

OVERVIEW





Living Responsibility

We are the world’s leading mail and logistics services group. Find out more about how our CR programs, together with our continuous investment in our people, support our goal of “Living Responsibility”.

Employees

To become the Employer of Choice, we aim to develop our people’s capabilities, provide a safe and healthy working environment, promote diversity and encourage idea sharing.



GoGreen – Environment

As the global leader in logistics, we strive to increase our resource efficiency with the focus on CO₂, mobilize our employees, offer our customers green solutions and be transparent about what we do.



Society

We want to make a positive contribution to society through our programs in the areas of disaster management and education, and through our many local initiatives.

- GoHelp – Disaster management
- GoTeach – Education
- Local involvement



In this report:

- Overview
- Strategy and Governance
- Economic impact
- Environment
- Society
- Performance

Additionally:

- Contact us
- FAQs
- Downloads
- Press releases
- What’s new
- Glossary



Overview

WELCOME TO OUR CORPORATE RESPONSIBILITY REPORT 2009/10!

This section tells you who we are, describes our Corporate Responsibility (CR) goals for this Report, and offers an insight into what we have already achieved during the past 500 years.

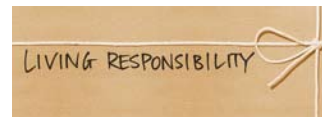
CEO statement

Read Frank Appel's foreword to this Report.



About this Report

Find out more about this Report and our approach to reporting.



About Deutsche Post DHL

May we introduce ourselves? An introduction to the world's leading logistics company.



A year in review

Our CR highlights from 2009.



History of CR at Deutsche Post DHL

With over 500 years of "Living Responsibility", CR is part of who we are and what we do.



Overview

CEO STATEMENT

Dear Readers,

2009 was a significant year for Deutsche Post DHL in two important ways: We responded successfully to the global economic crisis, turning our 2008 loss into a profit, and we laid the foundation for future growth with “Strategy 2015”, our corporate roadmap.

Strategy 2015 strongly reinforces our commitment to sustainable development around the world. One of its fundamental aims is to achieve our long-term business objectives in a manner that protects the environment, gives something back to the communities we touch and offers attractive career paths for our employees. We call this approach “Respect and Results”, and it is the guiding principle of Deutsche Post DHL.

In our Corporate Responsibility (CR) Report 2009/10, we would like to bring you up to date on how we, as a company, are translating our commitment to sustainable development into tangible actions. First and foremost, we’ve laid the groundwork with a clearly focused CR strategy under the motto “Living Responsibility”. Its three core programs, GoGreen, GoHelp and GoTeach, correspond to our CR focus areas of environment, disaster management and education. As the global leader in mail and logistics, we believe these are areas in which our people and our services can make a real impact. Our Disaster Response Teams, for example, provided expert on-site logistics support following the earthquakes in Haiti and Chile this year.

While our Living Responsibility programs seek to improve conditions for the global community and on our planet, our new People Strategy is internally focused, aiming to harness and promote the talents, capabilities and knowledge of our employees. Only by investing in our people will we come closer to achieving our Employer of Choice ambition.

Our approach to Corporate Responsibility has already received significant external recognition. In 2009, Deutsche Post DHL received the German Sustainability Award (*Deutscher Nachhaltigkeitspreis*) and an excellent rating in the Dow Jones Sustainability World Index, with our GoGreen program ranked best-in-class. We also received the German Corporate Health Award in recognition of the Group’s exemplary workplace health promotion.



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These are fantastic achievements which I attribute to our employees' engagement and individual contributions. To encourage and honor their commitment, we introduced the Deutsche Post DHL Corporate Responsibility Award in 2009. This award recognizes employee-led community investment initiatives around the world and offers partial financing of winning projects by Deutsche Post DHL.

Living Responsibility: That's what our employees are doing in their local communities, and that's what we want to do as a company. As the global leader in our industry with highly motivated employees and a solid financial and market position, we have made important progress in 2009. But we also face significant challenges. Combating climate change by becoming more carbon-efficient, and delivering sustainable value to society and communities will require more from all of us in the months and years to come. At Deutsche Post DHL, we take this responsibility seriously and remain committed to our goal of making a positive impact on the world around us.

Yours sincerely,



Frank Appel
Chief Executive Officer

Overview

ABOUT THIS REPORT

Living Responsibility

The goal of this Report is to present, in a transparent way, the Deutsche Post DHL Corporate Responsibility (CR) strategy on how we address our material economic, environmental and social impacts. We want to illustrate our progress, and describe the challenges we have faced, and which we still face, on our way to fulfilling our motto of “Living Responsibility”.

We hope you enjoy learning more about what we are doing.

Best wishes,

The CR Report team

For additional information, please see the following:

- > [FAQs](#)
- > [Downloads section](#)

Reporting period and boundaries

The Corporate Responsibility Report 2009/10 covers the period from January to December 2009. It was published on 26th April 2010. The online Report may be updated with news and new items to account for significant changes that occur before the next full update – scheduled for the second quarter of 2011. Pages that have been updated since the Report was launched can be identified by the “Last updated on” date on each page and also by checking in the What’s new section.

This Report covers all of the Deutsche Post DHL divisions, subsidiaries and legal entities (see the Participation list at www.dp-dhl.com) in the over 220 countries and territories where we are present. Our approach to carbon accounting, including information on relevant boundaries and Scopes (as classified by the Greenhouse Gas Protocol), can be found in the Performance section. Whenever data or information provided represent a different scope or coverage, it will be specified in the corresponding footnotes and explanations.



Overview

Details of organizational changes which have affected year-on-year comparability of the data, where applicable, are also included in the footnotes to the graphs and charts in the Performance section.

What's changed since our 2009 Report?

For those of you who have been following the progress of our CR strategy over the years, here are the main changes we have made in 2009/10:

From Sustainability to Corporate Responsibility

While we still support the principles of sustainability and sustainable development, we decided to use the term "Corporate Responsibility" to describe our corporate approach to sustainable development. The main reasons for doing so were to more accurately reflect our intentions and to use a term that is clear in many languages.

GoGreen: Expanded scope now covers all environmental topics

GoGreen, launched in March 2008 as the Deutsche Post DHL climate protection program, initially focused on CO₂ efficiency. Starting on 1st January 2010, in acknowledgement of the high levels of external and internal recognition the GoGreen program has received, and in recognition of its success in bringing about change within our company, the GoGreen program now covers all environmental issues including environmental management, waste, water consumption and sustainable sourcing. These issues were previously covered by other environmental programs.

Consolidating all our existing environmental programs under GoGreen will allow us to look at all our different environmental impacts in an integrated and more holistic way. The main focus of the GoGreen program, however, continues to be climate protection, and our GoGreen CO₂ efficiency targets remain unchanged.



Overview

Reporting format: Primarily online

We have listened to what stakeholders expect from CR reports and have made some significant changes to our CR reporting. For example, based on how the majority of people access our CR information, we decided to make our online site the primary source of information on our CR strategy and programs.

To accompany this full online Report, we have also published a short printed brochure with highlights from our CR strategy.

New Executive Vice President, Corporate Public Policy and Responsibility

There was a change of leadership in the Corporate Public Policy and Responsibility department at Deutsche Post DHL. Rainer Wend took over from Monika Wulf-Mathies as Executive Vice President, Corporate Public Policy and Responsibility, on 1st April 2009. Prior to joining Deutsche Post DHL, he served as a member of the Deutsche Bundestag, the German parliament, from 1998.

Monika Wulf-Mathies, former member of the European Commission, set up the Corporate Public Policy and Environment department at Deutsche Post DHL in 2001. She led the department until she retired at the end of December 2008.

GRI

We have prepared this Report with reference to the third version of the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines, known as “G3”, and to the GRI Sector Supplement for the Logistics and Transportation Sector.

The GRI defines three levels of application in CR reports: C, B and A, with A being the most comprehensive. A “plus” (+) designation signifies that a report has been assured by an external organization. We have assessed this Report against GRI requirements and believe it complies with a “B+” level of application.

For more information on our performance against the GRI criteria, please see the GRI content index in the Performance section of this Report.



Overview

Assurance

We set out to provide information and data that are trustworthy and credible. Therefore, important data and information in our CR reports since 2006 have been reviewed by an independent third party.

The data and statements in this Report that are subject to a limited assurance statement by PricewaterhouseCoopers AG Wirtschaftsprüfungsgesellschaft (PwC) are marked with [PwC »] and [«] at the beginning and end of assured text, data tables, graphs or diagrams.

Please see the auditor's Assurance Statement for more information.

Reporting team

The CR Report 2009/10 was produced by a team of employees from several corporate departments at the Deutsche Post DHL Headquarters in Bonn, Germany. The project is lead by the Corporate Responsibility Department.

The core project team for the CR Report 2009/10 comprised: Winfried Häser, James Buchanan, Cornelia Hentschel, Helen Herold, Annett Jacob, Mirko Karner, Cordula Luckassen, Jill Meiburg, Christina Müschen, Michael Sellen, Daniela Spießmann and Annette Wollmann. Additional support was provided by Katja Furchert, Shweta Gupta and many colleagues from a variety of corporate departments, business units, and regional and country offices.

Support with the design, website construction and editing of English-language text was provided by Flag, based in Cambridge, England.

Translation and German-language editing was provided by Lennon.de, Münster, Germany.

We welcome your feedback on this Report. Please contact us with your comments, queries and suggestions.





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Previous reports

Deutsche Post DHL has previously produced the following reports covering CR issues:

- Environment Report 2003
- Human Resources and Social Report 2003
- Sustainability Report 2006
- Sustainability Report 2008
- Sustainability Report 2009

Since 2008, we have produced our CR reports annually.

You can find copies of all CR-related reports in the Downloads section.

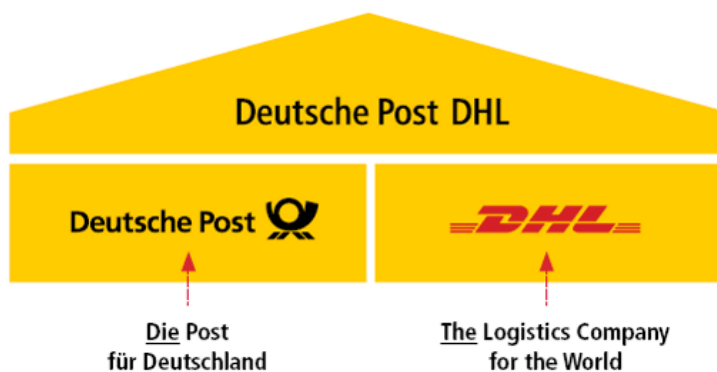
For more information on Deutsche Post DHL, please see the Group's Annual Reports and other financial publications (<http://investors.dp-dhl.de>).

What's new...

Please see the "What's new" section for changes to the Report since its launch on 26th April 2010.

Overview

ABOUT DEUTSCHE POST DHL



Deutsche Post DHL is the world's leading mail and logistics services group. The Deutsche Post and DHL corporate brands offer a one-of-a-kind portfolio of logistics (DHL) and communications (Deutsche Post) services. The Group provides its customers with easy-to-use, standardized products as well as innovative and tailored solutions ranging from dialog marketing* to industrial supply chains. About 500,000 employees in more than 220 countries and territories form a global network focused on service, quality and sustainability. With programs in the areas of environmental protection, disaster management and education, the Group accepts its corporate responsibility.

You can find more information about Deutsche Post DHL by visiting these sites:

www.dp-dhl.com

www.dhl.com

www.deutschepost.de (English-language version)

www.dp-dhl.com/investors

*A type of direct marketing that aims to offer customized products and services to (potential) customers. Thereby, it mainly builds on existing and/or former customer relations or builds new relationships.



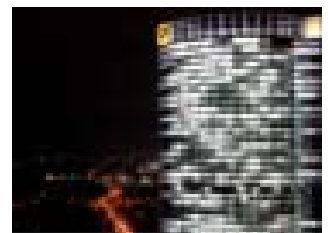
Overview

2009: A YEAR IN REVIEW

January 2009

"Green" power for offices and facilities in Germany

As part of GoGreen, our climate and environmental protection program, Deutsche Post DHL begins powering the vast majority of our offices and facilities in Germany with "green" power*. This will save approximately 250,000 tonnes of CO₂ each year compared to the standard electricity mix available in Germany.



January 2009

Deutsche Post DHL joins global sustainable development group

Deutsche Post DHL joins the World Business Council for Sustainable Development (WBCSD), underscoring the Group's commitment to sustainable development. The members of the WBCSD – approximately 200 major global companies – seek practical approaches to balancing economic, environmental and social interests, and aim to foster dialog between business and politicians.



February 2009

Deutsche Post DHL helps to establish Teach First Deutschland

Deutsche Post DHL demonstrates its commitment to equal educational opportunities for all, and increased support to young people in Germany, by becoming the founding partner and largest supporter of Teach First Deutschland. The partnership includes the support of university graduates ("Fellows") working at selected schools, and a two-week summer camp, which develops the individual abilities of young people, including the children of our employees.



*"Green" power is electricity generated from renewable sources such as solar, wind or water power.



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February 2009

New vehicle fleet improves fuel efficiency in Germany

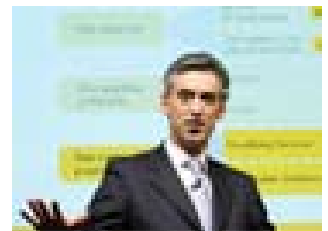
Deutsche Post signs a contract to replace 4,500 of PARCEL Germany's 7,500 delivery vehicles over the next three years. The new diesel-powered IVECO vehicles meet the EURO 4 engine standards and are fitted with particle filters. They are also more fuel efficient than the vehicles they replace – a key selection criteria.



March 2009

New Group strategy embraces Corporate Responsibility

Strategy 2015, the Group's new long-term business strategy, is launched by our CEO Frank Appel. The strategy has Corporate Responsibility (CR) at its heart, which means we act respectfully and sustainably with regards to our employees, the environment, the interests of society and the capital that investors have entrusted to us. Only in this way can our business be successful in the long term.



March 2009

DHL Global Mail offers *GOGREEN* service

Deutsche Post DHL extends its existing range of innovative *GOGREEN* carbon neutral products and services to include a new *GOGREEN* service for business mail customers worldwide. The new service is provided through DHL Global Mail (operating as Deutsche Post Global Mail in Germany), which is present in more than 200 countries and territories, and which operates the world's largest international mail shipping network.



Overview

April 2009

Launch of global bike-to-work campaign

Deutsche Post DHL launches its worldwide cycling campaign, "Go by Bike". Our target was for employees to cycle 250,000 kilometers to work, cutting CO₂ emissions by 40 million tonnes. The result is even more impressive: In 2009, our employees cycled a total of 562,605 kilometers, saving more than 100 tonnes of CO₂.



April 2009

DHL dispatches its first *GOGREEN* shipment from Africa

DHL sends its first carbon-neutral express shipments from Africa on the occasion of the first anniversary of the Climate Neutral Network (CN Net) of the United Nations Environment Programme (UNEP) – demonstrating our support for global business initiatives with a low environmental impact. We are the first global logistics company to join CN Net.



April 2009

A real-life test for hybrid trucks

As part of our GoGreen program, the MAIL Division's Transport Department and Deutsche Post DHL Fleet test a new Daimler Atego truck with hybrid engine technology. After Daimler engineers carry out initial test drives using prototypes on postal routes, Deutsche Post drivers put the vehicles to the test in tough real-life conditions.



Overview

May 2009

Aerologic accepts delivery of first Boeing 777 Freighters

Aerologic, the joint venture between Deutsche Post DHL and Deutsche Lufthansa, accepts delivery of the first of eight Boeing 777 Freighters. The aircraft, based at DHL's hub in Leipzig, Germany, will fly between Leipzig and Asia during the week on behalf of DHL Express, and to North America at weekends for Lufthansa Cargo.

The Boeing 777 Freighter, which consumes 20 % less fuel than a Boeing 747-400 Special Freighter and 16 % less than a McDonnell Douglas MD-11 Freighter, is also the quietest aircraft in its class – a real benefit to people living close to the airports where the aircraft operate.



May 2009

Pandemic Preparedness Plan activated

Following the World Health Organization's decision to raise the pandemic* alert level due to the spread of the A H1N1 virus, Deutsche Post DHL activates its Pandemic Preparedness Plan – originally designed to tackle avian flu. The plan has two goals: To explain to employees how they can protect themselves and to ensure that our business continues to operate.



June 2009

Deutsche Post DHL publishes study on global trends

CEO Frank Appel presents the Delphi study "*Delivering Tomorrow – Customer Needs in 2020 and Beyond*" at a press conference at the Globe Forum in Stockholm. The study, published by Deutsche Post DHL, analyzes future global trends with a focus on the logistics industry over the next 10 years. It also confirms that we are on the right track with our climate and environmental protection program, GoGreen.



*A pandemic is an epidemic of infectious disease that spreads through human populations across a large region; for example a continent, or even worldwide.

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June 2009

New biodiesel more than halves CO₂ emissions

Deutsche Post DHL and its partners present the initial results of a joint pilot test project focusing on sustainably produced transport fuel made from hydrotreated vegetable oil (HVO). Since mid-2008, 10 Mercedes-Benz trucks, running exclusively on HVO, have been in service across Germany, covering more than 1 million kilometers by mid-2009. Initial results show a 15 % decrease in emissions of nitrogen oxides and 60 % less CO₂ emissions than the equivalent fossil fuel on a “well-to-wheels”^{*} basis.



July 2009

New “People Strategy” announced

Deutsche Post DHL launches its “People Strategy” to support the realization of the Group’s Strategy 2015. The principal objective is to make our Group the Employer of Choice in our industry. Key priorities include strengthening our managers’ leadership skills, engaging our employees, increasing collaboration between business units to build “ONE DHL”, enabling business growth and driving efficiency.



July 2009

Camps give summer vacations a boost

Together with our partners, Teach First Deutschland and the German Children and Youth Foundation, Deutsche Post DHL launches Camp4us educational camps. These are aimed at schoolchildren in grades 7, 8 and 9 at Germany’s junior, intermediate and comprehensive secondary schools. The camps encourage children to discover their talents, develop their strengths and learn new skills.



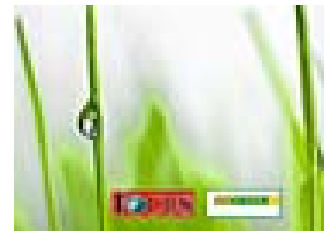
^{*}A method of calculating a fuel’s CO₂ footprint, which takes into account all the steps required to grow, produce and distribute it.

Overview

July 2009

Magazines go carbon-neutral with *GOGREEN*

Focus begins mailing its magazines to subscribers using Deutsche Post's *GOGREEN* carbon neutral shipping service, and will also use *GOGREEN* for customer correspondence such as service letters and invoices. It is anticipated that the magazine publisher will ship 20 million items each year, offsetting a total of 4,200 tonnes of CO₂.



August 2009

DHL and UNDP pilot project for more effective disaster relief

Deutsche Post DHL and the United Nations Development Programme (UNDP) announce the results of two pilot projects under a new initiative that builds on our existing disaster management activities. The GARD (Get Airports Ready for Disaster) initiative helps airport authorities to prepare for surges of incoming relief aid in the aftermath of a natural disaster.



August 2009

New trainees get a head start in the working world

Deutsche Post DHL's first trainees of 2009 begin their training program in early August. We gave about 1,600 young people in Germany the opportunity to get an education in 2009. They could either enroll in a vocational training program in one of 20 occupations, or sign up for a degree course at *Duale Hochschule* (German universities co-operative education). On an annual basis, we employ an average of 3,700 trainees.



Overview

August 2009

Joint declaration on health and safety at work

The Group's joint body of employee and management representatives from European countries, the Deutsche Post DHL Forum, has spent time and effort on the subject of health management and safety at work. It would like to contribute to the implementation and further development of these key areas. For this reason, the Deutsche Post DHL Forum will be setting up a joint working group under the name of "Health management and safety at work".



August 2009

Deutsche Post DHL supports the UN Global Compact

Deutsche Post DHL and the UN Global Compact Office cooperate in the distribution of the Global Compact International Yearbook. We are the official Global Logistics Partner for the inaugural issue of this new publication, shipping it worldwide with our *GOGREEN* carbon neutral service.

Since becoming a member of the UN Global Compact in 2006, we have embraced its 10 principles and continuously support them as documented in our Communication on Progress.



September 2009

Deutsche Post DHL included in Dow Jones Sustainability World Index

Deutsche Post DHL is added to the Dow Jones Sustainability World Index for the first time. The index is an increasingly important guide to investors incorporating social and environmental aspects into their investment decisions.

We received a total score of 91 out of 100 points versus a sector average of 61 points. In the environmental dimension, we took the lead scoring 99 out of 100 possible points.





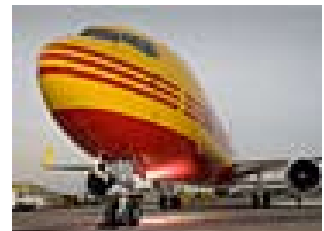
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September 2009

New fuel-efficient aircraft joins DHL's long-haul fleet

The first of six new Boeing 767-300 Extended Range Freighters (ERF) joins the DHL fleet and is assigned to transatlantic routes. The remaining aircraft should be delivered by the end of 2012.

Due to its advanced engine technology and the winglets provided by Aviation Partners Boeing, the 767-300 ERF stands out as one of the most efficient and environmentally friendly aircraft of its class. The winglets will save approximately 4 % of fuel, about 4,000 liters, on a typical round-trip flight from Europe to the USA.



September 2009

DHL Volunteer Day 2009: 25,000 employees lend a helping hand

Approximately 25,000 employees in 45 countries, together with customers and business partners, participate in around 80 community projects as part of DHL Volunteer Day 2009. Extending the success of last year's event, Volunteer Day this year brings the spirit of volunteerism beyond Asia Pacific to our employees in Africa, Europe and Latin America.



October 2009

Employees' ideas add value

Employees' improvement ideas help Deutsche Post DHL to save money. At the award ceremony held in October to honor employees who submitted the best ideas in 2008, Walter Scheurle, Board Member for Personnel, stated: "Since we introduced our internal Idea Management program in 1999, our employees have submitted a total of 1.5 million suggestions for improvement, which have resulted in savings of €1.4 billion."



Overview

October 2009

Collective bargaining at Deutsche Post: Compromise reached

Deutsche Post and Germany's service trade union ver.di reached a collective labor agreement during the night of 29th October for 130,000 employees. A strike before Christmas, that would have hurt both company and employees, is thus avoided. The agreement secures employees' jobs until 31st December 2011, saving the company more than €300 million; an amount that will directly affect results in the MAIL division.



October 2009

Launch of new Corporate Responsibility strategy

Deutsche Post DHL launches a comprehensive Corporate Responsibility (CR) strategy under the motto "Living Responsibility" to support the implementation of our corporate strategy, Strategy 2015. The CR strategy outlines how we intend to positively shape the future with a focus on environmental protection, disaster management and education through our three main programs: GoGreen, GoHelp and GoTeach.



October 2009

DHL among the top employers for university students

A study by Universum Communications, a leading "employer branding" company, puts DHL, the only logistics company in the index, among the top 50 most attractive employers in the world for university students. In the first global index of employer attractiveness, which surveyed 120,000 students from leading universities in the USA, Japan, China, Germany, France, the UK, Italy, Russia, Spain, Canada and India, DHL is ranked 42nd overall.



Overview

October 2009

DRT Asia Pacific provides effective emergency aid

Following a series of natural disasters in the Asia Pacific region, DHL deploys its Disaster Response Team (DRT) Asia Pacific to provide logistical support at airports in Indonesia, the Philippines and Samoa.

The DRT employee volunteers deploy to Manila Airport (pictured) in the aftermath of Typhoon Ketsana where they handle hundreds of tonnes of relief goods including food, hygiene articles, water purification units, tents and tarpaulins. The team unloads shipments from aircraft, manages the temporary warehouse and stows supplies onto helicopters heading to the affected areas.



October 2009

Deutsche Post DHL discusses sustainable development in China

Deutsche Post DHL is one of the official sponsors of the “*Deutschland und China – Gemeinsam in Bewegung*” (“Germany and China – Moving ahead together”) exhibition, designed to provide visitors with hands-on experience of German culture and technologies. An estimated 600,000 people visit the Germany Esplanade in Wuhan which includes the DHL Pavilion (pictured).

Deutsche Post DHL also participates in the Forum on Sustainable Development in Wuhan where we discuss our GoGreen program and the role of companies in promoting sustainable development. Winfried Häser, Vice President of Environmental Strategy and Policy, participates in the Forum which is moderated by Shui Junyi, one of China’s top TV interviewers, and which is broadcast on prime-time television across the whole of China.



Overview

November 2009

Deutsche Post DHL announces winners of first CR Award

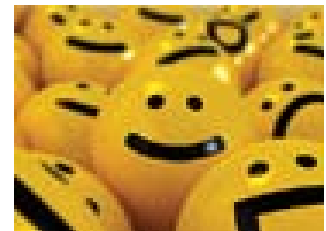
Deutsche Post DHL announces the winners of our Group-wide Corporate Responsibility Award. The goal is to recognize and reward outstanding employee-led community investment projects. Employees from across the Group submitted details of more than 80 initiatives that address local challenges in environmental protection, education and disaster management. Of these, 30 receive support with financing as well as recognition.



November 2009

High participation rate in 2009 Employee Opinion Survey

Our Group-wide Employee Opinion Survey, "Every ONE counts", is conducted for the third time. Dialogue with our employees is important for us, especially when times are challenging. Approximately 76 % of our employees take the opportunity to submit anonymous feedback on different aspects of our company. This outstanding participation rate shows our employees' increasing commitment to this tool.



November 2009

DHL signs MoU with Costa Rica

DHL's Disaster Response Team (DRT) Americas agrees to assist Costa Rica's National Emergency Commission (CNE) in handling humanitarian aid received at airports in the aftermath of a major natural disaster. The Government of Costa Rica will now benefit from a team of volunteer logistics experts in case of a natural disaster.

In 2009, we signed similar Memoranda of Understanding (MoU) with Guatemala, Peru and Panama. The MoUs set out the type of pro-bono services that DHL could offer a government dealing with a natural disaster.



Overview

November 2009

Deutsche Post DHL wins German Sustainability Award

Deutsche Post DHL receives the 2009 German Sustainability Award (*Deutscher Nachhaltigkeitspreis*) in the “Most sustainable strategy” category. The jury, headed by Dr. Günther Bachmann, Secretary General of the German Council for Sustainable Development, commends the Deutsche Post DHL strategy for facing the challenges of the future, while the jury recognizes the Group’s readiness to assume economic, environmental and social responsibility as evidenced by our climate and environmental protection program, GoGreen.



November 2009

DRT Americas delivers help to El Salvador

Floods and landslides leave more than 140 people dead in El Salvador after Hurricane Ida ravages parts of Central America. The Disaster Response Team (DRT) Americas provides logistical support at two warehouses which are designated to receive incoming national and international aid. Four DRT employee volunteers help the state relief organization, Civil Protection of El Salvador, with the logistics of relief supplies.



Overview

November 2009

Corporate Health Awards 2009 are presented

Promoting the health of our employees, and maintaining their capacity to work, is a fundamental responsibility of management. On 26th November 2009, Deutsche Post DHL presents the awards for the best examples of activities that promote health. This is the second time that these awards are handed out.

DHL Global Forwarding South Africa, for example, receives an award for its employee wellbeing program, which helps it achieve its business objectives. Employees and their immediate families are offered:

- health counseling
- financial and legal advice
- a web-based health management program
- wellness screenings and assessments.

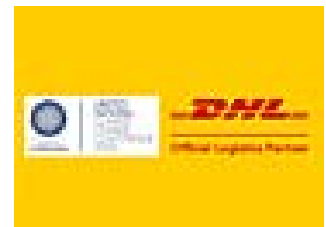


December 2009

DHL chosen as official logistics partner for COP15

DHL Express is the official logistics partner for the UN Climate Change Conference (COP15) in Copenhagen, Denmark, supplying carbon-neutral shipping services before and during the conference to delegates, participants and organizers.

Our support for COP15 underscores our commitment to climate protection and sustainable logistics. Through our climate and environmental protection program, GoGreen, we have set our own ambitious carbon-efficiency targets.



Overview

CR HISTORY

On this page, we look at the Corporate Responsibility (CR) history of Deutsche Post DHL and its predecessors, focusing on milestones in the major areas covered in this report: Economic impact, the environment, employees and society.

1490

The first 350 years: "Green" by necessity

Judged by today's standards, the first 350 years of Deutsche Post's postal operations were very "green" as they used minimal amounts of fossil fuels and other natural resources. This was not by choice, but rather by necessity, as there were no alternatives. Until the development of the railways in 1848, most mail was transported by foot, horseback or stagecoach.

The introduction of reliable, if relatively expensive for the time, postal services gave a considerable boost to trade and to local economies. Post stations became crucial focal points in the development of villages and cities.



1847

Post takes first steps to emancipate women

The postal industry is credited with taking the first steps to emancipate women in Germany. It is one of the first sectors where the hiring of women is not considered unusual.

Today, around 40 % of employees at Deutsche Post DHL are female. In fact, Deutsche Post DHL is one of the largest employers of women in Germany.



1848

Trains start transporting mail

The first railway post office with onboard sorting of mail begins operating on 1st April 1848 in the Grand Duchy of Baden, Germany.

The trade-off for faster transit times for letters and parcels is a considerable increase in the use of natural resources. The trains are initially powered by coal and in later years by electricity. The building of rolling stock, tracks and other



Overview

infrastructure requires substantial quantities of wood and metal. Railways also need a lot of land for the tracks and facilities.

Mail trains continued well into the 20th century; the last traditional postal rail service in Germany ran on 30th May 1997.

1871

Launch of universal postal service in Germany

Deutsche Reichspost launches a universal postal service across the length and breadth of Germany, following the founding of the nation. With a universal postal service in place, it now costs the same to post a letter anywhere in Germany. Initially, stamps from the former North German Confederation are used until the first Reichspost stamps are issued on 1st January 1872.

The universal postal service helps to unite the new country, and boosts trade and communication.



1879

Equal educational opportunities for all

Deutsche Reichspost's first Postmaster General, Heinrich von Stephan, grants all employees the right to use the organization's extensive book collection. This is considered a pioneering development, as only civil servants were previously allowed to access the collection.

Deutsche Reichspost quickly recognizes the importance of equal educational opportunities for all employees. Heinrich von Stephan expands the diversity of the book collection so that employees are not limited to law texts and company documents, but are also given the opportunity to learn about geography, history, sciences and even the fine arts. Under von Stephan's direction, the number of books in the collection increases from 13,000 to over 1 million within a few years.



Overview

1890

Company-sponsored welfare service

Deutsche Reichspost establishes the *Posttöchterhort* (“Post orphanage for girls”). Today, the welfare service is known as the *Betreuungswerk* (“Welfare service”), and supports both employees in need and their relatives. It provides immediate financial and practical support for orphans, offers help in emergency situations and procures social services for seniors.

The *Betreuungswerk* currently supports more than 9,000 children and teenagers in Germany who are connected to Deutsche Post, Postbank and Telekom.



1913

Health insurance for postal employees

Health insurance is provided for Deutsche Reichspost employees by the forerunner of today's *Postbeamtenkrankenkasse* (“Civil Service Health Insurance Fund”). Lower-ranked civil servants, not previously covered by the organization's compulsory health insurance, are provided with improved medical care. By the end of 1913, about 83,000 postal employees, together with almost 210,000 of their relatives, are covered by this health insurance scheme.



1919

Airmail letters speed development of airline industry

The first regular transport of letters by air on behalf of the Deutsche Reichspost takes place on 6th February 1919 between Berlin and Weimar in Germany.

There are benefits for both of the major players: the airlines and postal sector. The transport of airmail letters – a favored cargo as they are relatively high-value but low-weight shipments – helps to finance the development of the commercial airline industry in Germany and its international expansion. While faster transit times and a reliable service promote the sending of letters and small parcels by airmail.

Today, being aware of aviation's contribution to climate change, we very carefully consider the use of air transport and encourage our customers to consider using more environmentally friendly modes of transport where feasible.



Overview

1930s

Deutsche Post operates large fleet of electric vehicles

In the early days of the commercial vehicle industry, the competition between electric and combustion engines is still undecided. Particularly in city traffic with frequent stops, electric vehicles are often cheaper, more reliable and less polluting. The vehicles' range of 60–70 kilometers from each charge is quite sufficient. In 1938, Deutsche Post operates a fleet of 2,648 electric vehicles, one of the largest in the world at the time.

However, combustion engines soon replace vehicles with electric drives. Not only are vehicles with combustion engines lighter, allowing them to carry larger loads, but the development of combustion engines is also faster.

Today, interest in electric vehicles is once again increasing. They can help tackle climate change by significantly reducing CO₂ emissions when powered by electricity generated from renewable sources. Deutsche Post DHL is currently testing various electric vehicles.



1962

Postal employees help after North Sea floods

When severe flooding ravages the North Sea coast of Germany, Deutsche Bundespost and its employees quickly mobilize to help. The floods kill 340 people and leave 60,000 homeless. Post employees support their colleagues in Hamburg affected by the floods with in-kind contributions and more than DM 720,000 (equivalent to €1.4 million in 2009 value) in cash donations.

We continue this tradition of helping people, members of the public and our fellow employees, affected by natural disasters through our DHL Disaster Response Teams, community investment initiatives and special campaigns – such as our help for Deutsche Post DHL employees and their family members in Haiti following the devastating January 2010 earthquake.





Overview

1981

Renewable energy powers the Post

Deutsche Bundespost begins installing equipment to generate energy from renewable sources. The first steps include the commissioning of 15 solar hot water heating systems. Additionally, two combined solar–wind turbines are erected in Flensburg and Bremen, Germany, to power radio transmitters.



1981

The Post supports people with disabilities

In the “International Year of Disabled Persons”, Deutsche Bundespost launches several initiatives to support people with disabilities. In addition to providing special aids and equipment to disabled employees in the workplace, working conditions are also improved.



These initiatives supplement existing measures. For example, from 1973, retired employees and their relatives receive support from social workers paid for by Deutsche Post, and procedures for hiring people with disabilities are simplified in 1976.

1984

Technical development assistance in China

Deutsche Bundespost sends five of its technical engineers to China to assist the Ministry of Posts and Telecommunication. The support provided by Deutsche Bundespost’s employees began in 1960 as part of a government program to provide technical assistance to developing countries.



Overview

1985

DHL helps people to stay in touch after Mexico City earthquake

Mexico City suffers the worst earthquake in its history on 19th September 1985. Buildings collapse and hundreds of people are killed or injured. Communications are affected too, with phone lines down and electricity cut off.

DHL Express Mexico responds to the tragedy by keeping its offices open and giving people the opportunity to send free messages. For four days, its offices are packed as people flock to use DHL's telex service to get messages to family and friends in the outside world. At the bottom of each telex, DHL prints the tag-line "Mexico is still working" to counter rumors that Mexico City has been completely destroyed.



1987

Post employee receives Order of Merit

Bundespost employee Joachim Gröger is awarded the Order of Merit of the Federal Republic of Germany for his social engagement in the Sahel region of Africa, with a focus on Ethiopia.

Joachim Gröger, together with Karlheinz Böhm, co-founded the initiative *Menschen für Menschen*, which has supported people in need since 1981. The charity provides development aid, and works to improve the living conditions and future prospects of people on a sustainable basis.



1991

Helping children from Chernobyl

Deutsche Bundespost invites 100 Russian orphans from Chernobyl to spend their school holidays in the German Vogtland. Five years after the nuclear disaster, the children are given the chance to enjoy some carefree days in Germany.

Such actions form part of Deutsche Post's long tradition of helping people in need and thereby accepting its social responsibility.



Overview

1997

Post helps people affected by the Oder flood

When the River Oder floods its banks along the Germany–Poland border, Deutsche Post provides 65,000 mailbags, which are used for making sandbags to stabilize dykes. The Deutsche Post subsidiary IPP (International Parcel Post) also transports drinking water containers to the affected area in Poland.



1997

The world's first floating express distribution center

The world's first floating distribution center is launched by DHL in Amsterdam on 1st November 1997. The canal boat solves the growing problem of traffic congestion by using Amsterdam's extensive canal network. It does the work of 10 DHL vans and saves over 12,000 liters of fuel a year.



1997

First site in the Middle East to be ISO 14001 certified

DHL Express Dubai is the first-ever company in the Middle East to earn an ISO 14001* certificate for its environmental practices and strategy. It successfully hit its targets of a 25 % annual reduction in paper consumption and a 20 % reduction in energy consumption.

ISO 14001 certification is an important part of our environmental management system: The 6-Step Approach.



*A standard for environmental management systems which aims to reduce the environmental footprint of a business, and to decrease the pollution and waste it produces.

Overview

1998

DHL responds to disasters in Papua New Guinea and Guatemala

An earthquake measuring 7.0 on the Richter scale occurs off the coast of Papua New Guinea and triggers a 15-meter-high tsunami, killing over 2,000 people and leaving many more homeless. DHL Express Australia flies 20 tonnes of emergency goods there – including one tonne of supplies donated by DHL employees (pictured).

In Guatemala, DHL Express is presented with the prestigious Monja Blanca Award for humanitarian aid given by the company to the victims of Hurricane Mitch. The President of Guatemala, Alvaro Arzu, thanks DHL for showing “true solidarity with the Guatemalan people”. In the aftermath of the hurricane, DHL organizes air bridges to Puerto Barrios, Puerto San Jose and Honduras, picking up food, clothing, shoes, medicine and relief goods totaling over 59 tonnes.



1998

Road safety instruction for children

In collaboration with the German Automotive Association (ADAC), Deutsche Post supports the initiative “Safely to the destination” (“*Mit Sicherheit ans Ziel*”). Since 1998, schoolchildren aged eight to 14 are given the chance to learn about cycling safely on the roads through 4,000 regional competitions every year.



2000

Parcel Intercity shifts freight from road to rail

High-speed Parcel InterCity trains loaded with freight containers begin connecting the north and south of Germany overnight; an east–west connection is added later. The service is particularly quick and reliable as the Parcel InterCity trains – a joint project between Danzas Euronet and Stinnes Intermodal, a company of the Deutsche Bahn AG Group – are given priority over other rail traffic.



Overview

Each year, more than 100,000 truckloads of freight are shifted to the railway. Transporting goods by rail has clear environmental benefits: Less traffic noise, less congestion on the roads, and fewer emissions of CO₂ and other airborne pollutants.

Parcel InterCity followed the InterCargoExpress service, which also ran overnight cargo trains at speeds up to 160 km/h, operated by Deutsche Bahn from 1991 to 1995.

2001

Set up of Corporate-level Policy and Environment team

Deutsche Post DHL sets up a corporate environment team, part of the newly formed Corporate Public Policy and Environment department, in recognition of the growing importance of environmental issues. The team's initial task is to set the Group's strategy on the environment, and to work with existing divisional teams to implement it. The responsibilities of the Corporate team are soon broadened to include wider sustainability issues, and the development of the Group's global partnerships with the United Nations and other organizations.

The photo shows the members of the first Corporate Public Policy and Environment department, which was led by Monika Wulf-Mathies (in the middle).



2002

Green Tonnage: DHL's first "green" product

DHL research showed that 70 % of our customers in Sweden take the environment into consideration when buying transportation services, and that many are willing to pay a premium for an environmentally friendly option.

DHL Sweden introduces *Grøna Ton* ("Green Tonnage"), our first "green" value-added transport service, to meet this demand. With *Grøna Ton*, transport volumes equivalent to their purchased *Grøna Ton* volumes are transported somewhere in the DHL network using renewable fuels. This results in low-emission transportation for which the customer receives the carbon reduction credit.

Carbon credits are awarded to countries, groups or organizations that have reduced their emissions of greenhouse gases below their emissions quota, and can be traded on the international carbon market.



