

Corporate Brochure 2021

Delivering growth – in Asia and beyond.

Key figures 2020



10.7
billion
net sales in 2020



48
innovation
centers



160
distribution
centers



Operations in
36 markets
870
business locations



32,450
employees



2,000
clients

2,000
suppliers

550,000
customers

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.

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.





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ಸರ್ಕಾರಿ ಪ್ರಾಥಮಿಕ ಶಾಲೆ



3A 9066



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 representing Western companies, and increasingly also Asian 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. Simply put, we help companies to grow their business in new and existing markets.

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, resulting in strong barriers to entry and exit. Our diversity is extremely broad in terms of industries, markets, products, services and business partners served 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, inner-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 the leading Market Expansion Services provider with a focus on Asia, 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.

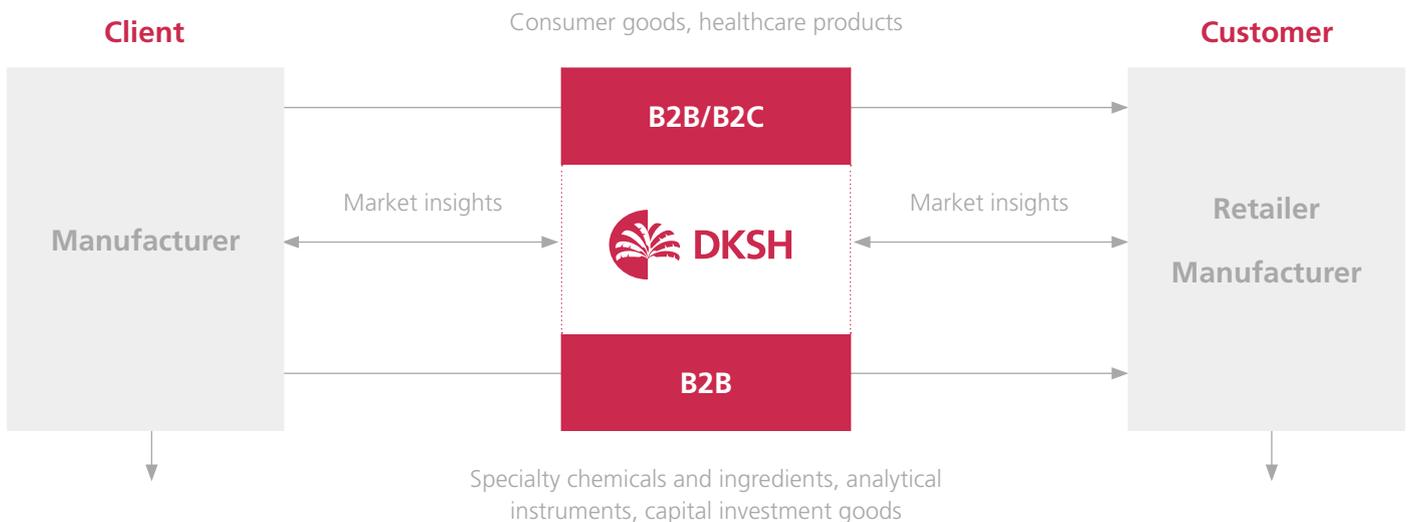
We support our clients in marketing, selling and distributing their products, as well as providing after-sales services and market insights.

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.



We support our clients in marketing, selling and distributing products, provide after-sales services and market insights in new and existing markets

We support our customers in getting the best raw materials, products and brands at the best price, and we provide them with knowledge and market insights

What we do

DKSH in brief



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.

