channels like e-commerce and direct-to-consumer.

Challenge

Although it is already a household brand, Horlicks' appeal was mostly limited to the older generation consumers. The product was also not hugely popular among the hotel, restaurant, and café businesses in the market.

This was partly due to stiff competition in the market that already has a wide array of similar beverages at different price points. As for the product, it has always been marketed as a standalone malt drink with limited innovation to drinks usage.

Approach

The first innovation we introduced was the development of a new product named Tehlicks. The new drink was based on Horlicks' popular ingredients combined with the distinctive taste and flavor of the "teh tarik" drink. The idea was to capture the imagination and interest of local consumers.

Once the product was created, we implemented the necessary marketing and promotional plans to bring product awareness to the market. We collaborated with local food outlets to set-up display/model stalls equipped with product sampling and point-of-sale marketing materials.

Results

The results of the Tehlicks product sold at the local food outlets were exceptional. While these outlets previously sold around two cups of Horlicks daily, they recorded sales of nearly 20 cups daily immediately after Tehlicks was introduced to their customers.

Product sampling showed that 80 percent of consumers liked Tehlicks while another 30 percent of consumers were in favor of Tehlicks ready-to-drink retail packs. With this demand, we are working with Unilever to help launch Tehlicks ready-to-drink retail packs in retail outlets and supermarkets. They also introduced this new flavor to a popular ice-cream chain Inside Scoop.

At the same time, we are also keeping key opinion leaders and the industry players aware of Tehlicks. Together with Horlicks, we continue to look for new channels to expand the product into, including other major cities in Malaysia.

Healthcare

CHF 5.6 billion

net sales (2021)

CHF 130.9 million

EBIT (2021)

7,290

specialists

130,000

customers in Asia Pacific

550

clients

15

markets



DKSH Healthcare is a leading distributor and commercial outsourcing partner of choice for pharmaceutical, OTC, consumer health, and medical device companies.

We help patients in Asia Pacific get reliable and efficient access to the best healthcare possible by providing our partners with a full range of commercial outsourcing and market expansion services.

We provide access to multiple channels in 14 markets in Asia Pacific, including modern and traditional trade, drugstores, pharmacies, clinics, hospitals, and eCommerce platforms.

We offer a wide range of solutions from registration, market entry studies, marketing and sales, redressing, physical distribution, as well as invoicing and cash collection.

With our leading marketing and sales competencies supported by regulatory affairs, customer care centers, and logistics platforms, as well as our commitment to international quality standards and corporate compliance, we set the benchmark in Asia Pacific. Our integrated service offerings are unmatched across the region.

Our over 7,250 healthcare specialists provide deep market knowledge coupled with a breadth of capabilities that enables us to develop truly customized solutions. We support and represent 550 clients and serve 130,000 purchasing and decision-making customers, thereby improving the lives of millions of patients across the region.

We also have a product licensing and manufacturing business in Switzerland and Asia through stand-alone entities, Medinova and Favorex.



dksh.com/healthcare



Success Story: Brilliant Solution for Hospital Cold Chain Packaging Needs

Background

DKSH's cold chain management system provides innovative solutions for businesses for the safe storage and transportation of temperature-sensitive medicines. We ensure that our partners' products are secured throughout the supply chain and logistics process.

Challenge

Healthcare providers, medical facilities, and hospitals are always looking for sustainable solutions to store, transport, and deliver medicine. As a leading healthcare products distributor across Asia, including in Thailand, we are constantly improving our cold chain management systems for our business partners.

In terms of cold chain packaging, we wanted a product to further reduce the carbon footprint by replacing dependency on single-use Styrofoam containers.

Approach

Backed by an experienced team who are familiar with the production of biological agents for the healthcare industry, we undertook the development of the B-Box. The B-Box is a temperature-controlled cold chain box that is 100 percent returnable and reusable, available for both 80-liter and 40-liter packaging.

The B-Box, also referred to as the Brilliant Box, uses an excellent insulating material that is easy to clean and is ultra-lightweight. Yet, it is also robust and designed to be stackable for easy storage, safe transport, and built to be more durable than the traditional Styrofoam boxes. In addition, each box comes with a unique code that allows clients to track the exact location of the package when in use.