Overview

2003

Response to earthquake in Bam, Iran

On 26th December 2003, an earthquake measuring 6.6 on the Richter scale strikes Kerman Province, Iran. It destroys the city of Bam and its architectural treasures, killing 30,000 people and destroying or damaging 85 % of all homes.

The local authorities are overwhelmed by the scale of the disaster and put out an urgent call for help. In collaboration with the International Federation of Red Cross and Red Crescent Societies (IFRC), we fly 30 tonnes of emergency relief supplies from Dubai to Bam on one of our aircraft. We also transport 400 tonnes of tents, blankets, cooking equipment, kerosene stoves, lamps and heaters on 30 trucks from Amman, Jordan, to Dubai, from where it can flow into Bam as needed.

It was here at Bam Airport that DHL employees come up with the idea for what would become the DHL Disaster Response Teams (DRTs). They realize that we can use our expertise in logistics, our global network and our employees' talents to support humanitarian missions by helping to reduce bottlenecks at airports and speeding up the delivery of relief aid to people in need.

2004

Help after the Indian Ocean tsunami

Within hours of the catastrophic flooding of coastal areas bordering the Indian Ocean, Deutsche Post DHL begins organizing the logistics and transportation of humanitarian aid by leveraging its worldwide network. On the Thai island of Phuket, DHL vehicles shuttle tourists to safety, and in India, they help to transport federal police forces to the disaster area. The Airport Emergency Team – the predecessor of today's Disaster Response Teams – is mobilized and sent to Colombo Airport in Sri Lanka.

In the weeks that follow, Deutsche Post DHL and staff members continue to contribute to the relief efforts. The company donates €1 million in financial aid and provides free special cargo flights to the disaster area, and thousands of employees make further personal donations. A joint initiative by Deutsche Post DHL and eBay in Germany raises over €2 million.



Overview

2004

Paper Policy helps protect forests

Deutsche Post DHL introduces its Paper Policy for the procurement of paper-based products. The primary goal is to maximize the use of recycled paper products. As the second-best option, we aim to use paper made with wood fibers from sustainable forestry or fibers from mixed sources* – a mixture of recycled paper fibers and wood fibers from sustainable forestry. The Policy excludes the use of paper, throughout our entire supply chain, made using wood from forests under protection, or worthy of such, and of paper made using wood which has been obtained through illegal logging.

An early consequence of our Paper Policy is the decision to produce one of our best-selling mailing products, the PLUSBRIEF (an envelope with integrated stamp), from Forest Stewardship Council (FSC) certified paper.



2004

DHL Singapore's "Veggie Express" wins award

DHL Singapore is honored by the Institute of Public Relations of Singapore (IPRS) for its "Veggie Express" initiative, a community project aimed at helping needy senior citizens in Singapore. This activity wins the Public Relations "In the Service of Mankind (PRISM) Award" for Excellence in Corporate Social Responsibility (CSR).

Veggie Express is a free weekly vegetable and fruit delivery service to beneficiaries of Lions Befrienders. This community initiative, sponsored by DHL, was officially launched on 4th June 2002, and ensures that the elderly receive their fresh vegetables and fruit on time, every week. What makes Veggie Express special is our ability to use our business expertise to help the less fortunate. DHL's involvement is more than just a financial one; DHL employees are also actively involved in this initiative, taking time to volunteer once a week.



*Paper made from a mixture of recycled paper fibers and wood fibers from sustainable forestry.



Overview

2005

Partnership with the United Nations

As part of our CR strategy, we establish a strategic partnership with the United Nations in the areas of disaster management and health. Together with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) and the United Nations Development Programme (UNDP), we set up a global network of Disaster Response Teams (DRTs) and begin other joint disaster management activities. We also support UNICEF in its efforts to reduce child mortality.

This year also sees the first DRT deployments: After Hurricane Katrina hit the Gulf Coast of the USA (pictured), and in the aftermath of the massive earthquake that struck northern Pakistan and northern India.



2005

First carbon-neutral parcel

DHL Parcel Germany pilots its *Grüne Paket* ("Green Parcel"), a carbon-neutral parcel shipping service. With this service, all CO₂ emissions relating to the transportation and handling of each Green Parcel, are calculated and offset through climate-protection projects.

The Green Parcel is a forerunner for the *GOGREEN* parcel, launched in 2006.



Overview

2006

Deutsche Post DHL signs the UN Global Compact

Deutsche Post DHL strengthens its commitment to the United Nations (UN) in July 2006 when it signs the UN Global Compact. Monika Wulf-Mathies, Executive Vice President, Corporate Sustainability, Deutsche Post DHL, personally hands over the Group's Letter of Commitment from the CEO to Kofi Annan, UN Secretary General.



2006

Employees donate 58,000 winter jackets

Deutsche Post DHL employees, together with a non-governmental organization, begin distributing 58,000 winter jackets and thousands of scarves, caps and gloves to children living in areas of northern Pakistan badly affected by the earthquake that struck South Asia in October 2005. The jackets, which are distributed to the children at schools in hard-to-reach mountainous areas, have been donated by employees of Deutsche Post DHL in Germany and Belgium.

The donation of winter clothing is in addition to the DHL Disaster Response Team (DRT) deployed to Islamabad Airport.



2006

Publication of first Sustainability Report

Having published our first Environmental Report in 2003 and our first Human Resources and Social Report in 2004, we publish our first Sustainability Report, entitled "*Facing the challenges of global logistics*", in 2006. This marks the first time that our commitment to the environment, our employees and social issues is detailed in a single comprehensive report.





Overview

2007

DHL first to implement ISO standards across Asia Pacific

DHL Global Forwarding is the first logistics company in Asia Pacific to fully implement throughout its entire operations two of the International Organization for Standardization's (ISO) best-known standards: ISO 9001 for quality management and ISO 14001 for environmental management.

DHL Global Forwarding began certifying its Asia Pacific operations in 2005, starting in Malaysia. It has over 200 facilities across 14 countries in the region.



2008

Launch of GoGreen program

In early 2007, we began developing our Group-wide strategy on how best to tackle the challenge of climate change. One year later, in April 2008, we announce the result: The GoGreen program.

GoGreen is a key strategic priority for our business. It brings together our efforts to manage our climate change impacts across all our divisions, regions and countries. It also helps us to manage our additional environmental impacts. With GoGreen, we are the first global logistics provider to set a measureable CO₂ efficiency target.



STRATEGY AND GOVERNANCE





Strategy and Governance

In March 2009, our CEO Frank Appel unveiled our corporate strategy, *Strategy 2015*, (www.dp-dhl.com) aimed at making the company fit for the future.

This strategy supports the vision for our Group to be:

- *The* Postal Service Provider for Germany (*Die Post für Deutschland*)
- *The* Logistics Company for the World.

Simplifying our customers' lives and making a positive contribution to the world by offering sustainable solutions will help us to achieve this.

We are a signatory to the United Nations Global Compact, and we have embraced Sustainability and Corporate Responsibility (CR) as integral parts of *Strategy 2015*. This strategy shall help us become "First Choice". In particular, we aim to be:

- the Employer of Choice for employees
- the Provider of Choice for customers
- the Investment of Choice for investors.





Strategy and Governance

Strategy

Building on our new Guiding Principle “Respect and Results”, we pursue our Strategy 2015 by implementing our motto “Living Responsibility” in dedicated programs, by rolling out our People Strategy and by applying First Choice methods throughout our Group.



Material issues and priorities

We build on the results of our dialog with stakeholders, as well as on our own analysis, to continuously refine and improve our CR strategy, which relies on our global presence and the knowledge, experience and commitment of our employees in local markets.

Engaging with stakeholders

Customers, employees, investors, policy makers, environmental and social interest groups, and many other stakeholders have different perceptions and expectations of how we should address CR.

Managing Corporate Responsibility

We manage CR across our complex organization through dedicated resources and internal functions.



Strategy and Governance

STRATEGY

Becoming first choice for employees, customers and investors requires the right strategy, the right mindset and many actions. Our Strategy 2015 clearly defines the overall direction, with Corporate Responsibility (CR) firmly embedded in it. Our mindset follows this direction through the new Guiding Principle “Respect and Results”. “Living Responsibility” is the motto for our dedicated CR programs. The final building blocks to our CR strategy are our People Strategy and our firmly established First Choice initiative.

Respect and Results

“Respect and Results” is our Guiding Principle, both for our company as a whole and for every action each of our employees takes. Both these merits build on the foundation of our seven Corporate Values.

Living Responsibly

Through our programs GoGreen, GoHelp and GoTeach, we define our approach to CR across our society and environment focus areas. We measure success and report on results in a transparent manner to create the basis for open dialog with all interested groups.



People Strategy

By 2015, Deutsche Post DHL wants to become the logistics industry’s Employer of Choice. Our new People Strategy translates this target into action through five strategic priorities.

First Choice

As one of our key strategic initiatives, First Choice fits seamlessly into the Group’s new direction set by Strategy 2015. With First Choice, we want to become loyalty leader by improving processes and simplifying the lives of our customers.



Strategy and Governance

Respect and Results

At Deutsche Post DHL, we have a strong tradition of striving for good financial results while maintaining respectful relationships with our employees, customers, investors, and the public and political arenas.

We continue this tradition through the Guiding Principle in our new Strategy 2015 (www.dp-dhl.com): “Respect and Results”. This illustrates the critical balance needed to ensure long-term business success. Focusing only on “Results” may help us achieve our short-term financial goals, but only with “Respect” will we be able to ensure our long-term business success. Both these merits build on the foundation of our seven Corporate Values (www.dp-dhl.com) which are consolidated within “Respect and Results”. Both aspects are vital for our short- and long-term success, as we seek to maintain our leadership in the market.

Openness towards one another, acting with integrity towards our internal and external stakeholders, accepting social responsibilities – all these qualities form the basis for the principle “Respect”. They are also a prerequisite for close collaboration with one another, as they help us to become more successful as a company.

Delivering excellent quality, making customers more successful and acting according to clear priorities and in an entrepreneurial way continue to be goals we should eagerly strive towards. All these aims are encapsulated in the principle “Results”.

“We strive for a corporate culture building on openness, collaboration and mutual respect.”

**WALTER SCHEURLE, BOARD
MEMBER FOR PERSONNEL,
DEUTSCHE POST DHL**



Strategy and Governance

Living Responsibility

As a global company, we are faced with the delicate balance between economic, environmental and social interests. Under the new motto of our Corporate responsibility (CR) strategy, “Living Responsibility”, we accept our responsibility toward society, the environment and our employees, and we respect it by using our core competencies in dedicated programs:



Local projects and initiatives





Strategy and Governance

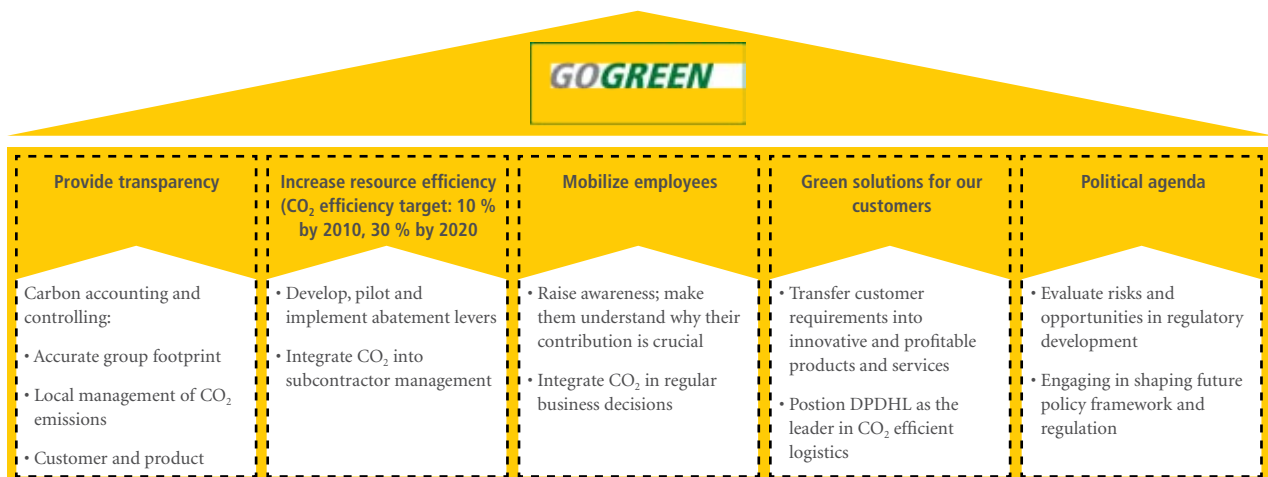
We are convinced that these programs, together with our many local projects and initiatives, will also help us to make a positive contribution to the world around us and, at the same time, ensure the long-term success of our company by:

- improving our employees' motivation and identification
- increasing awareness and recognition
- strengthening our competitiveness.

To achieve this, we also rely on the commitment, the skills and the enthusiasm of our approx. 500,000 employees around the world to help us to bring our CR programs to life. We encourage our employees to participate in numerous local initiatives. This helps to boost our employees' motivation and strengthens our company's brand.

GoGreen

We want to minimize the impact of our actions on the environment by using resources in a responsible manner. Since our CO₂ emissions are harmful to the climate, we – as the first global logistics service provider to do so – have set ourselves a concrete CO₂ efficiency target. By 2020, we intend to improve our CO₂ efficiency including subcontracted transportation by 30 % compared with 2007. Already by 2012 we want to have improved our own CO₂ efficiency by 10 %. Besides working to tackle climate change, this will also reduce energy costs and boost our own – and our customers' – competitiveness in a sustainable manner. While our GoGreen target specifically relates to CO₂ emissions, we also address all other environment impacts – NO_x and SO_x emissions, resource consumptions, waste, water, noise, etc. – under this program.





Strategy and Governance

GoHelp

We strive to improve people's living conditions, using our core logistics expertise. By partnering with the United Nations, we provide effective emergency aid in areas affected by natural disasters. We also organize training programs in at-risk regions to prepare for logistics challenges in emergencies.

Our core GoHelp activities are:

- Disaster Response Teams
- Disaster preparedness
- Partnering with UNICEF.

GoTeach

GoTeach stands for our commitment to better education and equal opportunities for education. Education is a prerequisite for social progress, which is why we are promoting and building initiatives that support individuals in their development and expand their skills. This enables them to act responsibly, receive further education or training, and improve their opportunities in the job market. At the same time, we improve our ability to attract – and retain – suitably qualified employees for our company.



Strategy and Governance

People Strategy

Our Strategy 2015 (www.dp-dhl.com) is key to unlocking our potential. However, Strategy 2015 by itself will not unlock this potential. People are the key to unlocking a wealth of untapped talent, capability and knowledge. To unleash this power, we need good management role models, and a structured people development process across the Group. Only then can we create high-performance teams with self-starting individuals who live up to the expectations that our customers set.

DHL, in its current state, is the product of many acquisitions around the globe. As a result, there are many different Human Resources (HR) policies, standards, practices and processes. While our heritage has delivered a richness of capability, its diversity can get in the way of cross-divisional collaboration. To address these issues, our HR experts developed a People Strategy.

As a core element of our Strategy 2015, the structure for our internal HR and Personnel functions has now been adapted, with a new cross-divisional Human Resources Council as our central HR decision making body. This structure has been set up to foster collaboration and ensure that cross-divisional opportunities are effectively exploited.



Strategy and Governance

First Choice

Introduced in 2007, First Choice is our Group-wide approach to improving customer loyalty. It plays a key role in supporting the implementation of Strategy 2015. Through First Choice methods, we are able to simplify services for our customers, improve profitability and provide sustainable solutions.

The First Choice methodology is firmly established across the Group. It is driven by an extensive network of about 800 trained advisors working with approximately 12,000 initiative champions. To date, they have actively supported and implemented some 2,500 improvement projects.

And their results are impressive: In 2009, First Choice helped to reduce our CO₂ footprint by approximately 10,000 tonnes. It also helped to generate some €60 million in new business and recovered revenue, and achieved around €110 million in cost savings.

We have also achieved significant improvements in customer satisfaction in those areas where First Choice activities have been implemented. As we aim to increase this impact by a factor of five by 2012, First Choice remains a key driver to helping us become a Provider, Employer and Investment of Choice.

> **First Choice (www.dp-dhl.com)**





Strategy and Governance

MATERIAL ISSUES AND PRIORITIES

We build on the results of our dialog with stakeholders, as well as on our own analysis, to continuously refine and improve our Corporate Responsibility (CR) strategy. This relies on our global presence, as well as the knowledge, experience and commitment of our employees in local markets around the world.

Based on the unique strengths and assets of our company, we aspire to make a positive contribution to society through credible social engagement and sound environmental performance. This will also contribute to securing the long-term success of our company.

Minimizing our environmental footprint, using our logistics skills to prepare for and respond to natural disasters, and working for improved education opportunities are therefore priorities of our CR strategy under the motto “Living Responsibility”.

Our People Strategy aims at rooting our Guiding Principle – “Respect and Results” – in our corporate culture. First Choice and our CR strategy are equally essential to our economic success.

All these considerations are generally informed by international frameworks, principles and guidelines such as:

- the United Nations’ Universal Declaration of Human Rights
- the Principles of the United Nations Global Compact
- the Core Labour Principles of the International Labour Organization.

Our further evaluation of the materiality of issues mentioned in this report was particularly guided by:

- an updated internal analysis of relevant issues and important stakeholders
- our various forms of stakeholder dialog, particularly our Employee Opinion Survey (EOS)
- sustainability reporting standards (e.g. the Global Reporting Initiative Guidelines, www.globalreporting.org).

In this way, we have, throughout 2009, built on and further developed the focus areas we described in our Sustainability Report 2008.





Strategy and Governance

Environment

Our impacts on the environment are diverse. They differ in quality and quantity, and in scale, from local to global. Emissions from our air and road fleet are not only limited to CO₂. They also include pollutants like nitrous oxides (NO_x)*, particulates** and hydrocarbons***, which influence both local and global air quality. Noise is a further issue, mostly related to our aviation activities and operation of facilities like hubs, depots and warehouses. Consumption of natural resources (such as fossil fuels, paper, packaging and water) not only facilitates our services but generates waste.

Over recent years, we have focused on carbon emissions – the most important impact we have on the environment, considering the global nature of both our business and climate change. With our GoGreen program, we primarily address energy efficiency and carbon intensity, since carbon emissions are a major cause of climate change, and can affect our business and our livelihoods in many ways. They also are closely related to our fuel and energy consumption, and thus our operating costs. In many cases, further synergies arise, for example when new vehicles not only offer better fuel and carbon efficiency, but also are quieter and come with improved emission standards, thereby reducing emission levels of other pollutants.

Since 2010, the GoGreen program also covers all environmental issues including environmental management, waste, water consumption and sustainable sourcing. This will allow us to look at all our different environmental impacts in an integrated and more holistic way.

Employees

Our new People Strategy leads us on the way to become the logistics industry's Employer of Choice. It builds on a long tradition of successful HR programs and initiatives at Deutsche Post DHL. The new strategy was informed by extensive discussions with the Board Members, business leaders and HR managers. The results from our Employee Opinion Survey and a variety of external factors such as demographic trends were also taken into consideration. By building on all this, it supports cross-divisional collaboration and talent management as key success factors of our overall Strategy 2015.

*A generic term for nitrogen oxides (NO, NO₂ and N₂O), which are produced during combustion, especially at high temperatures. They are important pollutants in vehicle and aircraft emissions.

**Particulates, particulate matter (PM) or fine particles are very small particles emitted by vehicles. They contribute to local air pollution.

***A group of organic compounds consisting entirely, or primarily, of hydrogen and carbon. Liquid fossil fuels consist largely of HCs and vehicle emissions also contain HCs.





Strategy and Governance

Society

Our program GoHelp is closely linked to our core competencies as a global logistics provider. The rationale for our most visible contribution, our logistics support after natural disasters, is driven by sad experience: In December 2003, an earthquake struck the city of Bam, Iran, and killed 30,000 people; 85 % of all homes were either destroyed or damaged. Following an urgent call for help, DHL was proud to support. But at the nearest airport to the disaster site, our logistics experts quickly became aware of a major problem. The local airport authorities were completely overwhelmed by the number of aircraft bringing tonnes of supplies from around the world. DHL realized that we could use our expertise in logistics, our global network and our employees' talents to deliver help by managing the logistics at the airport and thereby ensuring the continuous flow of inbound freight.

This experience drove our determination to come up with a solution. Deutsche Post DHL entered into a partnership with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) in the area of Disaster Management in 2005. Today, DHL's global Disaster Response Team (DRT) network consists of three teams which are assigned to specific geographic regions and have already served on many natural disaster relief efforts.

But we knew we could do even more: With our program Get Airports Ready for Disaster (GARD), developed together with the United Nations Development Programme (UNDP), we expanded our disaster management efforts into the field of disaster preparedness. This includes on-site training programs and surge capacity assessments at airports located close to disaster-prone areas making disaster relief efforts more effective.



Strategy and Governance

ENGAGING WITH STAKEHOLDERS

Customers, employees, investors, policy makers, environmental and social interest groups, and many other stakeholders have different perceptions and expectations about how we should address Corporate Responsibility (CR).

Their views influence the way they do business with us, so understanding these views is important. This is why we engage with our stakeholders in many different ways. While we draw conclusions from their feedback, we also inform them about the rationale and targets behind our CR strategy.

The many different forms this dialog takes include:

- our annual Group-wide Employee Opinion Survey (EOS), which includes specific CR-related questions
- further internal consultations covering CR issues
- regular and frequent dialog with works councils, unions and other employee representatives
- answering questionnaires from sustainability ratings and rankings, as well as specific information requests from financial institutions
- participating in and actively contributing to conferences
- exchanging views with CR experts from customers and business partners
- bilateral and multilateral talks with NGOs
- engaging with policy makers, media representatives, scientists and academics on topics of common interest.

We support this internal and external dialog through regular and targeted communication, for example:

- annual CR reports
- the CR section of our corporate website and our Annual Report
- CR content on our corporate intranet
- press releases and updates of our internet and intranet pages
- brochures and print media for events and fairs
- internal print media
- training material and e-learning tools.





Strategy and Governance

Specific external stakeholder interests

The content of our stakeholder dialog varies with stakeholders. For external stakeholders such as customers, investors, environment or social NGOs, general topics of interest included our CR strategy and CR-related business risks or opportunities. These stakeholders had a strong focus on climate change, our carbon footprint, our *GOGREEN* services, our approach to biofuels* and our efforts to promote sustainable sourcing. They also showed great interest in how we support the UN Global Compact and its Principles, develop our disaster management, and how we work to improve educational opportunities.

The results from these consultations informed our concepts around carbon accounting, our internal biofuels guidelines, our positions on climate-change-related public policy and the further development of our *GOGREEN* services. Our GoHelp and GoTeach programs also benefitted from this.

Working in partnership

National and international bodies and initiatives are important partners for Deutsche Post DHL in our efforts to make a positive contribution to society. They can help us to learn from others, share experiences, and enhance – or even multiply – our own efforts in almost all areas of CR.

We enjoy being a member of or working with international organizations and institutions including:

- the United Nations Global Compact (UNGC), including being a signatory to the UNGC “Caring for Climate” statement
- the World Economic Forum (WEF), including the Logistics & Transportation Sustainability Initiative and the Partnering Against Corruption Initiative (PACI)
- the World Business Council for Sustainable Development (WBCSD)
- UNEP Climate Neutral Network (www.unep.org)
- International Organisation of Employers (www.ioe-emp.org/)
- Global Business Coalition on HIV/AIDS, Tuberculosis and Malaria (www.gbcimpact.org)
- European Road Safety Charter (www.erscharter.eu/de) (www.erscharter.eu/)

*Liquid transport fuels made from renewable sources such as oils derived from fruits or seeds.





Strategy and Governance

- the EU Commission's Social Dialog Committee for the postal sector (*Ausschuss für "Sozialen Dialog Post" der EU-Kommission*)
- the Universal Postal Union (UPU) (www.upu.int), the International Post Corporation (IPC) (www.ipc.be), PostEurop (www.posteurop.org) and many of their CR-related working groups and committees
- the Private Sector Road Safety Collaboration (PSRSC) (www.who.int)
- Corporate Leadership Council (<https://clc.executiveboard.com/>)
- Enterprise for Health (www.enterprise-for-health.org).

As a global company strongly rooted in our local and regional communities, we also work with many national and local institutions, organizations and initiatives.



Strategy and Governance

MANAGING CORPORATE RESPONSIBILITY

To take account of the global nature of our Corporate Responsibility impact and approach we have set up dedicated structures and processes for managing Corporate Responsibility. Our corporate governance follows and respects legal requirements for a German publicly listed company. The trust of customers, employees and shareholders, as well as our Group's public image, are considerably influenced by the way we handle personal data. That is why data protection is a fundamental component of our product and service quality.

Corporate governance

As a German public limited company, Deutsche Post operates a dual management system with a Board of Management and a Supervisory Board. The Supervisory Board is made up of 10 shareholder representatives and 10 representatives elected by employees. The company complies with all recommendations of the German Corporate Governance Code. In December 2009, the Board of Management and the Supervisory Board again submitted an unqualified Declaration of Conformity pursuant to Section 161 of the Aktiengesetz (German stock corporation act). Further information on that and regarding the corporate governance practices of DP DHL as well as information on the working methods of the Board of Management and the Supervisory Board and their committees, please see our Corporate Governance Report (www.dp-dhl.com).

Managing Corporate Responsibility

We manage Corporate Responsibility (CR) across our complex organisation through dedicated resources and internal functions. The Corporate Public Policy and Responsibility department holds responsibility for all CR programs. Its head reports directly to the CEO, who personally chairs the GoGreen steering committee. In this steering committee, all business divisions are represented by senior managers.

All employee and human resources activities are coordinated by human resources functions in all divisions. At a corporate level, our Human Resources Council sets our respective global strategies and monitors progress and performance. And at the Board level, personnel issues are represented by a dedicated member of the Board of Management.





Strategy and Governance

These corporate functions receive support from and work with divisional CR managers. Experts in functional and staff departments – including procurement, fleet and facility management – are involved in and inform all relevant decision making, and attend committee and Board meetings as appropriate.

Details on how we monitor progress and performance in the different areas are given in the respective sections of this CR Report.

Data protection

Professional handling of personal data is firmly anchored in all parts of Deutsche Post DHL and is actively practiced. High data protection standards constitute a value-added factor that is not only important for gaining and retaining customers and qualified employees. At the same time, efficient data protection management minimizes the risk of statutory penalties and loss of reputation. Internally, we offer extensive consulting and training, which helps divisional and local management to design processes that meet the necessary high data protection standards.

But in 2009, we became aware of two cases where these high standards had been violated; in 2008, personal health data of employees in two branches in Germany had not been treated with the appropriate confidentiality. We reacted immediately, investigated the cases and took the necessary consequences. Responsible authorities confirmed that these were individual cases and by no means indicators for systematic violations of data protection standards in our Group.

Nevertheless, we decided to further strengthen our governance and processes on data protection:

- A central data protection steering committee was installed to oversee operative data protection management in the Group.
- The internal data protection and privacy network was strengthened to better secure high standards throughout our global operations.
- A periodic self-assessment, based on specific key performance indicators, was introduced as a first step towards the implementation of a continuous quality management.

ECONOMIC IMPACT





Economic impact

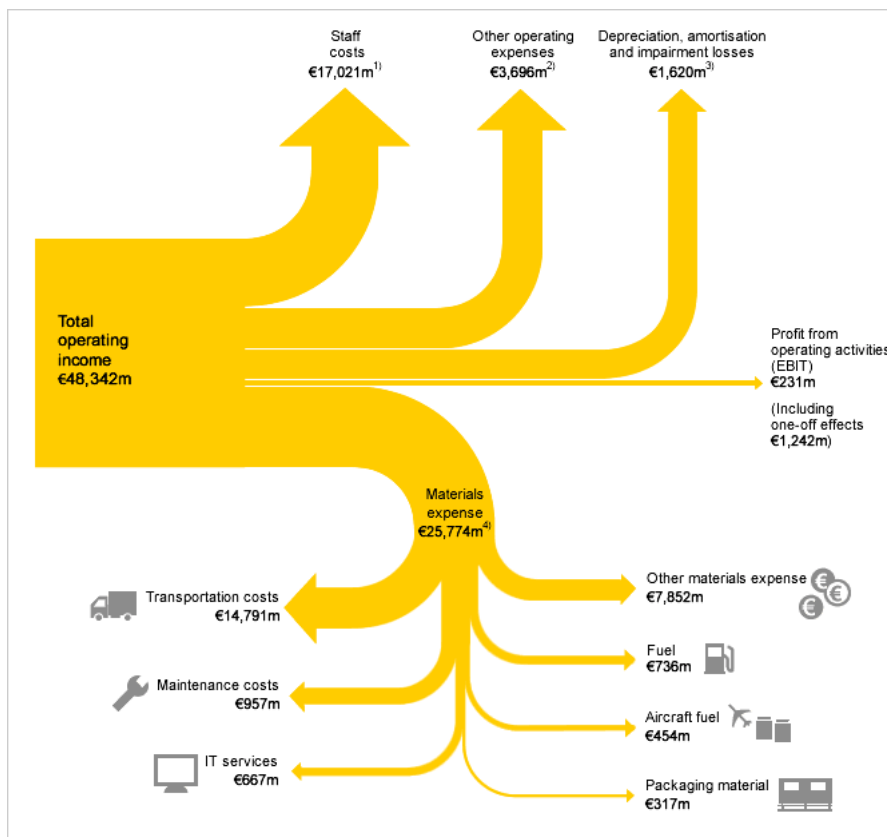
DELIVERING FOR THE WORLD'S ECONOMIES – RESPONSIBLY

Deutsche Post DHL is the world's leading mail and logistics services group. In 2009, we generated revenues of over €46 billion and touched a significant part of global trade. About 500,000 employees in more than 220 countries and territories form a global network focused on service, quality and sustainability. With programs in the areas of environmental protection, disaster management and education, the Group accepts its corporate responsibility.

This section provides an overview of our economic impact at a global, national and local level. Please visit the Investor Relations section (www.dp-dhl.com) for more details of our economic impact, and for copies of our financial publications.

“Trade is critical to economic growth and to global development. As an integrator of the world's economies, our role is to provide logistics and transportation services that meet the growing needs of both developed and developing markets.”

FRANK APPEL, CEO, DEUTSCHE POST DHL



1 See Note 14 from our Annual Report 2009

2 See Note 16 from our Annual Report 2009

3 See Note 15 from our Annual Report 2009

4 See Note 13 from our Annual Report 2009



LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Economic impact

Wages and salaries

In 2009, we paid salaries worth over €13 billion to our employees. This comes as the result of being one of the world's largest private employers (for statistics on employees by region and by employee group, see the Performance section and Deutsche Post DHL Annual Reports). As we employ people across a worldwide network, thousands of local communities, families and businesses depend on these salaries. And this money, once spent by our employees, keeps on working due to the multiplier effect*.

Taxes

We paid over €339 million in income taxes in 2009. These income taxes, together with other taxes, are paid to national and local authorities, helping to finance important transport and social infrastructure, public programs and other public services.

Global trade

We touch a significant part of global trade through our extensive logistics and transportation network. This could include anything from the precisely timed delivery of parts to the assembly lines of an automobile manufacturer, to delivering a product brochure to a potential customer's home, or shipping a parcel for an internet retailer.

In addition to this global view, there is a very local aspect to our business. In many countries, Deutsche Post DHL services are indispensable for small and medium-sized businesses, offering them a dependable solution for transporting their products and delivering their documents.

Our services open up new opportunities for businesses, enabling them to explore new markets and to generate additional revenues. By helping our customers to be successful, we make it more likely that they can continue to offer jobs to their employees, generate tax revenues for social programs, and contribute to economic and social development.

*The concept that an initial amount of spending – in this case through the wages paid to Deutsche Post DHL employees – leads to additional spending on goods and services purchased, and so results in an increase in national income greater than the initial amount.





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Economic impact

Procurement

In 2009, the Group centrally purchased goods and services with a total value of approximately €7.7 billion. These purchases ranged from aircraft, vehicles and telecommunications services, to smaller items such as office paper and toner cartridges for printers.

We also purchased a wide variety of goods and services locally in the countries and territories where we operate. Taken together, this considerable spend has an appreciable impact on many businesses – both small and large – around the world.

In 2007 we implemented a Supplier Code of Conduct to encourage our suppliers to meet ethical and environmental standards. It has applied to all new contracts since 2008. As most of our contracts run for one year, the vast majority are operating under this framework today.

Dividend payments

In the 2009 financial year, we paid a dividend of €725 million for 2008 to our shareholders. This money is generated by the business, distributed to shareholders and then recirculated through the economy.

Links:

- > **Investor Relations section (www.dp-dhl.com)**
- > **Annual Report 2009 (www.dp-dhl.com)**



ENVIRONMENT





Environment

GOGREEN FOR THE ENVIRONMENT

Logistics is our business. With our services, we connect the world and enable growth. At the same time, we believe globalization should be developed on a sustainable basis.

As the global leader in logistics, we play an important role in protecting our environment. This section will show you how Deutsche Post DHL assumes its environmental responsibility.

GoGreen:

We are going green, step by step, assuming our responsibility for the environment and preparing our company for sustainable growth.



Increasing efficiency:

To provide logistics services, we depend on valuable and limited natural resources. We are operating highly efficient networks, linking our customers and striving to further improve our resource efficiency to minimize our impact on the environment.



Mobilizing employees:

With around 500,000 employees worldwide, we rely on an unlimited potential: the commitment of our management and employees to protect the environment.



Green solutions:

We share our know-how and our responsibility to protect the environment with our customers worldwide, in implementing and offering green solutions. We help them by calculating their CO₂ footprint and making their logistics more climate-friendly.



Political agenda:

We do our part to minimize our impact on the environment. But to support our climate protection ambitions, we need an associated political framework.





Environment

Sustainable sourcing:

We consider social and environmental aspects with every sourcing decision.



Providing transparency:

Transparency about our CO₂ emissions and other environmental impacts offers us the opportunity to identify optimization potential and to track our progress on improving our CO₂ efficiency.





Environment

GOGREEN – PROTECTING THE ENVIRONMENT

As the global leader in logistics, we have an important role to play in protecting our environment. With operations in more than 220 countries and territories, with around 500,000 employees worldwide and with more than 1 million customer contacts per hour, we are moving goods and information globally. And in doing so, we have a considerable impact on the environment. That is why we are running an environmental management program and have implemented a quantified CO₂ efficiency target.

Environmental responsibility is a key part of how we do business at Deutsche Post DHL. It became an especially important aspect for us in the 1990s (for more information, see History of Corporate Responsibility). In 2009, our CEO Frank Appel announced the Group's commitment to environmental and social issues as part of our new corporate strategy, Strategy 2015. (www.dp-dhl.com)

As part of Strategy 2015, Deutsche Post DHL has underlined the goals to make a positive contribution to the world and offer our customers innovative, sustainable solutions. Therefore, our Group-wide environmental principles play an essential role. They are documented in our Environmental Policy. It sets the foundation for our GoGreen environmental protection program and addresses our local environmental impacts. The goals of our Environmental Policy are:

- to strive to minimize our impact on the environment
- to be transparent about what we do
- to deliver value to the environment and our Group
- to show a clear way towards an environmentally responsible future.

Through our environmental protection program GoGreen, we aim to minimize our impact on the environment based on a precautionary approach and improve our resource efficiency worldwide. A main focus of GoGreen is climate protection: We have committed ourselves to improve the CO₂ efficiency of our own operations and those of our subcontractors by 30 % by the year 2020, compared to our 2007 baseline. This means reducing the CO₂ emissions we generate for every letter and parcel sent, every tonne of cargo transported and every square meter of warehouse space used.

“Deutsche Post DHL takes its responsibility to the global community and our planet seriously. Strategy 2015 will help us to fully unlock our business potential, enabling us to have an even greater positive impact on the world around us.”

FRANK APPEL, CHIEF EXECUTIVE OFFICER, DEUTSCHE POST DHL



Environment

Deutsche Post DHL was the first logistics company to set a quantified carbon efficiency goal. Step by step, we are working to reach this ambitious goal and to improve our efficiency and minimize our impact on the environment – thereby reducing costs, adding value and creating new market opportunities.

GoGreen also sets industry standards in cutting-edge, low-carbon logistics for our customers.

Green steps and achievements in 2009

Increasing our resource efficiency

- We implemented CO₂ efficiency measures such as replacing parts of our fleets, testing alternative technologies, and optimizing routes and capacity usage.
- In 2009, we reached a slightly improved CO₂ efficiency index of 98 (compared to 101 in 2008). Successfully implemented efficiency measures – especially in the area of aircraft replacement – led to those improved results.



Mobilizing employees

- We continued raising awareness for environmental protection and mobilized our employees with programs and events such as Group-wide green activities on World Environment Day 2009.
- In the Group-wide employee opinion survey, almost 60 % of our employees confirmed that their teams are taking energy-saving measures in their workplace.



Green solutions for our customers

- In 2009, we offered the carbon neutral shipping service *GOGREEN* to customers in nearly 30 countries and sent more than 700 million shipments *GOGREEN*. One famous customer was the UN Climate Change Conference (COP15) in Copenhagen.
- We continued to implement green logistics solutions jointly with our customers, e.g. supporting Fujitsu in reducing CO₂ emissions by 20 %.





Environment

Political agenda

- In 2009, we developed four global policy positions for our Group: With these positions, we address a global framework for carbon pricing, industry-driven standards for transparency, incentives for green investments and R&D for low-carbon solutions.



Sustainable sourcing

- In 2009, we introduced a green questionnaire, supporting environmental management as part of our Supplier Code of Conduct.
- Corporate Procurement supported GoGreen with investment decisions in favor of green electricity, travel or conferencing.



Providing transparency

- Since 2009, we are able to provide our Scope 1 and 2 CO₂ emissions data on a highly accurate level as we linked our carbon and financial accounting.
- Our reporting and transparency has been rewarded in 2009, e.g. with the entry into the Dow Jones Sustainability World Index, with top scores in the environmental ranking.





Environment

INCREASING RESOURCE EFFICIENCY

The main focus of GoGreen is to improve our Group's CO₂ efficiency. To do so, we identify, test and implement measures in our fleet, facilities and networks. But we do not only focus on our CO₂ emissions. With our environmental management program, called the 6-Step Approach, we have implemented a framework to improve our overall resource efficiency in six steps.

Fleet

Running a fleet of vehicles and aircraft, we constantly work on testing alternative technologies, optimizing capacity usage and replacing parts of our fleet.

Facilities

With simple ideas and innovative technologies we improve our own and our customers' building efficiency.

Networks

Linking about 120,000 locations worldwide, our networks are another important lever for our ongoing efficiency improvement.

Environmental management

With a comprehensive environmental management program, the 6-Step Approach, we strive to minimize our environmental impact and lay the basis for GoGreen.





Environment

Fleet

Air transport

Transporting time-sensitive documents and goods reliably from door to door via fixed routes and with standardized processes is part of our business. To operate our worldwide DHL Express network, which spans more than 220 countries and territories, we use a fleet of own and dedicated aircraft. This fleet generates the most significant share of the CO₂ emissions under our direct control, in light of the continued dependency of the aviation sector on fossil fuels. To reduce the carbon footprint of our aircraft we continue to invest in more efficient new-generation aircraft when replacing parts of the fleet. Newer aircraft are also quieter and emit lower levels of other pollutants such as nitrous oxides (NO_x).

In 2009, we reduced the number of own and dedicated jet aircraft from 229 to 136. This has been mainly a result of restructuring our Express business in the USA, where we reduced our air fleet by about two-third, focusing primarily on the retirement of older aircraft types.