“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

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

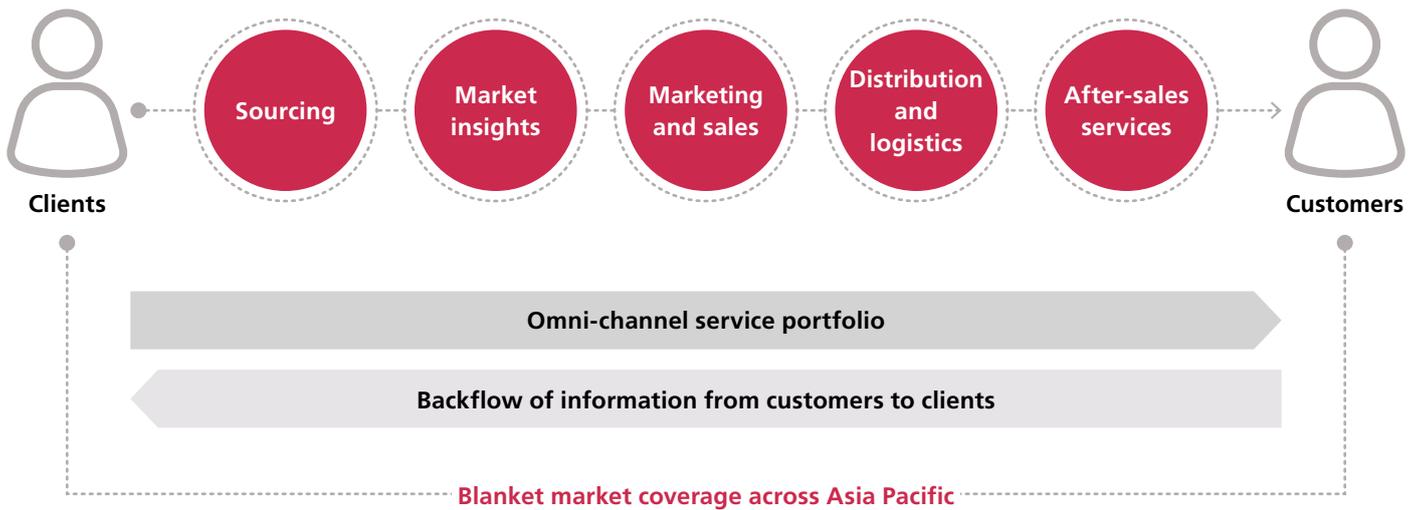
Our business is about more than simply the exchange and promotion of goods, but rather taking on a profound responsibility for your products and brand. Our specialists proactively provide strategic advice based on their experience, know-how and networks, gathering data from our hundreds of thousands 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 in-

cluding 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

Learn more about the services we offer in your sector at [dksh.com/services](https://www.dksh.com/services)

Our Business Units

Consumer Goods

CHF 3.8 billion
net sales (2020)

CHF 64.6 million
EBIT¹ (2020)

19,430
specialists

375,000
retail outlets served

800
clients

23
markets

¹ Excluding one-time costs of CHF 14.5 million in 2019



dksh.com/consumergoods



Business Unit Consumer Goods is a leading provider of Market Expansion Services with a focus on fast moving consumer goods, food services, luxury goods, as well as fashion and lifestyle products.

We help companies grow through a comprehensive and customized portfolio of Market Expansion Services, including product feasibility studies, registration, importation, customs clearance, sales, marketing and merchandising, warehousing, physical distribution, invoicing, cash collection and after-sales services. Our expertise and broad local knowledge, together with our infrastructure, enable us to better understand

our business partners' needs and to deliver customized solutions to grow their businesses.

The Business Segment Fast Moving Consumer Goods serves 375,000 retail outlets and operates 65 distribution centers in Asia. Serving hundreds of boutiques, shops-in-shops and brand counters, the Business Segment Luxury & Lifestyle has a proven track record as a brand builder in luxury goods. Our Business Segment Food Services caters to the rapidly growing hospitality industry in the region. DKSH is also the sole franchisee and distributor of Levi's® products in Thailand, Cambodia and Myanmar.

Success story:
MARS Wrigley sees increase in sales despite circuit breaker in Singapore

Background

MARS Wrigley is a US-based leading manufacturer of chocolate, chewing gum, mints and fruity confections. Since 1987, we have been distributing MARS Wrigley brands such as M&M's, Snickers, MARS, Maltesers, TWIX, Skittles and Eclipse in Singapore. They are constantly improving the way they source, make and market their products so that consumers can enjoy the products even more.

Challenge

Due to the COVID-19 circuit breaker imposed in Singapore, most convenience stores reduced their operating hours and only opened from morning until afternoon. Consumers were also more inclined to patronize supermarkets rather than convenience stores during this period.

In addition to sales outlets in the Central Business District area having to close operations temporarily during the circuit breaker period, there were also reduced consumers and purchases at petrol mart outlets as a large portion of the population were working from home. Faced with these challenges, MARS Wrigley was looking at possibly recording much lower sales than in previous months.



Approach

Recognizing the various barriers, we worked with the DKSH Smollan Field Marketing (DSFM) team to help MARS Wrigley adjust the marketing coverage plan and to refocus its marketing efforts onto its key customer accounts. As timing was critical, the specific activities were quickly planned and implemented together with the client.

For the convenience store segment, we focused on the central business areas and important parts of the market where consumer activity was still strong and the demand for its product brands was still present.

Results

As a result of the new deployment strategy and the field marketers readily adapting to the changes, sales grew by more than two percent in the following quarter after introducing the revised marketing strategy as compared to the year before. This was an impressive achievement considering the market situation at that time.

