



DHL Global Forwarding, Freight accelerates digitalization and boosts customer centricity with organizational changes

Bonn/Germany, 7. November 2025: DHL Global Forwarding, Freight, the air and ocean freight specialist of DHL Group, has announced changes to its global management board designed to fast-track digital transformation and enhance customer responsiveness in key growth regions.

To drive long-term performance and innovation, DHL Global Forwarding, Freight is launching a new 'Accelerated Digitalization' structure. This initiative will scale digital capabilities, deploy AI-powered solutions, and reinforce DHL's position as a digital leader in the global transportation and logistics industry. Tim Robertson, currently CEO DHL Global Forwarding Americas has been appointed Executive Vice President Accelerated Digitalization. Areas of focus will include the accelerated transformation of DHL Global Forwarding service centers for back-office operations, the deployment of AI-powered customs clearance globally, and the launch of a digital concept to support the requirements of small and medium-sized business customers. Robertson will remain a member of the DHL Global Forwarding, Freight Global Board of Management.

To further strengthen customer-centricity and increase the responsiveness to the changing needs of customers of the diverse markets within the Americas region, the company has appointed two new executives to its Global Board of Management. Michael Young, currently CEO DHL Global Forwarding USA will lead the North America region (including the USA and Canada), and Erik Meade, currently Managing Director DHL Global Forwarding Mexico will lead the Latin America region (including Mexico, Brazil, Central America and the Caribbean, and Southern Spanish-speaking Americas).

"By doubling down on digitalization and providing dedicated board-level focus on North America and Latin America, we aim to sharpen our execution and deliver on our growth ambitions. The appointment of Tim Robertson, an experienced executive with deep expertise in strategic management, operations, IT, and business process optimization, is a major step forward. Michael Young brings over 30 years of leadership experience across global markets, with a strong track record in customer engagement and commercial strategy. Erik Meade has demonstrated exceptional leadership in Latin America, combining an entrepreneurial approach with operational excellence and a deep understanding of customer needs in fast-growing markets within this important region. All three bring the expertise and energy we need to unlock growth opportunities in this fast-changing marketplace and to help lead our great team of forwarders to success," said Oscar de Bok, CEO DHL Global Forwarding, Freight.



The new changes will come into effect from December 1, 2025.

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You can find the press release for download as well as further information on group.dhl.com/pressreleases

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DHL – The logistics company for the world

DHL is the leading global brand in the logistics industry. Our DHL divisions offer an unrivalled portfolio of logistics services ranging from national and international parcel delivery, e-commerce shipping and fulfillment solutions, international express, road, air and ocean transport to industrial supply chain management. With approximately 400,000 employees in more than 220 countries and territories worldwide, DHL connects people and businesses securely and reliably, enabling global sustainable trade flows. With specialized solutions for growth markets and industries including technology, life sciences and healthcare, engineering, manufacturing & energy, auto-mobility and retail, DHL is decisively positioned as “The logistics company for the world”.

DHL is part of DHL Group. The Group generated revenues of approximately 84.2 billion euros in 2024. With sustainable business practices and a commitment to society and the environment, the Group makes a positive contribution to the world. DHL Group aims to achieve net-zero emissions logistics by 2050.