Air fleet	2008	2009
Total jet aircraft	229	136
ICAO NO _x emission standards ¹		
CAEP/2	149	103
CAEP/4	93	68
CAEP/6	38	38
ICAO noise standards ²		
Chapter 3	229	136
Chapter 4	96	85
Equipped with hushkits	82	24

In 2009, we became the first company to register the Boeing 767 Extended Range Freighter (ERF) in Europe. DHL Express began operating three 767ERF for its transatlantic express service in 2009. This aircraft is widely recognized as one of most efficient and environmentally friendly aircraft in its class. With its advanced engine technology and winglets*, the 767ERF is expected to save up to 30,000 tonnes of CO₂ annually per aircraft, compared to the previous model.

* Winglets are intended to improve the efficiency of fixed-wing aircraft by altering the airflow near the wingtips.

“Our goal is to increase transparency on the fleet efficiency of our partner carriers through a green carrier scorecard. This will enable us to offer a ‘greener’ routing with less CO₂ emissions to our customers. The process of data gathering requires time and stamina but the extra mile will pay off. The ultimate goal is to gain transparency on the fleet efficiency of our suppliers giving customers as well as ourselves one more important criterion to address when making a choice.”

MICHAEL SCHAECHER, EXECUTIVE VICE PRESIDENT GLOBAL AIR FREIGHT, DHL GLOBAL FORWARDING

¹ ICAO NO_x emission standards for jet aircraft limit the allowed amount of nitrogen oxide defined by the International Civil Aviation Organization and can be found in ICAO Annex 16 – Volume 2. CAEP/2 requirements are less demanding than CAEP/4 and CAEP/6. The CAEP/6 emission limit is mandatory only for engines manufactured in 2008 and beyond.

² ICAO noise standards are requirements for jet aircraft defined by the International Civil Aviation Organization and can be found in ICAO Annex 16 – Volume 1. Chapter 3 requirements are less demanding than Chapter 4 requirements. The latter are only applicable to aircraft manufactured after 1st January 2006.



Environment

In the same year the DHL Express and Lufthansa Cargo AG joint venture Aerologic took the first of eight Boeing 777 Freighters into operations. It flies on the transatlantic route between Leipzig and North America during the week on behalf of DHL and is operated by Lufthansa for the weekend. The 777, the quietest aircraft in its class, consumes 20 % less fuel than a Boeing 747-400 Special Freighter and 16 % less than a McDonnell Douglas MD-11 Freighter.

Optimizing capacity is another important way for us to reduce our CO₂ emissions. With the ongoing economic downturn in 2009, under-utilized capacities had a negative impact on our CO₂ efficiency. Operating aircraft that weren't fully loaded increased the emissions per shipment and decreased our CO₂ efficiency.

But we are constantly working on capacity optimization, for example with our capacity utilization program for cargo aircraft. Four phases help to optimize the loading of cargo containers, so we can make the best use of each aircraft, avoid unnecessary flights and thereby optimize cost and CO₂ efficiency:

- conducting desktop and field reviews to provide routing coordinators with better instructions
- developing forecasting tools and methodology, and enhanced capacity reporting, to support decision making regarding aircraft utilization
- training and certification of operations staff on loading techniques to optimize loading of aircraft
- organizing a competition to generate awareness and motivate staff to follow efficient loading techniques in the long term.

In addition to our own aircraft, we organize transport of our customers' goods with our partner airlines, as we depend on their capacities. DHL Global Forwarding's Air Freight Division maintains a well-established procurement and performance process with all major airlines. To shape direction, DHL Global Forwarding has set up environmental carrier management as an integral part of its partner selection process. The basis is a green carrier scorecard which integrates environmental performance as a key criterion, next to network performance data.

"By introducing the Boeing 767ERF into our own DHL air fleet we are following our smart technology approach, which aims at achieving high efficiency gains through the use of the most modern technology available, wherever possible. Furthermore, operating this highly reliable new aircraft type on our transatlantic routes proves that we are serious about further improving our capabilities and service levels for international express services to and from the USA. Moreover, the aircraft's efficiency also enables us to maintain a very competitive offer and implement our Group-wide GoGreen strategy."

**CHARLIE DOBBIE, EXECUTIVE VICE
PRESIDENT NETWORK OPERATIONS
AND IT, DHL EXPRESS**





Environment

Sea transport

Ocean-going vessels are a more eco-friendly transport mode than aircraft or road vehicles. Vessel design, cruise speed, fuel type and capacity utilization are among the decisive factors for the carbon footprint of ocean freight. Due to our asset lean business, those factors are not under our direct control. Our main lever to improve the carbon efficiency of our ocean carriers is to gain transparency on the fleet compositions and to drive leading-edge industry standards. Therefore, we participate in industry platforms and are in a continuous dialog with our carriers.

As one important step on that journey, we joined the Clean Cargo Working Group of BSR* in 2009. This working group is a business-to-business forum of more than 25 carriers and shippers of cargo. The joint target is to develop common methodologies for understanding transportation effects in global supply chains, with a focus on ocean freight. The interaction with other stakeholders in the BSR* and members of the Clean Cargo Working Group also helps us to further develop our carbon calculation models with regard to third-party emissions in ocean freight ("Scope 3"**.).

One focus of our partnership in 2010 will be to further develop the Intermodal Calculator and a verification process for data collection to improve carbon standards in the industry.

Next to our ambitions to support the efficiency improvement of third-party emissions, we optimize own processes and the service offering for our customers in the field of sea transport. As part of the ongoing development of our ocean freight less than container load (LCL) product, DHL Global Forwarding strives to launch 50 to 75 new LCL services per year. While opening up new direct services we bypass our hubs (Multinational Gateways). The direct connections help us to shorten transport distances and avoid additional trucking at the transshipment locations. This reduces overall transit time and CO₂ emissions.

*Business for Social Responsibility is a network of more than 250 member companies, developing sustainable business strategies and solutions.

**CO₂ emissions from subcontracted transport (as classified by the Greenhouse Gas Protocol).





Environment

For our customers, we do offer a variety of standardized and tailored efficient ocean freight and intermodal solutions wherever applicable. In 2009, DHL Global Forwarding helped Hewlett-Packard to optimize its transport network, thus cutting CO₂ emissions by 41 %. This reduction resulted from a change in transport mode to ocean freight away from rail and road for a greater portion of the supply chain. DHL Global Forwarding also helped the customer to optimize land freight delivery by using trucks with a higher storage capacity. With the modal shift and additional storage capacity optimization for the land transport, we save 2,600 tonnes of CO₂ per year.

Road transport

With more than 120,000 vans, trucks and trailers, our ground fleet has a significant effect on the CO₂ footprint under our direct control. Improving the efficiency of the vehicles we use allows us to offer our customers reliable logistics services as well as to minimize the environmental impact of our business.

The four pillars of our vehicle efficiency improvement initiative are:

- ongoing replacement of older vehicles with newer, more fuel-efficient models
- testing and introducing alternative vehicle technologies and renewable fuels
- raising the level of environmental awareness and behavior of our drivers
- a subcontractor management pilot project with our road carriers

“The new supply chain model has saved over 2,600 tonnes of CO₂ emitted by HP Australia over the last year, which equates to 21.6 acres of forest preserved from deforestation or 66,666 trees grown for 10 years from seedlings.”

**RICHARD BAILEY, VICE PRESIDENT OF
IMAGING & PRINTING GROUP,
HP SOUTH PACIFIC**





Environment

Replacement of vehicles

We replace vehicles, if newer technologies and more fuel-efficient models that reduce fuel consumption and CO₂ in our daily operations, are available and affordable. They are replaced on a Total Cost of Ownership basis*, including fuel costs. From 2008 to 2009, we further improved the emissions standards of our approximately 46,000 vehicles in Germany (see graphic). As we operate nearly 60% of our fleet in Germany and about 85 % in Europe, we focus our reporting on this area. Almost half of our vehicles in Europe are classified EURO 4 or higher.



“The new IVECO vehicles fully meet our requirements in the sense that they are economical, ergonomic and environmentally friendly.”

THOMAS ZUBER, HEAD OF DELIVERY BUSINESS DEPARTMENT, MAIL AND PARCEL GERMANY

Road fleet EURO emission standards	2008 Germany ¹	2009 Germany ¹	2009 Europe (without Germany)	2009 total (Europe including Germany)
EURO 1 and other	786	330	11	341
EURO 2	6,351	6,208	29	6,237
EURO 3	20,115	17,483	3,981	21,464
EURO 4	26,078	27,720	7,537	35,257
EURO 5	301	909	517	1,426
EEV 1 ²	160	163	0	163

¹ [PwC »] In the above table, the data for Germany has been subject to a limited assurance statement by PricewaterhouseCoopers. [«]

² Enhanced Environmentally Friendly Vehicle, currently the most ambitious European emission standard.

In 2009, Deutsche Post selected commercial vehicle manufacturer IVECO to be a ground fleet partner. Following an agreement in February 2009, some 4,500 of our 7,500 parcel delivery vehicles in Germany are to be replaced over the next three years with new IVECO vehicles. The diesel-powered vehicle, designed specifically for Deutsche Post, is fitted with a diesel particle filter and is the most environmentally friendly model of its class on the market.

*A financial estimate to help consumers and enterprise managers determine direct and indirect costs of a product or system.



Environment

Alternative technologies and fuels

We also test and introduce alternative vehicle technologies and fuels, such as our ongoing pilot of hybrid trucks in Germany and the UK, or the testing of biofuels*. That way we work on the reduction of CO₂ and sooty particle emissions of our fleet. We are testing and operating more than 1,000 non-conventional vehicles in our fleet. They are powered with fossil fuels such as natural gas, reducing particulate matter, or with alternative technologies and renewable fuels, reducing CO₂.

Non-conventional fuel road vehicles	2008	2009
Electro/Fuel cell	4	12
Hybrid diesel	4	25
Biodiesel/Rapeseed Oil/NExBTL	-	93
LPG (liquefied petroleum gas)	231	173
Ethanol	-	342
CNG (compressed natural gas)/Biogas	305	395
Total	544	1,040

In 2009, Deutsche Post DHL and its partners presented the initial results of their joint pilot project focusing on the use of fuel from sustainable sources. Since mid-2008, Daimler AG, the energy group OMV, the Finnish oil company Neste Oil and Deutsche Post DHL have been testing 10 Mercedes-Benz trucks that run on sustainably produced NExBTL renewable diesel. The trucks run under everyday business conditions in Germany and have already driven more than 1 million kilometers, providing valuable data to support further development of both biodiesel-powered engines and the use of future generations of alternative fuels.

The field test highlights that the combustion of alternative diesel fuel from hydrotreated vegetable oil (HVO) significantly reduces emission of pollutants. Besides a CO₂ reduction potential of at least 40 % compared to conventional diesel, HVOs also reduces emissions of nitrogen oxides by up to 15 % or particles by up to 30 %.

The pilot is also considered as an important project to promote the development of binding standards and regulations, ensuring that the use of biofuels is technically and economically feasible as well as ecologically sound.



“We need an internationally valid certification system for the production of biofuels. The crucial factor here is that all systems, whether they are in the preparation stage or already existing, must comply with strict sustainability regulations that are ecologically, socially and economically sound.”

MARTINA FLECKENSTEIN, WWF GERMANY

* Liquid transport fuels made from renewable sources such as oils derived from fruits or seeds.



Environment

Driver awareness

To raise the level of environmental awareness and improve the driving techniques of our employees, we constantly run eco-driver training and use awareness campaigns such as the “Global Road Safety” initiative. This encourages employees to practice fuel-efficient driving.

Deutsche Post and DHL asked their employees in Germany to take a proactive role and submit their ideas for eco-friendly driving techniques. Through the “fuel-saving idea 2009” competition, more than 7,000 employees’ ideas were generated.

Adaption of topographical profile on delivery route:

Rudolf Hoppert, awarded winner of the fuel-saving competition, examined the topographical profile of his daily tour. He found that start-stop operations on a steep road cause enormously high consumption. Rudolf Hoppert modified his tour and drove up the hill first and delivered on the way down. Sharing his experience with colleagues, operations reversed uphill routes in many other districts. This idea did help reduce fuel consumption by more than 2 % and can be applied easily throughout all regions.

Subcontractor management

Subcontracted transportation is responsible for about 80 % of the Group’s carbon footprint. In particular, in the area of road freight, transparency and subcontractor engagement is very difficult to achieve due to the high number of subcontractors and limited industry standards.

A cross-regional pilot phase in the first half of 2009, which involved more than 100 road subcontractors, gave us a good understanding about the level of information we would be able to get from the market that we could use to improve our carbon efficiency throughout the external road transport chain. Based on the findings of the pilot phase in summer 2009, we established a cross-divisional road subcontractor team to make the carbon efficiency and carbon ambitions of the Group’s main road subcontractors more transparent. In addition, we are committed to helping to improve carbon standards and data sources in the logistics industry to increase the level of comparability and the engagement of subcontractors.





Environment

Facilities

We operate warehouses, sorting facilities and offices worldwide, for our own operations and on behalf of our customers. Energy consumption from heating, lighting, air conditioning and electricity add to our carbon footprint, but also offers opportunities for potential efficiency improvements. These include energy-efficient lighting, innovative concepts to control a building's lighting and heating and the generation of renewable energies.

In 2009, our division Mail, supported by Real Estate Germany, installed an innovative LED* lighting system at a mail sorting centre in Greven, Germany. The pilot is the first of its kind for Deutsche Post DHL in Europe and is expected to have a positive impact on the CO₂ and cost efficiency of the building's lighting. The aim of the test is to compare the effects of LED to gas discharge lamps with regards to investment costs, energy savings and CO₂ emissions. Therefore, separate energy meters are installed at the location in Greven and at another site in Germany, where T5** fluorescent lamps are tested in combination with a light management system.

Where available and affordable, we use energy from verified renewable sources to reduce our facilities' CO₂ footprint. As of January 2009, we have a frame contract that assures a 100 % green power*** supply for buildings under our direct control in Germany. In total, 85 % of our energy consumption in Germany uses energy from renewable sources, reducing CO₂ emissions by around 250,000 tonnes a year, compared to the standard electricity mix. We are striving to increase the percentage of green electricity also for the other 15 %, where the choice of the energy provider is currently not under our control.

Group-wide, approximately one-third of our total electricity needs are met by renewable energy sources. We are using green power for buildings in Australia, the Czech Republic, Ireland, France, The Netherlands and Switzerland. In Austria, Belgium, Denmark, Germany, Luxembourg, Sweden and the UK the share of energy from renewable resources is above 50 % of the countries' consumption.

*LED is a light-emitting diode serving as a semiconductor light source. LEDs are increasingly used for lighting. Compared to conventional lighting technologies, LED offers many advantages including lower energy consumption, longer lifetime, improved robustness, smaller size, faster switching on and off, and greater durability and reliability.

**T5 are fluorescent lamps served by electronic ballasts only, used as a popular energy-efficiency measure.

***Electricity generated from renewable sources such as solar, wind or water power.





Environment

In 2009, DHL Global Forwarding invested in new facilities, two of them meeting the highest environmental standards. The newly opened airfreight facility at Melbourne Airport, Australia, consolidated four facilities into one. Features such as rainwater storage, solar panels, intelligent lighting concepts and a bike incentive scheme for employees further help to reduce the building's carbon footprint. Our facility in Auckland, New Zealand, received the "4 Star Green Star" rating by the New Zealand Green Building Council*. Through advanced green features relating to indoor environmental quality measures, efficient lighting and pollution control, the carbon footprint per square meter is about 20 % less compared to predecessor facilities.

We share our expertise in improving building efficiency with our customers to improve their carbon footprints too. DHL Supply Chain operates an underground warehouse for a food retail customer in the USA, reducing energy use by 65 % and saving up to 1,800 tonnes of CO₂ compared to conventional warehouses above the ground.

Networks

Linking over 220 countries and territories, our logistics services require networks ranging from standardized structures to customer-specific supply chains. Implementing innovative solutions for the "First and Last Mile", and optimizing connections and capacity usage within our networks, can all help to improve our carbon efficiency.

In 2009, DHL Supply Chain won the contract to continue operating the Heathrow Consolidation Center until 2012. The center consolidates deliveries to Heathrow Airport Limited's 323 retail and catering outlets, pubs and restaurants, which brings significant environmental and operational benefits. In 2008, the DHL fleet of vehicles operating at the Center, including an electric vehicle, saved a total of 217,369 kilometers of travel, amounting to 158 tonnes fewer CO₂ emissions. Additionally, the consolidation allows for central waste, returns and stock management.

"The contract extension enables DHL to continue to develop its capabilities: The introduction of our sophisticated in-house warehouse consolidation software, which underpins the core retail operation, plus the very latest track-and-trace technology to deliver further efficiencies."

**PAUL RICHARDSON,
MANAGING DIRECTOR UK,
DHL SUPPLY CHAIN FASHION**

* The New Zealand Green Building Council – a not-for-profit industry organization – routinely rates office buildings to an equivalent world standard for green buildings. Throughout the design and construction of the new DHL Global Forwarding premises, the contractors engaged a consultant to review the project at various stages to ensure the building met all criteria for a "4 Star Green Star" rating.



Environment

In 2009, two innovative “First and Last Mile” solutions contributed to our network optimization:

- In Berlin, we tested two “intelligent” SmartTrucks, which combine dynamic route planning and real-time traffic data to show the quickest and most traffic-free routes to deliver and pick up express shipments. The pilot project showed a per-trip reduction in distance travelled of 10–15 %. SmartTruck is a project of the DHL Innovation Center (www.dhl-innovation.com), an unique research center bundling the innovation activities of our Group.
- The network of *PACKSTATION* parcel machines operating 24/7 reduces wasted journeys in parcel delivery and pick-up, and by 2009, 2,500 *PACKSTATIONS* were operating in Germany. A study conducted in 2007 showed that the *PACKSTATION* network has led to annual savings of around 238,000 kilometers driven during delivery and thus reduced CO₂ emissions, particulates* and other pollutants.

Capacity optimization

Capacity utilization is another important lever to improve our CO₂ efficiency. Ideally, trucks should be fully loaded at all times. In reality, an average of 30 % of vehicle mileage is empty running, especially on the outward or return leg of local journeys. In 2008, DHL Freight Euronet in Germany determined that the relocation of empty swap bodies was responsible for nearly 10 % of our total empty kilometers. In 2009, an initiative was started to reduce these empty kilometers and the resulting CO₂ emissions. We defined clear responsibilities to increase backloads**, trained dispatchers to optimize capacity utilization and installed a real-time information tool to monitor vehicle availability. As a result, we had 7,000 fewer empty runs and the CO₂ efficiency improved from 100 to 70g CO₂ per revenue tonne kilometer***.



SmartTruck pilot in Berlin



DHL PACKSTATION

*Particulates, particulate matter (PM) or fine particles are very small particles emitted by vehicles. They contribute to local air pollution.

**A backload is a non-revenue-generating load carried by a vehicle during a return journey.

***Revenue tonne kilometers are calculated by multiplying the total amount of paid cargo by the distance it was transported.





Environment

“The backload initiative has managed to efficiently reconcile business-driven cost targets with environmental objectives. Thanks to a highly motivated team and by applying the principles of First Choice, we were able to drastically increase the number of backloads at the open ends of our network. As a result, we were not only able to improve our production costs, vital to our competitive edge, but we also minimized our CO₂ emissions created by empty trips, while at the same time establishing new business contacts.”

BERNHARD WIRTH, BUSINESS UNIT HEAD, DHL FREIGHT EURONET

Another initiative to optimize capacity started by DHL Freight Sweden in 2009 shows that reducing emissions and costs often goes hand in hand. The goal was to improve dispatch planning and share capacity across all trade lanes. With a new cross-trade lane, dispatcher team and clearer administrative processes, 100 tonnes of CO₂ were saved within six months and costs were reduced by 30 %.

With the optimization of cross-border transport, empty loads and kilometers driven have been reduced, leading to a CO₂ saving of about 100 tonnes in the first half of 2009.

Talking about increasing capacity usage cross-border, the logistics industry faces the barrier of restrictive cabotage regulations in the EU. Deutsche Post DHL enters into dialog with EU panels to support the liberalization of road cabotage*.



* The carriage of cargo between two points within a country by a vessel or vehicle registered in another country. Permission to engage in cabotage is, in general, strictly restricted in almost every country.





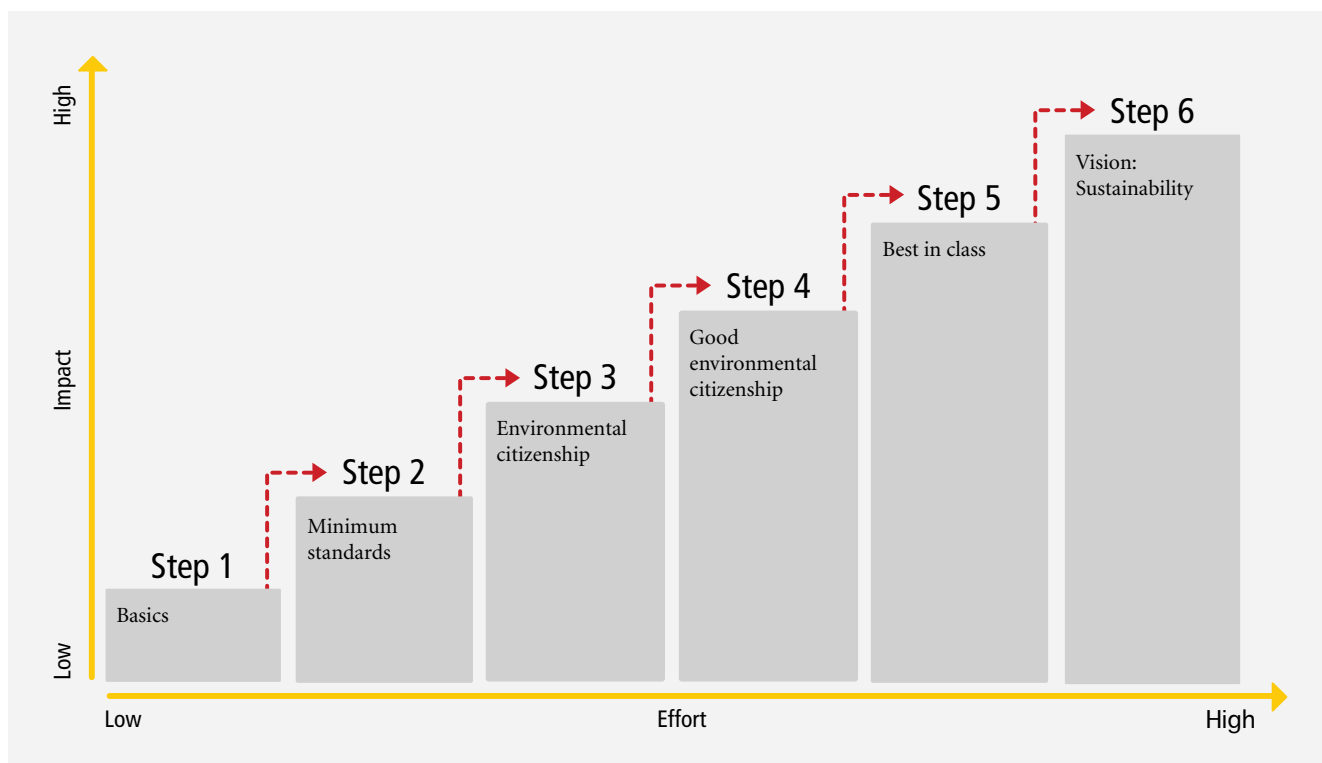
Environment

Environmental management

Our Group’s environmental management program, the 6-Step Approach, is our primary instrument to implement our GoGreen program at the site level. Its focus is to improve our carbon efficiency, and to minimize our other environmental impacts and resources such as waste, water and noise. It ensures that regional and local environmental management is conducted in a consistent way across the globe, and helps us to embed the principles of environmental efficiency and sustainability into our daily operations.

This environment management page focuses on how we seek to minimize our local environmental impacts. The other parts of the Environment section detail how we are seeking to minimize our impact on climate change – which we consider to be a global impact – at both the network and site level.

The Deutsche Post DHL 6-Step Approach





Environment

The 6-Step Approach to environmental management provides a general global framework with a focus on tackling the most important environmental risks and issues. Through the 6-step process, all business units in all countries are able to take logical steps towards implementing a formal environmental management program (EMS). Due to its flexibility, the process allows countries to work on different levels according to local demands, leaving room for more innovative country-level initiatives.

How it works

- Step 1** provides the basis for an EMS, beginning with the adoption of an environmental policy and the appointment of an environmental contact person.
- Step 2** embodies minimum standards such as routines for emergency preparedness and basic environmental training for staff.
- Step 3** entails the consolidation of environmental management by integrating environmental goals into the overall business plan and the identification of key environmental performance indicators.
- Step 4** includes achieving ISO 14001* certification as a key milestone. Environmental communication is now an integral part of the company communication plan. Eco- and safety driving and other schemes are being introduced in order to further enhance environmental performance.
- Step 5** states that with a complete and certified EMS in place, the focus shifts to foresight and communication. A key activity is finding new innovative green customer solutions. Community involvement, sponsorship and research programs are part of the stakeholder cooperation program.
- Step 6** describes our vision of having a sustainable Deutsche Post DHL network in place, which takes social, economic and environmental aspects into account when making business decisions.

* A standard for environmental management systems which aims to reduce the environmental footprint of a business, and to decrease the pollution and waste it produces.





Environment

ISO 14001 certification

One key step in our 6-Step Approach is for our business units to have their environmental management methodologies certified to the ISO 14001 standard. [PwC »] In 2009, 49 % of our global work force achieved this rigorous standard and works under ISO 14001-certified environmental management programs (2008: 46 %) [«]. The slight improvement was supported by the outsourcing of some of our business sites with low ISO certification rates, e.g. in the US. Overall we kept a stable level of ISO 14001 certified operations, especially on the background of the economic crisis:

- MAIL (with operations focus in Germany) earned ISO 14001 certification for 89 % of its operations. The certificate covers more than 159,000 employees and is valid for 4,363 sites.
- DHL Express achieved a 37 % ISO certification rate, reaching about 40,000 employees at more than 700 sites with focus in Europe, but as well certificated locations in EEMEA and Asia Pacific.
- DHL Global Forwarding Freight achieved 71 % ISO 14001 certification with nearly 29,000 employees and 591 certified sites in Europe, EMEA and with a very good rate of 92 % in Asia Pacific.

We will continue with the implementation of our 6-Step Approach and ISO 14001 certification program to optimize the way we operate at the local level. One good example is the roll-out of a web-based environmental data collection system on local level within the DHL Global Forwarding Freight division. This will provide all major stations with transparency about their resource consumption and empower them to define reduction targets. At the same time, the measurement of resource consumption is a prerequisite for the ISO 14001 certification.

Tackling our local environmental impacts

Emissions of CO₂ are the focal point of our efforts to protect the environment. Improving our CO₂ efficiency has positive side effects at both the network and site level on our energy and fuel efficiency. Our 6-Step Approach to environmental management (see page 20) is designed to minimize our other environmental impacts such as waste, water and noise where we have direct responsibility. There are often locally specified values, regulations and legislation which define how we deal with these impacts.



Environment

Currently, our reporting of local environmental impacts is limited. Many of the environmental resources that our operations require – such as water – are purchased, used and disposed of at a local or site level.

Calculating, tracking and consolidating data at a global level for environmental resources used at our operations in more than 220 countries and territories, and the related emissions, would be a significant and expensive undertaking. While the focus of our measurement and reporting activities is currently carbon emissions, we are striving to improve the management and reporting of our other environmental impacts at the country and global level – see our Performance section for more information.

Our most significant environmental impacts at the local level are described below.

Waste

- Operations: Packaging waste such as cardboard and plastic shrink wrap (used on palletized goods) is a major source of waste.
- Offices: Paper waste is the main source of waste.

Where local waste recycling systems exist, waste is sorted. This also makes financial sense as many communities impose fees for the disposal of general waste. For example, DHL Global Forwarding's facility in Houston, USA, saves nearly US\$15,000 each year by sorting waste and using dedicated recycling dumpsters as part of a recycling program.

DHL Global Mail introduced waste reduction and recycling programs at all its US facilities to reduce, recycle and reuse waste. Traditional cardboard gaylords (containers for transporting mail and parcels) are replaced by gaylords made of recycled materials. They last 7–10 years, while the cardboard versions can only be used up to three times before breaking down. Global Mail's other efforts in this area include ongoing work toward fully paper-free invoicing, and a program to help its catalog customers recycle their outdated inventory.

We generate little or no waste from the maintenance of our vehicle and aircraft fleet, as this is largely outsourced to the vehicle manufacturers or to third-party maintenance operations. A similar situation exists for the maintenance and disposal of our IT and communications equipment as it is mostly leased. Good environmental practice, however, forms part of our contracts for IT and vehicle maintenance.





Environment

Water

- **Operations:** We ourselves are responsible for using very little water due to the nature of our business. The washing of our vehicles and aircraft, as well as the deicing of our aircraft, is mostly handled by third parties. For example, aircraft de-icing is done by the airport authorities on their property, and the washing of our vehicles in Germany is done at public car washes.
- **Offices:** Our water usage is primarily for sanitation. With a total global workforce of about 500,000 people, many of whom work in offices or other facilities, this results in a significant amount of water used.

Water is, for the most part, obtained from municipal suppliers and disposed of in public sewage systems. There are no process specific pollutants which we dispose of in our waste water.

We are taking steps to minimize our use of this critical environmental resource, for example by installing water faucets with sensors and by harvesting rainwater from the roof of our Leipzig Air Hub (www.dp-dhl.com).

Noise

- **Facilities:** Our sorting facilities generate noise from machinery and vehicles. Most of our larger facilities, however, are located outside residential zones.
- **Vehicles:** Our modern vehicle fleet and good maintenance standards help to minimize noise. Our program to introduce more alternative vehicles contributes to our goal of minimizing noise as hybrid, electric and natural-gas-powered vehicles are, for the most part, quieter than those with diesel engines.
- **Aircraft:** We operate a large fleet of owned, dedicated and chartered aircraft – including an increasing percentage of jet aircraft that meet stringent ICAO Chapter 4 noise standards.





Environment

We acknowledge that aircraft noise, especially at night, disturbs people living close to airports. In many cases, we have no alternative to night flights if we wish to meet our customers' expectations for overnight delivery. In 2009, we ended night flights for overnight mail transport in Germany. To keep our high quality standards, we later reintroduced three flight relations. This did lead to complaints from anti-airport noise groups and people living close to the airports in question.

For the area where we have most control, namely our own aircraft fleet, we seek to operate responsibly by introducing new, quieter aircraft as part of our re-fleeting plan. And we work with airport authorities to minimize noise pollution, although our options are limited; we have no control over the selection of flight paths for take-off and landing, nor over the operation of airports.

Airborne emissions (other than CO₂)

- Vehicles: The majority of our fleet generates emissions of NO_x* (nitrogen oxide) SO_x** (sulfur oxide) and particulate matter in addition to CO₂ (excludes electric and some other non-conventionally fueled vehicles).

We seek to minimize these airborne emissions through our re-fleeting plan and by acquiring diesel vehicles fitted with particle filters (www.dp-dhl.com) and by high maintenance standards. Improving our fleet's CO₂ efficiency by testing alternative vehicles and by investing in modern vehicles with more advanced engines also has a positive impact on reducing airborne emissions.

"We are not happy about having to revise parts of the volume shift from air to road, as this decision had been positive for the environment. But apparently, it had not been a sustainable decision for our customers: Sustainability is not only environmental and climate protection but economic success as well."

WINFRIED HÄSER, SENIOR PROFESSIONAL, CORPORATE PUBLIC POLICY AND RESPONSIBILITY, DEUTSCHE POST DHL

*A generic term for nitrogen oxides (NO, NO₂ and N₂O), which are produced during combustion, especially at high temperatures. They are important pollutants in vehicle and aircraft emissions.

**A generic term for sulfur oxides (including SO₂), which are produced during the combustion and refining of raw materials such as coal, oil and metal ores.





Environment

MOBILIZING EMPLOYEES

Our 500,000 employees contribute knowledge, experiences and innovative potential. They know best how to reduce resource use in their workplaces. Mobilizing our employees is an important pillar in improving our resource efficiency and providing green solutions to our customers. Our employees put our environmental goals into practice, every day, around the globe.

Create awareness:

Environmental and climate protection is already well-known across our Group. We need to create further awareness about the GoGreen program and make our employees understand why their contribution is crucial.

Call to action:

Our employees know best how to save resources and improve efficiency in their everyday working lives. We leverage this knowledge and involve them in contributing to environmental and climate protection through GoGreen.





Environment

Create awareness

Using our internal communication channels, induction and learning programs, we raise awareness of the environmental impacts of our business, and help to make our employees understand what they can do to save natural resources.

As part of our yearly Employee Opinion Survey (EOS), we ask our employees for their feedback on the topic of environmental awareness. In 2009, nearly 60 % of our employees confirmed that every individual in their teams is taking measures to save energy in their workplace.

The Group's management is equally committed to both environmental and climate protection. In 2009, our CEO Frank Appel announced that our GoGreen program was one of the key components of the Group's new business strategy, Strategy 2015 (www.dp-dhl.com).

Walter Scheurle, Board member for Personnel at Deutsche Post DHL, invited the Carbon Management team to measure his personal CO₂ footprint at home and at work. The result for 2008 was a total footprint of 17 tonnes of CO₂, 16 tonnes of which came from using his company car and business trips. He already promotes car-sharing when travelling to events and has switched to green electricity.

"You can only effectively change something, if you know what causes it."

**WALTER SCHEURLE,
BOARD MEMBER FOR PERSONNEL,
DEUTSCHE POST DHL**





Environment

Call to action

With increasing levels of environmental awareness across our Group, we can take the next step: We ask our employees to integrate CO₂ efficiency and other environmental issues into their regular business decisions and daily activities.

Involving employees

An important tool to encourage action for environmental protection is First Choice, the largest and most ambitious initiative to increase customer loyalty in the history of Deutsche Post DHL.

In 2009, DHL Global Forwarding Freight started the roll-out of the GoGreen Dialog Map. The GoGreen Dialog Map involves our employees, who know best how to reduce their environmental impact at work. In workshops, employees from the local facilities brainstorm and evaluate easy-to-implement ways to save energy, water and paper, and to reduce waste. They identify concrete actions and nominate a green champion for each action to be responsible for the implementation. In 2009, about 60 GoGreen Dialog Map workshops were conducted to define green action plans. Some of the implemented measures include:

- installing motion detectors in washrooms
- using public transportation
- using energy-saving light bulbs
- offering training for web conferences
- introducing an incentive program to promote environmentally conscious behavior
- reusing and recycling foil and packaging material
- setting up battery collection points.

Each station is different. Therefore, we count on our employees to define their own action plans. In the end, they know best what to do to “go green”.



Environment

In the UK, DHL Supply Chain rolled out the “Industrial Environmental Improvement Program” in 2009. Focusing on the five areas of transportation, warehouse, office, green travel and engagement, the goal of this program is to reduce our environmental impact across all operating areas and so achieve our CO₂ reduction targets. As a result of this program, all 80 contracts within industrial customers now have active and tailor-made Carbon Emission Reduction Action Plans, with awards to recognize performance, and are engaging all employees and drivers with efficiency improvement initiatives. In 2009, carbon emissions decreased by 14 % against our 2008 baseline. To recognize employees and their sites for their efforts, an award was introduced.

Commit to Green

Group-wide engagement with our GoGreen program was demonstrated by employees from all divisions on World Environment Day 2009. More than 4,000 employees submitted green commitments such as cycling to work or switching off appliances when not in use. Our Group planted a tree for every green commitment, rounding the number of trees up to 5,000. The trees were planted in the Democratic Republic of the Congo (planting with Prima Klima e.V.) and Costa Rica (with Bauminvest, as part of Plant for the Planet). The winner of the green commitment initiative received a bicycle.

Our employees also used the occasion to launch a range of green initiatives at a local level. For example, 400 DHL locations ran a “Lights off” campaign, sending a signal for climate protection. The high level of commitment from our employees around the world is also clear from further initiatives. Climate protection campaigns have been organized at the local level in many places.

Giving green guidelines

To supplement employee engagement initiatives, we provide tools and policies that support ecologically sensitive behavior. We also implemented a company car policy in Germany. This involves a CO₂ limit for each car category, removing the worst polluting cars from those available for selection, increasing the period of usage and maximum mileage, and encouraging and incentivizing individuals to make choices that minimize their environmental impact.



“We encourage all our employees to take part in environmental campaigns and I am delighted that the first prize has been awarded to Taiwan. This will most definitely provide even more motivation for our staff to carry on supporting GoGreen, and to get involved in the “My Green Commitment” campaign in years to come.”

**KENNY MOK, COUNTRY
GENERAL MANAGER, DHL GLOBAL
FORWARDING FREIGHT TAIWAN**





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Environment

Awarding green solutions

DHL Express designed the ThinkGreen–GoGreen initiative to increase employee engagement, asking for employees' ideas for environmentally sustainable solutions. In 2009, this initiative was piloted in DHL Express Denmark, the Czech Republic, Sweden, Uruguay and Chile, and over a three-month period, around 140 ideas were submitted. The ideas submitted contributed benefits estimated at €350,000.

In 2009, Deutsche Post DHL introduced the Corporate Responsibility Award to recognize and support employee-led charitable projects in local communities. Of the 30 awarded projects, three had a strong focus on environmental protection.



Winning idea: The automated USB powerplug of Doron Aviman, Key Account Desk, and Brian Boenk, Commercial Controller, DHL Express Denmark





Environment

GREEN SOLUTIONS FOR OUR CUSTOMERS

Our customers are increasingly asking for green solutions, minimizing the environmental impact of logistics. Through our GoGreen program and with eco-friendly products and services, we support them in achieving their environmental targets. We see ourselves as a pioneer in providing innovative, sustainable solutions. Sustainability is closely linked with our business strategy as it drives innovation, opens up business opportunities and gives us a competitive advantage in the market.

Eco-friendly products and services:

With an eco-friendly range of products and services, we offer our customers the possibility to transport their shipments and, at the same time, minimize their impact on the environment.

GOGREEN climate protection projects:

We support climate protection projects around the world to offer our customers the opportunity to offset the CO₂ emissions associated with their shipments.





Environment

Eco-friendly products and services

GoGreen sets standards for our industry in terms of cutting-edge, low-carbon and carbon-neutral logistics. This is not only great for the environment; it also meets our customers' requirements.

Our eco-friendly product portfolio:

> **GOGREEN** products for private customers

Online Franking

DHL Online Franking allows for small packages and parcel stamps to be easily and conveniently ordered and paid for online. Clients can add the *GOGREEN* service and send their small packages or parcels carbon neutral.

Pluspäckchen

The *PLUSPÄCKCHEN GOGREEN* is a medium-sized parcel which includes both packaging and postage. It can be used to send parcels up to 20 kg anywhere within Germany.

Plusbrief

The Plusbrief is an envelope with its own special printed stamp. It is sent carbon-neutrally, at no extra cost for customers. Plusbrief is made with paper from sustainably managed forests and is certified by the Forest Stewardship Council (FSC).

Mail stickers

GOGREEN stickers allow individual letters to be sent carbon-neutrally from Germany to destinations all over the world.

> **GOGREEN** products for business customers

DHL Express

The *GOGREEN* carbon neutral shipping option is available not only for DHL Express business customers based in Europe, but also for those in Asia Pacific.

Business mail

Business customers in Germany can send their mail carbon neutrally and show their commitment to preserving the environment with the *GOGREEN* label printed on the envelope.

DHL Parcel

This carbon neutral shipping option for business customers in Germany was launched as the pilot "Green Parcel" in June 2005.





Environment

DHL Supply Chain

The *GOGREEN* services from DHL Supply Chain, the specialist for contract logistics, offers carbon-neutral transport and logistics solutions.

> Other eco-friendly services

Packstation

The PACKSTATION service is built around a network of parcel machines located throughout Germany. This flexibility means there are fewer wasted journeys. The PACKSTATION is open at all times, regardless of when the post office is open. A study completed in Cologne, Germany, has shown that the PACKSTATION cuts down on car traffic by 35,000 kilometers per year. This reduces emissions of carbon dioxide, particulates and other pollutants.