Healthcare

CHF 5.4 billion
net sales (2020)

CHF 129.8 million
EBIT (2020)

7,970
specialists

130,000
customers in Asia

550
clients

14
markets



dksh.com/healthcare



Business Unit Healthcare helps pharmaceutical, over-the-counter (OTC), consumer health and medical device and diagnostics companies seeking to grow their business in Asia.

We provide access to multiple professional healthcare channels in 14 markets, including hospitals, clinics, doctors, pharmacies, drug-stores, dentists and optical outlets.

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 qual-

ity standards and corporate compliance, we set the benchmark in Asia. Our integrated service offerings are unmatched across the region.

Our 8,000 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 Asia.

For companies wishing to license out products in the Asian markets, we are a proven partner through stand-alone entities, such as Medinova and Favorex, brand-owning businesses based in Switzerland and Asia.

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 un-



dertook 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 1.1 billion
net sales (in 2020)

CHF 91.7 million
EBIT (2020)

1,260
specialists

20,000
customers

32
markets



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



Business Unit Performance Materials distributes a wide range of innovative ingredients and specialty chemicals for the specialty chemicals, food and beverage, pharmaceutical and personal care industries. We help our partners to grow their business through our expertise in innovation and formulation, supply chain, sourcing, regulatory and digital@PM services.

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, particularly to new generations. Our customers, in return, 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 1,250 specialists in 120 locations across 32 markets, we cover all of Asia, with comprehensive networks in Southeast Asia and Japan, as well as extensive coverage across Western Europe, India and the USA.

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 2019 sales revenue reached USD 37 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 382.5 million
net sales (2020)

CHF 21.8 million
EBIT (2020)

1,540
specialists

25,000
customers in Asia

Network of more than
400
clients and
250
suppliers

18
markets



dksh.com/technology



With over 1,500 specialists, including more than 650 service engineers, DKSH Business Unit Technology serves a customer base of over 25,000 companies. It operates in 18 markets from 85 business locations and is supported by 43 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.

Success story:
Malvern Panalytical becomes market leader in Southeast Asia

Background

Malvern Panalytical's scientific instruments are used by scientists and engineers across a wide range of industries to help maximize productivity, develop better quality products and get their products out to market faster. It employs over 2,000 people worldwide and is recognized as an innovator in the materials characterization markets ranging from building materials to pharmaceuticals and from metals and mining to nanomaterials.

Challenge

About 15 years ago, Malvern Panalytical recognized Southeast Asia as a growing market with trends including an increase in healthcare expenditure due to an aging population, intra-Asian trade and a focus by consumers on well-being products.

To capitalize on these growing trends in markets like pharma, bio-pharma, food and beverage and materials, the company wanted to develop an effective market expansion strategy to fuel growth, especially in Southeast Asia, where they had limited coverage and lacked individual market insight.



Approach

- They chose us as their single distribution partner for the whole region instead of having a scattered distribution network. This enabled us to establish a Regional Center of Excellence with expertise and capabilities throughout pre- and postsales
- They strengthened collaboration through regional partner networks with academic professors and industry researchers positioning Malvern Panalytical as a thought leader in the industries they operate in
- They increased participation in business trade shows as well as organized seminars, workshops and online webinars in multiple local languages to enhance brand awareness and engage more customers and industry practitioners

- They provided comprehensive application support via our local demonstration labs. This included helping customers to identify and resolve analysis or application issues. They also provided sample preparation methods and sample testing services for their customers