Results

The 80-liter B-Box was initially introduced to five hospitals in Thailand, and was subsequently taken up by more than 25 hospitals. Following this success, we introduced the 40-liter variant which is now being used by more than 200 customers in Bangkok and the Central Region across Thailand.

Performance Materials

CHF 1.3 billion

net sales (2021)

CHF 115.4 million

EBIT (2021)

1,370

specialists

20,000

customers

32

markets



DKSH Performance Materials is a leading global distributor of specialty chemicals and ingredients for the food and beverage, pharmaceutical, personal care, and specialty chemicals industries.

We provide a full range of market expansion services to support our partners' business growth across Asia Pacific, Europe, and North America.

Our more than 20,000 customers benefit from reliable and responsible sourcing thanks to our global networks and strong geographic footprint. We provide regulatory consulting, supplier certification, and product registration to navigate complex regulatory environments and ensure compliance.

From our network of 48 state-of-the-art innovation centers, we provide application know-how and develop cutting-edge formulations and solutions. This creates business opportunities, reduces time-to-market, and allows us to meet the growing needs of our customers. In collaboration with our innovation specialists, our technical sales force achieves strong growth for our clients and customers.

We promote our product portfolios through digital channels to extend our market reach. Our customers experience a more agile and efficient service through our digital capabilities. We also enable our sales force with new technologies and next-level digital solutions. By providing market insights and trend analysis, we create business opportunities and strengthen the competitive advantage of our clients and customers.

With over 1,350 specialists in 120 locations across 32 markets, we cover all of Asia, with comprehensive networks in Southeast Asia, India, and Japan, as well as extensive coverage across Western Europe and the USA.



[dksh.com/
performancematerials](https://dksh.com/performancematerials)



Success Story:
Honeywell Regains Position As Number One Supplier of Synthetic Wax Additives in Australia

Background

Honeywell is a Fortune 500 industrial-tech company with about 110,000 employees and 900 sites across the world. Honeywell's 2020 sales revenue reached USD 33 billion. Honeywell Additives are one of the largest global producers of synthetic wax blends used in Plastics, Rubber, Coating & Paints, Inks, and Asphalt.

DKSH Australia began their relationship with Honeywell in April 2019 to explore the wax additive market in Australia.

Challenge

Australia's manufacturing sector has changed dramatically over recent years with many companies moving their manufacturing offshore. A prime example is the loss of the automotive industry, with the last manufacturer (General Motors Holden) closing their operation in 2017.

Honeywell was once in a leading position in Australia for synthetic wax blends. The change in the manufacturing landscape and the lack of market presence, however, resulted in the unsatisfactory performance of Honeywell in the past six years and cast many uncertainties as to its future.

Approach

The first step was to understand the market and map out the customers in each of the segments.

As a starting point, we leveraged our market knowledge of the Plastics, Rubber, and Paint & Coatings industries identifying a range of users and new potential customers. The objective was to understand their needs and what, if any, reapproval process was required.

DKSH collaborated closely with Honeywell's commercial and technical teams to provide recommendations and commercial offers that helped Honeywell regain its business and identify some new opportunities that Honeywell was not aware of.

We further supported Honeywell with our Asia-wide distribution network and logistics supply chain to ensure a continued and uninterrupted supply of products to customers.

Results

Within twelve months, Honeywell's sales of their synthetic wax products had surpassed their expectations and they achieved the highest level of sales volume in the last six years.



Specialty chemicals and ingredients at your digital fingertips www.dkshdiscover.com

Technology

CHF 430.3 million

net sales (2021)

CHF 21.1 million

EBIT (2021)

