

SOCIETY

76 Social matters

80 Disaster management

77 Our responsibility

82 Improving employability

78 Volunteering



SOCIETY

Social matters ✓

Our sites, employees and suppliers around the world assist in the socioeconomic development of their regions and make an indirect contribution to the prosperity of both individuals and society as a whole. Our corporate citizenship initiatives make a direct impact on the communities in which we operate. In keeping with our mission to connect people and improve lives, we leverage the power of our global network and the logistics know-how of our employees to make a difference on the local level.

Policies (also GRI management approach)

We provide various incentives to support employees in their volunteering activities. We also manage Group-wide programs focused on specific areas:

- **Disaster management (GoHelp)**

Developing procedures and emergency response plans at airports to avoid relief-supply bottlenecks. We also offer emergency logistics support in the event of natural disasters.

- **Improving employability (GoTeach)**

Providing support to young people living in disadvantaged socioeconomic circumstances as a result of poverty, loss of family or being forced to flee their country. GoTeach aims to prepare them for the demands of the working world and to improve their chances of gaining employment.

All of these areas of activity involve collaboration with established partner organizations. GoHelp relies on our longstanding partnership with the United Nations (UN), while our partnerships with Teach For All and SOS Children's Villages form the basis of our GoTeach activities. It is thanks to the expertise of these partners that we can ensure the social relevance and effectiveness of our programs and activities.

Our Group-wide activities in this area are coordinated and managed by the CEO board department. The focus areas and objectives of these activities are outlined in the Group's Code of Conduct and set out in greater detail in our Corporate Citizenship Guideline. This ensures that employees at all

Group sites clearly understand how they can get involved, what is required, and how their involvement contributes to the Group's larger goals. A central internal platform facilitates employee dialogue across the Group and catalogues individual activities, which we then use for internal and external reporting.

Measures & KPIs

Based on the dialogue with our employees, we know that corporate citizenship is a relevant factor in determining their overall level of motivation. Our employees want their work to have a positive impact on society and the environment, and hence to help enhance the company's reputation. They identify with our corporate citizenship programs and are proud to be a part of the larger family that is Deutsche Post DHL Group.

With this in mind, we use our Corporate Citizenship Index KPI to measure the impact of our activities. The KPI has two components: first, the approval ratings in the Corporate Citizenship category in the annual Group-wide Employee Opinion Survey; and second, the results of a dedicated online survey which reaches about half of all employees.

Results & objectives

Our Disaster Response Teams were called on by the UN to support disaster relief efforts following a cyclone in Mozambique and the hurricane in the Bahamas. We also ran emergency preparedness workshops in Honduras, Iraq, Nepal, Peru and Madagascar, which included developing emergency response plans for airports on the ground. 2019 also saw the continuation of various GoTeach program activities.

The Corporate Citizenship Index score for the year under review was 79%; this represents an increase of two percentage points over the prior-year figure. Our goal for 2020 is to at least maintain this score at its current level.

Information on additional activities beyond the mandatory disclosures required by the German Commercial Code (HGB) can be found in the rest of this chapter. →

Our responsibility

We want to contribute real solutions to the global challenges of our time, which is why our programs and partnerships are designed to achieve maximum effectiveness and impact for society. In the year under review, we celebrated the 10-year anniversary of both our GoTeach program, which aims to improve the employability of disadvantaged young people, and our GARD program, which helps airports in disaster-prone regions prepare for the demands of an emergency response.

Our programs and partnerships support the United Nation’s Sustainable Development Goals (SDGs).

OUR EMPLOYEES ACT AS **AMBASSADORS FOR VOLUNTEERING**



The pillars of our corporate citizenship activities



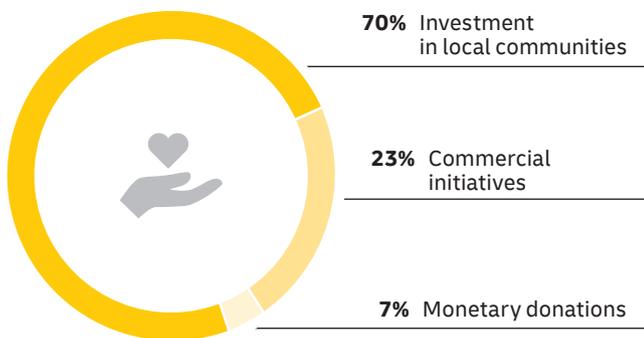
Measuring our impact

In addition to our Corporate Citizenship Index KPI, we use the LBG model to measure our corporate citizenship activities:

- **Input:** Total financial donations, monetary value of time/effort expended by employees, donations in kind, and the management costs associated with coordinating and implementing the various activities
- **Output:** Number of people reached or supported; number of activities/offering
- **Impact:** Resulting short and long-term changes in supported individuals/groups as well as changes within the company as a result of activities

This information is based on prior-year results, since the data required by the LBG model will be available only after the external review of the current report has been completed.