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

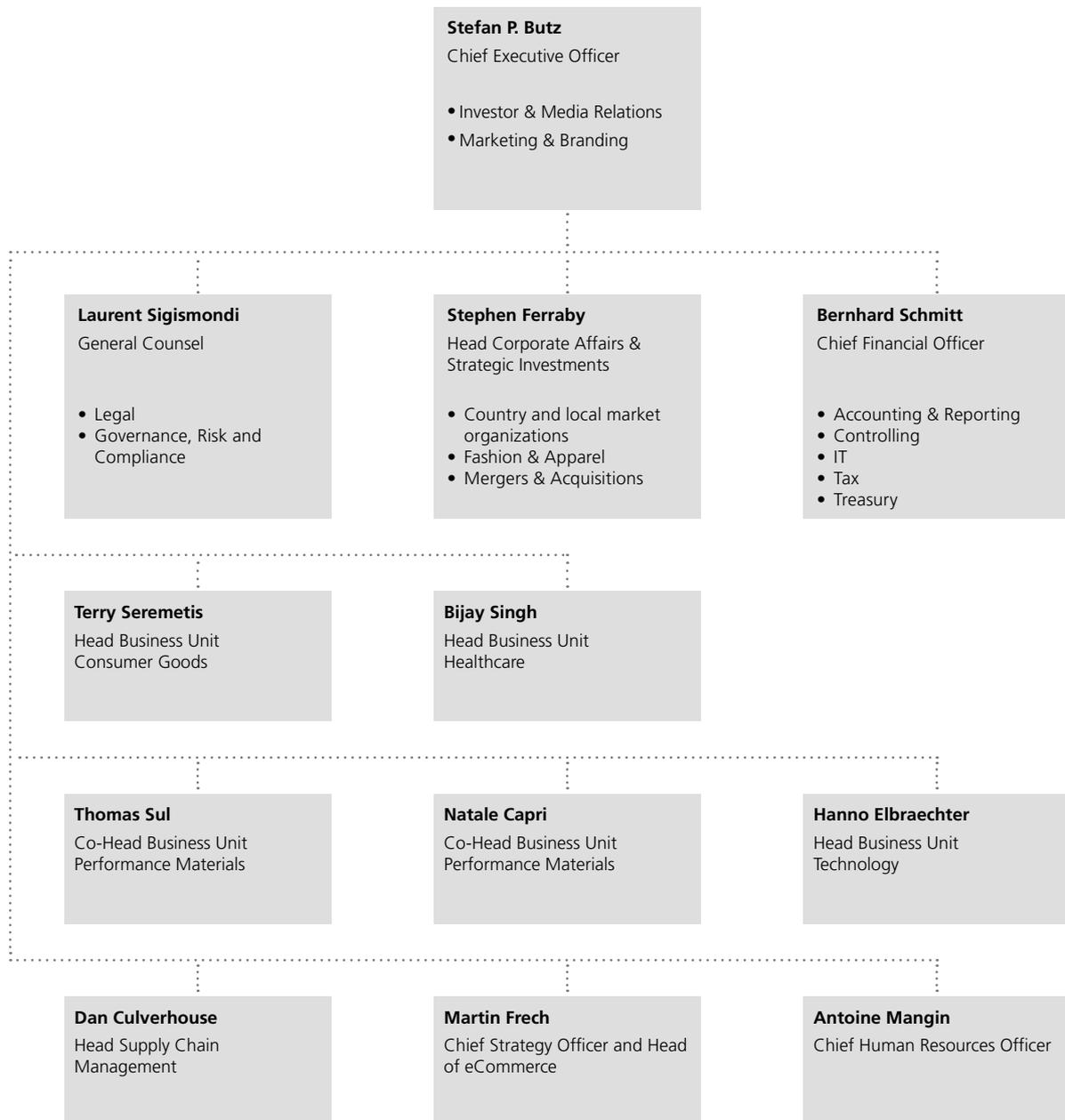
Organizational structure

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



Read their
biographies at
[dksh.com/
who-we-are](https://dksh.com/who-we-are)

Executive Committee



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



Bernhard Schmitt
Chief Financial Officer
(1959, German)



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



Dan Culverhouse
Head Supply Chain Management
(1968, British)



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)



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: they are the best in the industry and the reason for our business success. They are passionate, energetic and purposeful, positively touching millions of lives through the products and services we provide.

Providing unique value

DKSH has a winning formula that combines global reach with a deep understanding of,

and a long history in, markets across Asia. More than 30,000 specialists representing 75 cultures ensure that 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 – Fantree Academy

To thrive in a rapidly changing world, we help our people learn and grow on an ongoing basis. In 2020, DKSH employees completed more than 45,000 learning programs.

Employees drive their personal and professional development through Fantree Academy, our in-house learning and development center, and Maya, our online learning management system.

Fantree Academy gives our employees access to more than 50 regional programs, delivered by certified Associate Trainers – managers and subject matter experts from across DKSH. And Maya offers employees access to more than 600 online and virtual learning programs, available on any device, at any time.

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 working experience for

DKSH employees is important. We ensure relevant and appropriately designed digital solutions are deployed in all core HR and related areas, enabling a superior and differentiated people experience.

The democratization of data and analytics and use of advanced and innovative technologies is progressing unabated in HR – allowing easy, consistent and timely access to complete and accurate information for all who need it. This drives a robust fact-based approach, ensuring HR’s ability to provide the best advice to our business and deliver tangible value to DKSH clients and customers.

Sustainability



Our approach to sustainability

As a Swiss company deeply rooted in Asia for more than 150 years, being a responsible corporate citizen has always been part of the DKSH mindset.