Charity stamps

Deutsche Post has sold charity stamps benefitting environmental protection projects since 1992 in cooperation with the German Federal Ministry for the Environment, Nature Conservation and Nuclear Safety (BMU). New stamps are issued every two years by the German Federal Ministry of Finance and carry a surcharge of 25 Euro cents.

Carbon-neutral *GOGREEN* products

We were the first logistics company to offer a carbon-neutral shipping service. With *GOGREEN*, the CO₂ emissions generated during the transportation and handling of customers' shipments are measured and offset through climate protection projects. Piloted in 2005, the service is now widely available. In 2009, *GOGREEN* was available in 26 countries. This year, we offset 38,500 tonnes CO₂ for our customers and sent more than 700 million *GOGREEN* shipments.

The most prominent *GOGREEN* customer to date has been the UN Climate Change Conference (COP15) in Copenhagen in December 2009. We were the official logistics partner, sponsoring the carbon-neutral shipping of the delegates' documents and parcels with *GOGREEN*.

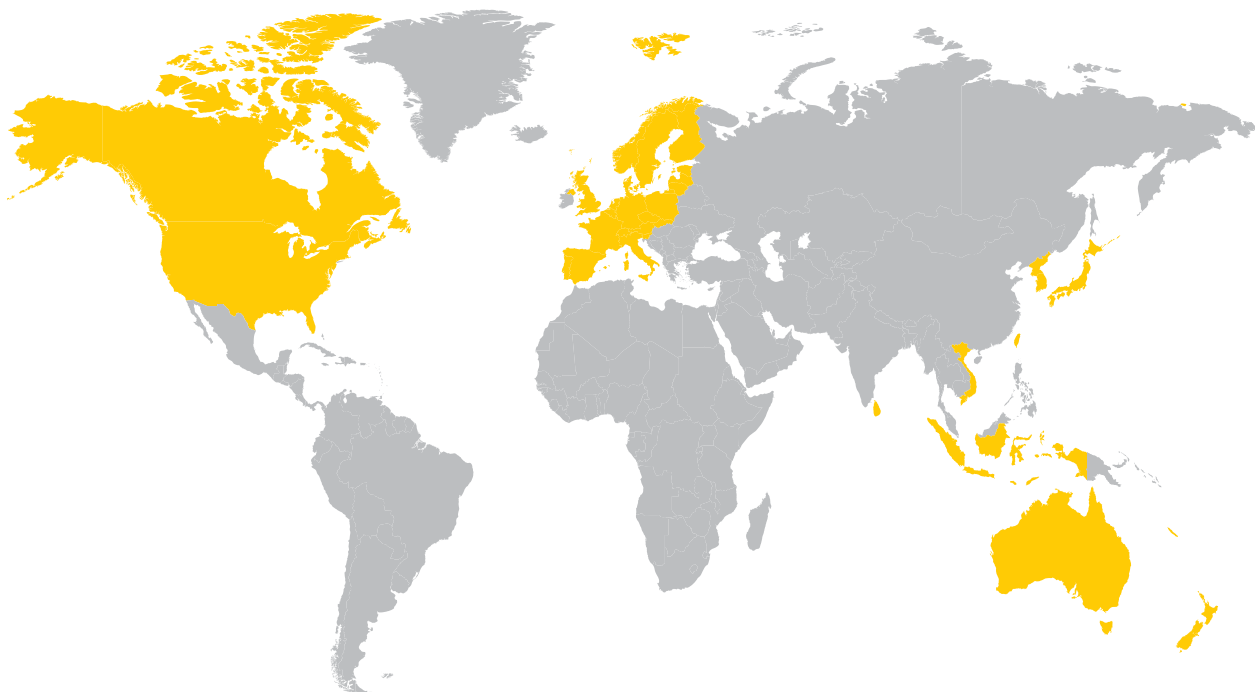
"There is a lot at stake for our planet at COP15. As a host country, Denmark is well aware of its responsibility. This includes the importance of providing the best possible infrastructure for the conference and its delegations. To this end, we have teamed up with DHL in creating the possibility for delegates to ship essential conference items in a fast and reliable way. We are particularly happy that our partnership with DHL includes a carbon offset solution to make the shipments less damaging to the environment and climate."

SVEND OLLING, HEAD OF
DEPARTMENT COP15 LOGISTICS,
MINISTRY OF FOREIGN AFFAIRS
OF DENMARK





Environment



Carbon-neutral shipping with GOGREEN available in:

MAIL Germany

- GOGREEN service for business customers
- GOGREEN Plusbrief and sticker for private customers

PARCEL Germany

- GOGREEN Pluspäckchen
- Online franking Germany, EU, World
- GOGREEN Europack for business customers

Global Mail

- GOGREEN for import, export, cross-border, direct entry
- GOGREEN pick-up (EU and USA)

EXPRESS

- GOGREEN Time Definite and Day Definite
- Available in more than 20 countries

Further green solutions for our customers:

Global Forwarding Freight:

- Carbon-neutral air and ocean freight service
- Carbon-neutral road freight service

Supply Chain:

- Green consulting (with supply chain focus)

DHL Neutral Services:

- Green consulting

DP Com:

- Carbon-neutral printing service

Europe	Asia Pacific	International Americas
Austria	Australia	Canada
Belgium	Indonesia	USA
Czech Republic	Japan	
Denmark	Korea	
Finland	Singapore	
France	Sri Lanka	
Germany	Taiwan	
Italy	Thailand	
Luxembourg	Vietnam	
Norway		
Poland		
Portugal		
Spain		
Sweden		
Switzerland		
UK		



Environment

How a shipment becomes a **GOGREEN** shipment

Assess:

We calculate the CO₂ emissions for every **GOGREEN** shipment, accounting for fuel use for the shipment's transport and energy use for the shipment's handling at our facilities.

Reduce and offset:

We reduce the CO₂ emissions through internal measures such as using hybrid vehicles in our fleet. To offset the majority of the emissions, we invest in external climate protection projects (e.g. a small hydropower plant in Brazil).

Verify:

We certify the CO₂ neutral shipping to our **GOGREEN** customers. To keep our high quality standards, SGS (Société Générale de Surveillance) annually verifies the emissions calculations, reductions and offsetting for **GOGREEN** services according to the principles of ISO 14064.



Carbon neutral shipping with DHL



Der CO₂-neutrale Versand mit der Deutschen Post

Environment

Green logistics solutions

In addition to our carbon-neutral *GOGREEN* service, we offer customized measures to improve our customers' transport efficiency and help them to reduce their own CO₂ footprint and costs.

For Fujitsu, DHL Supply Chain Japan implemented supply chain optimization measures such as the shift from road to rail transportation, and the practice of 3R ("Reduce, Reuse, Recycle") for packaging materials. With the joint Green Logistics Partnership Promotion, Project Fujitsu successfully reduced carbon emissions by 20 % or over 300 tonnes each year, aiming to reach a 40 % reduction overall by 2010, by carefully controlling the allocation of vehicles throughout the supply chain, from source to delivery. The leadership shown by the involved partners led to a Green Logistics Award by the Japanese Ministry of Economy, Trade and Industry.

Reflecting the key elements of the DHL brand – personal commitment, proactive solutions and local strength in global markets – this success story was part of the Global Brand Campaign in 2009.

Another success story, with *Bosch und Siemens Hausgeräte GmbH* (BSH), illustrates the joint implementation of an eco-friendly transport concept started in 2009.

As part of our contract with BSH for the domestic logistics of sea freight, DHL Global Forwarding shifts around 13,000 Twenty-Foot Equivalent Units (TEUs) from road to rail each year, rather than using 120 trucks from the BSH facility to the harbor. The DHL rail service will reduce CO₂ emissions by up to 70 % and maintain competitive transport times. The first test train from Hamburg/Bremerhaven (Germany) to the logistics center of BSH arrived in October 2009.

"We can transport our products in a much more environmentally friendly way using the rail service rather than truck transport, without increased transit time. We also become more flexible as a result of the good arrival and departure times, and are able to schedule shipments at even shorter notice. This is an ideal basis for sustained business in the future."

HANS-GERD BAUERFEIND, DIRECTOR OF LOGISTICS, BSH



"To contribute to the sustainable development of society and to achieve the top-level industry target of reducing transport emissions, we aim to build an advanced green logistics model utilizing our various IT capabilities together with DHL, the leading logistics company."

AKIRA MOTOMIYA, PRESIDENT,
CORPORATE LOGISTICS UNIT, FUJITSU





Environment

Green direct marketing solutions

Williams Lea* has been actively engaged in developing a national UK standard for a greener direct marketing and at the end of 2009 became the first company in the UK to be certified as able to deliver green direct marketing solutions. The Publicly Available Specification (PAS2020), developed by BSI (British Standards) and brought into effect on 21st January 2009, focuses on reducing the environmental footprint of direct marketing activities, such as the use of printed direct mail, telephone, mobile phone and field marketing.

The environmental objectives include:

- **Recyclability:** Direct mail packs must be designed so that they can be easily recycled through existing UK local authority curbside recycling schemes.
- **Paper:** Use of FSC/Eco-label or high recycled content papers.
- **Printers and mailing houses:** Must be in conformance with ISO 14001.
- **Unsubscribe:** The direct mail pack must indicate how the recipient can “unsubscribe” from receiving direct marketing communications from the sender.

Our customers benefit from using accredited direct marketing services that are visible to their end customers.

GOGREEN climate protection projects

In order to offer our carbon-neutral *GOGREEN* shipping service, we need carbon credits to offset the CO₂ emissions from transporting our customers' shipments. We generate these carbon credits primarily from the climate protection projects we invest in.

To meet our customers' requirements, we only choose climate protection projects of the highest standards. Our minimum level is VER (Voluntary Emission Reduction) with Gold Standard (www.cdmgoldstandard.org/), a standard implemented by an international non-profit organization. Most of the climate protection projects supported by Deutsche Post DHL comply with the Clean Development Mechanism (CDM) (<http://cdm.unfccc.int>) and provide CER (Certified Emission Reduction), an official carbon credit of the UNFCCC**.

*Williams Lea, our specialist in Corporate Information Solutions, provides business process outsourcing services focusing on supporting the marketing and communication activities of large B2C organizations.

**United Nations Framework Convention on Climate Change

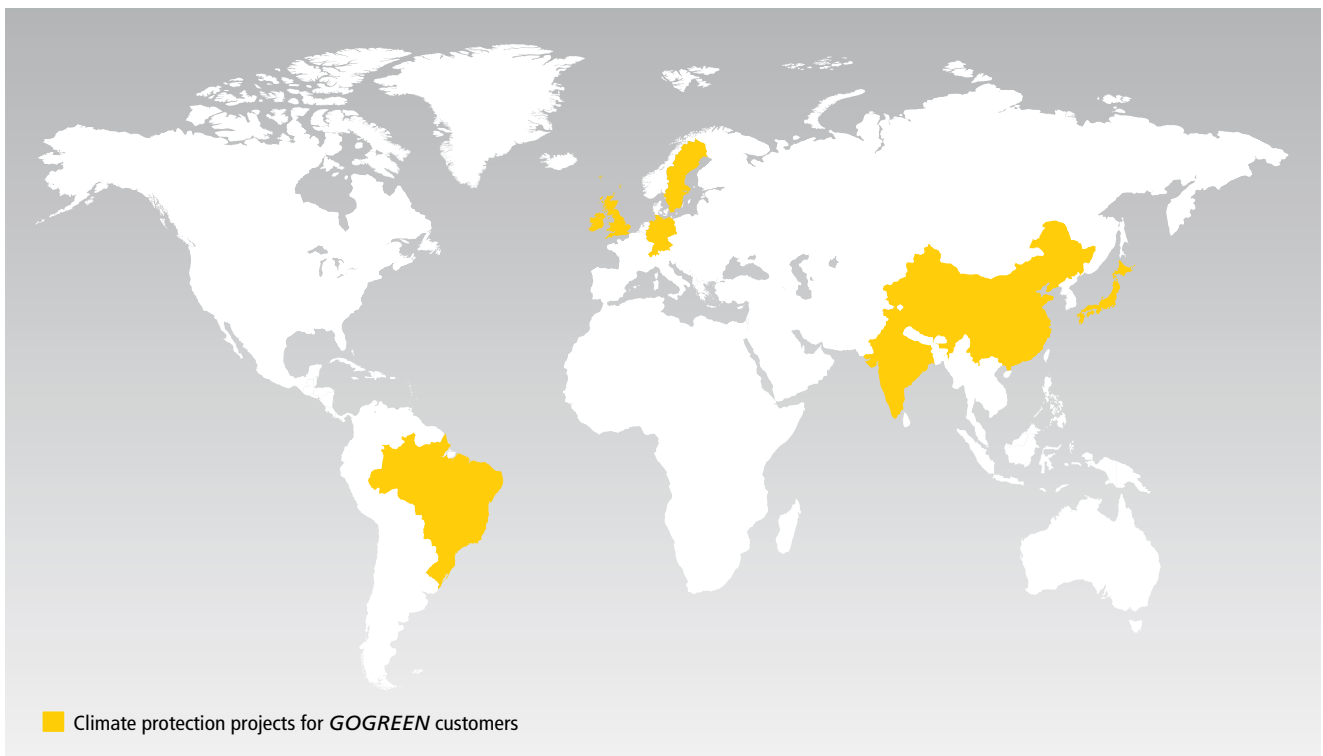




Environment

A small part of the CO₂ emissions offset is done using credits from internal reduction measures, which are selected using measures adapted from the CDM principles (<http://cdm.unfccc.int>). We use those internal carbon credits only for *GOGREEN* prepaid products where Deutsche Post DHL pays for the climate investment.

The principle of carbon offsetting is only used to offer carbon-neutral services to our customers. It does not form part of our efforts to reach our CO₂ efficiency target.



- > Hydro power plant in Brazil
- > Biomass power plant in India
- > Wind farm in East China
- > Biogas vehicles in Sweden and Switzerland
- > Hybrid vehicles in Germany
- > Fuel cell vehicle in Japan



Environment

POLITICAL AGENDA

We believe in the need for a low-carbon economy. It offers many opportunities for our business and for our customers. With the GoGreen program, we are already doing our part to make this happen. To encourage CO₂ efficiency improvement ambitions in our industry and in other sectors, we believe that a comprehensive political agenda is needed as a global framework.

In the run-up to the UN Climate Change Conference (COP15)* in Copenhagen in December 2009, we announced our Group's public policy positions in four areas on a global level. Even though the COP15 results did not meet the expectation of a global agreement to reduce man-made greenhouse gas emissions, we maintain our GoGreen ambitions and continue to ask political leaders to support a related framework for climate protection, as outlined below.

Introducing a global framework for carbon pricing

Certain sectors and regions of the world have announced the introduction of carbon pricing mechanisms. In the European Union, for example, an Emissions Trading System (ETS) started in 2005, which will also include aviation as of 2012, showing us that carbon will be priced in the future.

Our position

Deutsche Post DHL supports a fast implementation of a global framework for a market-based approach at tangible costs**. We regard a market-based approach as a fair and efficient mechanism to limit man-made greenhouse gas emissions.

Setting international standards for transparency across the supply chain

Our subcontractors' emissions make up about 80 % of our Group's CO₂ footprint. For us and for our industry, Deutsche Post DHL sees end-to-end transparency throughout the entire supply chain as a key element to effectively manage CO₂ emissions and improve transparency for the consumer.

Our position

Deutsche Post DHL asks policy makers to support the ongoing development of common, international and industry driven standards for carbon measurement on organizational, product and customer levels.



*COP15 led to the "Copenhagen Accord", a non-binding political declaration acknowledging the scientific view of the Intergovernmental Panel on Climate Change (IPCC) that the increase of global temperatures should be limited to 2°C. The Accord does not define any country-specific, legally binding targets for concrete greenhouse gas emissions reductions but it is a further step towards framing future UN climate change negotiations.

**If the price for carbon was too low, this incentive would not trigger the necessary development towards efficiency and thus the money would not have a positive effect on climate change. If the price for carbon allowances goes too high it can severely damage an industry's competitiveness and take away too many resources needed to maintain economic sustainability of a company. This is why we think a tangible price level is needed.





Environment

Supporting investments in carbon efficiency

We have already adapted our investment policy so that it supports sustainable carbon-efficient alternatives. As many investments in carbon efficiency pay off only in the long term, they also need stronger external incentives.

Our position

Deutsche Post DHL will continue to invest in efficiency measures proactively and calls on governments and multilateral institutions to support these investments across all industries to enable competitive payback times and revenue opportunities.

Funding research and development for low-carbon solutions

We believe that there are promising low-carbon transportation solutions. But commercial availability and affordability is still at an early stage and needs to be supported by research and development activities.

Our position

Deutsche Post DHL asks for additional public funding for research and development to identify and foster truly sustainable options for low-carbon transportation.

Political agenda at the European level

The EU logistics sector generates €1 trillion in annual revenue. To give our industry a voice in shaping relevant regulations, we initiated the Alliance for European Logistics (AEL) (www.logistics-alliance.eu/). This organization focuses on the European policy framework, of which Deutsche Post DHL currently highlights three areas:

Complete the single market for transport and reduce its complexity

We support the EU's activities to complete the European market for all modes of transport as we believe that it would enable a seamless and more sustainable cross-border transport flow. For aviation, the "Single European Sky II", has the potential to reduce by up to 12 % CO₂ emissions per flight thanks to a more efficient air traffic management. That's why we are asking to speed up its implementation.

To improve efficiency of road transport, free access to the international transport market and the admission of non-resident transport firms into the





Environment

national transport market of member countries is needed. Currently over 30 % of trucks operate empty in the EU. We ask the EU to liberalize road cabotage* in order to reduce a part of these empty run trucks. This will reduce congestion and bring environmental and economic benefits.

At AEL's European Logistics Summit 2009, Frank Appel, CEO of Deutsche Post DHL, challenged the current rail capacities in Europe. A lack of long-distance efficient and reliable connections hinders our ambition to shift more goods to rail. To make this transport mode attractive to customers, we see the clear need to enforce the liberalization of cross-border rail freight and increase the efficiency of infrastructure.

Tackle congestion at its real source

Even though an average of 90 % of congestion is caused by passenger cars, the EU seeks to regulate only trucks with road charges by adopting the EuroVignette III-Directive**. We ask for a non-discriminatory and efficient approach to tackle the environmental problems of road transport. Congestion should be tackled at its main source or, if trucks will be priced regulated, the EU has to get rid of night-driving bans first. Otherwise there will be no chance of reducing truck runs during the congested time zones. Revenues of a charging system should be reinvested into the European road infrastructure. In cities, solutions for more sustainable and efficient urban logistics should be identified in cooperation with all actors of the supply chain, but especially transport operators and retailers.

Incentives and research for ITS

ITS (Intelligent Transportation Systems) use information and communication technologies to tackle problems caused by traffic congestion. The EU targets market penetration of ITS applications and services to contribute to a cleaner, safer and more efficient transport system in Europe. We ask to incentivize respective applications and to support research for solutions which will lead to solutions and products which will be affordable for industry. National and EU financial incentives should be created in order to secure rapid deployment of ITS technologies and greener vehicles in the road transport industry.

We, together with the industry representatives of the AEL, ask the EU Commission to set-up a high level logistics stakeholders group and the European Parliament to establish a cross-committee think tank for logistics. This is an important step to shape policy-making which will identify efficient and more suitable solutions for the logistics industry.

*The carriage of cargo between two points within a country by a vessel or vehicle registered in another country. Permission to engage in cabotage is, in general, strictly restricted in almost every country.

**A road toll system for trucks.





Environment

SUSTAINABLE SOURCING

When buying products and services, we not only consider economic aspects but environmental aspects as well. With our Supplier Code of Conduct and our Paper Policy, we make resource efficiency part of our everyday business decisions.

In 2009, our Corporate Procurement team participated in the survey “Green and Sustainable Procurement” carried out by EBS* and SMI**. In a group of 49 companies from different industries and sizes, we were among the top 27 % classified as “proactivists”, with environmental management as a priority function and with related top management involvement. For the overall implementation degree of green and sustainable procurement, Deutsche Post DHL has been rated “Best in Class”.

We do take environmental impacts into account when procuring products and services. Therefore we are constantly enhancing the exchange of information on green procurement initiatives and providing support in green purchasing activities across the Group via a dedicated Green Procurement Team. The main focus of our sustainable sourcing activities is on categories that can contribute most to reach our GoGreen CO₂ efficiency targets: Fleet, IT hardware and production equipment.

Supplier Code of Conduct

Environmental impacts are one of the ethical values summarized in our Supplier Code of Conduct (www.dp-dhl-career.com), an essential guideline for our business dealings. The Supplier Code of Conduct is a sustainable framework to encourage our suppliers to ethical and environmental standards, covering:

- Laws and ethical standards (regarding child labor, forced labor, compensation and working hours, discrimination)
- Health and safety
- Business continuity planning
- Improper payments/ bribery
- Environment
- Dialogue with business partners.



*European Business School.

**Supply Chain Management Institute.





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We expect our suppliers to adhere to those principles. The Supplier Code of Conduct was implemented in 2007 and is mandatory for all new contracts since 2008. As most of our supplier contracts run for one year, the vast majority are operating under this framework today.

The environment paragraph of the Supplier Code of Conduct asks suppliers to comply with applicable environmental laws, regulations and standards as well as to implement an effective system to identify and eliminate potential hazards to the environment. Suppliers have to provide relevant efficiency data to us and take climate protection measures into account in their own operations.

In 2009, Procurement introduced a globally standardized supplier information template called “Green Questionnaires” as part of every bid to ask suppliers about their environmental standards. The questionnaire is now part of the standard sourcing process and also integrated into our electronic sourcing platform. Additionally we made the consideration of energy and CO₂ efficiency mandatory as part of the Total Cost of Ownership calculation in sourcing projects for CO₂-relevant categories, such as Fleet.

The Transportation Cluster within our Americas Procurement has embedded a General RFI (Request for Information) into the standard sourcing process to capture carrier profiles, including their environmental performance. The RFID is hosted on the Group’s eSourcing platform, where carriers are asked to specify parameters to calculate their carbon footprint. They also have to specify ISO 14001 certification data and fleet information. This input is transferred into the SCO2RE database on an event bases. The goal is to provide a view of each carrier’s business and CO₂ profile to support the supplier pre-selection process and the management of existing suppliers.

* A financial estimate to help consumers and enterprise managers determine direct and indirect costs of a product or system.





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Environment

Green electricity, travel and conferencing

Starting in January 2009 on the electricity amounts stipulated in the new contracts for our buildings in Germany are certified to be generated from renewable energy sources such as wind and water power. The vast majority of our buildings is powered with green electricity. With approximately 8,000 sites in Germany, Deutsche Post DHL is one of the largest users that need to be supplied with electricity.

In 2009, we switched all of our employees' business trips by rail on Deutsche Bahn to the "Environment Plus" ticket in Germany. We are the first major customer to use this service. For each green ticket purchased, Deutsche Bahn guarantees that the energy required comes entirely from renewable sources. From January to December 2009, we purchased 74,319 environmentally friendly rail tickets, saving 2,134 tonnes of CO₂ emissions.

Corporate Procurement selected a preferred global supplier as part of the Ve-COM (Visual electronic Communication) program. The agreement, in place from 1st January 2009, has resulted in significant discounts for equipment and subsequent maintenance costs. Enhancing the usage of videoconferencing technology through introducing Group-wide standards for training, setup and equipment handling are some of the major goals of the Ve-COM program. In 2009, the Group saved more than 2,770 tonnes of CO₂ emissions and an estimated €3.3 million in travel costs.



"Deutsche Bahn's green ticket dovetails perfectly with our own GoGreen program and our green product offering. Companies including Tetra Pak, Focus and Allianz are already using the option of carbon neutral **GOGREEN** shipments offered by Deutsche Post DHL."

RAINER WEND, EXECUTIVE VICE PRESIDENT, CORPORATE PUBLIC POLICY AND RESPONSIBILITY, DEUTSCHE POST DHL



Environment

Paper use and Policy

Paper is one of the most important natural resources used by Deutsche Post DHL, and is therefore included in our comprehensive environmental strategy. [PwC »] In 2009, we used 98,100 tonnes of paper for packaging, stationery, and for internal and external communications. [«] This was a slight increase compared to 2008 (91,500 tonnes) but at the same time we have been able to increase the share of 100 % recycled paper from 38% to 50 %.

[PwC »]

Paper use	2008 (as reported)	2008 (new: adapted with mixed paper)	2009
Paper use in tonnes ¹	91,500	91,500	98,100 ⁴
Recycled paper	59.6 %	38 %	50 %
Sustainably sourced paper ²	24.1 %	23 %	12 %
Conventional paper	16.3 %	10 %	13 %
Mixed paper ³	-	29 %	25 %

[«]

Our policy for the procurement and selection of paper and paper products (“Paper Policy”) is based on the Group’s environmental policy and Group-wide standards for procurement. It shall ensure that paper and paper products conform to the guiding principles of sustainability, resource protection and efficiency. The policy is binding for all companies within our Group and includes all volumes of paper, paper products, print products and packaging materials procured by us or for our needs by third parties or agencies.

Our Paper Policy defines recycled paper as the preferred type of paper for our Group. Whenever recycled paper is suitable to ensure necessary properties of a product and is available in the local market without a significant amount of extra costs or work, it has to be selected as preferred type of paper.

Deutsche Post DHL is committed to the basic principles of sustainable forestry. The wood fiber and recycled paper used to make the paper and paper products we purchase, should be used as sparingly and efficiently as possible, and we should at all times try to protect precious environmental resources.

1 Data includes estimates and reports from suppliers.

2 Mainly paper certified according to the FSC or PEFC standards.

3 From all three categories. The mixed category includes paper with varying contents of recycled or sustainably sourced and materials.

4 2009 paper consumption data represent 75 % of the Group-wide paper and cardboard products sourced through our Procurement organization.





Environment

PROVIDING TRANSPARENCY

Financial accounting and controlling is standard in almost every company. But what about carbon data? The lack of standards and best practices for carbon measurement in our industry makes it difficult to gather and compare CO₂ data. Deutsche Post DHL sets the standard for carbon accounting.

At the heart of our GoGreen program is our Group-wide CO₂ efficiency target. We strive to improve our CO₂ efficiency, including our subcontractors' operations, by 30 % by the year 2020, compared to 2007 levels. As an intermediate step we have set the target to improve our own CO₂ efficiency by 10 % by 2012.

Following the management saying "You can't manage what you don't measure", we see transparency on our CO₂ footprint as an underlying prerequisite to identify efficiency improvement measures and track our GoGreen program's progress. Therefore we implemented a carbon accounting and controlling system, based on the internationally accepted Greenhouse Gas Protocol and the ISO 14064 standard.

In 2009 we linked the carbon accounting to our financial accounting system as a basis for improving our CO₂ data quality, managing our emissions at the relevant level, and tracking our progress automatically. Now we are able to capture our direct CO₂ emissions via our financial system by linking billing data to CO₂ relevant consumption data (fuel, kerosene and energy consumption of our own fleet and buildings). This leads to an increased accuracy of our reported CO₂ data and is an important step to improve our comprehensive carbon accounting and controlling, helping to verify it according to financial standards.

Carbon accounting and controlling helps us to manage efficiency improvements within our Group. CO₂ efficiency is already an important key performance indicator for our strategic planning and is taken into account as a decision criterion for investments at Deutsche Post DHL.

The biggest challenge is the lack of standards and best practices, especially with regard to our subcontractors' efficiency data. At Deutsche Post DHL, such Scope 3 emissions* contribute about 80 % of the Group's total carbon footprint. We are constantly improving our subcontractor management to obtain better transparency of their CO₂ efficiency and select and manage them accordingly. As part of a cross-regional pilot in 2009, we asked more than 100 road subcontractors about their ability and willingness to share CO₂ efficiency data. Based on the pilot's findings, we will set-up a survey with a wider scope to gather data from our road carriers in 2010.



*CO₂ emissions from subcontracted transport (as classified by the Greenhouse Gas Protocol).





Environment

GoGreen results

We do report our carbon footprint on a yearly basis. We calculate our CO₂ emissions based on the international agreed standard “Greenhouse Gas Protocol”. It differentiates between three so-called “scopes” which include for Deutsche Post DHL:

- Scope 1 refers to direct CO₂ emissions from our own operations, e.g. through fuel combustion.
- Scope 2 includes CO₂ emissions corresponding to the electricity, district heating and cooling that we purchase.
- Scope 3 covers CO₂ emissions from subcontracted transports and business travel.

Compared to our beginnings we improved our carbon transparency and accuracy significantly, especially for Scopes 1 and 2. Here, we estimate our accuracy at +/- 5 % (compared to +/- 10 % in 2008), which helps us to get transparency about where we are with GoGreen and our carbon efficiency target. Through linking our carbon and financial reporting, information is available in higher frequency, accuracy and timeliness. In 2010, we reported our 2009 Scopes 1 and 2 CO₂ inventory in the Group’s annual report – for the first time in the same reporting year as the financial data.

[PwC »] In 2009, our CO₂ emissions in Scopes 1 and 2 from own sources and energy supply added up to 5.6 million tonnes (compared to 6.6 million tonnes in 2008)¹ [«]. We consider impacts of the economic crisis and achievements of successfully implemented efficiency and reduction measures as reasons for the decreased Scope 1 and 2 emissions. Additionally, the improved CO₂ data accuracy and visibility had an impact on the reported results, as we were able to replace a number of conservative estimates with real data. For translating energy and fuel consumption into CO₂ emissions, Deutsche Post DHL uses emission factors published by internationally acknowledged institutions such as the Intergovernmental Panel on Climate Change (IPCC) (www.ipcc.ch) or the International Energy Agency (IEA) (www.iea.org).

¹ Previously reported as 6.7 million tonnes.





Environment

CO₂ emissions from subcontracted transports are not that easy to determine as the larger part of subcontractors does not disclose direct fuel consumption. Our Scope 3 emissions are based on calculation models, assumptions and where available on reported fuel consumption. We were able to increase our share of data derived from measurements, but still rely on calculation models for the large share of Scope 3 emissions. Where available, we use acknowledged industry standards for emission calculation in combination with operational data. Important standards are the NTM* methodology (www.ntm.a.se) for air transports or emission factors made available by the Clean Cargo Working Group (CCWG) (www.bsr.org), the Handbook Emission Factors for Road Transports (HBEFA) (www.hbefa.net) or emission factors directly from carriers. The implementation of standards has helped us to increase our data accuracy for air and ocean transports significantly, where operational data mostly contained aircraft or vessel specific details. For road transports, operational data visibility is normally limited to vehicle classes and emissions are highly depending on topography. For that reasons, we estimate our data accuracy for Scope 3 emissions at +/- 20 %, striving to increase the accuracy in future years.

[PwC »] In 2009, our CO₂ emissions from subcontracted transports added up to 18.5 million tonnes. We were able to adapt most methodological improvements in Scope 3 emissions calculation (especially for air and ocean transports) also back to 2008 operational data and recalculate our 2008 Scope 3 emissions at 20.5 million tonnes**[«]. The main reason for this decline compared to 2008 is mainly caused by declining airfreight shipment volumes in the course of 2009.

*The Network for Transport and the Environment.

**Previously reported as 25.5 million tonnes.





Environment

[PwC »]

Total CO₂ emissions

Total CO ₂ emissions (million tonnes CO ₂)	2007 ¹	2008 ²	2009
Scopes 1 and 2 emissions	6.6	6.6	5.6
Scope 3 emissions	26.7	20.5	18.5

1 As previously reported: 2007 data could not be restated, comparability is limited.

2 As restated

Energy use in buildings and facilities

Energy use in buildings and facilities (million kWh)	2007 ¹	2008 ¹	2009
Standard electricity	2,101	2,039	1,352
100% green electricity ²			632
Heating ³	2,271	713	n.a.
District heating	223	138	164
Heating oil ⁴	72	303	212
Natural gas	602	912	1,031
Liquefied petroleum gas (LPG)	0	66	83
District cooling	4	2	8
Total	5,273	4,172	3,481

1 2007 and 2008 as previously reported.

2 For 2007 and 2008, the split between standard and 100 % green electricity is not available.

3 "Heating" stands for calculated/estimated energy use where the energy source is not specified. This category is no longer used.

4 Also includes quantities of petrol and diesel for auxiliary power generators.



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Fuel use for transportation

Fuel use for transportation (million liters)	2007 ¹	2008 ¹	2009
Biofuels	0.3	0.5	n.a.
Biodiesel	n.a.	n.a.	0.3
Bioethanol	n.a.	n.a.	1.0
Biogas	n.a.	n.a.	0.1
Compressed natural gas (CNG) ²	10.9	0.7	0.9
Liquefied petroleum gas (LPG)	0.7	2.1	1.6
Gasoline	50.4	66.9	35.1
Diesel	541.8	561.9	480.5
Total road fuels	604	632	519.5
Total	1,370.9	1,530.5	1,315.0

1 2007 and 2008 as previously reported.

2 Biogas and CNG for road use in million kg.

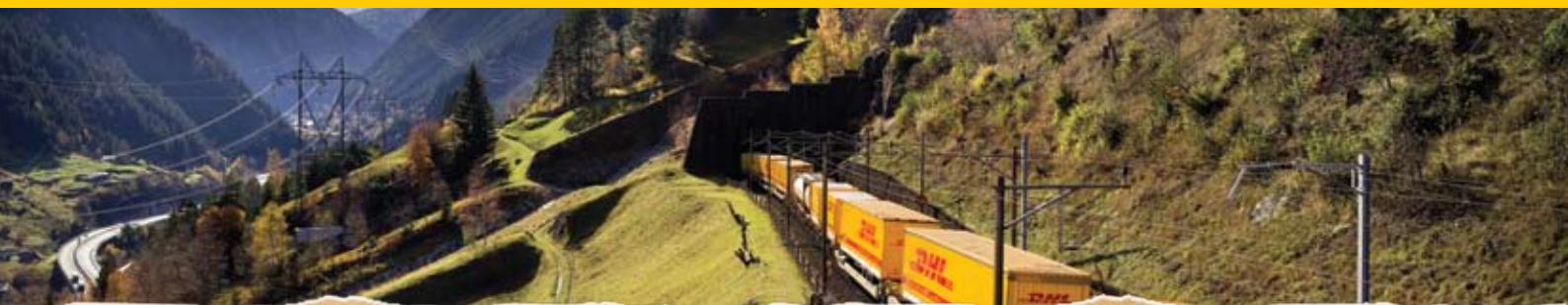
[«]

As we have set ourselves a CO₂ efficiency target, our main focus is the increase in CO₂ efficiency, reached through the reduction of absolute emissions but as well improvement of processes and loads: While we have no influence on transport demand, we strive to transport goods as efficiently as possible.

To track our progress on the 10 % and 30 % efficiency targets until 2012 and 2020, we calculate and report the Deutsche Post DHL Carbon Efficiency Index. This index includes different ratios to measure the efficiency of our different kinds of businesses. The ratios, such as CO₂ per shipment or per square meter used, are weighted by the absolute emissions of the respective business division. The weighted data is consolidated into the Carbon Efficiency Index, reflecting our status on the CO₂ efficiency targets.

For the 2007 base year, our index was set to 100. In 2008, the index value was 101, slightly declined due to dropping capacity utilization. [PwC »] In 2009, we were able to increase our CO₂ efficiency on group level with a now reported 2009 index at 98. [«]

With 2009 being the year, affected most by the economic crisis, DPDHL faced a very challenging situation for improving its carbon efficiency. Volumes dropped and capacities could not be adapted that quickly. On the other hand the introduction of our new, modern aircraft and the ongoing implementation of CO₂ efficiency measures have helped to cope for the loss in volumes.



Environment

[PwC »]

Carbon Efficiency Index

	2007 baseline	2008	2009	2020 target
Index by division				
Mail – Scopes 1 and 2	100	74	75	70
Mail – Scope 3	100	93	103	70
Global Forwarding Freight – Scopes 1 and 2	100	88	81	70
Global Forwarding Freight – Scope 3	100	100	98	70
Express – Scopes 1 and 2	100	117 ¹	95	70
Express – Scope 3	100	97 ¹	94	70
Supply Chain – Scopes 1 and 2	100	94	103	70
Supply Chain – Scope 3	100	98	111	70
Index value totals				
DPDHL – Scopes 1 and 2	100	108 ¹	95	70
DPDHL – Scope 3	100	99	99	70
Combined total				
DPDHL – All Scopes	100	101	98	70

¹ By introducing a more exact KPI for road transports in Express, we were able to restate the 2008 Index values for Express, which also affects the Group's Scopes 1 and 2 total Index value.

[«]

With our 2012 target (carbon efficiency improvement by 10 %) and the recovering economy in 2010, we will put all our energy towards reducing emissions and improving the efficiency of our operations.



Environment

Awards and ratings

We continually seek to enhance our transparency of CO₂ emissions and improve our efficiency. In 2009, our GoGreen ambitions were rewarded and recognized, showing that we are on the right track.

Dow Jones Sustainability Index

In 2009, we were added to the Dow Jones Sustainability World Index (DJSI World) for the first time. This index is globally accepted as the most important reference for sustainability in the financial world. It evaluates the performance and strategies of companies in the economic, environmental and social areas. We are also listed in the pan-European Dow Jones STOXX Sustainability Index again, after a one-time listing in 2006.

In the DJSI, we achieved top ratings. With 99 out of 100 points, we led the rankings in the environmental area for the categories Environmental Reporting, Environmental Policy and Management, Climate Strategy, Fuel Efficiency and Operational Eco-Efficiency. We achieved the highest scores for all criteria except climate strategy, where we achieved a very satisfying 95 points.

SmartWay certification

DHL Global Mail participates in the US Environmental Protection Agency's SmartWaySM Transport Partnership and received the program's highest possible score in 2009. SmartWay is an innovative collaboration between the US Environmental Protection Agency (EPA) the freight and logistics sectors and their customers, designed to improve energy efficiency and reduce air pollution. As a SmartWay Transport partner, DHL Global Mail underwent an environmental assessment and received a score of 1.25, the highest possible mark, which indicates superior performance. With the SmartWay certification, DHL satisfies a growing customer requirement for service providers to prove their environmental stewardship.





Environment

German Sustainability Award

We were awarded the “German Sustainability Award 2009” in the “Most sustainable strategy” category. The jury, headed by Dr. Günther Bachmann, Secretary General of the Council for Sustainable Development, highlighted the special strategic direction of Deutsche Post DHL in facing the challenges of the future. The jury recognized our readiness to assume economic, environmental and social responsibility, with a particular emphasis on our environmental protection program GoGreen.



“Corporate Responsibility is a strategic part of our business strategy and plays a major role for our economic success. Even in economically difficult times, we are determined to engage in a sustainable development.”

FRANK APPEL, CEO, DEUTSCHE POST DHL



Land of Ideas

In 2009, the German Government’s “Land of Ideas” initiative recognized our GoGreen program. The Government, together with commerce and industry, is using this initiative to reward resourcefulness and visionary thinking. The award was presented at the DHL Innovation Center, a critical component of GoGreen: The Carbon Management System was set up there and the Innovation Center also initiates alternative power and fuels pilots.



Hans-Peter Stefer of Deutsche Bank (third from the left) presenting the award as a representative of “Land of Ideas”.

“Logistics and the environmentally friendly requirements of tomorrow are already being anticipated and explored in the DHL Innovation Center today. The GoGreen climate protection program is therefore looking after both resources and the budget and sets a good example both at home and abroad.”

HANS-PETER STEFER, DIRECTOR, DEUTSCHE BANK COLOGNE

EMPLOYEES





Employees

People are the driving force behind logistics. Our employees' skills, dedication and ideas are the deciding factors when it comes to securing the long-term success of Deutsche Post DHL. One of the core targets of our Strategy 2015 (www.dp-dhl.com) is to be the Employer of Choice in the mail and logistics sector, both for our current employees and potential recruits.