Activities as measured by the LBG in 2018



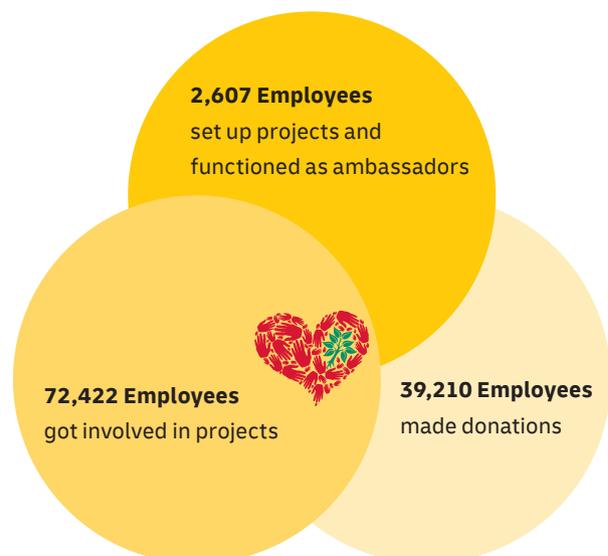
Volunteering

Our employee surveys have shown a measurable correlation between participating in corporate citizenship activities and motivation on the job. Nearly 80% of our employees feel that the company encourages them to act in a way that is socially and environmentally responsible. We have also found that employee motivation and company loyalty are even higher when an employee's individual interests and skills are aligned with their area of involvement. We use various instruments to support volunteering among our employees, showing them how they can get involved in different initiatives or join forces with like-minded colleagues to get a project off the ground themselves. In doing so, we hope to inspire our employees to act as role models and ambassadors for volunteering.

Today, more than 100,000 employees Group-wide devote time outside work to volunteering in climate protection projects, disaster relief efforts, refugee aid, or helping young people improve their job and career prospects. This volunteer

Volunteering in 2019

Employee volunteers: 114,239



work is not limited to a given day or individual project. Our partner organizations manage countless social and environmental projects, and employees can engage in these throughout the year as local opportunities and their schedules allow.

OVER 114,000 EMPLOYEES TOOK PART IN VOLUNTEER PROJECTS

Supporting practical action

Our Global Volunteer Day has been a major component and driver of employee volunteer work since 2008, calling on employees to get involved year-round in projects that serve local needs. An online platform allows staff to share their volunteering experiences, recruit others to join them, and report the results of their activities. We are seeing steady growth in both the number of volunteer hours and the diversity of volunteer projects.

Financial support for outstanding projects

Through our Living Responsibility Fund, we have also been providing financial support to approximately 100 outstanding projects every year since 2011. Our goal is to support employees who demonstrate lasting commitment to social or environmental causes and serve as role models for their fellow colleagues. A cross-divisional jury selects the most eligible projects, which can then receive support of up to €4,000. In order to qualify for financial support, at least two Group employees must volunteer a total of more than 50 hours of their time to a charitable partner organization over the course of one year.

Results & progress in 2019

In the year under review, we developed target-group-specific workshops to help employees better understand our approach and develop and realize their own volunteer projects and activities. Associated communications and additional tools help support employees and make it as easy as possible to get involved. Over 114,000 employees volunteered around 230,000 hours in around 3,100 projects. The Living Responsibility Fund supported 120 employee projects from 44 countries in 2019.



Disaster management

Our Group-wide GoHelp program has two main focus areas:

- **Get Airports Ready For Disaster (GARD):** We develop procedures and emergency response plans at airports in disaster-prone regions to rehearse for, and avoid relief-supply bottlenecks in the event of natural disasters.
- **Help on the ground from Disaster Response Teams (DRTs):** Our DRTs provide timely support in the wake of natural disasters, handling a range of logistics tasks at airports and coordinating the transfer of relief supplies to local relief organizations.

