

DEUTSCHE POST DHL

STAKEHOLDER ENGAGEMENT GUIDELINE

1. Purpose of the guideline

As the world's leading postal and logistics group, stakeholder engagement is a strategic priority for Deutsche Post DHL. This document outlines the Group's approach and guiding principles with regard to stakeholder engagement, as we work to understand better our stakeholders' expectations – particularly concerning Corporate Responsibility and Sustainability issues.

2. Objectives of stakeholder engagement

At Deutsche Post DHL, we seek to engage with stakeholders in order to better understand and take into account their expectations and concerns. We strive to learn from their insights into emerging trends and innovations, as well as the risks and opportunities for our business.

The key benefits of engaging with our stakeholders include:

- Gaining a better understanding of their issues and expectations
- Helping us to respond appropriately
- Providing us with valuable feedback on our operations and activities to drive continuous improvement
- Improving the level of trust that our stakeholders place in DPDHL

Outcomes from engagement will be incorporated into key strategic decision-making and thus contribute to achieving our three bottom lines, per our Strategy 2020, to be Provider of Choice, Employer of Choice and Investment of Choice.

3. Deutsche Post DHL stakeholder groups

Definition of DPDHL stakeholders:

Deutsche Post DHL stakeholders are individuals and organizations who affect or are affected by our operations and activities. These include, for example, customers, employees, and investors, as well as suppliers, subcontractors, non-governmental organizations (NGOs), policymakers, government regulators, business associations, strategic partners, media, and academia.

4. Guiding principles for stakeholder engagement at Deutsche Post DHL

Our commitment to Stakeholder Engagement Principles:

At Deutsche Post DHL, our stakeholder engagement commitment is guided by the AA1000 SES Stakeholder Engagement Standard and the AA1000APS Accountability Principles, namely:

Inclusivity

- We strive to include in our engagement activities all stakeholders that are affected by or affect our operations.

Materiality

- We are committed to identifying and prioritizing the relevant issues for stakeholders that have an impact on our operations.

Responsiveness

- We aim to incorporate relevant outcomes and insights from engagement into our strategic decision-making and to respond to stakeholders appropriately.

5. Stakeholder engagement format and processes

At Deutsche Post DHL, we recognize that there are numerous ways of engaging with our stakeholders. These range from information and communication, to consultation, to formal stakeholder dialogues, to long-term partnerships. We endeavor to employ the appropriate means of engagement for a given issue, taking into account stakeholder needs and sensitivities, as well as the needs of our business.

To ensure that there is a quality stakeholder engagement process in place, we aim to follow, the AA1000SES Stakeholder engagement process, which encompasses four stages:

1. Planning the stakeholder engagement
2. Preparing the stakeholder engagement
3. Implementing the engagement format
4. Review and evaluate the engagement

Appropriate training material and best practices are available on the Corporate Intranet for DPDHL employees.

Groupwide policies and procedures, such as e.g. DPDHL's Code of Conduct and Anti-Corruption and Business Ethics Policy, clearly apply also to all stakeholder engagement activities.

6. Ownership and Responsibility

Stakeholder engagement activities are to be managed by the department that is accountable for the respective stakeholder group.

The Stakeholder Relations function of DPDHL Corporate Communications and Responsibility oversees engagement at the Group and regional level (through regional champions) with regard to Corporate Responsibility and Sustainability matters. It also ensures that the outcomes of engagement are integrated into strategic decision-making through regular reports to the Deutsche Post DHL Responsible Business Practice network and Corporate Board. At the regional level, there is a stakeholder engagement champion whose role is to support the implementation of this guideline in his/her region. The stakeholder engagement champion is also responsible for reporting on outcomes and actions from engagement to the Stakeholder Relations function on a half-yearly basis.

The output of stakeholder engagement activities – i.e., the “issues” – is to be assessed by the respective department at the local and/or global level. This department will ascertain the level of urgency of the respective issue and its potential ramifications and suggest an appropriate course of action, should action be needed.

The regional stakeholder engagement champion and the Stakeholder Relations function at Corporate Communications and Responsibility provide support if needed.

7. Review and Performance

We strive to improve continually our stakeholder engagement performance through regular assessments.

For further questions related to the Stakeholder Engagement Guideline, please contact the DPDHL Communications Strategy and Stakeholder Relations Team.

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