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.

**FACTS ABOUT SUSTAINABILITY**

**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.

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

**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.

**ENVIRONMENT**
- **Energy efficiency & climate change** – Improve efficiency and reduce emissions
  - 2018: 33%, 2019: 35%, 2020: 36%, 2025: 50%
- **Carbon Efficiency Index**
  - 2018: 32%, 2019: 33%, 2025: 70%

**SOCIAL RESPONSIBILITY**
- **Employee development** – Certify 80% of our workforce by 2020
  - 2018: 59%, 2019: 69%, 2020: 80%
- **Occupational health & safety** – Avoid accidents in the workplace
- **Employee engagement** – Achieve a consistent level of employee engagement throughout the Group
  - 2018: 76%, 2019: 77%, 2020: 78%, 2025: 80%

**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
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
65% Air transportation
21% Road transportation
12% Ocean transportation
2% Buildings

Fleet: Group energy consumption in 2019
Total: 23,519 million kWh
81% Kerosene
18% Diesel
1% Gasoline
<1% Gas & biofuels

Facts about sustainability in 2019 by region

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

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

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

Social Responsibility

Approx. 550,000 employees
66% men
34% women
22% women in executive positions; Target 2025: 30%

Number of employees¹

497,745 508,056 519,544 547,459 546,924
2.5% Average growth rate

Staff costs (€ million)
19,640 19,592 20,072 20,825 21,610
2.8% Average growth rate

Volunteering in 2019
Employee volunteers: 114,239

Facts about sustainability in 2019 by region

1) Disaster Response Teams