Our employees receive specially targeted training in preparation for their deployments and the situation on the ground. Every two years, we survey employees on the effectiveness of our GoHelp activities. The 2019 survey revealed an approval rating of 95%.

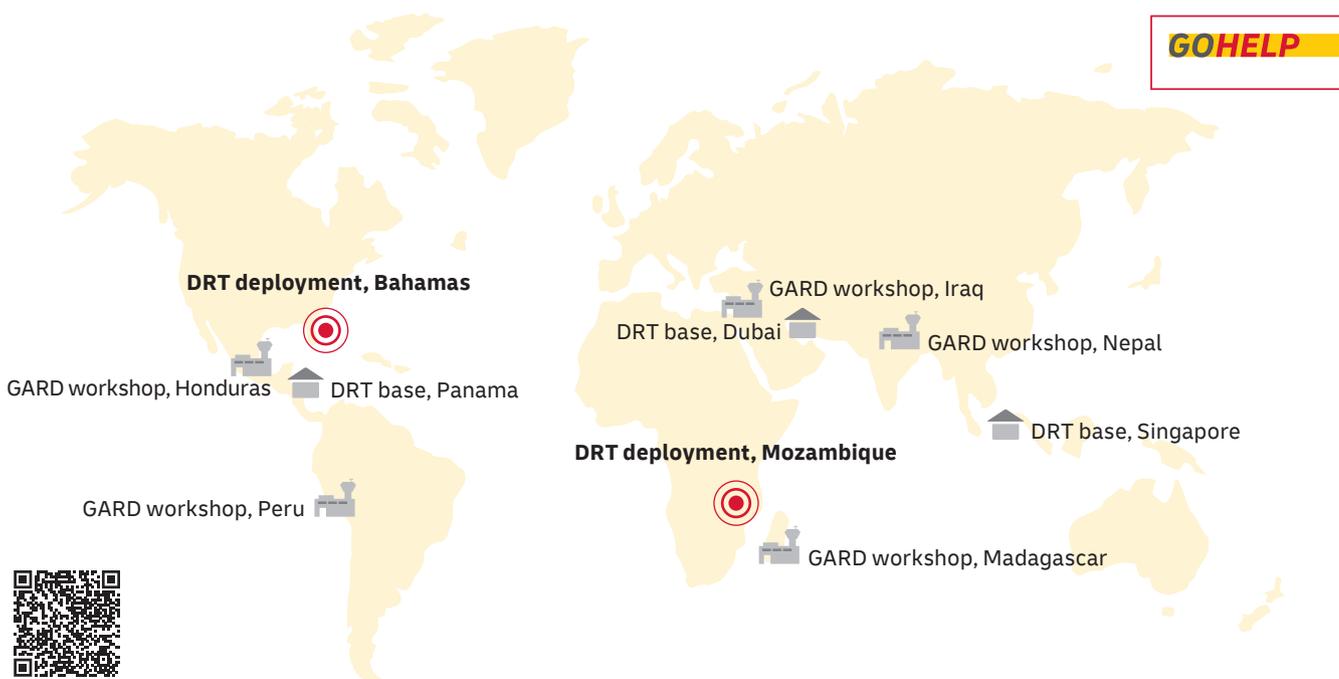
Optimizing airport procedures (GARD)

In cooperation with the United Nations Development Programme (UNDP), we conduct multi-day workshops on-site for airport personnel and local disaster management organizations to evaluate existing logistics procedures and improve airports' capacity for processing and dispatching large volumes of incoming relief workers and supplies.

During these workshops, our air freight experts act as trainers, helping participants analyze their emergency response plans and develop ways to increase airport capacity, including avoiding bottlenecks in the event of relief efforts. Workshop results are then submitted to the United Nations for inclusion in its national and regional emergency response plans. Progress can be reviewed roughly six to twelve months later in follow-up workshops.

Due to a growing number of requests to include regional airports in our preparedness program, we have begun training local airport experts as GARD trainers, who can then

Disaster management in 2019¹



1) Bilateral framework agreements reached to provide disaster management support in: Chile, El Salvador, Guatemala, Peru. Asia Pacific: Brunei, Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Thailand, Vietnam. Other regions: Turkey.

conduct workshops on their own. The goal of this train-the-trainer approach is to achieve nationwide airport preparedness in countries at higher risk of natural disaster. Since launching GARD ten years ago, we have held 51 workshops in 26 countries with over 1,200 participants.