But what sets us apart as an employer? We believe that developing our employees is an ongoing process, especially in economically challenging times. By making continuous investments, we ensure a safe and healthy working environment for our employees. At the same time, we are in the process of establishing a culture at all levels of the business that is driven by mutual respect.

Introduction: Our people

We have realigned our HR structure and developed our new People Strategy to better serve the purposes of the Group.

Code of Conduct and compliance management

Our Code of Conduct (www.dp-dhl-career.com), which applies to all employees in our Group and provides guidelines for ethical and responsible behavior serves as basis for our Compliance Management System.

Diversity management

Diversity is an integral part of our corporate culture. We promote equal opportunities and are committed to developing a diverse workforce.





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Employees

Health management and occupational safety

We are dedicated to ensuring health (www.dp-dhl.com) and safety in the work environment. Our responsibility to protect and promote the health and safety of our staff is defined in our global Corporate Health Policy and managed through a clearly structured Group-wide system.



Sourcing and development

One of the main objectives of our global business strategy is to become the Employer of Choice in our industry, recruiting, promoting and retaining talented, motivated employees.



Employee representatives

We promote a culture of constructive dialog between employees, managers, senior executives, management and employee representatives to engage with our people at all levels of our business.

Idea management

Our employees are experts in their fields, and we encourage them to share ideas and make suggestions. Implementing the best of these contributes to the long-term success of our Group.





Employees

INTRODUCTION: OUR PEOPLE

With about 500,000 employees in more than 220 countries, Deutsche Post DHL is one of the largest employers in the world. Attracting and engaging the right people to the right position at the right time is crucial to our future success. Understanding our employees' views is vital to our strategy towards becoming the Employer of Choice in our industry. A key component of the dialog with our staff is our annual Employee Opinion Survey (EOS). With our new human resources (HR) organization and our People Strategy we will even better meet our Group's requirements.

Our new HR structure

We are committed to establishing Group-wide HR standards and processes, and introduced a new HR structure in July 2009. This will help us to improve the way we address the specific requirements of the Group's two pillars, Deutsche Post and DHL. Our aim is to facilitate cross-divisional careers while also promoting even closer cooperation within the Group.

In an effort to create a common framework, we have set up three Centers of Expertise. These support the divisions by offering standardized HR solutions in the fields of Talent Management and Sourcing, Learning and Development, and Compensation and Benefits. A new committee, the HR Council, has been introduced to act as a cross-divisional decision making body for HR-related issues and for sharing best practice.

Our People Strategy

To support Strategy 2015, our HR community developed a new People Strategy, which was presented in July 2009. The principal objective is to make Deutsche Post DHL *the* Employer of Choice in our industry.

Our People Strategy is structured around five strategic priorities and objectives:

Strategic Priorities	Strategic Objectives
I Strengthening our Leaders	Leadership guided by respect and results
II Engaging our Employees	Capable and committed workforce
III Increasing Collaboration & ONE DHL	Ability to leverage talent across the Group
IV Enabling Business Growth	Workforce flexibility to sustain and grow the business
V Driving HR Efficiency	Simplified and sustainable HR services





Employees

Our employees

Over the past two decades, we have evolved from a government agency into the global logistics group Deutsche Post DHL. We are one of the world's largest employers: As of 31st December 2009, we had 424,686 full-time employees in more than 220 countries and territories. The total number declined by 5.9 % from the previous year. According to a headcount on 31st December Deutsche Post DHL has 477,280 employees, 6.9 % less than the year before.

In 2009, most of our employees continued to work in Germany, where employment levels remained stable. However, there were considerable declines in headcount in the rest of Europe and Americas, as a result of the economic situation and restructuring measures in the US Express business. Employee numbers in Asia and other regions increased on the back of acquisitions.

Our response to the economic challenge

In an effort to respond to considerable declines in shipping volumes, we are implementing short-time work plans and are increasing the flexibility of working hours. If we are forced to reduce the number of employees, as it was the case in the wake of the insolvency of our major German customer Arcandor, we make every effort to minimize the impact on our staff. For example, we carefully review if there is the possibility to offer affected employees other jobs within the Group.

Our measurement systems

We rely on a series of key performance indicators (KPI) to gauge progress in our personnel work and to govern processes. For a corporation such as ours, which has grown up out of hundreds of acquisitions, worldwide data collection poses a great challenge and our German HR data is currently the most reliable.

The goal set by our HR Council for 2009 was to further standardize the HR KPI system across Deutsche Post DHL at a global level and to simplify data collection. To aid us, we integrated most of the HR key figures throughout the Group into our worldwide financial reporting system. This enables our business units around the globe to achieve greater efficiencies in the collection of HR data, as well as to avoid redundancies. We communicated the data for the first time in this way in our 2009 reporting period, and received a solid response worldwide on the main key figures. Our future goal is to expand our HR data step by step, to improve the quality of that data and to report on more international KPIs in the future.





Employees

Dialog with our staff: Employee Opinion Survey

In 2009, we again carried out our Group-wide Employee Opinion Survey “Every ONE counts”. It is part of Strategy 2015 and one of our most important Group-wide Deutsche Post DHL programs, along with First Choice and GoGreen. The survey provides a forum for our employees to anonymously give feedback, in bad as well as in good times. Once again this year, 76 % of our employees shared their views in this way.

In light of the persistent economic crisis, we were pleased to find that 68 % of all those surveyed were satisfied with their jobs (previous year: 65 %). The figures for our Customer Promise (70 %) and Cooperation (72 %) were also high. We continue to see room for improvement in the areas of EOS Follow-up measures (45 %), Communication (56 %), Strategy (56 %) and Learning and Development (59 %).

Follow-up actions in our business divisions

Based on the results of our Employee Opinion Survey, we are developing follow-up actions in collaboration with our staff. Executives are responsible for implementing the measures. Some of the successful initiatives resulting from feedback in 2009 are detailed below.

MAIL Corporate Division

Our MAIL Corporate Division organized its *Forum Zustellung* (Forum Delivery), enabling 200 delivery employees to discuss their work situations with Corporate Board members and to develop suggestions for improvement. At a second Forum event the implementation of follow-up actions has been reported. Additionally, events for delivery managers and executives were organized. Regional road shows with the Board and local informational sessions and workshops provided more chances for exchanging information and opinions. An intranet platform with a questions & answers section for employees was launched. People working in the MAIL division demonstrated their high regard for the concept in their responses to the Employee Opinion Survey: Information and communication was rated significantly higher than in the previous year.





Employees

DHL Spanish South Americas

Our DHL Express Spanish South Americas (SSA) business division put together a plan for increasing employee engagement, based on development programs for international exchange, special employee projects and job rotations, openness and respect. This was promoted through targeted communication efforts and joint activities, and it paid off: In 2009, four of the SSA countries made it to the top 10 of ranking produced by the research and management consultancy Great Place to Work Institute (www.greatplacetowork.com/).

DHL Supply Chain North Americas

The results of the Employee Opinion Survey at DHL Supply Chain North Americas revealed the desire for more information, especially by temporary employees. In response, news and information about customers, the corporate division and the Group were placed on pin boards for those employees lacking computer access.

DHL Global Forwarding in Germany

The 800 employees of the air and ocean freight dispatch department at DHL Global Forwarding in Germany saw the need for remedial action in customer orientation, and suggested job rotations as a way to share special technical knowledge with as many others as possible. True to the slogan “We can all do everything”, they shared know-how with one another, and the outcome of this greater shared knowledge was better customer service and greater employees’ motivation.





Employees

CODE OF CONDUCT AND COMPLIANCE MANAGEMENT

Deutsche Post DHL is guided by the Universal Declaration of Human Rights, the United Nations' Global Compact (www.unglobalcompact.org) as well as the conventions issued by the International Labour Organization (ILO) (www.ilo.org). In 2006, we implemented these principles in our Code of Conduct (www.dp-dhl-career.com) and its rules and guidelines. In it, we commit to operating based on the principles of integrity, responsibility, ethical acceptability and legality. The issues addressed range from respecting human rights, equal opportunities and environmental protection to adopting a clear position on forced and child labor, discrimination, bribery and corruption. The Code applies to every employee of our Group and its subsidiaries around the world.

Clear rules

In 2009, we issued two policies to complement our Code of Conduct: The Anti-corruption Business Ethics Policy breaks down the principles of the Code by defining caps on the value of acceptable gifts and clearly outlining how to deal with presents or invitations to events. The Competition Compliance Policy commits managers to adhere to local competition laws and internal policies and procedures.

Strengthening our Compliance Organization was a top priority in 2009. The objective is to safeguard Group-wide compliance with the Code of Conduct. We are committed to preventing infringements by providing clear rules, standards and processes while at the same time, protecting the company against actual or alleged unfair, unethical or illegal actions. We conduct audits on a regular basis to establish how far our policies have been implemented in various regions and divisions.

Driving prevention with information

One area we are focusing on is employee training. We create awareness for conduct in compliance with our guidelines by providing practical information for day-to-day work. Our e-learning portal mylearningworld.net is the most important platform to reach out to a large number of employees. Since 2009, we have also been offering three new online trainings related to the Code of Conduct: Rules for day-to-day work, compliance with competition and cartel law, and anti-corruption.



"Compliance Management protects our Group against liability risks. At the same time, it supports our employees by giving them the guidelines within which they can work."

**PAUL TAYLOR, CFO, DHL SUPPLY CHAIN
UK & IRELAND, EASTERN EUROPE,
MIDDLE EAST, AFRICA AND FRANCE**





Employees

Case study

Compliance Organization

The Compliance Organization at Deutsche Post DHL includes the Compliance Committee, the Global Compliance Office with Regional Compliance Offices and the Integrity Board. The Compliance Committee decides on key compliance management policies and required measures. It is supported by the Global Compliance Office and a network of 14 Regional Compliance Offices, and reports directly to the Board of Management. An Integrity Board consisting of internal and external specialists advises the Compliance Committee.

Demands on suppliers

Our Supplier Code of Conduct (www.dp-dhl-career.com), sets the standard for doing business with DPDHL. The code commits our suppliers and business partners to comply with ethical and environmental standards, and is an integral part of all new purchasing contracts and existing long-term master agreements. In 2009, we enhanced the Code by including provisions on the prevention of child and forced labor, compensation and working hours, discrimination and inadmissible payments and bribes.

For 2010, we are planning to:

- further develop our compliance trainings
- extend our monitoring activities.





Employees

DIVERSITY MANAGEMENT

Our employees are a reflection of the society we live in. They come from a broad range of ethnic and social backgrounds, and represent different age groups, world views and life plans. Together, they provide services to a customer base which is just as diverse.

In an effort to ensure the highest degree of productivity, creativity and efficiency possible, we are committed to managing diversity professionally and to creating a working environment that is free from discrimination. Diversity management is therefore an integral part of our employment policy and firmly rooted in our Code of Conduct (www.dp-dhl-career.com) as well as in our corporate culture.

Living diversity

In 2007, we signed the Charta of Diversity (www.charta-der-vielfalt.de) issued by the German Government. By signing the Charta, we committed to mutual respect, to promoting equal opportunities and to diversity, as well as to transparency, by issuing a report every year.

Promoting women is one of the key issues addressed by our diversity management activities. Women make up 37 % of our global workforce, which means that about 165,000 women are employed by Deutsche Post DHL. In 2009, the proportion of female executives in top management was at 15.6 %. In an effort to encourage more women to accept management roles, we support talented female employees with mentoring schemes. 2009 also saw us continue our International Mentoring Program, in which about half the participants are women. They join experienced mentors to work on their personal career plans.

In May 2009, the DHL Supply Chain division launched the Diversity & Respect initiative throughout Europe. It is dedicated to getting young people from different countries, especially women, interested in a career in our industry. DHL Express Europe has also committed itself to increasing the diversity of its workforce. The division conducted a survey to identify priorities in diversity management. In the summer of 2009, DHL Express Europe launched the Women in Leadership initiative to support talented female employees.



"The journey to become the Employer of Choice within the logistics industry has begun. We are determined to win the war for talent by embracing a diverse workforce and the benefits that brings."

SUE COWLEY, VICE PRESIDENT TALENT MANAGEMENT & DIVERSITY, DHL SUPPLY CHAIN EUROPE & MIDDLE EAST



Employees

Case study

Women in Leadership

DHL Express Europe launched the initiative Women in Leadership in 2009. The program is dedicated to increasing the number of women in management positions. In the first year, 13 female managers attended a three-day training event. As ambassadors, they now encourage women in their working environment to apply for management positions.

In addition to development programs for female employees, we also offer flexible working hour schemes as well as support in child daycare. This helps employees balance their careers with their personal lives.

As one of the measures to help employees return to work after taking parental leave, DHL Express in the Czech Republic launched a Parents' Club. In 2009, we received the TOTAL E-QUALITY award for the fourth consecutive time (www.total-e-quality.de/). The award is presented by the association of the same name and commended us for, among other things, our exemplary support of women in management positions.



"Compared to other industries, we have few women in our organization in senior positions. We need to become an Employer of Choice for women too and encourage them to take on those leadership positions."

FLORENCE NOBLOT, CEO, DHL INTERNATIONAL EXPRESS, FRANCE

Case study

Parents' Club

DHL Express launched the Parents' Club in the Czech Republic to enable employees to stay in touch with the company during their parental leave and keep up to date with the latest developments. Club members receive information at regular intervals, which is sent to their private email accounts, and are invited to internal training sessions and team meetings. "Our company is undergoing constant change and we don't want our employees to return to an unknown environment," explains Dagmar Vackova, the HR Manager of DHL Express in the Czech Republic.



"Equal opportunities and diversity continue to be fundamental principles for every company. Deutsche Post DHL has already been pursuing these objectives for many years."

EVA MARIA ROER, CEO, TOTAL E-QUALITY DEUTSCHLAND E.V.



Employees

Working without discrimination

We want to ensure that all our employees enjoy equal opportunities at work. We therefore integrate employees with disabilities and regularly conduct conferences on this issue with HR managers. At 7.5 %, the employment rate of people with disabilities at Deutsche Post AG is considerably higher than comparable ratios in the German private business sector.

We have been campaigning for greater acceptance of homosexual employees since 2008. At the beginning of 2009, we launched RainbowNet, a network for lesbian, homosexual, bi- and transsexual employees at Deutsche Post DHL.



We also promote tolerance and mutual acceptance in our induction program Living with One Another at Work (*Miteinander in der Arbeit leben*), which is directed at our junior staff enrolled in vocational training programs. We also use training modules and internal media to increase awareness of diversity and build mutual understanding. Support is also extended to our youth and vocational trainee representative organization, which in 2009 addressed the issues human rights, tolerance and diversity in its campaign "Showing our colors, because Germany is diverse" (*Lasst uns Flagge zeigen, denn Deutschland ist bunt*).

Confronting demographic change

Companies in industrialized nations have to be in a position to meet the challenges of a global market, despite having a shrinking and aging workforce. Deutsche Post DHL is working to identify the impacts of demographic change in an effort to be able to use the diversity of its workforce to its full potential in the future. We are committed to promoting this issue and have made demographics one of the key issues at our Germany-wide HR conference in April 2010.

For 2010, we are planning to:

- implement suitable measures to address the challenges involved in demographic change
- develop our diversity management initiative into a Group-wide strategy.





Employees

HEALTH MANAGEMENT AND OCCUPATIONAL SAFETY

Promoting health and safety

The success of our Group is based on the health and safety of our employees and the fact that we are committed to retaining them and developing their performance. As one of the world's largest service companies, it is a commercial necessity to invest in the health of our employees. We are therefore not limiting ourselves to just reducing time lost through injury and illness, but are also promoting sustainable health and accident prevention.

Group-wide guidelines

Deutsche Post DHL introduced its global Corporate Health Policy in 2007. It defines the Group's joint understanding of a Group-wide health management system and integrates the objective of protecting and promoting the health and safety of our employees into a clearly structured management system.

The Corporate Health Policy is based on our Group values and our Code of Conduct (www.dp-dhl-career.com). It contains general principles on health management at Group level and defines key figures and metrics. The guidelines also create a link to international standards and principles. These include the general principles of the Social Accountability Standard (SA 8000) (www.sa-intl.org/), the World Health Organization (WHO) (www.who.int), the International Labour Organization (www.ilo.org), the Global Compact (www.unglobalcompact.org/) and the Ottawa Charter (www.who.int), as well as the Luxembourg Declaration on Workplace Health Promotion (www.enwhp.org) and the European Network for Work Health Promotion (www.enwhp.org/).

Measuring quality around the world

By implementing such measures as our "heart and back-check at work" programs, we have reduced sick leave over a period of 10 years. In 2009, the sickness rate in Deutsche Post in Germany remained low at 6.9 % (2008: 6.6 %). The slight increase in the number of sick days reflects the general trend in Germany. At a global level, the Group's sick days reached 5.6 %. Continual prevention activities, such as campaigns to raise awareness and training sessions have kept the accident rate at low levels for several years. In 2009, Deutsche Post AG recorded 71 accidents for every 1,000 employees (2008: 66). The increase is attributable to adverse winter conditions on the roads at the beginning of 2009.





Employees

Improving working conditions

We actively promoted measures to achieve better working conditions for people employed in the transport and logistics industry. We established occupational health and safety working groups in Germany, which are to implement the respective measures.

We also started preparing or implementing the OHSAS 18001 management system in a number of countries (www.ohsas-18001-occupational-health-and-safety.com/) and installed a DIN EN ISO 9001:2008 certified quality management system.

Best practice: Our Corporate Health Award

In 2009, we presented our Corporate Health Award to exemplary programs and measures promoting health at our company. The Award commends sustainable measures dedicated to protecting and promoting health, which are embedded in a larger system.

Award-winning measures 2009

- DHL Global Forwarding South Africa introduced a systematic health management system. The Employee Wellness Program is made up of two components: An HIV Workplace Management Program including training sessions, prevention, voluntary tests and help for infected employees, complemented by a health program tailored to the needs of employees.
- DHL Express Hong Kong implemented a health management system which is based on OHSAS 18002:2008. It has been enhanced to consider the psychological impacts of illness and to offer tailored reintegration into work processes after a longer period of absence.
- DHL Supply Chain Mexico successfully embedded its extensive health management system into its business strategy and implemented it successfully, considering the constraints of an emerging market.
- DHL Express Benelux addressed the forward-looking issue of reintegrating sick colleagues into working life.



“Through continued communication, education and easily available medical care, we strive to create a healthy environment, ensuring the wellbeing of our employees, in turn enabling us to achieve our business objectives.”

DANIELLA DE PAUW, MANAGING DIRECTOR SOUTH AFRICA, REGIONAL DIRECTOR – SOUTHERN AFRICAN DEVELOPMENT COMMUNITY AND INDIAN OCEAN





Employees

- DHL Express Estonia actively addressed HIV/AIDS in a week dedicated to the issue. The Baltic state is the European country most severely affected by the epidemic.
- Three MAIL branches in Germany were commended on their successful, continued and innovative work in the field of health management.

For 2010, we are planning to:

- continue to enhance our systems to promote health in line with our Corporate Health Policy
- enhance the level of detail in reporting sick days
- manage foreseeable health risks such as specific chronic conditions and infectious diseases much more systematically, which also applies to mitigating the challenges posed by demographic change.





Employees

Health management

The health promotion system we apply in Germany is a role model for many other country organizations. “Health working groups” set up across Germany implement around 43,000 health promotion measures each year. Areas covered include ergonomics, exercise, dieting and stress management. We have also initiated preventative measures such as breast and bowel cancer check-ups, as well as medical screenings for cardiovascular disorders and back pain. Health promotion has been firmly established in training programs for our managers on an international scale, for example in the International Business Leadership Program and in the Executive Health Check.

Our commitment to occupational health promotion is also being recognized internationally. The EU Commission (<http://ec.europa.eu>) and the German federal association of company health insurance funds (BKK Bundesverband) again presented us with the German Corporate Health Award. The award was presented as part of the Move Europe campaign (www.enwhp.org) and commends extraordinary commitment to occupational health management.

Pandemic planning

The main objective of our pandemic* planning activities is to protect our employees against infection and to ensure the continuation of our own business operations. Initially, our pandemic plans were designed to deal with bird flu but they also proved to be good preparation for the sudden outbreak of the new H1N1 flu virus (“swine flu”). We created awareness among employees with information campaigns and training sessions, and prepared staff for the spread of the virus. The size and complexity of our Group was the greatest challenge in coordinating global plans. Pandemic officers in divisions help us overcome these issues.

*A pandemic is an epidemic of infectious disease that spreads through human populations across a large region; for example a continent, or even worldwide.





Employees

Fighting HIV/AIDS

We have been committed to supporting our employees around the world in the fight against HIV/AIDS for many years. HIV/AIDS is the main cause of death in Africa for those aged 15 to 59 but this age group is essential to maintaining the continent's infrastructure. We initiated the project "Taking Action to Improve South Africa's and Deutsche Post DHL's Environment" to promote the initiative of our employees. In this project, we are supporting the voluntary counselling and testing, condom vending machines and the setting up of local clinic networks.

As a member of the Global Business Coalition on HIV/AIDS, tuberculosis and malaria, (www.gbcimpact.org) we also support the Health at Home Project in Kenya among other projects. This scheme provides 2 million people in rural areas with access to HIV tests.

In Europe, Estonia is the country affected most severely by the epidemic. During a week dedicated to HIV/AIDS awareness, Health Management at DHL Express Estonia actively addressed the issue and received the Corporate Health Award in recognition of its successful measures.



"Working conditions which promote the health of our employees are the preconditions for sustainable corporate success. The award highlights that health management is an important management issue at our company and a clear indication of how much we value our employees."

DR. ANDREAS TAUTZ, CHIEF MEDICAL OFFICER / HEAD OF CORPORATE HEALTH MANAGEMENT, DEUTSCHE POST DHL





Employees

Company reintegration management

We help employees to resume work after a longer illness-related period of absence. In 2002, we implemented the legal requirements for company reintegration management into a general works agreement, which was updated in 2007 as part of a Group works agreement. We are working on improving reintegration opportunities in two model projects in cooperation with the German state pension agency Deutsche Rentenversicherung (www.deutsche-rentenversicherung.de) and our company health insurance Deutsche BKK. DHL Express Benelux also addressed the forward-looking issue of reintegrating sick colleagues into working life.



“Our workplace prevention activities help to raise social and political awareness of the need to tackle the problem of HIV/AIDS.”

LAIRE SUURVÄLI, INITIATOR,
HEALTH WEEK AND WINNER OF THE
CORPORATE HEALTH AWARD 2009,
DHL EXPRESS ESTONIA

Case study

Cycling 560,000 kilometers to work

For many years now, branches have been taking part in the Cycle to Work campaign by the German Cyclists Association. In the summer of 2008, 172 employees from the Group's headquarters in Bonn, Germany, cycled a total of 77,000 kilometers. That was not only good for employees' health but also for the environment, saving 12 tonnes of CO₂. We rolled out the initiative internationally in 2009 to support our climate protection program GoGreen (www.dp-dhl-gogreen.com). Our target was for employees to cycle 250,000 kilometers to work, cutting CO₂ emissions by 40 million tonnes. The result is even more impressive: In 2009, our employees cycled a total of 562,605 kilometers, saving more than 100 tonnes of climate damaging CO₂.





Employees

Occupational safety

We ensure that our employees enjoy a working environment which is both safe and healthy. Our main focus is on all issues relating to occupational safety, hazardous goods management and safety in road traffic. Our efforts help us to prevent risks to the public which can arise from shipping and logistics processes.

Hazardous goods management

As a leading logistics company, we are specialized in safely handling goods and substances classified as being hazardous, and with the required care. The utmost diligence and stringent risk management ensure that potential risks to people, the environment and important public facilities are avoided as far as possible. In doing so, we base our activities on international standards and comply with the Recommendations on the Transport of Dangerous Goods Model Regulations (www.unece.org) issued by the United Nations.

Global Road Safety Initiative

Every day, thousands of our employees participate in traffic, either on foot, on bikes or in vehicles. We are therefore dedicated to creating more safety in road traffic and, among other things, support the objectives of the European Road Safety Charter (www.erscharter.eu). Our efforts are based on the Global Road Safety Initiative launched in 2007.

The central component of the campaign is the Road Safety Code, which applies throughout the Group. It consists of seven straightforward but fundamental and internationally applicable rules for responsible and safety-oriented conduct in road traffic. We want to create awareness for the dangers of road traffic among our employees, by offering extensive information in German and English on the intranet and therefore encouraging them to be safety-conscious road users at all times. We make sure to consider the professional and private realities of our employees in the process.

In 2009, our initiative focused on the significance of being a role model in our position as a professional road user as well as on child safety in traffic.





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Employees

Best practice: Occupational safety network

Our international occupational safety network promotes cooperation and communications between the Group's occupational safety experts. The network consists of 200 members from 61 countries and regions who are involved in occupational safety at an operational as well as strategic level. We installed an intranet-based platform in 2009 to facilitate communications. This gives employees the opportunity to discuss occupational safety issues, speak about current campaigns, view the accident database and download presentation and training files.



"Safety is everyone's responsibility. We are globally committed to coordination, communication and collaboration."

PHILIP S. RENAUD II, CPCU, DEUTSCHE POST DHL SUPPLY CHAIN VICE PRESIDENT; HEAD GLOBAL HEALTH, SAFETY AND ENVIRONMENT





Employees

FINDING AND DEVELOPING TALENT

The success of Deutsche Post DHL is the sum total of the achievements of about 500,000 employees around the globe. That is why recruiting, promoting and retaining talented, motivated employees is so important to us. This is one of the main objectives of our global business strategy, Strategy 2015, (www.dp-dhl.com): Deutsche Post DHL is firmly committed to becoming our industry's Employer of Choice.

Recruiting employees

Being able to react to changes in the global economy in a methodical and flexible way is especially crucial for our Group, and makes efficient human resources marketing and recruitment of strategic importance at a global scale. An excellent work force is vital to for us so that we can position ourselves best in international contexts.

Growing as a team

We are a learning company and give our employees the opportunity to develop, both professionally and personally, through a broad range of vocational training programs and study opportunities. This culture of learning is our way of meeting social, technological and economical changes and increasing our competitive abilities.

Building on strengths

We are committed to supporting our managers in mastering their challenging tasks. In doing so, we express our respect for their personal skills and ensure they achieve the best results.

Vocational training with a future

Deutsche Post DHL offers different opportunities for vocational training or study programs. By investing in our young talent, we help to safeguard our pool of qualified employees for the future. In many cases, enrolling in a vocational training program marks the start of a successful career at Deutsche Post DHL.





Employees

Sourcing and talent management

Even during economic crisis, skilled executives and specialists are in demand. We increasingly use a variety of recruiting channels to ensure we have a competitive edge in hiring first-class specialists and executives.

In 2009, DHL ranked among the top 50 most attractive employers in a survey among 120,000 university students around the globe conducted by the US consulting firm Universum (www.universumglobal.com). DHL was ranked 42nd overall, and was the only logistics company listed in the index. We are well on the way to positioning the Group as an attractive employer.

Internet recruiting

Our careers website is one of the most important contact points for potential employees. Every year, we post more than 12,000 job vacancies online and our database already holds the details of more than 500,000 applicants. Market researchers Potentialpark ranked our careers portal second in Germany and third in Europe in its *Top Employer Web Benchmark 2009* (www.potentialpark.com).

The fascination of logistics

In 2008, we launched the Discover Logistics (www.dhl-discoverlogistics.com) initiative. Our objective was to present logistics as an exciting, future-driven industry and position DHL as an attractive employer. More than 8,500 participants from 122 countries registered on the online platform.

In January 2009, the ten best teams competed against each other in the finals in Germany. The 46 competitors from 12 countries worked on case studies about Logistics Networks as well as our Group initiatives First Choice and GoGreen. The best teams received educational vouchers in recognition of their efforts. Participants' feedback indicates that this initiative supports us in attracting the interest of young talented people in our industry.





Employees

University cooperation

We cooperate closely with universities in Europe, the USA, Asia and the Middle East. In 2009, students from around the world were given the opportunity to get a first-hand impression of Deutsche Post DHL. During simulations and communication training sessions, they focused on key Group issues such as Corporate Responsibility and logistics process optimization. In this way, young talent gets to know and appreciate our Group as an attractive employer at an early stage.

Through our Master's of Business Administration (MBA) internship program, we give MBA students from renowned universities and business schools the chance to gain practical experience with our company. Furthermore, it gives us the opportunity to develop and retain talented employees. Since 2002, more than 300 MBA students have worked on 45 challenging projects in Asia, Europe and the USA.

Let's *GrOW* together

In 2009, we hired 31 graduates to be a part of our Group-wide trainee program *GrOW* (Graduate Opportunities Worldwide) which lasts 18 months. We give trainees the chance to become familiar with processes, structures and customers of our company and to acquire a solid skill set during this time. In addition to gaining experience with projects in various departments and divisions, the trainees are also coached on project management, communication, corporate governance and change management. The *GrOW* program is a valuable tool for establishing a pool of highly qualified and motivated as well internationally flexible junior executives.

For 2010, we are planning to:

- launch an upgraded version of our Employer Value Proposition (EVP) supported by a comprehensive communication tool-box
- launch a new DHL career portal
- develop and strengthen our career architecture
- further roll-out our e-recruiting platform to more countries and business units.

Case study

A successful team: AIESEC and Deutsche Post DHL

As a global partner to AIESEC (www.aiesec.org), the world's largest student organization, Deutsche Post DHL has provided more than 650 internships at more than 50 locations since 1996. AIESEC interns are involved in a number of areas, including strategy, marketing and sales, finance, IT and HR, and are given tasks demanding a great deal of responsibility. More than 50 % of interns are later employed by our company.





Employees

Learning and career development

We are dedicated to supporting the personal and professional development of our employees and offer them extensive training programs to promote opportunities and assess their performance against targets. Every employee spent an average one and a half days in training in 2009. Our performance management process *motiv8* helps us to promote employees in line with their skills and targets. In 2009, we adjusted the *motiv8* process, incorporated our Respect and Results principle into performance assessments and refined evaluation criteria to analyze our employees' performance more accurately.



Employee development tools

In 2009, we continued to implement the various tools we have established to promote individual development plans. These include our global e-learning platform *mylearningworld.net*, the web-based eAdvisor coaching tool to align our competencies and the continued investment in global, regional and local development programs.

We expanded the number of courses offered on *mylearningworld.net* to more than 2,000, covering subjects ranging from general management skills and corporate initiatives to IT applications. More than 50,000 employees throughout the Group are active users of the platform. In 2009, 96,000 courses were successfully completed on *mylearningworld.net*. We plan to expand this service even further in 2010.

One program we developed in 2009 was a basic training module "Deliver what we stand for!" Through case studies, people receive hands-on instructions on our Code of Conduct (www.dp-dhl-career.com). The module's eight questions revolve around discrimination, handling company property, Respect and Results, quality and responsibility.

In addition, we continued with the investment in Get Abstract, a solution that provides employees with summaries or abstracts of books across many different business and personnel subjects. We also expanded the eAdvisor tool to specifically map four levels of management. Finally, we introduced our 70/20/10 development framework. This philosophy helps managers and employees understand the importance of balancing development across "on the job" (70%), "near the job" (20%) and "off the job" (10 %) learning.





Employees

DHL Freight Forwarding Academy

Building the best team in the industry is the strategic goal of DHL Global Forwarding, Freight (DGFF). In 2009, the DHL Freight Forwarding Academy was created as the platform to deliver excellent skills development. Located on a special website, it creates a virtual learning area with access to a wide range of development opportunities, including e-learning programs, classroom training opportunities and relevant reading material. In 2009, more than 48,000 e-learning courses were completed by our employees – more than three times as many as in 2008.

Improving language skills online

Efficient communications are a critical success factor in managing processes and projects in more than 220 countries across the Group. English is the business language at Deutsche Post DHL and since 2009 our employees have been able to use an online learning module to improve their English language skills.

For 2010, we are planning to:

- develop a DHL Academy based on the example of our DHL Freight Forwarding Academy
- introduce a formal certification program for employees who complete various training modules
- convert many of our classroom based trainings into e-learning based trainings.





Employees

Executive development

As we strive to develop the careers of all our employees, developing our leaders is of pivotal importance to us. They act as role models for our “Respect and Results” principle.

Executive development at Deutsche Post DHL is based on motiv8, our comprehensive performance management system which has been designed to identify top performers and high-potential employees. In 2009, all top executives also took part in a 360° feedback scheme. Through such processes, and individual coaching sessions, we identify our executives’ strengths and potential areas for improvement, and are better able to define personal development objectives. Also, every executive was given access to a designated consultant to support them in performing their duties.

Promoting tomorrow’s leaders

Our International Business Leadership Program gives top executives from across the Group the opportunity to systematically build up strong cross-divisional networks, become familiar with business strategies and advance their management skills. More than 100 executives took part in the program in 2009.

Since 2006, we have given selected executives the opportunity to develop their skills by taking part in an Executive Master’s of Business Administration program in leading business schools around the world – including the Rotterdam School of Management, the Instituto de Empresa Madrid and the Thunderbird School of Global Management in Arizona, USA. Students are enrolled part-time and specialize in general management, logistics or finance. Since the launch in 2006, 22 executives have graduated from this part-time program.

Effective succession management is closely tied to executive development. Our talent brokers and recruitment experts helped to ensure that in 2009 89 % of all executive positions were filled internally, up from 87 % the previous year.

For 2010, we are planning to:

- revise our International Business Leadership Program to reflect lessons learned during economic challenges in 2009.





Employees

Vocational training

Young people are our future. In the coming years, we will continue to depend on qualified professionals who possess the right skills and education. We are facing the challenge that the number of school leavers in Germany will decline considerably as a result of demographic change. We are therefore offering young people a wide variety of vocational training opportunities and possibilities to study, even in economically challenging times. As a result, we are the launching pad for their successful entry into working life. At the same time, the vocational training courses and educational programs we are offering mean that we are making an important contribution to society.

Vocational training offering real prospects

In 2009, we gave about 1,600 young people in Germany the opportunity to get an education. They could either enroll in a vocational training program in one of the 20 occupations we train school leavers in or sign up for a degree course at *Duale Hochschule* (German University of Cooperative Education) in one of the 11 specialist areas. Every year, our Group employs an average of about 3,700 people in vocational training programs.

In a training agreement with the union ver.di, effective from 2007 to 2009, we committed to offering at least 30 % of all trainees and students enrolled in dual vocational and college programs continued employment within the Group. In 2009, we offered jobs to around 70 % of all suitable vocational training graduates.

In 2009, we continued our successful *Top-Azubi Programm*, aimed at promoting and retaining vocational trainees who perform especially well. We support the top 5 % of any given year by making an early job commitment, guaranteeing them a job as soon as they have successfully graduated from their vocational training program. We selected 77 Top Trainees in 2009.



"The Top-Azubi Programm was a great opportunity for me. I learned a lot, both professionally and personally."

BRIKENO POPAI, ENROLLED IN A VOCATIONAL TRAINING PROGRAM AT DHL FREIGHT, DUISBURG AND PARTICIPANT IN THE "TOP-AZUBI PROGRAMM" 2009





Employees

Networking at an early stage

We run more than 300 school cooperation projects in Germany as well as educational initiatives. As a company, we are committed to educating and training young people even before they enroll in vocational training programs. This helps us to tie young people to our Group at an early stage. In our *Perspektive Gelb* program, we help disadvantaged young people to prepare for working life.

In 2009, we conducted two-week summer camp events with our cooperation partner *Teach First Deutschland* (www.teachfirst.de/). *Camp4us* is directed at our employees' children. Around 170 took the opportunity to discover their talents and strengths, and to start looking into possible professions.

For 2010, we are planning to:

- enhance the marketing of our vocational programs to cover our demand for new recruits
- further standardize and professionalize our school cooperation projects in Germany.



Employees

Cooperation with workers' representatives

We promote a culture of constructive dialog, both between employees and managers as well as between executive management and employee representatives. We respect human rights within our area of influence and operate our businesses in such a way as to make us an exemplary employer. In doing so, we are in keeping with the principles of the United Nations' Global Compact (www.unglobalcompact.org). We respect the principles of the 1998 Declaration by the International Labour Organization (www.ilo.org) on the fundamental rights and principles of work in line with national laws and customs.

We maintain an ongoing dialog in the European Economic Area through our Deutsche Post DHL Forum. We are also active participants in the European Union's Social Dialogue Committee for the postal sector (<http://europa.eu>).

Since 2009, we have also been conducting meetings in a small group with representatives from the union association UNI Global Union and the International Transport Workers Federation (ITF) to discuss issues of general interest to Deutsche Post DHL.

Best practice: Collective bargaining agreement

In Germany, we cooperate with works councils in all Deutsche Post AG divisions and with works council representation in more than 90 % of subsidiaries.

In 2009, we negotiated an important collective bargaining agreement with the trade union *ver.di* for the 130,000 employees of Deutsche Post AG. In the wage agreement of 30th October 2009, we extended our exclusion of compulsory redundancies until 31st December 2011. We also agreed a number of measures to reduce costs. Given declining shipping volumes in our MAIL business, this marks an important step in securing the future of our Deutsche Post AG division and our Group as a whole.

For 2010, we are planning to:

- actively inform the Deutsche Post DHL Forum about pan-European issues
- continue discussions with UNI Global Union and the International Transport Workers Federation.



"In a company where people are the most important asset, the dialog with employees and their representatives is indispensable!"

RIA HENDRIKX, EXECUTIVE VICE PRESIDENT, HR GUIDELINES PERSONNEL & LABOR MANAGEMENT, DEUTSCHE POST DHL

Deutsche Post DHL Forum

The Deutsche Post DHL Forum is a joint committee of employee and management representatives from 29 European countries. It is equivalent to a European works council. We use this Group forum to promote direct and open communications. According to the development agreement, we have adapted the organizational structure of the Forum to reflect developments in the Group and brought it closer to the business by establishing business committees.





Employees

IDEA MANAGEMENT

We believe that innovation is a critical success factor for our company. Only companies that continue to improve processes, products, and services will be able to maintain their competitive edge in the long term. Our employees are experts in their respective fields. Their ideas and suggested improvements contribute to the success of our company.

Ideas with the potential to create value

In 2009, our employees submitted some 227,000 ideas suggesting how we can streamline processes, reduce repair and energy costs, and enhance environmental protection. The benefit derived for our company amounted to €262 million (previous year: €265 million). The increased number of suggested improvements in 2009 is a clear indication that Idea Management is more popular than ever, even 10 years after its introduction at Deutsche Post DHL. Our employees value this tool as an opportunity to put forward their own innovative proposals and therefore to contribute to the company's value creation.

Increasingly international

The quality of Idea Management has reached a very high standard in Germany but more and more employees in our global network are putting forward their proposals. One came from North America, where Idea Management was introduced at DHL Global Forwarding in mid-2007. Michelle Merrick suggested that there should be a call for bids for energy supply contracts and that they should be renegotiated. As a result, our location in Dallas (USA) has cut costs by almost US\$150,000. All other DHL Global Forwarding locations in North America picked up on her idea. In 2009, pilot projects were rolled out in Europe, including at DHL Express UK and DHL Supply Chain Netherlands.

Best practice: 10 years of modern Idea Management

Since 1999, we have been rewarding the people submitting the best ideas with membership in our Thinkers' Club. In the past 10 years, more than 500 employees have received the reward commending them for their special contribution. In total, almost 6,000 people have taken part in Thinkers' Club events and to date, about 1.5 million ideas have been submitted. Savings from these ideas have been calculated to total more than €1.4 billion.



"Idea Management tools help me get a structured angle on my team's expertise and then enable me to initiate change processes."

MANFRED BONN, DEPARTMENT HEAD HR/SERVICE, MAIL BRANCH, DÜSSELDORF, GERMANY



"The success of Deutsche Post DHL today and in the future hinges on how far the organization is able to tap into the skills of its employees. Idea Management provides the process, the tools and the incentive system."