1,600

specialists

30,000

customers in Asia

Network of more than

400

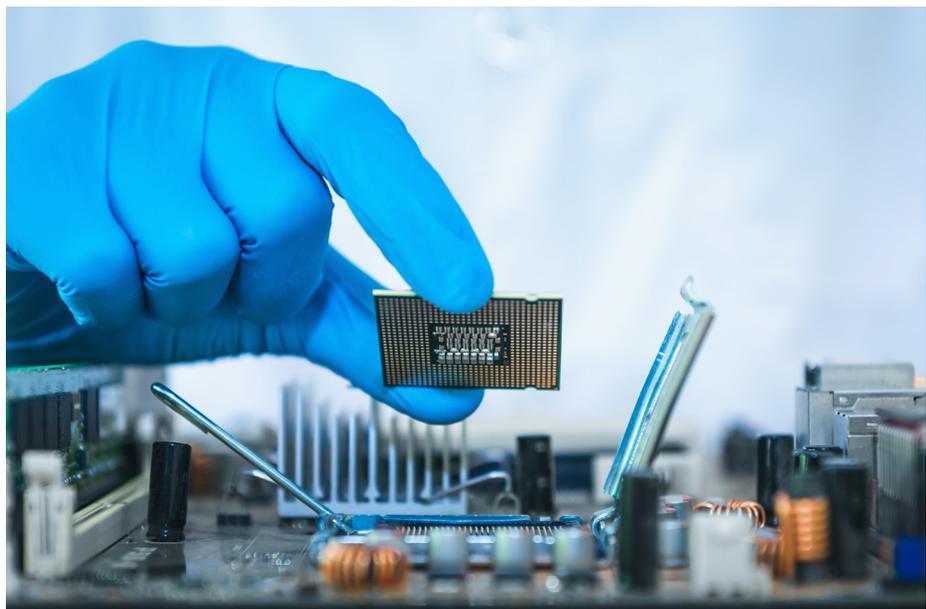
clients and

250

suppliers

18

markets



With 1,600 specialists, including more than 650 service engineers, DKSH Business Unit Technology serves a customer base of over 30,000 companies. It operates in 18 markets from 85 business locations and is supported by 39 showrooms and demonstration labs.

Sales and service are our core competencies. We accompany our clients from developing a business strategy to translating it into an Asian reality. Using a state-of-the-art customer relationship management platform, we combine extensive industry and product knowledge with a structured and systematic sales approach to outperform the market and increase our clients' market share.

As a total solutions provider and system integrator, we serve our customers as a one-stop-shop and provide customized technology solutions. We not only provide professional after-sales services but also cover the entire product life cycle including installation and commissioning, final acceptance testing, production start-up support, training, maintenance, repairs, spare parts and consumables supply, as well as refurbishments and trade-ins.

We operate as a trusted link between suppliers from Asia, Europe, and America and customers in Asia, enabling suppliers to expand their markets and providing customers with access to products from around the world.



dksh.com/technology



Success Story: **DKSH and LAUDA Celebrate a Decade of Partnership in Asia Pacific**

Background

LAUDA, a global marketing leader for precise constant temperature equipment and systems, has been a business partner of DKSH in Thailand and Japan since 2009. Over the years, this partnership has expanded to Singapore, Taiwan, and other Southeast Asian markets. Bringing together LAUDA's leading technologies and our market intelligence and systematic market development approach, LAUDA is today a leading brand in multiple sectors.

Taiwan's Nascent Biopharma Industry

Taiwan's biotechnology sector is expected to reach USD 120.4 billion in production value by 2025. Leveraging our reputation and well-connected local networks, the team was able to form strategic alliances with companies offering single-use bioreactors and magnetic mixers to provide integrated solutions for vaccine development, API, and R&D. These well-strategized partnerships helped enhance LAUDA's brand visibility and market coverage in the biotech and biopharma industries.

Japan's Chemical and Pharmaceutical Fields

To enter the competitive chemical and pharmaceutical fields in Japan, DKSH collaborated as an independent advisor and expert in helping to develop tailored innovative solutions to fit market demand. We offered a thorough explanation of LAUDA's product features, applications, and how they could help the customer improve and simplify their existing workflows.

Singapore's Growing Electric Vehicle (EV) Sector

With the rising demand of EVs in Singapore, automotive component manufacturers in the market must ensure their products are reliable under different road conditions. Leveraging our strong application engineering capabilities, DKSH provided complete solutions for product validation with LAUDA's new generation Integral XT process thermostats. Customers in Singapore preferred to partner with us as our complete package, with proven specifications coupled with local integration and service support, fulfilled their entire processing requirements.