Help within 72 hours (DRTs)

In cooperation with the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), we have established Disaster Response Teams (DRTs) based in the Americas, Middle East/Africa, and Asia Pacific regions. This network allows us to provide disaster-response coverage to approximately 80% of higher-risk countries.

If called upon by the United Nations, our DRTs can be deployed within 72 hours to manage the logistics of incoming relief supplies (unloading, inventory and storage) at airports, ensuring their efficient transfer to local relief organizations. Urgently needed supplies such as food, cooking utensils and medical supplies are sorted and packed at the airport into waterproof polypropylene bags known as Speedballs, which can then be airdropped over remote areas.

We prepare our logistics experts for both the physical and psychological challenges of DRT deployments with special courses that realistically simulate disaster-response workflows under difficult conditions. 1,500 employees have undergone such training since the launch of the program.

Results & progress in 2019

In the year under review, GARD workshops were held in Honduras, Iraq, Madagascar, Nepal and Peru, including the analysis of emergency response plans for 5 airports. A total of 151 people took part. Our DRTs were deployed on two occasions:

- **April 2019 – Cyclone Idai, Mozambique:** This was the first time one of our DRTs saw action in an African country. Twelve employees spent almost three weeks volunteering on the ground, working in three rotating teams to process some 800 tonnes of relief supplies at Beira Airport.
- **September 2019 – Hurricane Dorian, the Bahamas:** As part of the relief effort following the category 5 hurricane, employees from Florida, Colombia, Panama and Puerto Rico volunteered their time and processed around 275 tonnes of relief supplies for dispatch to help those affected.

Donations from colleagues for colleagues

Our internal relief fund “We Help Each Other” (WHEO) provides employees with a channel to donate money and show their support for colleagues and their families who have been affected by natural disasters. 34 employees benefitted from the fund in 2019: 24 in Mozambique, 7 in the USA and 3 in the Bahamas. “We Help Each Other” has come to the aid of 1,900 employees since it was founded.



Improving employability

Our Group-wide GoTeach program supports young people living in disadvantaged socioeconomic circumstances as a result of poverty, loss of family or being forced to flee their country. Helping them discover their strengths and build self-confidence gets young people off to a better start and encourages them to set and achieve career goals. We also provide young people with first-hand exposure to the working world. Our employees volunteer their time to the projects, sharing their experience and expertise to familiarize participants with the demands the workplace can bring. As part of activities focused on career guidance and basic professional skills, volunteers function as mentors, trainers or internship supervisors and help participants develop the professional skills they will need later on.

“EQUAL OPPORTUNITIES AND COMPETITIVENESS ARE OUR GOALS.”

Dr. Frank Appel
CEO



Our activities in this area rely on global partnerships with Teach For All and SOS Children's Villages. Not only do our partners benefit from the commitment of our employees but also from our financial support. We now operate in 56 countries around the world in cooperation with 67 partner organizations. In 11 of these countries we work together with both SOS Children's Villages and national Teach For All partners.

Partnership with Teach For All

We have been collaborating with the Teach For All global network since 2010 and support its partner organizations in 19 countries. In the year under review, we expanded our partnership to seven additional countries.

Partnership with SOS Children's Villages

Our global cooperation with SOS Children's Villages now covers 48 countries. A further six countries were added in the year under review. SOS Children's Villages uses our support measures as a blueprint to develop similar programs for young people around the world. Our YouthCan! program was founded as part of a joint initiative with SOS Children's Villages. It has already helped us recruit additional companies to become involved in business partnerships – and we hope to recruit even more.

Autonomy through integration

We work together with Germany's Federal Employment Agency and numerous other partners to promote refugee integration, primarily in Germany. In recent years we have also initiated pilot projects with partners outside Germany and are now investigating how we can incorporate offerings for young refugees into existing programs. In 2018, we also started supporting the UNHCR initiative #WithRefugees.

Since launching our refugee aid initiative in Germany in 2015, we have signed employment contracts with 11,000 refugees, with 246 currently in apprenticeships. The volunteering activities undertaken by our employees focus on long-term projects, such as our mentoring programs.

Results & progress in 2019

In the year under review, over 2,100 employees took part in the GoTeach program, reaching out to and supporting roughly 11,000 children and young people in the process. In our yearly GoTeach employee survey, 89% of survey participants confirmed the program's positive impact on society.

Around 4,200 refugees from Eritrea, Iran, Iraq, Somalia and Syria have received an employment contract, and around 90 an apprenticeship contract.