Our business as a Market Expansion Services provider is built on integrity, trust and reliability. These values are deeply engrained in our culture and are an integral part of our vision to be the trusted partner for companies looking to grow their business in Asia and beyond.

Our approach to sustainability is to further our environmental, social and governance objectives in the local communities that we operate in – supporting our purpose to enrich people’s lives. As a company with a long-term focus, we are committed to continue on this path.

How we practice sustainability in our business



Environment

We are mindful of the environmental and ecological impact of our activities along our value chain and are committed to reducing our footprint through adequate measures.



Social

We operate in a socially responsible manner with due consideration to the requirements of our stakeholders.



Governance

We strive to maintain the highest standards and ethical values in all our business activities with our employees, stakeholders and third parties.

Supporting the UN's Sustainable Development Goals

DKSH strives to create sustainable value for all stakeholders. We seek to contribute to the United Nations (UN) Sustainable Development Goals – which our business contributes towards both directly and indirectly. We have identified several Goals where we can create a positive impact through our business activities. For four Goals, we have set specific targets to be reached by 2025 and 2030.

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



Achieve climate neutrality in our own operations by 2030.



Improve energy efficiency incrementally across our own sites by 2025.



Increase annual training to 15 hours per employee at Fantree Academy by 2025.



Promote safe driving and work towards zero deaths and high-consequence injuries on our roadways by 2025.

DKSH Identity

As an international company with over 30,000 employees, our DKSH 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.



More than 150 years of history

Three Swiss entrepreneurs embark on a journey to Asia

Establishing flourishing trading houses

Creating local industries and the beginning of globalization

20th century opportunities and challenges

Tiger Economies, Asian crisis and death of trading companies prophesized

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)

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)

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)

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)

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)

Stories from our history

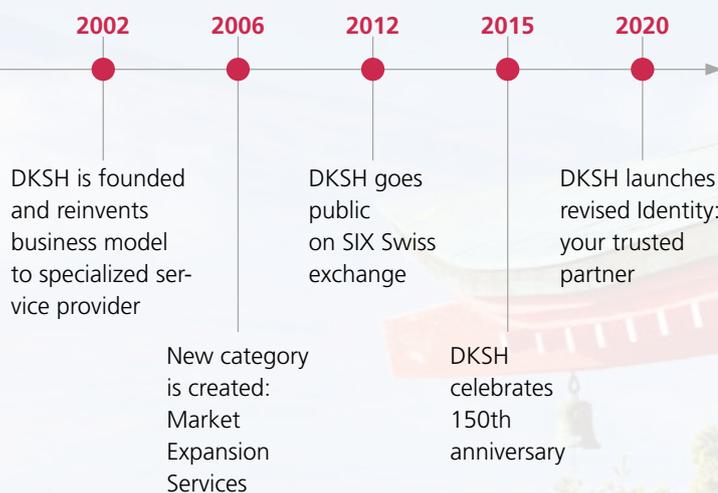
A bear keeps us ahead in Thailand

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.

New chapter in the DKSH success story



"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.

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 gaslights 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

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dksh.com

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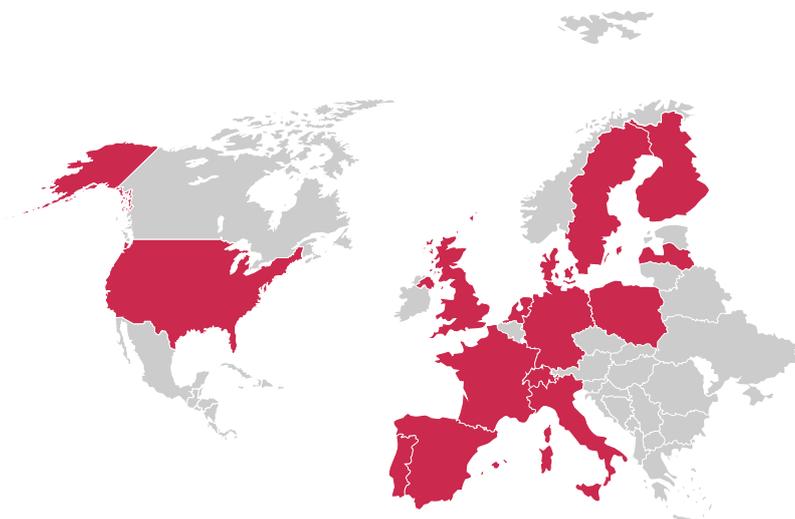
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¹ Incorporated under DKSH Malaysia

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