PIETER METZ, MANAGER HEALTH, SAFETY, ENVIRONMENT AND QUALITY, PROGRAM MANAGEMENT FIRSTCHOICE, GOGREEN AND IDEA MANAGEMENT, DEPARTMENT OPERATIONS EXCELLENCE, DHL SUPPLY CHAIN, NETHERLANDS





Employees

According to the German Institute for Business Studies (Deutsches Institut für Betriebswirtschaft – dib), Deutsche Post DHL has been the uncontested leader in the field of Idea Management among German companies for years. In 2009, the Institute presented Walter Scheurle with the first-ever dib Management Award, commending his “excellent work and results in sustainably promoting idea and innovation management as a management tool”.

Best practice: Save fuel idea 2009

Employees from the MAIL division submitted almost 7,000 ideas to a save fuel competition. One of the ideas was submitted by Rudolf Hoppert, deliverer in the MAIL branch in Würzburg. “Whenever I can, I leave the van and deliver parcels on foot,” explains Hoppert. “Getting in and out all the time, and the starting and stopping involved, is not only time consuming, but also heavy on fuel.” The reward: His fuel consumption is 31 % less fuel than other deliverers with similar rounds.

Best practice: “ThinkGreen – GoGreen”

DHL EXPRESS collected climate protection ideas in five countries in its climate protection competition “ThinkGreen – GoGreen”. Doron Aviman and Brian Boenk from Denmark came up with one of the best ideas. They developed an automated USB-based save power bar for every PC workstation. Accessories like a mouse, printer or scanner can be connected to the bar. Switching off the computer also interrupts the power supply to all connected devices. These measures can save up to €4,500 at each location.

For 2010, we are planning to:

- enhance Idea Management tools and to make use of our employees’ creative potential to promote the success of our Group initiatives
- further implement Idea Management across our regions and divisions.



“Everybody should check their responsibilities every day to identify potential improvements. Being First Choice for our customers starts with everybody’s own contribution.”

MARKUS SCHMID, MAIL BRANCH,
DORTMUND, GERMANY



SOCIETY





Society

At Deutsche Post DHL, we recognize that we have a special responsibility to use our global presence, as well as the knowledge, experience and commitment of our employees in local markets around the world, to benefit society. Derived from our corporate strategy, Strategy 2015, we aspire to make a positive contribution to society, and support the long-term success of our company, through sustainable and credible social engagement. Therefore, we promote social projects and initiatives at the global and local level.

GoHelp – Helping people

Together with our partners, we strive to improve people's living conditions. We partner with the United Nations, governments and local airports to provide effective emergency aid in areas affected by natural disasters. We also organize training programs in regions at risk to prepare for logistics challenges in emergencies. With UNICEF, we have established a partnership to reduce child mortality.



GoTeach – Championing education

As the leading logistics service provider and one of the largest employers in the world, GoTeach stands for the Group's commitment to better education and to equal opportunities for education – in the interests of our children's as well as our own future. We encourage and develop initiatives that support people's education and help to expand their personal development and skills.



Local involvement

“Living Responsibility” for society starts locally. In carrying out our Corporate Responsibility (CR) programs, we rely on the time, talents and passion of our 500,000 employees worldwide. We encourage them to participate in numerous local initiatives in our strategic focus areas: GoGreen, GoHelp and GoTeach.

Our program “For Bonn. In Bonn.” supports a variety of projects and thus makes a socio-political contribution to the region surrounding our headquarters in Bonn.





Society

GOHELP – DISASTER MANAGEMENT

Partners in relief efforts: Deutsche Post DHL and the United Nations

In 2009 alone, natural disasters are estimated to have caused the death of 11,000 people and economic losses totaling US\$50 billion worldwide. Our global presence, logistics network and experience in international relief provide the ideal network for helping people impacted by such disasters. Our aid focuses on two core areas: Disaster response after natural disasters, and disaster preparedness.

The most visible contribution comes from DHL's global network of Disaster Response Teams (DRTs), which we provide free of charge in cooperation with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA). If disaster strikes, these teams handle the logistics of relief goods arriving at local airports to prevent bottlenecks and delays.

Together with the United Nations Development Programme (UNDP), we also support local authorities responsible for disaster preparedness. Our program, Get Airports Ready for Disaster (GARD), prepares airports to handle the surge of incoming relief goods.

Disaster Response Teams

When disaster strikes, immediate help can save thousands of lives.

> Logistics in a race against time

Disaster preparedness

Get Airports Ready for Disaster (GARD) prepares airport authorities for emergencies.

> Ready for action

Innovative transport solution

Speedballs have been tried and tested in numerous relief efforts.

> Simply brilliant: Speedballs

Our partners

To provide disaster relief, we cooperate with national and international partners.

> Cooperating to help



Society

Disaster Response Teams

Logistics in a race against time

When a natural disaster strikes, immediate help saves lives. In these situations, the timely distribution of humanitarian aid to the affected areas is crucial. Time and again, nearby airports, where relief goods must be processed, turn into bottlenecks. It is the DHL Disaster Response Teams' (DRTs) responsibility to eliminate these bottlenecks.

A global network of Disaster Response Teams

There are three DRTs with about 200 DHL volunteers all over the world:

- DRT Americas in Panama
- DRT Middle East/Africa in Dubai
- DRT Asia Pacific in Singapore.

Ready for deployment anytime anywhere

Our specially trained logistics experts are deployed to the airport involved to support logistical efforts such as warehousing and setting up an inventory. They ensure that essential supplies, such as food, medicine and hygiene kits, keep moving – even under the most difficult circumstances.

Ready to be deployed within 72 hours, these teams are asked to deploy by the UN Office for the Coordination of Humanitarian Affairs (OCHA). The teams form a network covering most regions of the world that are affected by natural disasters on a regular basis.

[PwC»] In 2009, the DRT Asia Pacific was faced with challenges on three fronts in Asia Pacific: The Philippines, Indonesia and Samoa. [«] Within a matter of days, storms raged, the earth shook and tsunamis washed over the land, killing thousands of people and leaving many more without adequate food, water and shelter. Our DRTs were deployed to both Manila and Padang Airports, and to Samoa, providing logistical support to the United Nations local authorities and relief organisations. This example of a successful multi-deployment has shown that we can handle several disasters simultaneously across a large geographical area.



“During these operations, we have seen the efforts of the past three years really come to fruition. We have established excellent networks and a strong reputation with government and relief organizations.”

**MATT HEMY, VICE PRESIDENT,
SECURITY AND CRISIS MANAGEMENT,
DHL EXPRESS ASIA PACIFIC**





Society

DHL Disaster Response Teams: Helping at the airport



We deliver help...

... in Chile 2010

One of the most severe earthquakes of the past hundred years with a magnitude of 8.8 hit the Chilean city Concepción on 27th February 2010. Around 500 people lost their lives and more than 500,000 homes were destroyed. The DHL Disaster Response Team (DRT) with six team members started an operation to help the Chilean Emergency Agency ONEMI to transport relief goods on 5th March 2010.

At the affected airports of Santiago de Chile and Concepción, the DRT organized the packaging of around 10,300 DHL speedballs containing more than 206 tonnes of relief aid such as food, water and blankets. They were supported by 65 volunteers of the DHL Chile country office.

In Concepción, the mission focused on streamlining the retail and distribution systems on the ground. Eighty volunteers from DHL Chile transported the donated goods from Santiago to the disaster area on 40 DHL trucks. The trucks moved approximately 25 tonnes of material and household items for the



Society

humanitarian aid organization Hogar de Cristo.

... in Haiti 2010

A 7.0-magnitude earthquake hit Haiti on Tuesday 12th January 2010. The capital Port-au-Prince was heavily affected. [PwC »] The DHL DRT Americas, based in Panama, touched down and started operating out of Toussaint L'ouverture International Airport in Port-au-Prince within 48 hours. Our DRT with 10 DHL volunteers was the first logistics team at the airport. With so many shortages, security and logistical challenges, the DRT's skills at managing aid were sorely needed. More than 500 tonnes of relief goods were handled and temporarily stored by the DRT within the first week. [«]

One week after the earthquake, we moved our main DRT operations from Haiti to the Las Americas International Airport in Santo Domingo, Dominican Republic. Until the end of January 2010, a team of five DHL volunteers continued to unload humanitarian aid flights bringing drinking water, medical supplies and other aid, in close cooperation with several relief organizations. In particular, the team managed a 3,000 square meter warehouse used to store and sort incoming aid on behalf of non-government organizations (NGOs).

Then the DRT returned to Port-au-Prince to support several NGOs until 6th February 2010. [PwC »] Taking all three phases together, 36 volunteers handled more than 2,000 tonnes of relief aid. [«]

... in the Philippines 2009

Typhoon Ketsana (Ondoy) hit the Philippines on 26th September 2009, causing widespread flooding, and the DRT Asia Pacific was deployed on 2nd October. The homes of nearly 1.9 million people in Manila and the surrounding areas were inundated by the flood waters, and hundreds of thousands of Filipinos were displaced from their homes.

Thanks to the DRT's support, 450 tonnes of relief goods, including food, hygiene articles, water purification units, tents and tarpaulins, were unloaded, warehoused and prepared to be dispatched to those in need in the Philippines. Goods came in from aid organizations such as the UN's World Food Programme (WFP), USAID, the Red Cross and Doctors Without Borders. During the DRT's three-week-long deployment, 20 DHL volunteers provided logistical support at Manila Airport in three rotations.



"Having the DHL DRT on the ground has been an incredible asset. Their knowledge and initiative got things up and running fast when there was no time to waste. This cooperation really facilitated the operation. We hope they will be by our side in future operations."

MATTHEW HOLLINGWORTH, HEAD OF THE GLOBAL LOGISTICS CLUSTER SUPPORT CELL, UN WORLD FOOD PROGRAMME



Society

Having signed a Memorandum of Understanding (MoU)* with the Philippine Government in 2007, we had a formal agreement in place, which speeded up the DRT's deployment procedures considerably.

... in Indonesia 2009

A 7.6-magnitude earthquake struck the island of Sumatra, Indonesia, on 30th September 2009. Around 1,000 people lost their lives, and the city of Padang was badly damaged. The Indonesian Government issued an appeal for international help and following a request from OCHA, the DHL DRT was activated. Chris Weeks, DHL Director for Humanitarian Affairs, DRT Asia Pacific employee volunteers from Indonesia and Singapore, and further volunteers from the DRT Middle East were deployed to support the handling of relief goods at Padang Airport for two weeks.

The deployment in Indonesia also gave DHL's Get Airports Ready for Disaster (GARD) program an immediate test, as the pilot training exercises had only taken place in August. One of the men trained in the program, Mulatno Msi, the Logistics Director of the Disaster Management Agency, was responsible for the reception of relief aid following the earthquake and was able to directly apply what he had learned.

... in Samoa 2009

On 29th September 2009, the South Pacific island of Samoa was hit by a tsunami triggered by an 8.0-magnitude earthquake – the worst in 90 years. The earthquake caused waves of up to 7.5 meters, which pounded villages and tourist resorts, killing around 150 people. Two DHL Disaster Response Team members provided logistics advice to the United Nations and the local authorities, and set up efficient relief operation logistics, concluding their deployment on 12th October 2009. The Prime Minister of Samoa welcomed the team's support and expressed an interest in signing a permanent



*A document describing a bilateral or multilateral agreement between parties, indicating an intended common action or approach.

Society

Memorandum of Understanding with the DRT Asia Pacific.

... in El Salvador 2009

Floods and landslides left more than 140 people dead in El Salvador after the late-season Hurricane Ida ravaged parts of Central America on 9th November 2009. Rivers in El Salvador burst their banks and hillsides collapsed under relentless rains, cutting off parts of the mountainous interior from the rest of the country. The DRT Americas supported the logistics of two warehouses, which were assigned to receive national and international help such as bottled water, construction materials, food provisions, clothing and blankets. Four DRT volunteers helped the local relief agency Civil Protection of El Salvador to set up relief logistics.

... in Latin America 2008

A series of powerful hurricanes swept through the Caribbean during September and October 2008. Disaster Response Teams were requested to assess the need for logistics support in Honduras and the Turks and Caicos Islands in the aftermath. We helped local relief agencies to set up two warehouses and provided logistics advice to local personnel in the Caribbean and in Honduras.

Then in November 2008, severe flooding in Panama affected tens of thousands of people, many of whom had to find temporary shelter in emergency camps. Drinking water and blankets were urgently needed. At the UN's request, the DRT Americas took over warehousing and inventory management at David Airport in Chiriqui Province.

... in Myanmar 2008

Cyclone Nargis affected 2.4 million people in the Irrawaddy Delta region of Myanmar in May 2008, leaving the international humanitarian response facing significant challenges.

But thanks to our track record with the UN, the DHL DRT Asia Pacific was able to assist, coordinating 17 humanitarian organizations and UN agencies, and preparing 2,200 tonnes of aid for the relief agencies to transport to the affected communities.

... in Peru 2007

The southern region of Peru was struck by a violent earthquake in mid-August 2007. Within three days, the DHL DRT Americas was in action at Pisco Air Base.

With the support of DHL Peru employees and local help, the DRT coordinated the warehousing and distribution of large quantities of supplies sent to Peru by national and international aid organizations, governments, churches, NGOs and



Society

private donors. The DRT stayed in Pisco for two weeks, during which time the team had trained members of the Peruvian civil defense (INDECI) to manage the warehouse and inventory on their own.

... in Indonesia 2006

More than 6,200 people died, 30,000 were injured and nearly 650,000 were left homeless after an earthquake struck the Indonesian island of Java in late May 2006.

At the request of the Indonesian coordination agency for emergency aid (Bakornas) and the UN Office for the Coordination of Humanitarian Affairs (OCHA), the DHL DRT Asia Pacific was mobilized at the Solo Adisoemarmo Airport on Java. Within three weeks, 200 tonnes of supplies were transferred from 6,500 shipments containing primarily medicine, tents, blankets and food. The 14-member DHL team also trained workers to ensure supplies would continue to be distributed after the team had left.

... in the USA 2005

For weeks in late summer 2005, Hurricane Katrina made headlines due to the havoc it wreaked on the Gulf Coast. The DHL DRT Americas spent two weeks at the Little Rock (Arkansas) Air Force Base to supervise the distribution of 2,370 tonnes of international humanitarian aid from 18 countries across the disaster area.

Deutsche Post DHL contributed a total value of US\$1 million to these relief efforts, including US\$500,000 for services to transport emergency aid and for rebuilding the disaster area. The company and our employees also made in-kind and cash donations.

... in Southeast Asia 2005

When a violent earthquake struck Pakistan and northern India in October 2005, the extent of the disaster was not immediately apparent. Many of the 50,000 victims were living in remote mountain valleys which could not be easily accessed, and millions of people were left homeless. During the chaos of the initial relief efforts, UNO Emergency Relief Coordinator Jan Egeland called the situation a “logistical nightmare” the like of which the UN had never seen.

Using DRT volunteers, DHL leveraged its logistics experience to ensure that international aid arriving on chartered flights could be transferred to the affected areas as quickly and efficiently as possible, and to keep Islamabad Airport open for further shipments.



Society

... in the 2004 Tsunami disaster area

Within hours of the catastrophic flooding of coastal areas of the Indian Ocean in 2004, Deutsche Post DHL began organizing the logistics and transportation of humanitarian aid by leveraging its worldwide network. On the Thai island of Phuket, DHL vehicles shuttled tourists to safety and in India, they helped to transport federal police forces to the disaster area. The Airport Emergency Team – the predecessor of today's Disaster Response Teams – was mobilized and sent to Colombo Airport in Sri Lanka.

In the weeks that followed, Deutsche Post DHL and staff members contributed even further to the relief efforts. The company donated € million in financial aid and provided free special cargo flights to the disaster area, and thousands of employees made further personal donations. A joint initiative by Deutsche Post DHL and eBay raised over €2 million.

Disaster preparedness

Ready for action

When earthquakes, tornadoes or floods occur, the international community is usually quick to provide help to the affected country. However, storing and distributing huge volumes of food, water, medicine and tents is often more than those in charge at regional airports are prepared for. That is why Deutsche Post DHL partnered with the United Nations Development Programme (UNDP) to develop the GARD (Get Airports Ready for Disaster) program.

Launched in August 2009, GARD prepares airports for emergencies. The program aims to coordinate incoming emergency supplies at airports after natural disasters more effectively. GARD's key elements are on-site assessments, training of local government employees and airport personnel, and developing detailed action plans for emergencies.



Society

Spreading expertise

GARD is the second pillar of our disaster management efforts. [PwC »] Making use of our DRT experience, we designed a disaster preparedness program and conducted two pilot projects in Indonesia in August 2009. [«]

The program relies on a “train-the-trainer” approach. In Indonesia, the GARD team trained three local DHL employee volunteers. After this induction, the volunteers joined the official training team. They worked with 17 trainees from airport authorities and related on-site operations. After a week, the two airports not only had trained personnel, but had also produced a detailed report on how to support disaster relief operations.

Ahead of the pilots, the GARD team underwent months of careful preparation. Next, they met with partner UNDP, established contact with the Indonesian Government and its coordinating disaster management body, and shared vital details with the airport authorities.

In 2010, the DHL GARD team will develop a roll-out concept and plan to start implementing it at selected airports in high-risk areas in Asia and the Americas.

Innovative transport solutions

Simply brilliant: Speedballs

Following the South East Asian earthquake in 2005, our employees saw that conventional means of transport such as boxes are often not robust enough. Instead, they used durable, waterproof DHL courier bags to deliver relief efforts in remote and inaccessible areas. When packed with relief good, these “speedballs” can hold up to 25 kilograms, withstand airdrops better and stay afloat longer than other containers.

Speedballs have been tried and tested in numerous relief efforts. In 2008, Deutsche Post DHL partnered with the UN High Commission for Refugees (UNHCR) to pack and drop over 13,500 life-saving bags in remote flooded areas in India and Myanmar. This was a very effective effort and just one example of how we provide help to people in disaster areas by quickly implementing innovative ideas.

“This partnership with DHL is one of our efforts to mainstream Disaster Risk Reduction in the transportation sector. In the near future, we expect to develop similar initiatives in other sectors.”

**KRISTANTO SINANDANG, HEAD OF
UNDP'S CRISIS PREVENTION AND
RECOVERY UNIT**



Society

Our partners

Cooperating to help

To provide disaster relief worldwide, we cooperate up with the UN Office for the Coordination of Humanitarian Affairs (OCHA) and the United Nations Development Programme (UNDP). We have a close and trusting relationship with both partners.

OCHA, our strategic partner for the work provided by the DHL Disaster Response Teams, is responsible for mobilizing and coordinating humanitarian aid with national and international partners. This organization calls on the DRT when disasters strike. A Memorandum of Understanding*, which is signed upon deployment, regulates the cooperation with local government offices.

As part of Get Airports Ready for Disaster (GARD), we cooperate with the UNDP, which plays an active role in improving living conditions and sustainable development. The UNDP brings together national and international efforts to realize the UN Millennium Development Goals (www.un.org), which promote poverty reduction, education, maternal health and gender equality, and aim to combat child mortality, AIDS and other diseases, by 2015.

Four new Memoranda of Understanding signed in 2009

We signed Memoranda of Understanding with the local civil protection authorities of China in 2006, the Philippines in 2007, Sri Lanka in 2008 and [PwC »] most recently, Costa Rica, Guatemala, Peru and Panama in 2009 [«]. These memoranda help to minimize the administrative efforts needed to launch a deployment, so helping to avoid on-the-ground delays when major natural disasters strike. They set out the types of pro bono services, such as warehousing and logistics, that a DRT could offer a government dealing with a natural disaster.

In 2010, we aim to sign similar agreements with further countries worldwide.

Related links

- > UNOCHA (<http://ochaonline.un.org/>)
- > UNDP (www.undp.org/)
- > UN-Business website (www.business.un.org/en)



Chris Weeks (DHL Director for Humanitarian Affairs) and Winston Chang (OCHA)



Arturo Alvaro De Icaza (SINAPROC Director) and Gilbert Castro, DRT Manager for the Americas, sign the MoU in Panama City in October 2009.

*A document describing a bilateral or multilateral agreement between parties, indicating an intended common action or approach.

Society

GoHelp – Partnering with UNICEF

Launched in September 2006, our ongoing partnership with the United Nations Children's Fund (UNICEF) aims to reduce child mortality by providing medical services and health education. [PwC »] This successful partnership, which has the motto "We deliver help", has now been extended until December 2010 [«], to further support projects in our three focal countries: Peru, Kenya and India.

This partnership is a relevant part of our GoHelp program, which has been implemented through a variety of projects around the world. Together, we provide financial and material support, and our employees participate in numerous fundraising activities.

See below for some examples of how our partnership with UNICEF provides help to people in need.

Saving children's lives

Every year, over 9 million children die before their fifth birthday from preventable or easily treated diseases, most of them in developing countries.

Our partnership with UNICEF revolves around the "Young Child Survival and Development" program, which includes healthcare, early child development, diet and hygiene initiatives.

[PwC »] By the end of 2009, Deutsche Post DHL had collected sufficient donations equalling funding for 50,000 vaccinations, protecting children against deadly and preventable diseases such as tetanus, diphtheria and polio. [«]

We deliver help...

... in Kenya

In the Kwale region, Deutsche Post DHL provides financial support to help UNICEF to educate families on health risks and prevention. People learn about the serious risks of malaria, and how a mosquito net hung over a child's bed could save its life. Employee donations are used to help to train medical workers and to provide medical equipment in hospitals. In addition, DHL Kenya helped UNICEF to distribute mosquito nets and medication in the region.



Loading relief goods in a DHL Kenya warehouse.

Society

... in Peru

In 2007, Deutsche Post DHL expanded its partnership with UNICEF in Peru. In the Andes, our donations help UNICEF to equip 40 health centers with medical equipment and medicine. And in remote mountain villages, our primary goal is to educate people about health risks, protect children against infections and provide medical care to pregnant women. [PwC »] About 2,100 mothers-to-be and 6,600 children under three years of age are benefiting. [«]



... in India

In Nandurbar, one of the poorest regions in India, child mortality is high, due to malnutrition and a lack of immunization. With the help of Deutsche Post DHL, UNICEF works to improve the healthcare system, helping to develop and implement health and nutrition plans in 1,000 villages. Additionally, UNICEF supports the establishment of information posts, which educate people on a range of issues from preventing and treating malnourishment, and communicable diseases to training health workers and volunteers.



Together we made a difference

A central aspect of Deutsche Post DHL's efforts is the involvement of our employees. Over the last few years, thousands of them have supported regional humanitarian projects, by making donations or providing hands-on help. Through the partnership with UNICEF alone, more than 600 employees worldwide decided to become engaged as official Ambassadors for our UNICEF program. For example, they successfully initiated local fundraising events for the benefit of our aid projects.





Society

UNICEF facts about child mortality

- Each year, 8.8 million children all over the world die before they reach the age of five, the vast majority of them as a result of preventable and treatable diseases. This means about 25,000 children die each day.
- The main causes of death include pneumonia, diarrhea, malaria and measles. Malaria is the main cause of death among children in Africa, where the tropical disease claims the lives of around 800,000 children per year. Often, children who die are already weakened by malnutrition and are therefore particularly susceptible to illnesses. The AIDS epidemic also threatens the health and lives of children in many countries.
- Children in southern Africa have the poorest chances of survival. In sub-Saharan Africa, 144 out of every 1,000 babies born die before they reach the age of five, and in Sierra Leone, every fifth child dies before it reaches the age of five. The situation in South Asia is still serious, with 76 out of every 1,000 children dying before their fifth birthday. In Latin America, the child mortality rate is 23 per 1,000 births. By comparison, in industrialized countries, about six out of every 1,000 babies die before they reach the age of five, and in Germany, only four.
- Child mortality has dropped by over 60 % in the past 40 years. These successes were achieved above all by global immunization campaigns and by investments made to enhance hygienic living conditions.



Society

GOTEACH – CHAMPIONING EDUCATION

Together with environmental protection and disaster management, education is one of our focus areas in our commitment to social responsibility. Education is key to our children’s future and our own success, as the world’s leading logistics company and one of the largest employers worldwide.

As part of our corporate strategy, Strategy 2015 (www.dp-dhl.com), the GoTeach program was established in September 2009 to reinforce our global engagement in education. Deutsche Post DHL encourages and develops initiatives that support education and help young individuals expand their personal development and skills. Additionally, Go Teach offers employees opportunities to volunteer in educational projects.

Focusing on future generations

Education gives individuals opportunities to successfully integrate into society and the workforce. At the same time, education is the key to growth, prosperity and progress.

> Teach First Deutschland

Qualifications for young people

Deutsche Post DHL has, for a long time, supported the development of young people – in schools, through internships and prior to vocational training.

> Education initiatives

Collaboration

We cooperate with scientists and academics to gain insights and new ideas that will enable us to make advances in technology and processes.

> Science and research



Society

TEACH FIRST DEUTSCHLAND

Focusing on future generations

For us, education is not only an important task for governments, but also a challenge to society as a whole. As the founding partner and largest supporter of Teach First Deutschland, we are committed to more equal access to education and to supporting less-privileged children and young people in Germany.

Setting a good example

The idea is as simple as it is convincing: Outstanding university graduates help to ensure that young people with fewer opportunities than they have get a chance to improve themselves. Teach First Deutschland, an initiative launched in 2009 with both government and business support, follows this approach.

Based on similar models in the USA and the UK, graduates work in secondary schools as “Fellows” for two years. Their purpose is to act as role models, motivate students and help them to perform better in school. The Fellows are thoroughly prepared and coached on an ongoing basis, and the experience and additional qualifications they gain will benefit them in their future careers. Deutsche Post DHL supports the Teach First Deutschland organization financially and with in-kind contributions.

[PwC »] Our financial contribution supports the set-up and expansion of the Teach First Deutschland organization in Germany, as well as the development and implementation of the “Fellows” program. Furthermore, it helps to finance the two-week-long summer camps, “Camp4us”, held each year by Teach First Deutschland and the German Child and Youth Foundation. [«]

Successful 2009 launch of Camp4us

Camp4us is an innovative concept that focuses on developing children’s strengths. It is intended primarily for schoolchildren in grades 7–9 at Germany’s junior, intermediate and comprehensive secondary schools (*Haupt-, Real- und Gesamtschule*). They have the chance to develop themselves, both professionally and personally, by working together on various projects, playing an active role in planning and designing their project as well as taking part in recreational activities.



Deutsche Post DHL employees support the Teach First Deutschland schools





Society

[PwC »] In July 2009, 170 children of Deutsche Post DHL employees in Germany and their friends participated in the first Camp4us summer camps in Bad Honnef, Höxter and Bad Driburg in North Rhine-Westphalia. [«] Due to their great success, in 2010, we plan to extend the Camp4us summer camps across Germany and will invite secondary school children to apply. For each summer camp, a number of places will continue to be reserved for the children of Deutsche Post DHL employees.

Employee involvement and qualification of the Fellows

In addition to our financial contribution, we support Teach First Deutschland through employee volunteering. Deutsche Post DHL employees have the opportunity to serve as tutors in the summer camps, and from autumn 2010, they will also become mentors to school pupils and “Fellows”.

Besides the mentoring program, in the second year of the Fellows program we help them to improve their skill set through a specially tailored development program which prepares them for their future professional lives. In this way we get to know the Fellows and their respective strengths, and offer the best of them a job in our company after their time in the classroom.

Teach First Deutschland is a non-profit organization headquartered in Berlin. Kaija Landsberg, a graduate of the Hertie School of Governance, is the organization’s founder and CEO. She is assisted by a young and highly qualified team.

Related links

> www.teachfirst.de

Our partners

In addition to Deutsche Post DHL, Teach First Deutschland’s founding partners include:

- Deutsche Lufthansa
- The Robert Bosch Foundation
- The Vodafone Foundation Germany
- McKinsey & Company.

The cities of Berlin and Hamburg, and the federal state of North Rhine-Westphalia, are pioneers in implementing the Teach First Deutschland concept and financing the Fellows.

The German Children and Youth Foundation (*Deutsche Kinder- und Jugendstiftung*) is our educational partner.

Society

EDUCATION INITIATIVES

Deutsche Post DHL has been a strong supporter of the development of young people – in schools, through internships and prior to vocational training schools – for many years.

[PwC »] Throughout Germany, we have about 300 collaborations with schools. [«] For instance, each year, as part of the Group's sponsorship of the Bertolt Brecht Comprehensive School in Bonn, employees from our personnel department run a one-week project on "career and life planning".

High school graduates experiencing difficulties entering the job market and gifted students from migrant backgrounds also receive special support. Additionally, Deutsche Post DHL offers an international exchange program for employees' children.

Some of our programs have a particular emphasis on sustainability. They include:

- the Job-Market Entrance Qualification (*Einstiegsqualifizierung*) "Perspektive Gelb", designed to assist young people without an apprenticeship training position
- "business@school", an international business competition for high school students and other schools with a college prep upper grade level
- the Youth Exchange Program YEP!

Job-Market Entrance Qualification "Perspektive Gelb"

Deutsche Post DHL has been involved in programs aimed at reducing youth unemployment since 2001 and participates in the Job-Market Entrance Qualification program, developed by the business community and industry as part of the German Federal Government's Training Pact, with "Perspektive Gelb". Through the scheme, in 2009, nearly 300 young people – mostly under 25 years of age – unable to find an apprenticeship training position were offered six- to 12-month internships in all branches of our MAIL business in Germany, arranged and supported by the federal employment agency.

[PwC »] Almost 90 % of trainees are subsequently accepted into training programs at Deutsche Post DHL [«] – significantly more than in other companies. These positive results encourage us to continue this vocational training program as part of our efforts to meet our Corporate Responsibility goals.

"business@school"



Society

In collaboration with a large number of major international companies, the “business@school” initiative, launched by The Boston Consulting Group, has brought business know-how into schools and contributed to the provision of basic economics education since 1998.

Representatives from the world of business become involved in schools and add to the young students’ knowledge by sharing their business knowledge and experience.

In 2009, about 20 highly-committed Deutsche Post DHL volunteers coached nearly 60 students for 10 months at the following participating schools in Bonn:

- Ernst-Kalkuhl-Gymnasium (senior secondary school)
- Friedrich-Ebert-Gymnasium (senior secondary school)
- Bonn-Beuel Integrated Comprehensive School.

Youth Exchange Program YEP!

For the fourth year in a row, 39 children of Group employees had the opportunity to participate in our overseas Youth Exchange Program YEP! During the “YEP! summer weeks”, young people from Germany stay for four weeks with a family of another Deutsche Post DHL employee in Brazil, Mexico, Chile, the USA, Japan, Hungary, Spain or Portugal. In return, employees’ children from these countries visit Germany. The program aims to champion intercultural education, promote the understanding across national, political and cultural borders, and help to spur the personal development of the young participants. Furthermore, YEP! contributes to raising understanding of diversity and improves integration within our Group.

Deutsche Post DHL plans to continue these projects in 2010.



Society

SCIENCE AND RESEARCH

Supporting science and research

As a company, we depend on scientists and academics for the insights and new ideas that will enable us to make advances in technology and processes. Science helps us to offer products and services that our clients want, thereby keeping us competitive.

Our support for a number of universities and institutions shows our dedication to society and the value we place on science and research. The internationally renowned Institute for the Study of Labor (IZA) in Bonn, which was founded by Deutsche Post DHL, is a prime example of this support.

With our financial contributions, the RWTH Aachen University and the University of Kassel, for example, have created academic chairs focusing on logistics and marketing. These partnerships help us to develop market-oriented strategies based on cutting-edge scientific insights and to put innovative approaches into practice.

Institute for the Study of Labor

The Institute for the Study of Labor (IZA) (www.iza.org) in Bonn, Germany, is a private economic research institute for nationally and internationally oriented labor market research. Headed by Prof. Dr. Klaus F. Zimmermann, the institute analyzes the rapid changes taking place in the organization of labor in an increasingly globalized economic environment.

The IZA also offers consulting services and facilitates communication between academic science, politics and economic practice. With the founding of IZA, Deutsche Post DHL contributed to a facility that is unique in the German and European research arena.

Thanks to the financial support of the Deutsche Post Foundation, the IZA created the “IZA Prize in Labor Economics” in 2002. This annual prize is awarded for outstanding academic achievement in the field of labor economics. It is meant to stimulate research that tries to find answers to the important labor market policy questions of our time.





LIVING RESPONSIBILITY

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Endowed chairs in Aachen and Kassel

Successful companies typically enter into partnerships with scientific institutions. Through our cooperation with the Universities of Aachen and Kassel and the set-up of new endowed chairs, we support the development of existing business areas and the creation of new opportunities.

In 2004, we helped to establish a new Chair for Optimizing Distribution Networks at the RWTH Aachen University, deepening the long-standing partnership and successful cooperation between our two organizations.

The three chairs introduced in 2005 at the University of Kassel provide the scientific basis for dialog marketing. These chairs focus their research on dialog marketing*, communications and media management, and international direct marketing. The professorships were sponsored by the Siegfried Vögele Institut (SVI) in Königstein, Germany, a subsidiary of Deutsche Post DHL.



*Dialog marketing is a type of direct marketing, which aims to offer customized products and services to (potential) customers. Thereby, it mainly builds on existing and/or former customer relations or builds new relationships.



Society

LOCAL INVOLVEMENT

“Living Responsibility” requires a joint effort. We rely on the voluntary commitment, the special abilities and the enthusiasm of our 500,000 employees around the world to bring our Corporate Responsibility (CR) strategy to life. All over the world, our employees are engaged in local or regional community investment initiatives, contributing to the societies in which we live and operate.

As our headquarters is in Bonn, we have a special connection to the city and the surrounding region. Our program “For Bonn. In Bonn.” has been a tradition for years and is an important part of our local commitment.

Introduction

Community investment initiatives

Exemplary community investment initiatives focus on our core programs: GoGreen, GoHelp and GoTeach. They demonstrate how employees are involved in organizing fundraising events, volunteering or by providing logistical support to non-profit partners.

Putting a reliable system in place to track the different types of donations generated by about 500,000 employees working in over 220 countries and territories is a huge undertaking. Nevertheless, we are working to improve our data gathering and reporting in this area. [PwC»] In 2009, we have established an online based system to capture activities, to share information and to report on them. [«]

Reward and recognition: Corporate Responsibility Award 2009

To recognize and reward the commitment of employees throughout the Group, [PwC»] Deutsche Post DHL launched its Corporate Responsibility Award – sponsored by CEO Frank Appel – in 2009. [«] During a two-month application period, employees from all divisions and regions were invited to submit details of their community investment initiatives and apply for partial corporate funding and coaching support.

Sustainability experts from within the Group [PwC»] then selected 30 projects [«] that best met the application criteria. [PwC»] A second jury led by Rainer Wend, Executive Vice President, Corporate Public Policy and Responsibility, selected five of these projects as outstanding examples of community investment initiatives. [«]





Society

LOCAL COMMUNITY PROJECTS (GOGREEN, GOHELP, GOTEACH)

Brazil: Mesa Brasil

Over the last nine years, DHL Express has provided a vehicle, a driver and two volunteers every day, to help to deliver surplus food to a range of worthy causes through Mesa Brasil. In the first half of 2009 alone, 5.7 million kilograms of food were distributed.

Germany/Tanzania: Logistics for Jambo Bukoba e.V.

Schools in rural Tanzania receive sporting equipment, mainly donated by our customers, which provides new opportunities for children to interact, have fun and develop their self-confidence. Employees from MAIL, DHL Supply Chain and DHL Global Forwarding Germany help to catalog and warehouse the equipment, and transport it to Tanzania from Germany.

Czech Republic: Save Klanovice Forest

In cooperation with the non-profit organization “Ujedsky Strom”, DHL IT Services has pledged to support the Save Klanovice Forest Project by co-funding the purchase of 4,000 trees for the only wooded area in Prague. Employees from across DPDHL planted 1,300 trees during two volunteer events in November 2009.

Germany/Nepal: Save A Day

In cooperation with the non-profit organization “Hatemalo – Hand in Hand for Nepal e.V.”, the “Save A Day” online calendar allows employees to select a day on which they want to make a donation. The funds raised help to improve educational standards at schools for deaf-mute children in rural areas of Nepal.

South Africa: Xenophobia Disaster Relief Program

Working with “The Village Safe Haven,” DHL Supply Chain South Africa employees ran a warehouse of donated goods, and assisted in delivering relief packages to camps in the Gauteng region. The camps provided humanitarian relief for foreign nationals and migrants who have experienced racial prejudice or violence.

Activities in Bonn

Our program “For Bonn. In Bonn.” supports a variety of projects, making a contribution to the area surrounding our corporate headquarters.





Society

Germany: Insights into Deutsche Post DHL's working environment

In cooperation with a local elementary school, four Deutsche Post DHL Parcel Germany employees organized a one-day event for 70 pupils, introducing them to our working environments in Cologne and Bonn. A second day in January 2010 focused on job searches, applications and interviews.

Russia: Mentoring program for orphans

Through a partnership with "Big Brothers Big Sisters of Russia", a non-profit organization, we are helping children living in orphanages across Russia through employee volunteering, fundraising activities and other events. Up to 60 employees will participate in this project.

United Kingdom: DHL "LifeCycle"

In June 2009, DHL employees across the UK and Ireland promoted the health and environmental benefits of cycling. A mixture of events, including a 250-mile coast-to-coast ride, raised over £50,000 for UNICEF's work in India. This was boosted with a further donation of £20,000 from the DHL UK Foundation.

The Netherlands/South Africa: Kids of Kurland

Through the Kids of Kurland project, Deutsche Post DHL employees "adopted" a reading class, which teaches English to approximately 30 in Kurland Village in the Western Cape, South Africa. The class improves the children's reading and writing abilities. The teacher further trains a local volunteer, who will assist him for a year.

United Kingdom: EMEA Graduate Program

Through the EMEA Graduate Program, DHL graduates complete an 18-month program of training and development. On-the-job training is underpinned by a series of supporting training modules and a community investment project organized with the Lindley Education Trust. The first such project outside the UK will take place in 2010.

India: DHL Deliver Help Drive

Employee volunteers of DHL Express India collected and sorted over 10 tonnes of clothes, books, toys, bedding and utensils directly from people's homes around Mumbai. They delivered them to more than 8,000 underprivileged people in the Maharashtra and Gujarat regions of India.





Society

United Kingdom: DHL helps spread message of peace to UK schools

DHL supports the non-profit organisation Peace One Day to empower students to promote peace in their schools and communities. In June 2009, DHL delivered, free of charge, a DVD to more than 6,400 secondary schools across the UK, which aims to foster learning and discussion about conflict resolution, global citizenship and human rights.

India: “Blue Edge – Empowering Lives”

In association with Oasis India, Blue Dart DHL provides training to underprivileged students who have been unable to complete their education. Since March 2007, the program has helped more than 250 young adults living in the slums of Mumbai to break the chains of poverty and unemployment.

Germany/Guatemala: Secure Perspectives e.V.

The project focuses on the western highlands of Guatemala, where we are helping to build a primary school for more than 500 children and three apprenticeship workshops. The project promotes community organization, independence and a call for action to improve communities through teamwork.

Uganda/United Kingdom: Community investment initiative in northern Uganda

In cooperation with the Refugee Law Project run by the Faculty of Law at Makerere University, DHL Global Forwarding Uganda provides support for communities in northern Uganda affected by civil conflict. Our assistance involves providing food to malnourished children and families, promoting agricultural production, and distributing study material to two primary schools.

Germany: Sponsorship for small explorers

Deutsche Post DHL sponsors materials and raises funds for the “research factory” at a primary school in Altheim, Münster. Pupils have a chance to undertake action-oriented studies in natural science and technology. Our employees participated in an environment day by sharing their knowledge about environmental topics.

44 countries in Asia, Africa, Europe and Latin America: DHL Volunteer Day 2009

In September 2009, we extended the success of last year’s DHL Volunteer Day beyond Asia Pacific to invite employees in Africa, Europe and Latin America to join the activities. More than 25,000 DHL employees made a positive contribution to their local communities, through 80 local projects in 45 countries, with 23 countries taking part for the first time.