Thailand's Emerging EV Market

To boost interest in the EV sector, the Thai government is incentivizing manufacturers to enhance production capacity for EV parts with the plan to launch and export commercial EVs by 2025. LAUDA's temperature control unit technology, coupled with DKSH's service support, technical expertise, and application capabilities is readily available to support manufacturers to improve and expand production capacity in the market.

Results

Over the next five years, Malvern Panalytical successfully grew market share in Southeast Asia and subsequently strengthened its leadership position in the particle size market.



“Despite the unprecedented disturbances including fierce competition and a weak economy, DKSH’s team hung on and helped us make it through those challenging times. The various awards received proved that the hard work and effort put in has paid off. DKSH has always been a passionate and committed partner for us.”

Vill Lam, Commercial Manager of PepsiCo Hong Kong



“Due to the strong and successful cooperation, the market share of the drug in the challenging Hong Kong market continues to increase.”

Representative from the leading pharmaceutical company



“With the effective sales activities and good market knowledge from DKSH Australia, we have been able to produce a strong result and regain the leading position in the PVC market in a relatively short period. We look forward to many success stories with DKSH in Australia.”

Andri Haksomo, Sales Manager, Specialty Additives, Honeywell



“DKSH helped uncover many business opportunities for us in areas of application where we had limited access previously. They have elevated the visibility of the Setaram brand in the market and have also kept our brand promise to our customers through their dedication and strong after-sales support.”

Link Brown, Global Commercial Director, KEP Technologies

About Us

Organizational Structure

With an organizational structure that cuts through the complexity of the businesses we manage, we are optimally organized for both today and tomorrow as we continue implementing our strategy for growth. Our structure seamlessly leverages the vast resources of knowledge and market power within our organization for the benefit of all stakeholders.

DKSH's overall strategy and direction is guided by an international Board of Directors. Executive management responsibility for the Group and the implementation of our strategic goals across our markets and Business Units is then ensured by the Executive Committee, led by the CEO.

Our business activities are managed through four highly specialized Business Units. Local market organizations implement Business Unit strategies and enable region-wide coverage, while our Corporate Center provides cost-effective services and a Group-wide infrastructure.

Executive Committee

Stefan P. Butz
Chief Executive Officer

- Investor & Media Relations
- Marketing & Branding
- Sustainability

Bijay Singh
Head Business Unit
Healthcare

Terry Seremetis
Head Business Unit
Consumer Goods

Natale Capri
Co-Head Business Unit
Performance Materials

Thomas Sul
Co-Head Business Unit
Performance Materials

Hanno Elbraechter
Head Business Unit
Technology

Sam Oh
Chief Information Officer

Antoine Mangin
Chief Human Resources
Officer

Ido Wallach
Chief Financial Officer

- Country and local market organizations

- Supply Chain Management

Stephen Ferraby
Head Corporate Affairs &
Strategic Investments

- Mergers & Acquisitions
- Fashion & Apparel

Laurent Sigismondi
General Counsel

- Governance, Risk and Compliance

Martin Frech
Chief Strategy Officer and
Head of eCommerce

Executive Committee



Read their biographies at
dksh.com/who-we-are



Stefan P. Butz
 Chief Executive Officer
 (1968, German)



Ido Wallach
 Chief Financial Officer
 (1975, Israeli/Italian)



Natale Capri
 Co-Head Business Unit
 Performance Materials
 (1970, Italian)



Hanno Elbraechter
 Head Business Unit
 Technology
 (1980, German)



Stephen Ferraby
 Head Corporate Affairs &
 Strategic Investments
 (1964, Australian)



Martin Frech
 Chief Strategy Officer and
 Head of eCommerce
 (1973, German/American)



Antoine Mangin
 Chief Human Resources
 Officer
 (1976, French)



Sam Oh
 Chief Information Officer
 (1966, Korean/American)



Terry Seremetis
 Head Business Unit
 Consumer Goods
 (1966, Australian)



Laurent Sigismondi
 General Counsel
 (1976, Swiss/Italian)



Bijay Singh
 Head Business Unit
 Healthcare
 (1964, Canadian)



Thomas Sul
 Co-Head Business Unit
 Performance Materials
 (1965, Dutch)

Our People



People – The Key to Our Success

We are proud of our people, and they are the reason behind our business success. They are passionate, highly committed, entrepreneurial, and purposeful, positively touching millions of lives through the products and services we provide.

