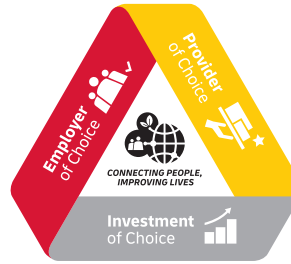


FACTS ABOUT SUSTAINABILITY

Our Strategy 2025 is focused on sustainability – our purpose is “connecting people, improving lives”. Through our services and our presence in around 220 countries and territories, we facilitate global trade and contribute to economic development and prosperity.

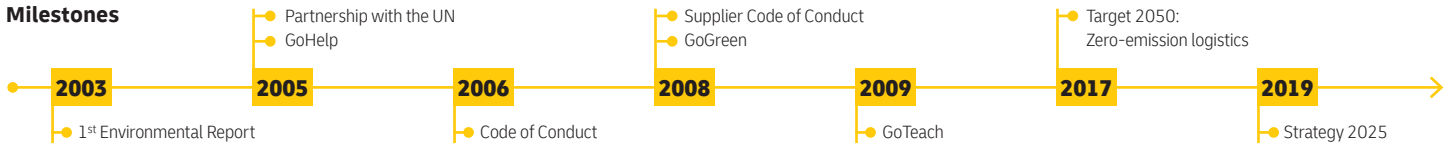


Our Purpose
Connecting people, improving lives

Our Values
Respect & Results

Our Mission
Excellence. Simply delivered. Along the three bottom lines in a sustainable way

Milestones



Our values

With a workforce of around 550,000, Deutsche Post DHL Group is one of the largest employers in the world. Our business, social and environmental values have been embedded in our Code of Conduct for our employees, and further specified in our Supplier Code of Conduct for our contractual partners. Together, the two codes constitute our human rights policy.

Deutsche Post DHL Group's key issues and targets

Together with our stakeholders, we have identified key issues, which are classified under Environmental, Social, and Governance (ESG) aspects.

E

ENVIRONMENT

CO₂ FREE Energy efficiency & climate change – Improve efficiency and reduce emissions

Year	Carbon Efficiency Index
2018	33%
2019	35%
2020	36%
2025	50%

Air pollution – Increase percentage of zero-emission solutions during pick-up and delivery

Year	Percentage of zero-emission solutions
2018	32%
2019	33%
2025	70%

S

SOCIAL RESPONSIBILITY

Employee development – Certify 80% of our workforce by 2020

Year	Percentage of workforce certified
2018	59%
2019	69%
2020	80%

Employee engagement – Achieve a consistent level of employee engagement throughout the Group

Year	Employee engagement percentage
2018	76%
2019	77%
2020	78%
2025	80%

Occupational health & safety – Avoid accidents in the workplace

Year	Accident rate
2018	4.3
2019	4.2
2020	4.0
2025	3.1

Leverage our global network and employee know-how for the good of society

Year	Corporate Citizenship Index
2018	76%
2019	78%
2020	78%

G

GOVERNANCE

Anti-corruption & bribery – Prevent violations of legal and internal Group requirements

Embed environmental & social standards in the value chain

Data protection & security – Ensure proper handling of personal data

Respect for human rights – Prevent human rights violations

United Nations' Goals

As a longstanding partner to the United Nations, we support the UN Sustainable Development Goals (SDGs), focusing on five in particular.

Measures and progress

The engagement and expertise of our employees form the basis of our commercial success – even in times of change, workforce numbers remain stable. We also support volunteering among our employees and encourage them to use their expertise to help others. Our GoGreen program allows us to work on measures to help minimize the impact of our business operations on the environment.

Environment

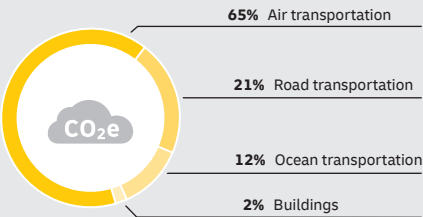
>260 aircraft
>103,000 vehicles,
 of which **13%** with alternative drive systems

Approx. **27,000** bicycles,
 of which **13,000 e-bikes**
83% of energy consumption from green electricity

35% more carbon-efficient than in 2007
3 million trees planted since 2017

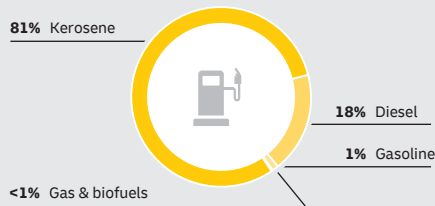
Carbon emissions by source in 2019

Total: 28.95 million tonnes CO₂e



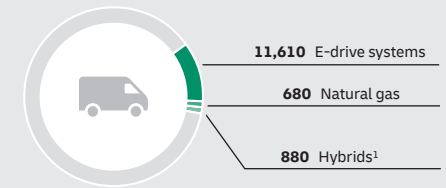
Fleet: Group energy consumption in 2019

Total: 23,519 million kWh



Alternative drive systems in 2019

Total: 103,573 Vehicles



1) Including 71 dual-fuel drive systems

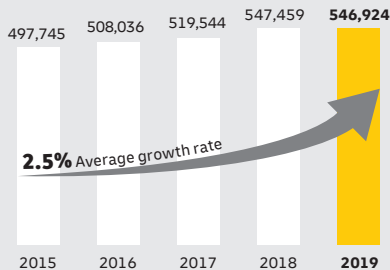
Social Responsibility

Approx. **550,000** employees
66% men

34% women
22% women in executive positions;
 Target 2025: **30%**

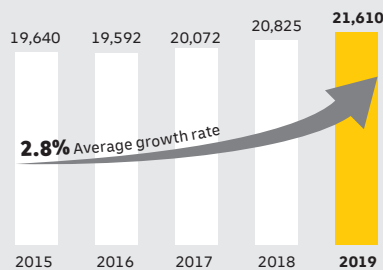


Number of employees¹



1) At year end

Staff costs (€ million)



Volunteering in 2019

Employee volunteers: 114,239



Facts about sustainability in 2019 by region

Americas

96,413 Employees of whom 32.5% women
1,100 Vehicles with alternative drive systems
Carbon offset projects in Brazil, Chile, Guatemala
DRT¹ base, Panama

Europe

348,604 Employees of whom 37.0% women
>11,100 Vehicles with alternative drive systems

Asia Pacific

80,687 Employees of whom 28.2% women
40 Vehicles with alternative drive systems
Carbon offset projects in India, Laos, Vietnam
DRT¹ base, Singapore

Other regions

21,220 Employees of whom 25.2% women
12 Trucks fitted with photovoltaics
Carbon offset projects in Eritrea, Lesotho
DRT¹ base, Dubai



Sustainability Report



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1) Disaster Response Teams