Society

GoHelp

Case 1: Mesa Brazil

Country	Brazil
Partner Organization	Social Service through Commerce (SESC) São Paulo
Division	DHL EXPRESS



Mesa Brasil is a pioneer program aimed at combating hunger and food waste. It was created by SESC (Social Service by the Commerce) in 1994.

For the last nine years, DHL EXPRESS has participated by collecting surplus food and delivering it where it is most needed. Each day, it provides a vehicle, a driver and two volunteer employees to help to transport food to receiving institutions. Bakeries, restaurants and supermarkets contribute with surplus food, which is delivered by DHL EXPRESS to nursing homes, institutions for children with cancer, single mothers and other organizations.

In the first half of 2009 alone, 5.7 million kilograms of food were provided to improve the basic life conditions of needy individuals.

Through the operational structure of DHL EXPRESS, the project is directly linked to our core competencies. As a positive side effect, people will associate the brand and image of DHL EXPRESS as a socially responsible company.



Society

GoHelp

GoTeach

Case 2: Logistics for Jambo Bukoba e.V.

Country	Germany/Tanzania
Partner Organization	Jambo Bukoba e.V.
Division	MAIL Germany



The logistic support for the Jambo Bukoba association focuses on improving the education of young children and youths in Bukoba, Tanzania. Through the project, schools located in this rural region of Tanzania are provided with an assortment of sporting equipment. Employees from MAIL, DHL Supply Chain and DHL Global Forwarding Germany help Jambo Bukoba e.V. to catalog and warehouse the equipment, which is mainly donated by Deutsche Post DHL customers. Twice a year, volunteers put together packages for selected schools, which are then transported from Germany to Tanzania.

The overall objective is to strengthen children and youths through sport and to support the education of HIV-related topics. Via sport, children enjoy positive collective experiences and are able to develop their talents. There is also a special focus on programs for girls, to improve their self-confidence and offer them opportunities for exchange and education. In the long run, accommodation facilities and school lunches will further improve their educational conditions.

Deutsche Post DHL employees are encouraged to participate in this social project and to use core competencies such as logistic support and consultancy to help people in need, in cooperation with customers. The effectiveness of the logistic services are assessed through warehousing, commissioning and delivery data.

www.jambobukoba.com/de



Society

GoTeach

GoGreen

Case 3: Save Klanovice Forest

Country	Czech Republic
Partner Organization	Ujedsky Strom
Division	GBS (DHL IT Services)



DHL employees contribute to environmental protection and education in their local community through their involvement in the Save Klanovice Forest Project. Klanovice Forest is Prague's largest municipal forest and is protected under NATURA 2000 by EU legislation. In cooperation with the non-profit organization "Ujedsky Strom" ("Ujezd Tree"), DHL IT Services has pledged to support the project by co-funding the purchase of 4,000 trees and planting them on six volunteer days.

The Klanovice Forest is the only wooded area in Prague and there is strong public interest in initiatives designed to protect this ecosystem. Together with the partner organization, this tree-planting campaign is complemented with additional programs such as hiking trail maintenance and the installation of playground benches.

In the two planting events organized in November 2009, employees from across the DP DHL organization – ITS, Express, Freight and GBS – planted 1,300 trees and distributed four truckloads of wooden chips along the new woodland trail through the woods.

The project creates team spirit through the engagement of various parts of the Deutsche Post DHL organization and improves collaboration across divisions in the Czech Republic. It also increases public awareness of Deutsche Post DHL and raises awareness of environmental topics, as well as offering opportunities for work-life balance during one of the events targeted on families.

In order to measure and evaluate the effects of the event, a follow-up questionnaire for employees is planned for 2010.



Society

GoHelp

GoTeach

Case 4: Save A Day

Country	Germany/Nepal
Partner Organization	Hatemalo – Hand in Hand for Nepal e.V.
Division	DHL Freight/DHL Supply Chain/Deutsche Post DHL Inhouse Consulting



In cooperation with our partner organization “Hatemalo – Hand in Hand for Nepal e.V.”, the innovative “Save A Day” fundraising project calls on employees from all divisions to make donations to support the school for deaf–mute children in rural areas of Nepal. The objective is to enable its pupils to get a school-leaving certificate for the first time by installing classes 9–12.

In the form of an online “Save A Day” calendar, employees can select a day on which they want to donate money to the schools and mark it by uploading a photo. In addition to providing financial support, the donor becomes part of an online community.

A lack of medical supplies is one of the main cause of deafness and muteness in young children in Nepal, and most of these children are unable to receive adequate education. “Save A Day” helps to address this challenge and raises funds that are used to educate underprivileged children, giving them the chance to graduate from school.

The project strengthens the Deutsche Post DHL community through collaborations between business units and regions. It also supports our brand by demonstrating a connection between a global network and the commitment of individual employees.

www.hatemalo.de/saveaday

User name: saveaday password: charity





Society

GoHelp

Case 5: Xenophobia Disaster Relief Program

Country	South Africa
Partner Organization	The Village Safe Haven
Division	DHL Supply Chain



The Xenophobia Disaster Relief Program shows how the successful use of our core skills can provide humanitarian relief for foreign nationals and migrants in South Africa who have become victims of racial prejudice or violence.

Working with “The Village Safe Haven,” employees of DHL Supply Chain South Africa run a warehouse of donated goods and assist in delivering relief packages to nine camps in the Gauteng region.

The project provides assistance to foreign nationals who were victims of xenophobic attacks and who often lack the basic necessities of life, including clothing, food and medical care. This helps to alleviate the suffering of these displaced individuals by ensuring a constant flow of aid to the various camps.

By participating in these kinds of initiatives, we create greater awareness of the diverse areas where we are able to apply our expertise, and send the clear message to society that we are committed to the fair and equitable treatment of all individuals, regardless of race, color or creed.





LIVING RESPONSIBILITY

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Society

GoTeach

Case 6: Insights into Deutsche Post DHL's working environment

Country	Germany
Partner Organization	Joseph-Emonds-School Euskirchen
Division	MAIL



In cooperation with a local elementary school, four Deutsche Post DHL Parcel Germany employees organized a one-day event for 70 pupils. They introduced them to our working environment and some of the roles our employees perform by offering excursions to a parcel sorting center in Cologne and our headquarters in Bonn. In addition, several employees will host a second day in January 2010, when they will support pupils through the job application process, assist them with identifying jobs, simulate job interviews and help them to prepare documents for job applications.

The objective is to improve the chances of young people on the job market by improving their qualifications, reducing barriers to education and developing new perspectives through practical experience in the workplace.

And by showing behind the scenes of a business like Deutsche Post DHL, the reputation of the Group is improved and more potential trainees are attracted to our business.



Society

GoHelp

GoTeach

Case 7: Mentoring program for orphans

Country	Russia
Partner Organization	Big Brothers Big Sisters of Russia
Division	DHL EXPRESS



Through a partnership with “Big Brothers Big Sisters of Russia”, a unit of the international non-profit organization, this project is aimed at children living in orphanages. In addition to the opportunity for volunteering as a “Big” and spending several hours a week with a “Little”, for at least a year, fundraising activities and events are also included in this initiative. Up to 60 employees will participate in this project.

There are about 800,000 children living in Russian orphanages and only 10 % of them continue their education and go on to lead successful lives. After being trained by case workers of “Big Brothers Big Sisters of Russia”, an adult volunteer’s one-on-one relationship with an orphan can make a huge impact on their perception of life, and on their emotional and intellectual development. This program is a very efficient social investment that will be paid back after a child completes its education and starts working.

As the Group has a strong presence in Russia, we want to show all our Russian stakeholders (customers, partners, society, etc.) that our presence is long-term and responsible.

In 2010, the results of this scheme will be measured by interviews with volunteers and guardians about the child’s progress, by the level of media coverage and by the project’s recognition within the Russian NGO sector.

www.bbbsrussia.org





Society

GoHelp

GoGreen

Case 8: DHL "LifeCycle"

Country	United Kingdom
Partner Organization	UNICEF
Division	DHL EXPRESS, DHL Global Forwarding, DHL Supply Chain/CIS



For two weeks in June 2009, DHL employees across the UK and Ireland took to two wheels. "LifeCycle" aimed to raise £70,000 for UNICEF, while promoting the health and environmental benefits of cycling and allowing different DHL divisions to work more closely together.

At its heart was a 250-mile coast-to-coast ride from Liverpool to Colchester. Over nine days in June 2009, 155 Deutsche Post DHL employees completed different "legs" of the tour, visiting many DHL sites on their journey.

Fun and family days took place across the UK, where fundraising activities sat alongside information aimed at increasing fitness and extolling the joy and benefits of cycling. Finally, a team of fit and keen employees took part in the London–Paris cycle race.

Engagement and employee involvement at all levels ensured LifeCycle's success. The collaboration and networking required to run multiple events left lasting benefits, with strengthened bonds built across functions and divisions. Externally, LifeCycle heightened brand awareness in the community, as measured by communication activity, press coverage and site activities.

Most importantly, over £50,000 was raised, which was boosted with a further donation of £20,000 from the DHL UK Foundation. This is helping UNICEF to save children's lives in the Nandubar district of India.

www.unicef.org



Society

GoTeach

Case 9: Kids of Kurland

Country	The Netherlands/South Africa
Partner Organization	Born in Africa
Division	DHL Global Forwarding, DHL Supply Chain/CIS



The professional knowledge and experience of our employees is used to help suffering children in Kurland Village, South Africa, through the Kids of Kurland project. It is focused on stimulating the educational development of youngsters from underprivileged backgrounds living in disadvantaged communities in the Bitou district of the Western Cape.

To improve the children’s reading and writing abilities, Deutsche Post DHL employees adopt a reading class, which teaches English to approximately 30 children. The teacher also educates a volunteer from the local Kurland community, who will help the children to read and write, for a period of one year.

Through this project, we want to start connecting people, departments and even DHL divisions. We strongly believe that connecting people will strengthen our sense of responsibility and commitment.

“If we all take small steps, in the end, we can make a big difference,” says Eric Breuker, Project Engineer, DHL Supply Chain and Project Manager of Kids of Kurland.

www.borninafrica.org

Society

GoTeach

Case 10: EMEA Graduate Program

Country	United Kingdom
Partner Organization	Lindley Education Foundation
Division	DHL Supply Chain



DHL graduates complete an 18-month program during which the majority of their experience comes from on-the-job training, underpinned by a series of supporting training modules. One of these modules is the community investment project, organized in cooperation with the Lindley Education Trust, which benefits both graduates and participating schoolchildren. Working together over a number of weeks, and often in a virtual environment, the graduates liaise with their nominated school to organise an activity weekend.

The EMEA Graduate Program was launched in 2008, with the first intake of graduates recruited outside of the UK in 2009. The first Graduate Community Project outside the UK will take place in 2010, involving 12 graduates employed across Romania, Turkey, the Czech Republic, Hungary and Oman.

The project is focused on supporting children aged 10 and 11 from disadvantaged backgrounds. Through this initiative, children are able to interact with peers away from home in a social and safe environment where they can challenge themselves with new or exciting activities and develop their personal skills. Results are measured during the activity, and afterwards at school, by changes in behavior, attention levels and attitude to others.

The experiences and skills they develop throughout the project are key factors within their learning and future progression. DHL graduates draw on their experiences from the community project within the work environment to improve practices, develop strong working relationships and to move the business forward.





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Society

GoHelp

Case 11: DHL Deliver Help Drive

Country	India
Partner Organization	GOONJ
Division	DHL EXPRESS



The DHL Deliver Help Drive in Mumbai aspires to utilize our business expertise and local knowledge for a good cause by collecting donated goods and delivering them to the needy in the rural regions and urban slums of India.

The drive reached out to all Mumbai residents through a partnership with a radio station. A list of all the respondents and donors was compiled and sent to the Operations team for pick-ups. The collected contributions were then transported by DHL and dropped off at the warehouse of NGO partner GOONJ for sorting, mending and further distribution.

For millions of people in India, basic clothing, food and shelter is still a distant dream. 27.5 % of the population in India lives below the poverty line and 75 % of the poor reside in rural areas. The objective is to mobilize resources such as old clothes, books, toys, bed sheets, utensils, etc. and distribute them to these marginalized sections of society. Collecting these materials directly from people's homes best showcased our 'can do' spirit and helped to reiterate that our logistics expertise is just a call away.

In 2009, over 10 tonnes of relief material was collected through the drive. This has directly benefited more than 8,000 underprivileged people in the Maharashtra and Gujarat regions of India. Employees across business units wholeheartedly supported this drive internally within their organizations. Small steps can indeed create big impacts and this drive proved to be a perfect blend of corporate responsibility and business expertise for sustainable development.

Results were measured by the number of calls and emails received, and the quantity of donations collected.

This drive would not have been possible without the dedicated support of the DHL Express India Operations team.

www.goonj.org/

"We are proud to see so many DHL employees volunteer to commit their time and effort to help the environment and their communities. This program will raise our employees' awareness about the importance of contributing to society."

GARY TEOH, COUNTRY MANAGER OF DHL SUPPLY CHAIN, MALAYSIA



LIVING RESPONSIBILITY

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Society

GoTeach

Case 12: DHL helps spread message of peace to UK schools

Country	United Kingdom
Partner Organization	Peace One Day
Division	DHL Supply Chain/CIS



DHL has supported the UK-based non-profit organisation Peace One Day to help to empower students to take action and promote peace in their schools, communities and around the world. DHL used its logistics and express delivery expertise to deliver, free of charge, *The Day After Peace School Edition DVD* to more than 6,400 secondary schools across the UK in June 2009.

The DVD works in conjunction with The Peace One Day Citizenship Resource, a fully interactive educational experience, containing practical lesson plans and homework tasks linked to the National Curriculum. It aims to foster active learning and discussion in the areas of conflict resolution, global citizenship, human rights and the link between sustainability and peace, using the United Nation’s sanctioned Peace Day – 21 September – as the focus. It also hopes to inspire a generation to become the driving force behind the vision of a united and sustainable world.

DHL’s Supply Chain, Express and Williams Lea business units collaborated on this project, managing the logistics of the education pack including printing, packing, sorting and distribution of the material to secondary schools, free of charge.



Society

GoTeach

Case 13: "Blue Edge – Empowering Lives"

Country	India
Partner Organization	Oasis India
Division	DHL EXPRESS



Blue Dart DHL, in association with the NGO Oasis India, started a unique initiative called "Blue Edge – Empowering Lives", aimed at enriching the lives of underprivileged students who have been unable to complete their education. This initiative provides around 50 students every six months with training on various topics – bettering their chances of finding employment.

The project is designed to help adults aged 18–24 living in the slums of Mumbai to break the chains of poverty and unemployment, by training them in subjects like English, computer skills, life skills and customer orientation. Since March 2007, the program has empowered and given optimism to more than 250 students, providing them with a much-needed edge in this competitive world.

The effectiveness of this initiative is measured through the number of graduates successfully completing the six-month course, their improvement during the course and the jobs they secure after completing the program.

Around 50 % of the 250 graduates who completed the course have since found employment. This is a positive contribution to society and speaks volumes of the role played by the DP DHL Group in sustaining the community.

www.oasisuk.org



Society

GoTeach

GoGreen

Case 14: Construction of a primary school and apprenticeship workshops

Country	Germany/Guatemala
Partner Organization	<i>Sichere Perspektiven</i> (Secure Perspective e.V.)
Division	DHL GBS



The project focuses on the primary school of the indigenous “La Cipresada” community, close to the city of Quetzaltenango in the western highlands of Guatemala. The project consists of: the purchase of a property, the construction of a new school building on this property, and the construction of three apprenticeship workshops (carpentry, bakery and a computer room).

A proper school building is of utmost importance to the community, as the existing conditions – extreme dust during the dry season and flooding during the rainy season – do not provide a productive learning environment for the children.

The new school, with an overall capacity of 500 children, will have 14 classrooms, a principal’s office, toilets with running water, and a small place where school snacks can be prepared and sold.

The project promotes community organization, independence and a call for action to improve communities through teamwork. Additionally, it is an opportunity for transparent monitoring and responsible support, using employees’ talents, engagement and core competencies to their full potential.

With the positive image through such socially responsible action in Guatemala, we are enhancing our visibility and brand awareness, and attracting more potential customers, across the Americas. The project also expands the intercultural competencies within the project team and fosters self-initiative and independent thinking among its members.

<http://lebensfieber.de/index.php?id=62>





Society

GoHelp

Case 15: Disaster management initiative in northern Uganda

Country	Uganda/United Kingdom
Partner Organization	Refugee Law Project
Division	DHL Supply Chain



In cooperation with the Refugee Law Project initiated by the Faculty of Law at Makerere University, DHL Global Forwarding Uganda provides support for communities in northern Uganda recovering from the last two decades of civil conflict.

It does so by a variety of means, including:

- providing food to malnourished children and families
- promoting agricultural production through the provision of seeds to farmers
- sharing environmental information and awareness to homesteads
- providing sanitary requirements, soap and toilet paper to homesteads
- distributing scholastic material to two primary schools.

The underlying objective of the Refugee Law Project is to empower asylum seekers, refugees, deportees, Internally Displaced Persons and host communities in Uganda, so that they can fully experience their human rights and lead dignified lives.

With this project, Deutsche Post DHL employees use their unique skills, such as project research, to improve the living conditions of people in need.



Society

GoTeach

Case 16: Sponsorship for small explorers

Country Germany

Partner Organization Friends of the Regenbogenschule Altheim e.V.

Division MAIL



In cooperation with the development association “Friends of the primary school”, the *Regenbogenschule* (primary school) in Altheim, Münster, developed a “research factory” for pupils. The concept provides a structured, pedagogic approach for action-oriented primary education in natural science and technology.

In addition to the organisation and provision of relevant materials, the project selects topics and develops methods for teaching the content effectively. Deutsche Post DHL sponsors materials and raises funds for the expansion of the research factory, and our employees participate by sharing their knowledge about environmental topics and organizing an environment day.

The project aims at bringing natural, scientific and technical topics closer to primary school pupils, encouraging them to discover their talents and learn how to work in a scientific way. Additionally, promoting an interest in the natural sciences might prevent a lack of specialized employees in the future.

With this project, Deutsche Post DHL increases its presence in the local media, systematically builds up a local network and strengthens its reputation as a socially and environmentally responsible company.





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Society

GoHelp

GoGreen

GoTeach

Case 17: DHL Volunteer Day 2009

Country	44 countries in Asia, Africa, Europe and Latin America
Division	DHL

In September 2009, we extended the success of last year's DHL Volunteer Day, taking the spirit of volunteerism beyond Asia Pacific to include employees in Africa, Europe and Latin America.

More than 25,000 DHL employees made their positive contribution to the world and their local communities, through 80 local projects in 45 countries, with 23 countries taking part for the first time.

GoTeach

Educational activities during Volunteer Day included delivering specially packed bags containing books and stationery to students, refurbishing schools, and providing mentoring for underprivileged children and young people. In China alone, 10,000 bags of stationery and books were distributed to children and teenagers.

GoGreen

Environmental protection projects undertaken for Volunteer Day in 2009 include tree and mangrove planting, removal of invasive plant species, and the cleaning of beaches, parks and surrounding areas in local neighborhoods. In Malaysia, 166 volunteers collected 800 kilograms of waste and litter during a river-cleaning exercise.

GoHelp

To build up capability of communities to prepare for disasters, 17 blood donation drives were conducted. There were 14 blood donation camps in India alone, generating approximately 2,400 liters of blood. In addition, 10,000 tonnes of donated materials from employees, customers and citizens of India benefited 8,000 people in underprivileged communities.



"We are proud to see so many DHL employees volunteer to commit their time and effort to help the environment and their communities. This program will raise our employees' awareness about the importance of contributing to society."

GARY TEOH, COUNTRY MANAGER OF DHL SUPPLY CHAIN, MALAYSIA

Society

FOR BONN. IN BONN.

Bonn is not only the location of Deutsche Post DHL's headquarters, but also home to about 6,000 of our employees. Our close connection to Bonn and the surrounding region is demonstrated in our local program "For Bonn. In Bonn."

Our Corporate Responsibility (CR) strategy provides the framework for this program. With it, we focus on activities connected to education and the environment. In addition, we look for projects linked to music, as Bonn is the city of Beethoven. Since 2004, we are one of the main sponsors of the annual Beethoven festival.



Beethoven Festival

Deutsche Post DHL has been the lead sponsor of the International Beethoven Festival in Bonn since 2004. In addition to our financial commitment, we offer a unique cultural program free of charge in our Post Tower Lounge during the entire festival. Our employees, locals from the city and the surrounding region, as well as everyone who loves good music are invited to enjoy a wide range of concerts. Many of which will be specially devoted to giving younger musicians the chance to perform on stage.

In addition, we support the festival's opening event where pupils from local schools showcase their interpretations of classical music on a number of open-air stages in Bonn's city centre.



Songwriter competition:
"XpressYourself"

Education

Education is one of our major focus areas within our CR strategy. We support a variety of projects in Bonn.

Music brings people from different social backgrounds together and is an important contribution to cultural life. That is why music is a key element in the Group's community investment program for Bonn. In addition to its long-term commitment to the Beethoven Festival, Deutsche Post DHL –





Society

together with the Pop Academy Baden-Württemberg – has launched a songwriter competition that connects music and education.

“XpressYourself” (www.xpress-yourself.de), which targets at schools in Bonn and the surrounding area, uses rock and pop music to develop young people’s creative and artistic abilities, musical interest and education. The competition invites young people with all types of musical abilities and interests to participate.

Since its launch, the songwriter competition has received an overwhelming response. Each year, the panel of expert judges has been impressed by the diversity, innovation, wit and creativity of the 60 contributions from bands and solo artists aged 10–19 years. Styles range from rock and pop to rap and hip hop.

Schools attended by the winning students can win a total of €16,000 to purchase musical instruments and equipment, providing long-term support for several generations of students. The winning musicians also receive professional coaching sessions from Pop Academy experts, with all costs covered by Deutsche Post DHL.

Cooperation with the University of Bonn

- **“Away game for Academics” with the University of Bonn**
Selected students attend a two-day workshop in which they receive professional training on how to apply for a job. Additionally, they obtain information on job opportunities in the logistics sector.
- **“Perspective Economy” with the University of Bonn**
Young employees of Deutsche Post DHL share their career experience and thereby support and expand the services of the university’s Student Counseling Center. The project targets students who need career advice and simultaneously offers Group employees opportunities for voluntary work.
- **Scholarship program at the University of Bonn**
Deutsche Post DHL participates in the North Rhine-Westphalia scholarship program and sponsors five scholarships for outstanding students.



Society

Cooperation with schools

Deutsche Post DHL cooperates with a range of schools in Bonn. At these schools, we support pupils in their career and life planning with activities such as guided site tours, internships, applications and soft skills trainings. Furthermore, we aim to contribute to the provision of basic economics education in schools, for example:

- **“Fit for Finance” program (*Fit für Finanzen*)**

Employees of Deutsche Post DHL In-house Consulting and the consumer advice center of North Rhine-Westphalia organize training sessions in which pupils learn general economic principles and improve their overall financial knowledge. Through preparing and giving these lessons, our own employees develop their social skills as well.

- **“business@school”**

The “business@school” initiative launched by The Boston Consulting Group has been bringing business know-how into schools in collaboration with a large number of major international companies. Deutsche Post DHL volunteers coach student teams at three participating schools in Bonn.

Environment

Bonn Environmental Award

Every two years since 2005, the City of Bonn and Deutsche Post DHL have presented the joint Bonn Environmental Award (www.bonn.de), accompanied by €5,000 in prize money. The award recognizes and rewards voluntary initiatives in Bonn that try to get citizens involved and to raise interest in the city’s local Agenda21.

The Environmental Award is intended to encourage more people to support issues such as climate protection, nature conservation, resource conservation, and energy and mobility awareness. Deutsche Post DHL has set ambitious climate protection goals and the sponsorship of this award represents a good expression of the Group’s commitment to preserving natural resources.

We cooperate with the following schools in Bonn:

- Bertolt-Brecht Comprehensive School
- Comprehensive School Troisdorf
- Ernst-Kalkuhl Secondary School
- Friedrich-Ebert Secondary School
- Helmholtz Secondary School
- High School Troisdorf
- Integrated Comprehensive School Bonn-Beuel



Society

The 2007/08 Environmental Award was shared equally by:

- “Initiative Bonner Klimaschutz”, for its “Bonn switches to solar power” project
- the ADFC Bonn/ Rhein-Sieg, with its cooperation partner AOK Regionaldirektion Bonn, for their efforts to promote cycling as a means of transport.

The 2009/10 Environmental Award was launched on 4th September 2009 and the closing date for applications is 31st January 2010.

“Paper Angels”

In 2008, we partnered with the City of Bonn and the Oroverde Rainforest Foundation on a project that teaches fifth-graders at local schools about sustainable ways to use paper and the benefits of recycled paper.

The children are supposed to look out for products made from recycled paper with the ‘*Blauer Engel*’ (“blue angel”) logo, the most demanding seal of quality and certification for products made from 100 % recycled paper. The classes that collect the most “blue angel” logos within a given timeframe receive financial support for their class funds.

The success of the project is remarkable: In 2009, the 54 participating classes collected 24,360 logos within a four-week period. This impressive outcome was one reason for officially recognizing the project as a successful contribution to the United Nations Decade “*Bildung für nachhaltige Entwicklung*” (“Education for Sustainable Development”).

Related links

- > Beethoven Festival (<http://en.beethovenfest.de>)
- > University of Bonn (www3.uni-bonn.de)
- > XpressYourself (www.xpress-yourself.de)
- > Bonn Sustainability Portal (<http://bonnsustainabilityportal.de/>)
- > Bonn Environmental Award (www.bonn.de)



PERFORMANCE





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

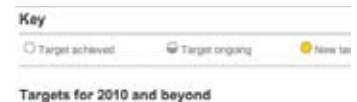
Performance

PERFORMANCE

We are committed to improving our performance in the field of Corporate Responsibility (CR). This section includes a variety of data and information which will help you to track our progress.

> Targets

Our most important CR-related targets.



> Data

The key numbers from each of our main CR focus areas.



> Awards

Awards we have received for our CR performance.



> CR rankings and ratings

How our CR performance is ranked and rated.



> GRI Index

Our reporting in view of the GRI reporting framework.



> UN Global Compact COP

Our Communication on Progress (COP) on our efforts to uphold the UNGC's 10 principles.



> Auditor's assurance statement

The auditor's assurance statement for our CR Report 2009/10.





Performance

TARGETS FOR 2010 AND BEYOND

- Achieved
 Target ongoing
 New target
 Not achieved
 Target restated

Environment		
Target	Status	Comments
Improve CO ₂ efficiency of our own operations by 10 % compared to 2007	<input checked="" type="radio"/>	Due 2012
Improve CO ₂ efficiency of our own operations and those of our subcontractors by 30 % compared to 2007	<input checked="" type="radio"/>	Due 2020
Target for air fleet replacement to be restated due to ongoing restructuring initiatives in our DHL Express USA operations (former target: Replace 90 % of our owned aircraft, due in 2020)	<input checked="" type="radio"/>	As a result of the restructuring of our EXPRESS business in the USA and other regions, a large share of the previously anticipated retirement has already taken place by means of the permanent removal of 100 older aircraft from our network. An additional 12 older aircraft have been replaced by newer and more fuel efficient ones. New target see below.
Replace at least a further 15 % of our remaining air fleet (baseline year 2009) with more fuel efficient types of aircraft by the end of 2015	<input checked="" type="radio"/>	Due 2015
All new investment projects to be assessed for CO ₂ efficiency	<input type="radio"/>	New investments require CO ₂ efficiency assessment for approval as of 2009
Complete implementation of our core carbon accounting processes and IT systems	<input checked="" type="radio"/>	Due 2010
Pursue testing of alternative technologies and fuels (hybrid, biofuels, electro)	<input checked="" type="radio"/>	Ongoing hybrid pilots and tests of fuels from renewable sources, for 2010 new tests of electric vehicles
Achieve transparency on the CO ₂ reduction commitment and actual efficiencies of our road carriers	<input checked="" type="radio"/>	Pilot online survey for DPDHL's main road carriers in 2010 and starting projects with organizations to achieve Scope 3 transparency
Increase percentage of our operations which are certified to ISO 14001 standard	<input checked="" type="radio"/>	2009 figure: 49 % (2008: 46 %)
Increase percentage of recycled and sustainably sourced paper purchased through our Procurement organization	<input checked="" type="radio"/>	Not met in 2009 figure: 87 % are either recycled paper, paper from mixed sources or paper from sustainable forestry (2008: 90 %)



LIVING RESPONSIBILITY

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Performance

Employees		
Target	Status	Comments
Expand the scope of reported accident and sickness data	○	Report international sickness rate of 5.6 % for 2009.
Expand our co-operation with universities and schools	○	Extended to 306 school co-operations.
Continue expanding our road safety campaigns	○	Conducted new module of campaign for road safety – Kids of Super Heroes – in 2009 to promote safety of children in road traffic among professional driving community. The information was published in online and print media.
Launch specific measures to confront the challenges linked to demographic change	○	Increased health promotion measures, e.g. “Jobfit” programme provided health awareness/competence for young professionals
Increase the number of users of mylearningworld.net	○	50,000 employees around the world are using the online training platform mylearningworld.net and concluded 96,000 courses in 2009.
Develop a Group-wide diversity strategy	⊗	Due to effects of organisational change within the HR community in DPDHL this target has been delayed, but is still of very high priority. The due date has been extended to 2010.
Anchor Idea Management more firmly in our regions and divisions	◐	Due 2010
Launch further measures to tackle implications of demographic change	●	Due 2015
Expand our health promotion system and develop approach to managing foreseeable health risks such as chronic diseases through design and implementation of respective programs	●	Due 2012
Renew signature of European Road Safety Charter and promote road safety within Deutsche Post DHL with help of information materials and events.	●	Due 2010
Expand our compliance training portfolio	●	Due 2010
Introduce further monitoring procedures referring to compliance management activities	●	Due 2010
Rollout our e-recruiting platform to more countries and business units	●	Due 2010
Develop a “DHL Academy” based on the example of our “DHL Freight Forwarding Academy”	●	Due 2010



Performance

Society		
Target	Status	Comments
Ensure our DRTs remain ready for action worldwide		DRT's fully staffed and trained; successful multi-deployment in the Philippines, Samoa and Indonesia; signed "Memoranda of Understanding" with Costa Rica, Panama, Peru and Guatemala
Pilot our GARD airports concept and consider making it available across disaster-prone regions		Two pilot projects in Indonesia successfully completed in August 2009
Define GARD roll-out concept and start roll-out in selected high-risk areas in Asia Pacific and Americas		Due 2010
Raise funds to enable UNICEF to vaccinate 50,000 children against the top six child-killing diseases		Followed up on the promise to collect sufficient donations to fund 50,000 vaccinations
Support UNICEF's work to reduce child mortality in projects in Kenya, Peru and India		Due 2010
Develop platforms to promote employee support and volunteering for local communities		Implemented Deutsche Post DHL Corporate Responsibility Award 2009
Provide employees with more opportunities to volunteer, and more recognition of their efforts		Extended participating countries in DHL Volunteer Day 2009; launched Corporate Responsibility Award to recognize and reward the commitment of employees
Implement a global KPI system and data collection tool to improve monitoring and transparency		Online database to collect information on worldwide community investment activities implemented and first set of KPIs developed
Strengthen our education, environment, and disaster management activities and align them with our core business		CR strategic framework under the motto "Living Responsibility" with the focus areas GoGreen, GoHelp and GoTeach introduced
Support the development and roll-out of a joint program with Teach First Deutschland		Launch of Teach First Deutschland as founding partner; sponsoring of Camp4us – a 14-day-long summer camp for students
Create a volunteer program for Teach First Deutschland		Due 2010
Create a Group-wide GoTeach framework for meeting global educational demands		Due 2010



LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Performance

DATA

Data and quantifiable information are extremely important for our stakeholders and ourselves. They allow us to monitor and benchmark our progress as we strive to improve our performance in CR-related areas.

In this section, you will find the data that we collated for this Report, as well as links to Deutsche Post DHL Annual Reports, which contain our financial data.

We are constantly refining how we collect data in order to improve data quality and overall transparency. The data we audit and publish is most robust for our home market of Germany, but we continued to broaden the breadth of our reporting in 2009.

We set out to provide information and data that are trustworthy and credible. Therefore, important data and information in our CR reports since 2006 have been reviewed by an independent third party. Please see the About this Report section and the auditor's Assurance Statement for more information.

> Economic data (www.dp-dhl.com)

See our Annual Reports for financial data and to learn about our economic impact.



> Environmental data

Data on our GoGreen program and our environmental impact.



> Employees data

The numbers that make up one of the world's largest private employers.



> Society data

Data from our society programs.





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Performance

ENVIRONMENTAL DATA

The primary focus of our GoGreen program is to improve carbon efficiency. As a result, the measurement and reporting of carbon emissions is at the heart of our environmental reporting efforts. Nevertheless, we are striving to improve the management and reporting of our other environmental impacts at the global, country and site level.

In this section, you can find out more about the numbers behind our environmental impact and our efforts to improve our environmental performance.

For more information on our environment program, please see the Environment section.

- * Carbon efficiency index
- * Total CO₂ emissions (Scope 1+2 and Scope 3)
- * Scope 1: Fuel use
- * Scope 2: Energy use
- * Air fleet
- * Road fleet EURO emission standards
- * Non-conventional fuel road vehicles
- * Paper use

“Correctly measuring and managing our CO₂ efficiency at the relevant level is extremely important. We are working intensively on this.”

LAWRENCE A. ROSEN, CFO, DEUTSCHE POST DHL





Performance

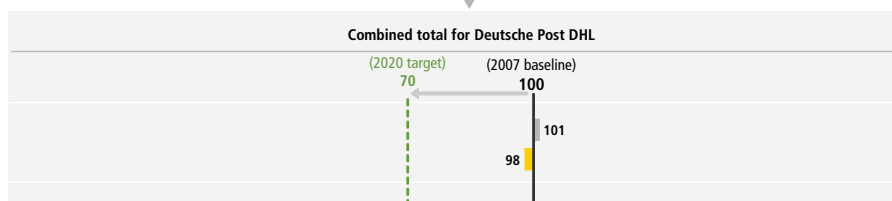
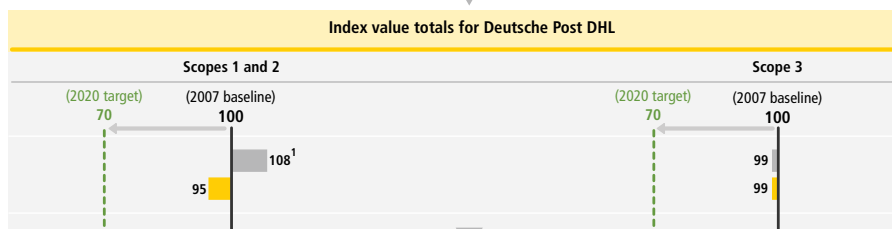
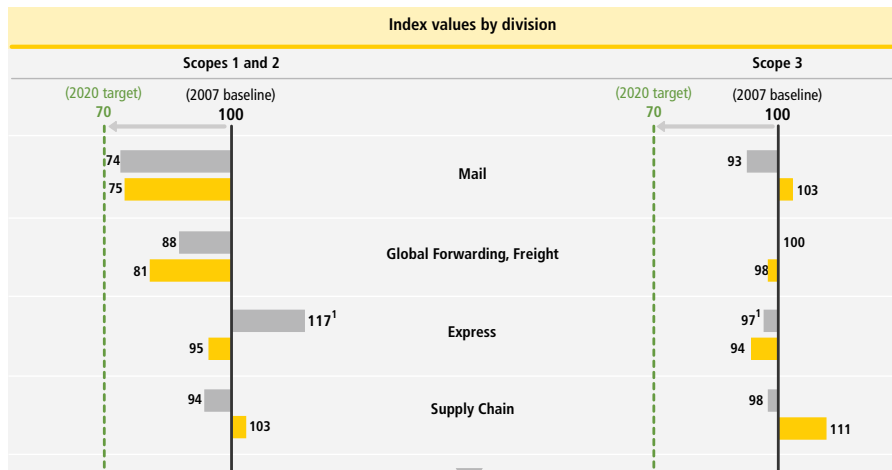
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Carbon efficiency index

Key

- 2020 target
- 2007 baseline
- 2008
- 2009

Scope 1: Direct CO₂ emissions from our own operations.
 Scope 2: CO₂ emissions corresponding to the electricity, district heating and cooling that we purchase.
 Scope 3: CO₂ emissions from subcontracted transport.



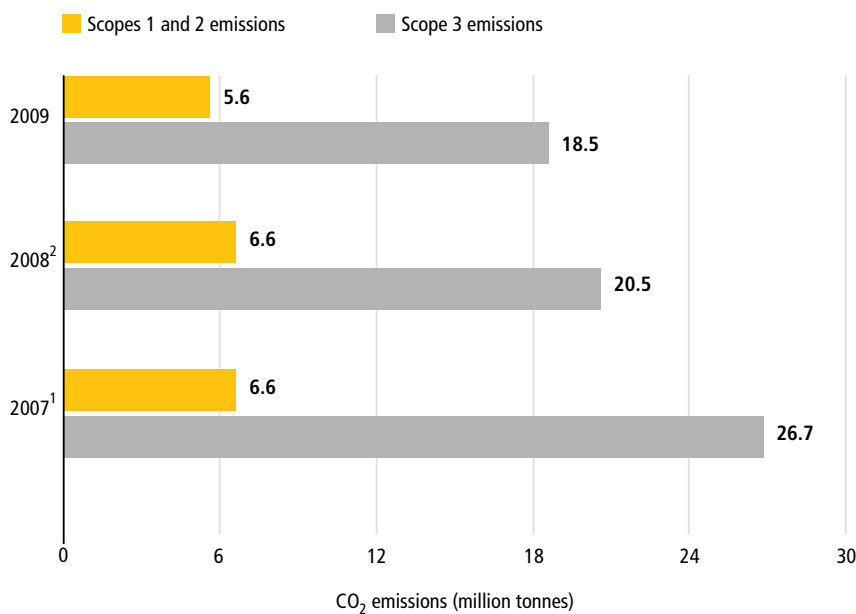
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Performance

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Total CO₂ emissions (Scope 1+2 and Scope 3)



1 As previously reported: 2007 data could not be restated, comparability is limited.
 2 As restated.

Scope 1 fuel use

Fuel use for transportation (million liters)	2007 ¹	2008 ¹	2009
Biofuels	0.3	0.5	n.a.
Biodiesel	n.a.	n.a.	0.3
Bioethanol	n.a.	n.a.	1.0
Biogas	n.a.	n.a.	0.1
Compressed natural gas (CNG) ²	10.9	0.7	0.9
Liquefied petroleum gas (LPG)	0.7	2.1	1.6
Gasoline	50.4	66.9	35.1
Diesel	541.8	561.9	480.5
Total road fuels	604	632	519.5
Total kerosene	1,370.9	1,530.5	1,315.0

1 2007 and 2008 as previously reported.
 2 CNG for road use in million kg.

[«]



LIVING RESPONSIBILITY

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Performance

[PwC»]

Scopes 1 and 2 energy use

Energy use in buildings and facilities (million kWh)	2007 ¹	2008 ¹	2009
Standard electricity	2,101	2,039	1,352
100% green electricity ²			632
Heating ³	2,271	713	n.a.
District heating	223	138	164
Heating oil ⁴	72	303	212
Natural gas	602	912	1,031
Liquefied petroleum gas (LPG)	0	66	83
District cooling	4	2	8
Total	5,273	4,172	3,481

1 2007 and 2008 as previously reported.

2 For 2007 and 2008, the split between standard and 100 % green electricity is not available.

3 "Heating" stands for calculated/estimated energy use where the energy source is not specified. This category is no longer used.