Providing Unique Value

DKSH has a winning formula that combines regional reach with a deep understanding of, and a long history in, markets across Asia. With over 33,000 specialists representing 87 cultures, we speak your language and understand how to grow your business.

Driving Growth, Being the Difference

We encourage our people to take business responsibility and career ownership early on and to seize development opportunities whenever they arise. Our business model encourages self-starters who can easily adapt to change. This flexibility to execute effectively while taking responsibility for moving the business forward, lets us recognize and reward high performers.

Our people are passionate about their career growth and about business success – for DKSH as well as for you, and work as part of an energetic and successful team.



Learning and Development

To thrive in a rapidly changing world, we help our people learn and grow on an ongoing basis. In 2021, DKSH employees and 97 percent of our managers completed more than 128,000 learning events.

Employees drive their personal and professional development, further supported by their managers and HR, including Fantree Academy, our in-house learning and development center.

Modern and Innovative HR

Sustainable and profitable growth for DKSH depends on attracting, engaging, and retaining talents – to this end, a modern, connected, and personalized employee experience is important.

HR, managers, and leaders are all committed to develop engagement, diversity, talent development, and a fulfilling workplace and work practices.

The HR strategy is to enhance the DKSH value proposition and foster DKSH performance and competitiveness by:

- Establishing a culture of trust, learning, collaboration, feedback, and high performance
- Attracting and developing purpose and value-led talents who will maintain our competitive edge and deliver growth for our partners
- Constantly right fitting our organization, roles, and processes to stay agile and relevant

Sustainability



Our Approach to Sustainability

For us, simply providing products is not enough. Of equal importance is how we conduct our business and what impact our activities have on our stakeholders. Providing access to markets and products as well as generating jobs is what we have always done, and by doing this in a reliable and responsible way we contribute to the development of markets and communities as well as to the UN Sustainable Development Goals.

In 2020, we made Sustainability one of our values and we bring it to life through our Sustainability Framework focusing on three pillars: Our People – Our Partners – Our Planet.

We have a clear governance structure for the management of Sustainability at DKSH, with the Board of Directors providing oversight as well as clear responsibilities and targets for the Executive Committee and Sustainability Committee. This supports our sustainability journey as well as fulfilling our purpose of enriching people's lives.



You can find out more about our approach in our Sustainability Report at dksh.com/sustainability

Our Sustainability Framework

Being an attractive employer committed to developing our talent.



Providing access to markets, goods and services at highest business standards.



Managing our environmental and social footprint.



"We are mindful of the environmental and ecological impact of our activities, and are committed to reducing our carbon footprint through appropriate measures."

Expanding Consumption of Our Renewable Energy

We have set an ambitious goal of becoming climate-neutral at our food-blending plant in the Philippines within the next few years. We have already switched to renewable energy early 2021. In addition, we started eliminating plastic bottles and swapped paper reports for digital solutions. As a next step, we will convert our conventional boilers to biodiesel, and intensify our efforts to reduce the use of single-use plastics and paper.

DKSH Identity

As an international company with over 33,000 employees, our Identity brings us together as one strong DKSH team working towards a shared goal.

Our Purpose

Enriching people's lives.

Our Vision

Being the trusted partner.

Our Strategy

Growing our four Business Units, strengthening our service offering, and increasing operational efficiency.

Our Values

Integrity
Empowerment
Collaboration
Entrepreneurship
Sustainability

Our Promise

Delivering Growth –
in Asia and Beyond.





