SUSTAINABILITY @
DEUTSCHE POST DHL GROUP
BASIC INFORMATION

Bonn, May 2020

Communications, Sustainability & Brand (CD 02)
Global trends affecting Deutsche Post DHL Group

Globalization

E-Commerce

Digitalization

Sustainability
Sustainability matters to our key stakeholders

> 50 % of our biggest customers ask for information on sustainability in their tender processes

> 40 % of our share capital is held by signatories of the UN Principles for Responsible Investment

76% of Millennials consider a company’s social and environmental commitments when deciding where to work
We have an established track record as a sustainable company

2005

- GoHelp – Disaster management in partnership with the United Nations since 2005
- First green product in the industry
- First logistics company to set a quantifiable climate protection target

GoHelp

2010

- Certified International Specialist launched within DHL Express
- RBP: management and reporting of sustainability topics incl. targets and KPIs achieved

Certified International Specialist

2015

- Strategy 2020: Beyond ambitious financial targets, the Group wants to become the benchmark for responsible business
- Part of Strategy 2020 talks of “certified specialists for everything we do.”

Strategy 2020

2020

- The Group sets an ambitious target: By 2050, the Group wants to reduce all logistics-related emissions to zero
- The Group commits to UN SDGs No 4, 8, 11, 13 & 17

UN SDGs

Starting with CSR programs...

...over responsible business agenda to drive sustainability performance

...to full integration into business strategy while having a positive impact on the world’s sustainable development

Strategy 2025: Sustainability embedded in the new Group strategy
Sustainability is embedded in our Corporate Strategy (Strategy 2025)

**Employer of Choice**
We assume social responsibility for our colleagues and the communities we operate in.

**Provider of Choice**
We are environmentally responsible and listen to the voice of our customers. By offering green solutions, we help them become environmental leaders and have a positive impact on the climate.

**Investment of Choice**
We establish governance structures to minimize risks and set high ethical standards.

**GOALS OF OUR GROUP STRATEGY**

- **Our Purpose:** Connecting People, improving lives
- **Our Values:** Respect & Result
- **Our Mission:** Excellence. Simply delivered.

Along the three bottom-lines in a sustainable way.
With our sustainable business activities, we have a positive impact on sustainable development

...enabled by good corporate governance
Our contribution to the Sustainable Development Goals

We seek to make quality education and lifelong learning opportunities accessible for all

We support growth by facilitating global trade in a responsible manner

We minimize (transportation-induced) air pollution in cities and support disaster-affected communities

We seek to minimize our business’ impact on the environment with our environmental protection program

We collaborate with the UN and other partners to ensure the sustainable impact of our activities
CLIMATE

ZERO EMISSIONS BY 2050
GoGreen program: Energy efficient operations, green (delivery) solutions, certified employees and tree planting activities

**Global Target**
Increase carbon efficiency by 50% over 2007 levels

**Local Target**
Operate 70% of our first- and last-mile services with zero-emission solutions

**Economic Target***
Have more than 50% of our sales incorporate Green Solutions.

**People Target**
Certify 80% of our employees as GoGreen specialists and join partners to plant one million trees each year.

*currently under revision

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COMMUNITIES

EXPERTISE
FOR SOCIAL PROGRESS
GoHelp, GoTeach and GoGreen: Our main lever is the volunteer work of our employees worldwide, together with partner organizations.

**Disaster management**
- Get Airports Ready for Disaster (GARD)
- Disaster relief

**Improving employability**
- Partnership with Teach For All
- Partnership with SOS Children's Villages
- Refugee aid

**Environmental protection**
- Tree planting campaign

**Employee Volunteering**
COLLEAGUES

SOCIALLY RESPONSIBLE EMPLOYER
Colleagues: Skilled, diverse and healthy workforce

- Europe 348,604 Employees
  - 40% Germany
  - 9% United Kingdom

- Americas 96,413 Employees
  - 9% United States
  - 3% Mexico

- Asia Pacific 80,687 Employees
  - 2% China
  - 4% India

- Other regions 21,220 Employees

Certified employees

Women in management

Occupational Health and Safety
OUR PERFORMANCE

...TO TRACK PROGRESS
We track progress on our environmental, social and governance (ESG) performance with key indicators

**E  Environment**
- Energy efficiency & climate change – Improve efficiency and reduce emissions
  - 2018: 33%, 2019: 35%, 2020: 36%, 2025: 50%
- Air pollution – Increase percentage of zero-emission solutions during pick-up and delivery
  - 2018: 32%, 2019: 33%, 2020: 70%

**S  Social responsibility**
- Employee development – Certify 80% of our workforce by 2020
  - 2018: 50%, 2019: 69%, 2020: 80%
- Employee engagement – Achieve a consistent level of employee engagement throughout the Group
  - 2018: 76%, 2019: 77%, 2020: 78%, 2025: 80%
- Occupational health & safety – Avoid accidents in the workplace
- Leverage our global network and employee know-how for the good of society
  - 2018: 76%, 2019: 78%, 2020: 78%

**G  Governance**
- Anti-corruption & bribery – Prevent violations of legal and internal Group requirements
- Data protection & security – Ensure proper handling of personal data
- Embed environmental & social standards in the value chain
- Respect for human rights – Prevent human rights violations

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Our efforts pay off: Solid results in ESG ratings

Confirmed listing in FTSE Index series since 2002

ISS Oekom awarded us Prime status and a C+ rating

MSCI gave us an AA rating for engagement

Listed in the DJSI World and DJSI Europe indices and thus among the top 10% of rated companies

Sustainalytics rates us as a Leader

Our environmental performance received a “B” rating
A word from our CEO

“

Our job is to do something good for society, and to do that we have to make money, otherwise we can’t continue to invest

“
## Sustainability @ Deutsche Post DHL at a glance

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<tr>
<th>CLIMATE</th>
<th>COMMUNITIES</th>
<th>COLLEAGUES</th>
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<tr>
<td>Mitigating our climate impact to zero and providing sustainable solutions to make our customers greener</td>
<td>Driving social progress in the communities we operate in with our logistics capabilities and our people</td>
<td>Providing our 550,000 employees with a safe, inclusive, purpose-driven place to work for the 21st century</td>
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THANK YOU