

Gondolas, Cable Cars, and Boats: How DHL delivers packages in hard-to-reach locations worldwide

- DHL Group logistics company operates in more than 220 countries and territories
- Five unconventional solutions for delivery under special conditions

Bonn, April 9, 2025: Delivering packages in various regions around the world often requires creative and tailored solutions. Whether navigating the narrow canals of Venice, Italy, using gondolas, ascending Germany's highest mountain via cable car, or traversing the expansive Niger Delta by boat – deliveries in different regions of the world often require creative and tailored solutions.

Gondolas in Venice

Delivery by car or bicycle is hardly feasible in the historic city of Venice. Instead of streets, Venice has a network of canals. DHL utilizes this network to deliver packages in the Italian city via gondolas. While the gondolas are slightly wider than the slender boats used to row tourists through the canals, they are an integral part of the water traffic on the Grand Canal. DHL also relies on a delivery gondola in only one other city worldwide: the canals (Grachten) of Amsterdam.

Cable Car to Germany's Highest Post Office

DHL Group operates Germany's highest post office – on the Zugspitze in the Alps, at an altitude of about 2,600 meters. Postal worker Andreas Oberauer delivers letters and packages daily to one of the most remote locations in the country and empties the mailbox on the mountain plateau – via cable car. Whether in sunshine or stormy weather, he reliably brings the mail via the Zugspitzbahn to the restaurants and viewing platform. "The breathtaking view makes up for a lot, even if the weather is sometimes stormy," says Oberauer.

Boats in the African River Region

For deliveries in the West African city of Lagos in Nigeria, DHL uses two boats. They operate daily between the mainland of Lagos and the southern district of Victoria Island. The water crossing takes only about 18 minutes. In contrast, the journey by road could take up to three hours due to heavy traffic and poor roads.

Snowshoes in Norway



Measuring approximately 50 cm long and 20 cm wide, the snowshoes used by delivery personnel in regions with heavy snowfall in Norway help them reach their customers. These specialized shoes are employed in remote areas that cannot be accessed by regular delivery vehicles. They are secured with Velcro straps. The flat and large surface of the shoes stabilizes the stance and prevents sinking into the snow.

DHL Solar Boat in Berlin

In Berlin, DHL delivery personnel also serve as captains on a solar-powered boat on the Spree River. "Our customers were very amused when I first started crossing the river," says Captain Dirk Braumann. "Everyone is friendly, and I've never experienced a package falling into the water!" Since the boat operates on solar energy, it is not only practical but also environmentally friendly—an example of how DHL is committed to sustainable and innovative logistics.

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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 Group is home to two strong brands: DHL offers a comprehensive range of parcel, express, freight transport, and supply chain management services as well as e-commerce logistics solutions. Deutsche Post is the largest postal service provider in Europe and the market leader in the German mail market. DHL Group employs approximately 602,000 employees in over 220 countries and territories worldwide. The Group generated revenues of approximately 84.2 billion Euros in 2024.

The logistics company for the world.