Over 150 Years of History

Three Swiss entrepreneurs embark on a journey to Asia	● 1865 - 1871	Siber & Brennwald founded in Yokohama, Japan (1865)	Eduard Anton Keller joins C. Lutz & Co. in Manila, Philippines (1868)	Wilhelm Heinrich Diethelm joins Hooglandt & Co. in Singapore (1871)
Establishing flourishing trading houses	● 1885 - 1887	Keller acquires C. Lutz & Co. and renames it Ed. A. Keller & Co. (1887)	Diethelm acquires Hooglandt & Co. and sets up Diethelm & Co. Ltd. (1887)	
Creating local industries and the beginning of globalization	● 1890 - 1900	Siber & Brennwald enjoys leading position in raw silk market and promotes Japanese silk industry (1890)	Diethelm & Co. markets kerosene, a new phenomenon used for lighting, in Singapore and beyond (1892)	
20th century opportunities and challenges	● 1900 - 1940	SiberHegner & Co. in Japan hit by Great Kanto Earthquake, and made into public company (1932)	Diethelm & Co. opens new offices in Penang (Malaysia), Saigon (Vietnam), and Bangkok (Thailand)	
Tiger Economies, Asian crisis, and death of trading companies prophesized	● 1980 - 2000	Rejuvenated Asian economies deliver impressive growth until outbreak of Asian financial crisis (1997)	SiberHegner is restructured and turns around (2000)	Diethelm and Keller join forces to found Diethelm Keller Holding Ltd. (2000)
New chapter in the DKSH success story	● 2002	DKSH is founded and reinvents business model to specialized service provider		
	● 2006	New category is created: Market Expansion Services		
	● 2012	DKSH goes public on SIX Swiss exchange		
	● 2015	DKSH celebrates 150th anniversary		
	● 2020	DKSH launches revised Identity: your trusted partner		

Stories From Our History

“Go East, Young Man”

The DKSH journey began in 1865. Asia's vast, untapped opportunities encouraged three adventurous Swiss entrepreneurs to venture into the unknown. Caspar Brennwald (who later partnered with Hermann Siber), Wilhelm Heinrich Diethelm, and Eduard Anton Keller followed the prevailing advice of the day to: “go east, young man.” Independently, they sailed the oceans and endured many setbacks to reach new territories in Asia.

The three pioneers established flourishing trading houses, importing goods from Europe to Asia. In 1865, Siber & Brennwald was founded in Yokohama, Japan. In 1887, Eduard Anton Keller founded Ed. A. Keller & Co. in Manila, Philippines, and Wilhelm Diethelm founded Diethelm & Co. Ltd. in Singapore. And so began our role in helping to establish local industries and facilitating globalization.

A Bear Keeps Us Ahead in Thailand

After World War II, Diethelm Bangkok took over the rights to sell products for the Bernese Alpine Milk Company, which produced a sweetened condensed milk, called Bear. It was challenging to sell the product as cow's milk had never been part of the Thai diet.

In addition to targeting cinema audiences, the company used floating cinemas – boats equipped with a film projector and a screen – which travelled along Bangkok's canals to promote the new milk brand in less accessible districts. The publicity blitz for the Bear milk was very powerful indeed – so powerful that Thai people might have got the impression this milk actually came from bears.

Such innovative and creative marketing efforts paid off. With more and more Thais consuming milk, sales steadily increased and the new brand found its way into many local kitchens.

Illuminating Asian Metropolises

Seizing the opportunity of the opening up of trade flows in and out of Japan and China, one of the first big industrial consignments SiberHegner had shipped from Europe to Japan via the Suez Canal was a set of gas lamps from Switzerland destined for Yokohama.

In autumn 1872, the Japanese port city, which at that time already counted more than 300 foreign merchants, saw its first gas lamps burning thanks to DKSH's forefathers. Shortly after, we also supplied gas lamps for the iconic Bund in Shanghai.



DKSH Locations

For further information and contact details, visit www.dksh.com or the local website:

Asia Pacific



Australia
dksh.com/australia

Brunei ¹
dksh.com

Cambodia
dksh.com/cambodia

China
dksh.com/china

Guam
dksh.com

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India
dksh.com/india

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Europe and Americas



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dksh.com/poland

Portugal
dksh.com/portugal

Spain
dksh.com/spain

Sweden
dksh.com/nordic

Switzerland
dksh.com/switzerland

USA
dksh.com/usa

¹Incorporated under DKSH Malaysia

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