4 Also includes quantities of petrol and diesel for auxiliary power generators.

[«]

Air fleet

Air fleet	2008	2009
Total jet aircraft	229	136
ICAO NOx emission standards ¹		
CAEP/2	149	103
CAEP/4	93	68
CAEP/6	38	38
ICAO noise standards ²		
Chapter 3	229	136
Chapter 4	96	85
Equipped with hushkits	82	24

1 ICAO NOx emission standards for jet aircraft limit the allowed amount of nitrogen oxide defined by the International Civil Aviation Organization and can be found in ICAO Annex 16 – Volume 2. CAEP/2 requirements are less demanding than CAEP/4 and CAEP/6. The CAEP/6 emission limit is mandatory only for engines manufactured in 2008 and beyond.

2 ICAO noise standards are requirements for jet aircraft defined by the International Civil Aviation Organization and can be found in ICAO Annex 16 – Volume 1. Chapter 3 requirements are less demanding than Chapter 4 requirements. The latter are only applicable to aircraft manufactured after 1st January 2006.



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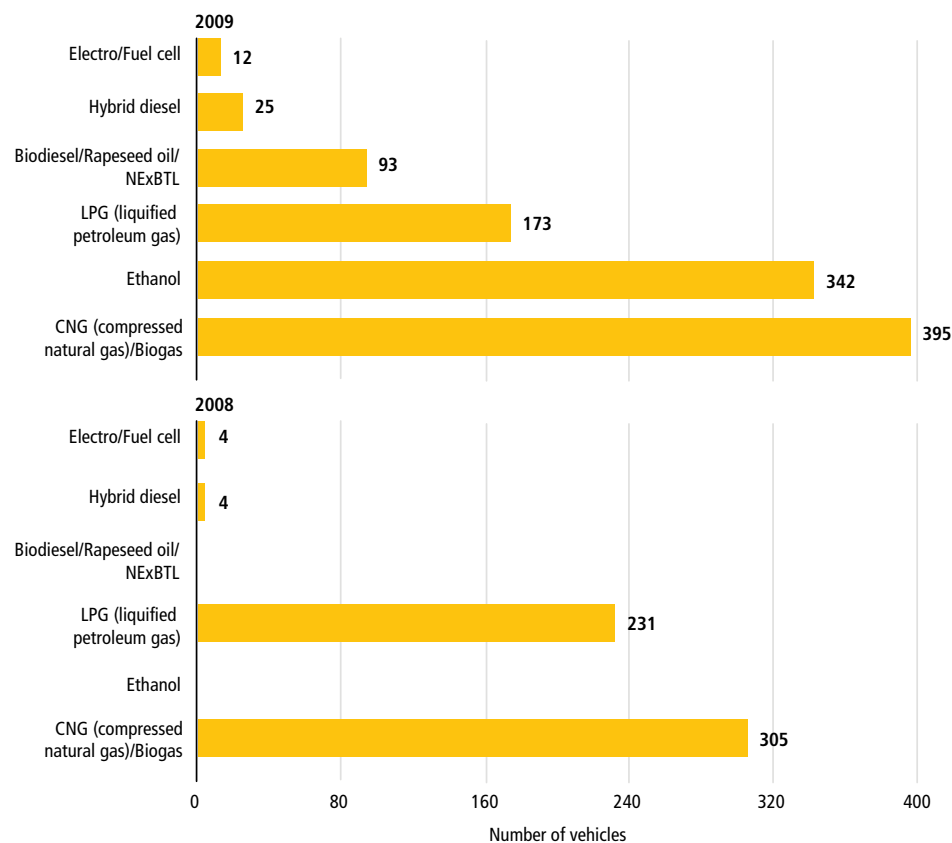
Road fleet EURO emission standards

Road fleet EURO emission standards	2008 Germany ¹	2009 Germany ¹	2009 Europe (without Germany)	2009 Europe (without Germany)
EURO 1 and other	786	330	11	341
EURO 2	6,351	6,208	29	6,237
EURO 3	20,115	17,483	3,981	21,464
EURO 4	26,078	27,720	7,537	35,257
EURO 5	301	909	517	1,426
EEV 1 ²	160	163	0	163

1 [PwC] In the above table, the data for Germany has been subject to a limited assurance statement by PricewaterhouseCoopers AG Wirtschaftsprüfungsgesellschaft (PwC). [«]

2 EEV – “Enhanced Environmentally Friendly Vehicle”, currently the most ambitious European emission standard.

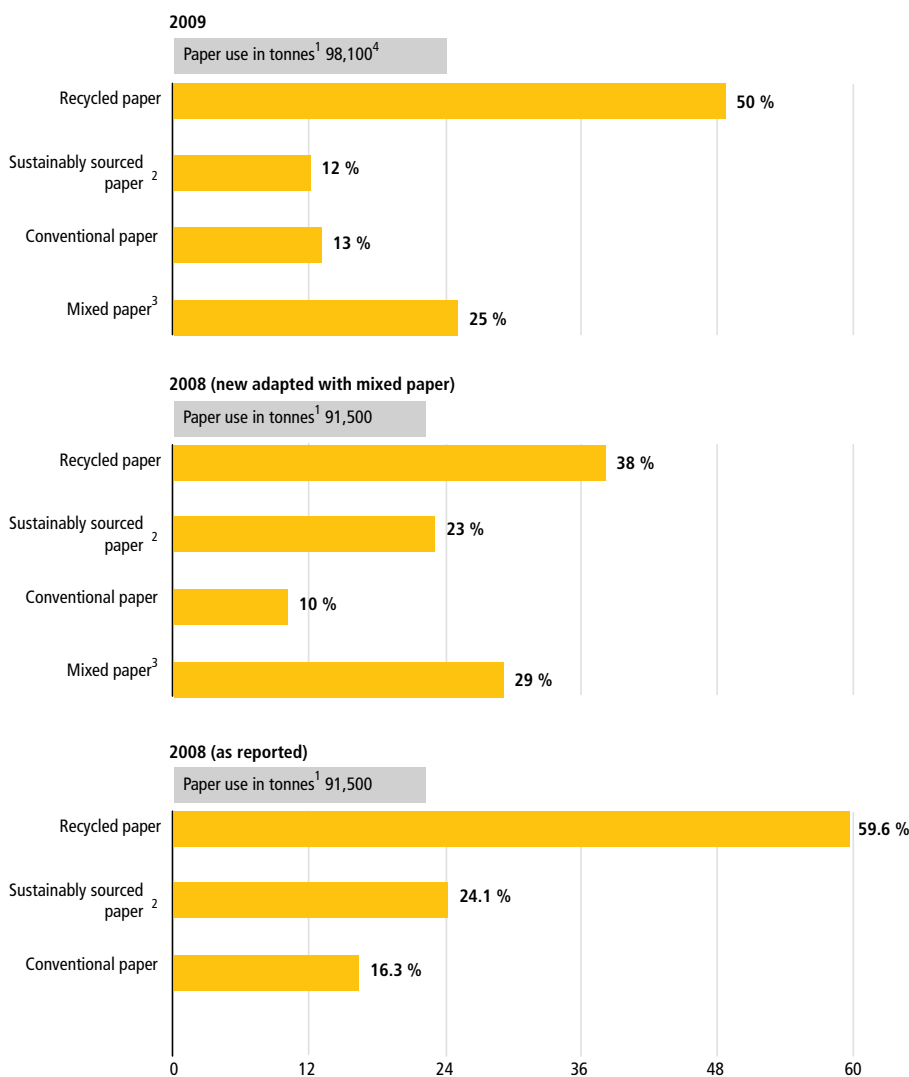
Non-conventional fuel road vehicles





Performance

Paper use



1 Data includes estimates and reports from suppliers.
 2 Mainly paper certified according to the FSC or PEFC standards.
 3 From all three categories. The mixed category includes paper with varying contents of recycled or sustainably sourced and materials.
 4 2009 paper consumption data represent 75 % of the Group-wide paper and cardboard products sourced through our Procurement organization.



Performance

EMPLOYEES DATA

We rely on a number of key performance indicators, or KPIs, in our personnel work. These are used to measure progress and to steer processes. Using the HR data in our reporting system, we map the changes that take place in our Group. In the process, we always try to further improve the quality of our HR data and to expand our reporting to all regions. Our goal is to accurately map the complexity and global reach of our company, as well as to deliver even more comprehensive reporting in the future backed by international KPIs.

For more information on our HR programs, please see the Employees section.

- * Employees (Deutsche Post DHL) (as of December 31)
- * Employees by region (Full-time employees) (as of December 31)
- * Employees by corporate division (Full-time employees) (as of December 31)
- * Sickness rate (Deutsche Post DHL Germany) (annual average)
- * Sickness rate (Deutsche Post DHL) (annual average)
- * Absence (Supply Chain) (annual average)
- * Occupational safety (Deutsche Post AG) (as of December 31)
- * Occupational safety (Supply Chain) (as of December 31)
- * Work/life balance (Deutsche Post AG) (as of December 31)
- * Women (Deutsche Post DHL) (as of December 31)
- * Women in Top Management (Deutsche Post DHL)
- * Employees with disabilities (Deutsche Post AG)
- * Traineeships (Deutsche Post DHL) (as of December 31)
- * Apprentices and trainees
- * Training (Deutsche Post DHL)
- * Employee turnover (Deutsche Post DHL)
- * Idea management (Deutsche Post DHL) (as of December 31)





LIVING RESPONSIBILITY

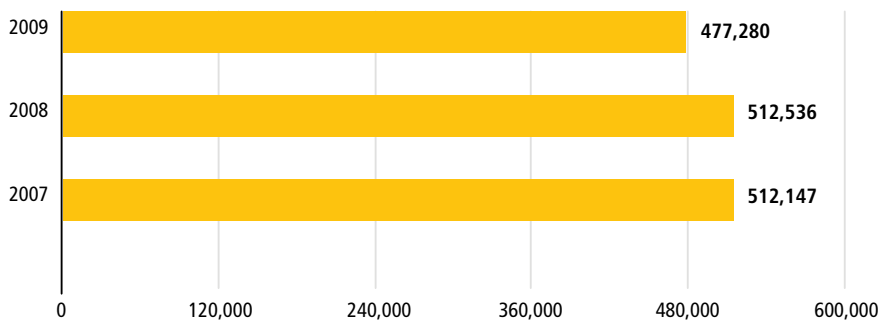
Corporate Responsibility Report 2009/10

Performance

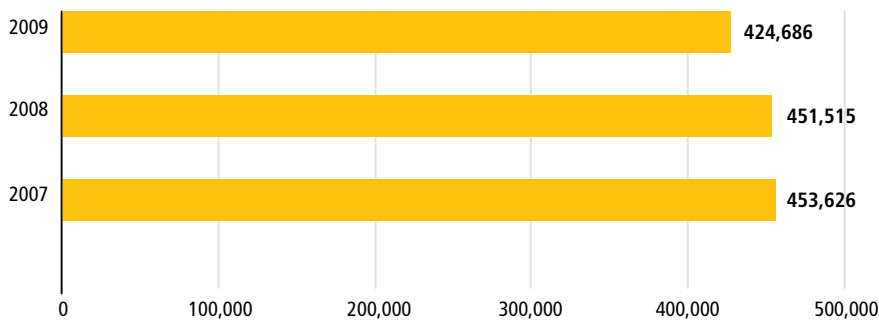
Employees (Deutsche Post DHL) (as of December 31)

[PwC»]

Headcount¹



Full-time employees²



Employees (Deutsche Post DHL) (as of December 31)	2007	2008	2009
Headcount¹	512,147	512,536	477,280
Percentage deviation year-on-year (%)	3.4 %	0.1 %	-6.9 %
Full-time employees²	453,626	451,515	424,686
Percentage deviation year-on-year (%)	2.7 %	-0.5 %	-5.9 %
By region	10.9	0.7	0.9
Europe	303,395	304,465	286,954
North, Central and South America	87,185	78,212	66,833
AsiaPacific	51,852	55,182	57,897
Others	11,194	13,656	13,002

1 Including trainees.

2 Excluding trainees.

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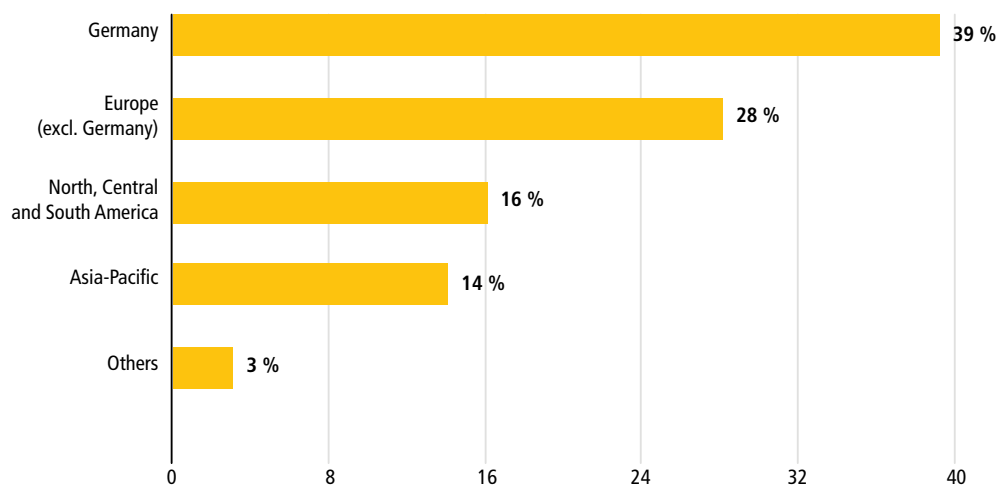
LIVING RESPONSIBILITY

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Performance

[PwC»]

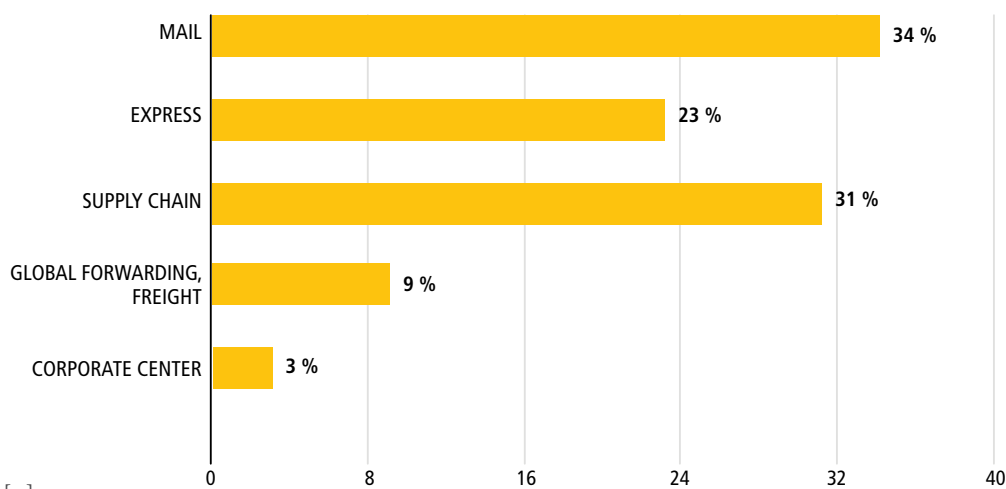
Employees by region (Full-time employees) (as of December 31)



[«]

[PwC»]

Employees by corporate division (Full-time employees) (as of December 31)



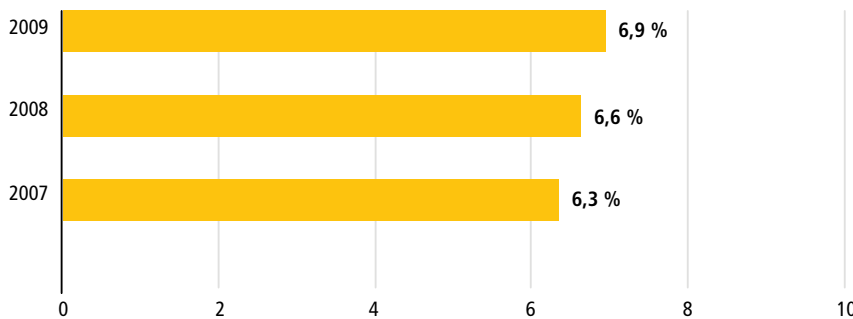
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Performance

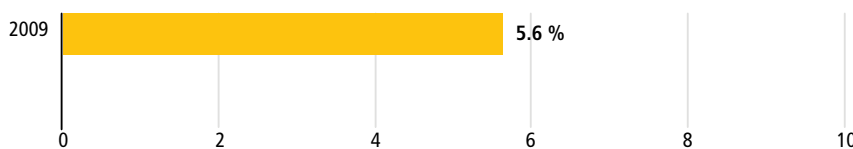
[PwC»]

Sickness rate (Deutsche Post DHL Germany) (annual average)¹



¹ These data were surveyed in all organizational units of Deutsche Post DHL in Germany. The feedback covered 99.9 % of all employees (headcount).

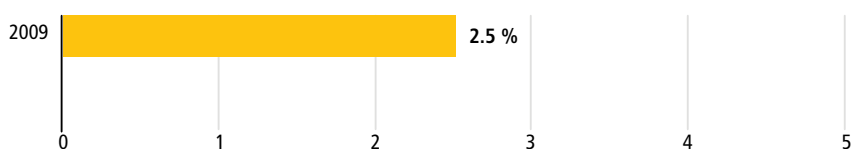
Sickness rate (Deutsche Post DHL) (annual average)¹



¹ These data were surveyed in all organizational units of Deutsche Post DHL. The feedback covered 62.2 % of all employees (headcount).

[«]

Absence (SUPPLY CHAIN) (annual average)¹



¹ According to a survey in SUPPLY CHAIN entities globally



Performance

Occupational safety (Deutsche Post AG) (as of December 31)

Occupational safety (Deutsche Post AG) (as of December 31)	2007	2008	2009 ¹
Number of accidents ²	11,555	11,987	12,954
Rate of accidents per 1,000 employees	63	66	71
Number of days off due to accidents during full calendar year	242,053	255,590	273,978
Average number of days off per accident ³	20.9	21.3	21.2
Number of work related fatalities ⁴	3	2	1

1 As at 5 February 2010, since accidents on the way to the workplace may also be reported after the balance sheet date.

2 If at least one working day is lost, including accidents on the way to the workplace.

3 Calendar days

4 Excluding accidents on the way to the workplace.

[«]

Occupational safety (SUPPLY CHAIN) (as of December 31)

Occupational safety (SUPPLY CHAIN) (as of December 31) ¹	2009
Lost Time Incidents per 1.000 FTE ²	18.0
Lost Time per Incident (Days) ³	14.3

1 According to a survey in SUPPLY CHAIN entities globally.

2 If at least one working day is lost. Excluding accidents on the way to the workplace.

3 Working days.

[PwC»]

Work-life balance (Deutsche Post AG) (as of December 31)

Work-life balance (Deutsche Post AG) (as of December 31)	2007	2008	2009
Maternity/paternity leave days (headcount)	3,168	2,721	2,302
Other family leave days taken (e.g., unpaid holidays) (headcount)	2,868	2,673	2,559
Part-time employees (headcount)	69,823	71,934	67,010 ¹
Part-time employees (%)	38.5 %	40.0 %	38.4 %

1 Excluding employees in partial retirement in the release phase.

[«]

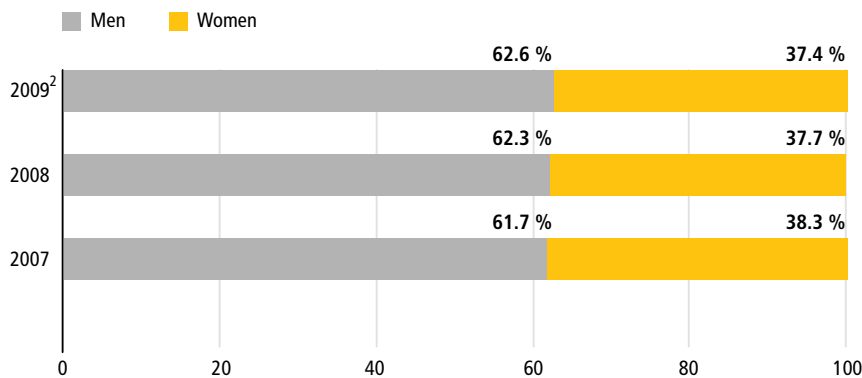




Performance

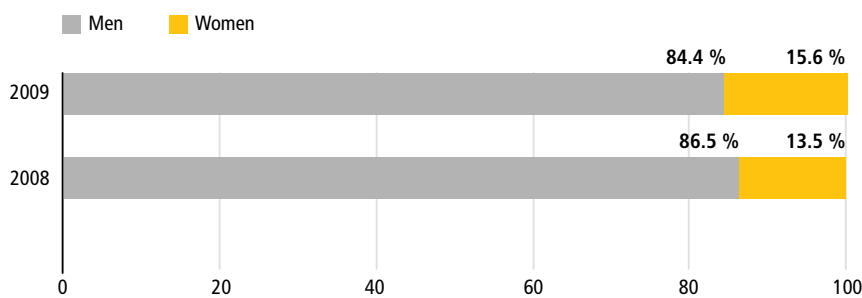
[PwC»]

Women (Deutsche Post DHL) (as of December 31)¹



1 According to a survey. Represents 2009 92.7 % of employees (headcount).
 2 Restated after system change 2009.

Women in Top Management (Deutsche Post DHL)



1 Based on first- and second-level executives.

Employees with disabilities (Deutsche Post AG) ¹	2007	2008	2009 ²
Total employees	11,155	11,598	12,127
Annual employment rate (%)	6.8%	7.2%	7.5%

1 According to German social law (Sozialgesetzbuch IX)
 2 As at January 25, 2010

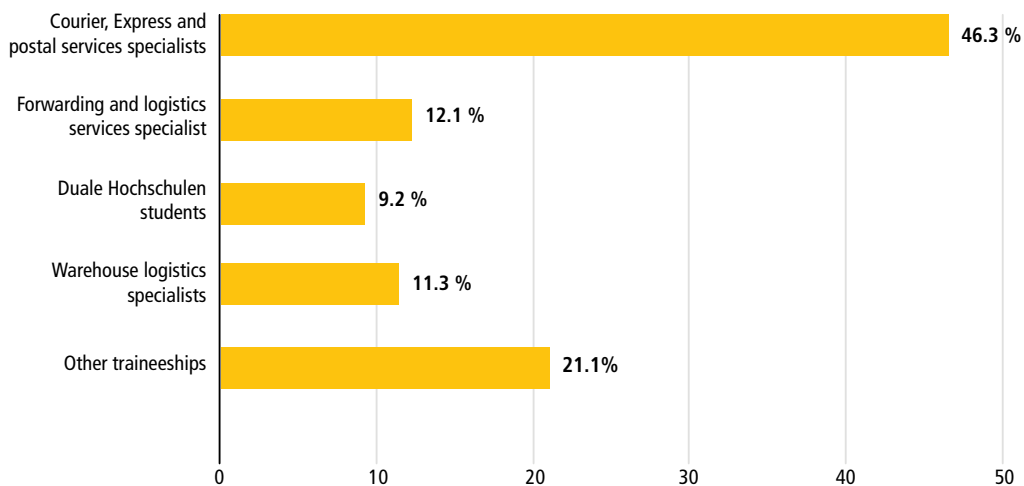
[«]



Performance

[PwC»]

Traineeships (Deutsche Post DHL) (as of December 31)¹



¹ Number of trainees, annual average: 3,755.

[«]

[PwC»]

Apprentices and trainees

Apprentices and trainees	2007	2008	2009
Deutsche Post AG (headcount) (as of December 31)	2,894	2,675	2,397
Men	63.4%	62.1%	61.5%
Women	36.6%	37.9%	38.5%
Deutsche Post DHL (headcount) (annual average)	3,859	3,839	3,755

[«]

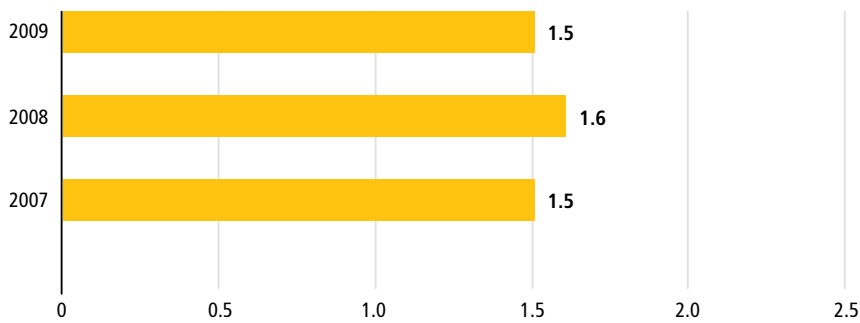


Performance

[PwC»]

Training (Deutsche Post DHL)¹

Annual training days² per full-time employee



¹ According to a survey.

The data collected on training hours/training days covered 68.7 % of all employees (FTEs) in 2009. (2008: 65.2 %; 2007: 58.6 %)

The data collected on training costs covered 88.4 % of all employees (FTEs) in 2009. (2008: 87.4 %; 2007: 88.6 %)

² Restated, change to training days (1 day = 8 hours).

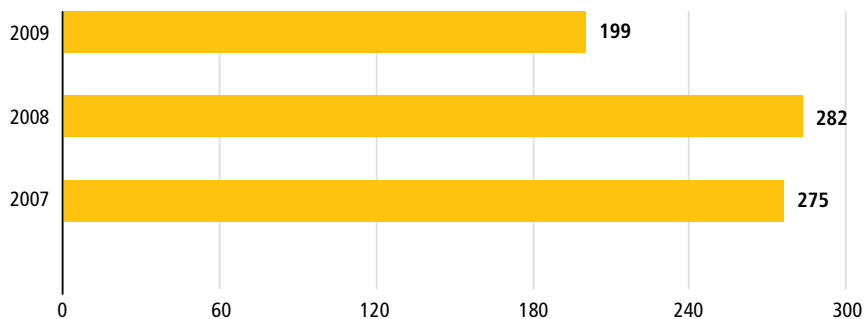
[«]



Performance

[PwC»]

Annual training costs per full-time employee (in €)³

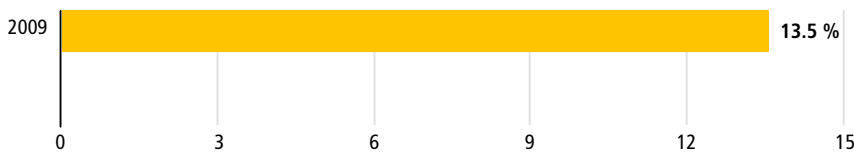


³ Change of definition, only includes training costs and no travel expenses or other overheads.

[«]

[PwC»]

Employee turnover (Deutsche Post DHL)¹



¹ According to a survey of organisational units. Represents 2009 88.6 % of employees (headcount).

[«]

[PwC»]

Idea management (Deutsche Post DHL) (as of December 31)

Idea management (Deutsche Post DHL) (as of December 31)	2007	2008	2009
Savings per employee (€)	468.06	499.98	550.24
Number of suggestions for improvement (number)	198,923	218,711	226,993
Number of accepted suggestions (number)	178,019	162,471	178,303
Total benefit (€ million)	248.0	265.0	262.6
Total costs (€ million) ¹	12.0	12.5	12.0

¹ Based in parts on estimates.

[«]



Performance

SOCIETY DATA

To demonstrate results, for both society and our business, we have continued to improve the reporting of our activities and their results. In 2009, Deutsche Post DHL set up an online database to collect information on community investment activities, to document inputs and results, and to transparently report them. The tool still needs further refinement in order to ensure a reliable database, but it has already been piloted in 2009 to support the application process for the CR Award.

[PwC] In 2010, we will continue to improve the user friendliness of the online reporting tool and work to improve data reliability. We plan to work with IOOI (Input, Output, Outcome, Impact) methodology developed in cooperation with the Bertelsmann Stiftung and a working group of German companies, including Deutsche Post DHL. We have already used this methodology to review some selected projects in 2009. [«]

In this section, you will find data on our DHL Disaster Response teams and the CR Award 2009. For more information on our society programs, please see the Society section.

- * Deployed volunteers per regional DRT
- * Deployment days by regional DRT
- * Handled tonnes of relief goods by year
- * CR Award 2009: Distribution of applications by division
- * CR Award 2009: Distribution of applications by geographical region



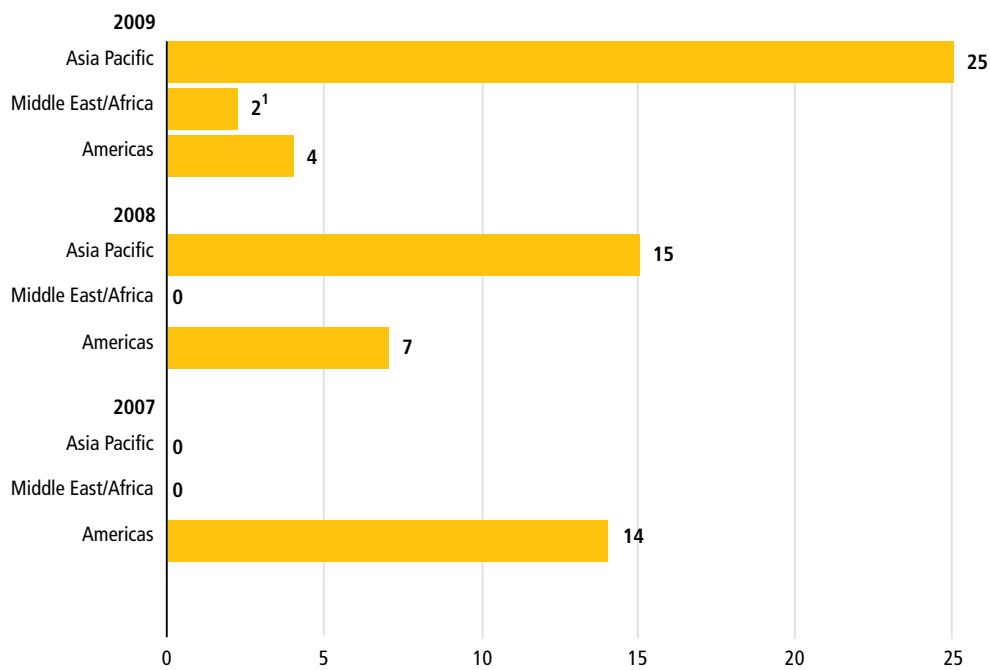


LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Performance

Deployed volunteers per regional DRT



¹ Volunteers from DRT Middle East/Africa joined the DRT Asia Pacific temporarily.



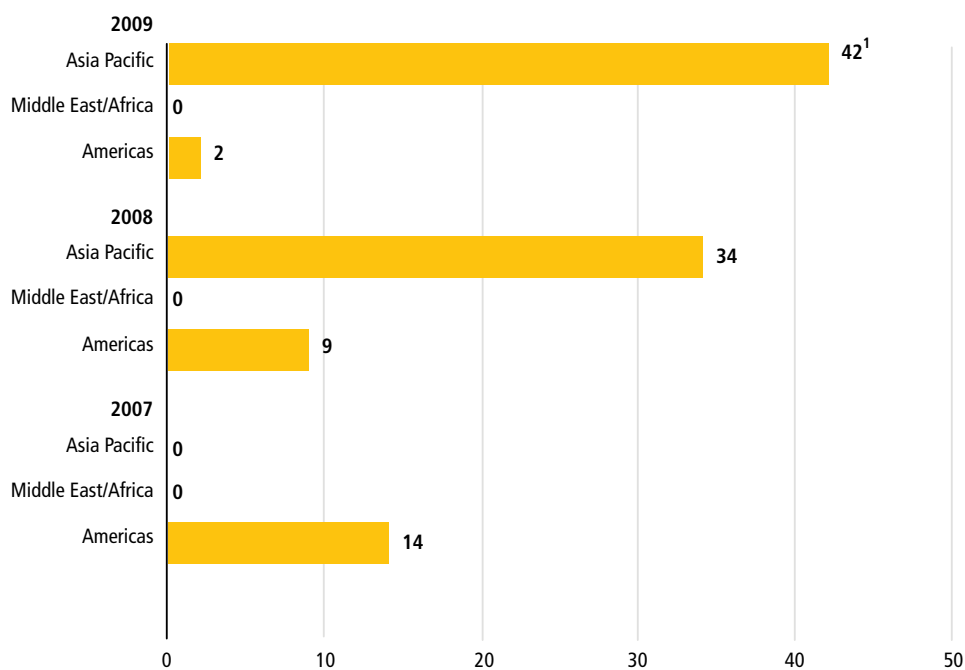


LIVING RESPONSIBILITY

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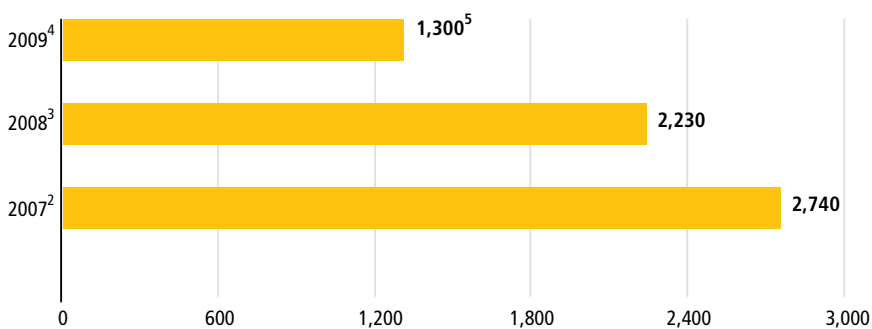
Performance

Deployment days by regional DRT



¹ Including overlapping days of the simultaneous deployment to Indonesia, the Philippines and Samoa.

Handled tonnes of relief goods by year (in tonnes)¹

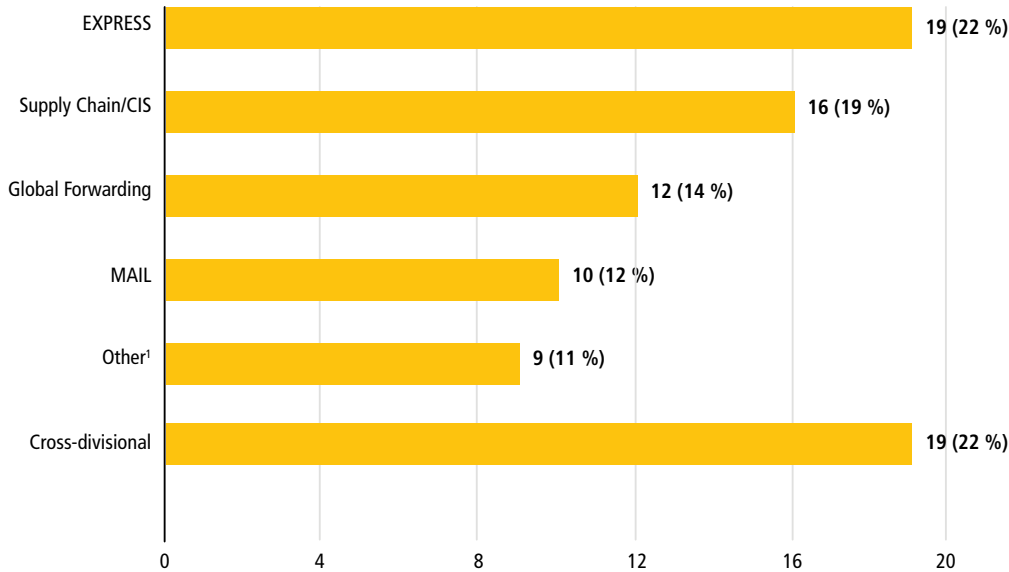


¹ The amount of tonnes handled per year depends on the number and type of disasters.
² Deployment to earthquake in Pisco, Peru.
³ Deployments to Typhoon Nargis in Myanmar, hurricane on Turks and Caicos Islands, and floods in Honduras and Panama.
⁴ Deployments to earthquake in Indonesia, Typhoon Ketsana in the Philippines, tsunami in Samoa and floods in El Salvador.
⁵ Due to focus on logistical support to local airport and disaster management authorities, fewer tonnes handled directly by DRT.



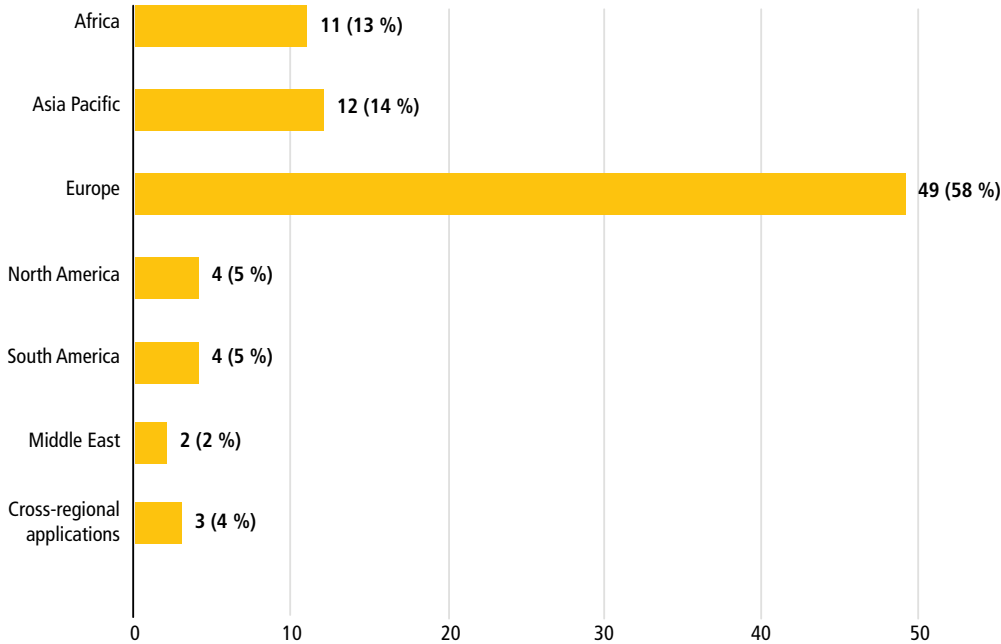
Performance

CR Award 2009: Distribution of applications by division



¹ Applications from Global Business Solutions and the Corporate Center.

CR Award 2009: Distribution of applications by geographical region





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

Performance

AWARDS

Corporate Responsibility-related awards received by Deutsche Post DHL in 2009

We are proud that our employees' efforts in the field of CR were recognized by the following awarding organizations.

DATE OF AWARD	AWARD	AWARDING ORGANIZATION	RECIPIENT
February 2009	"Caring Company Award"	The Hong Kong Council for Social Services	DHL Hong Kong's corporate social responsibility efforts in contributing to the community.
March 2009	"Selected Landmark"	"Germany – Land of Ideas" initiative	The Deutsche Post DHL environmental protection program, GoGreen.
June 2009	"TOTAL E-QUALITY Award"	TOTAL E-QUALITY Deutschland e. V.	Deutsche Post DHL for promoting equal opportunities for men and women at work, and safeguarding gender equality in the long term.
June 2009	"Best Saudi Company to Work for 2008"	Saudi Research and Marketing Group (SRMG)	DHL Express Saudi Arabia's employment practices.
July 2009	"Outstanding Partner in Supply Chain Excellence Award"	SCM Logistics World	DHL Global Customer Solutions (GCS) for demonstrating quantifiable business results for customers, and for the GoGreen program.
July 2009	"Green Logistics Service Provider of the Year"	Frost & Sullivan	The Deutsche Post DHL environmental protection program, GoGreen.
October 2009	"Private Sector Fleet Operator of the Year" in the "Fewer than 500 vehicles" category	The GreenFleet Magazine	DHL Tradeteam in the UK for its continued driver training programs and defensive driving initiatives, which have increased fuel efficiency and reduced emissions by 10 %.
October 2009	"Logistics Best Practice" and "Transport Policy and Planning Excellence"	Chartered Institute of Logistics and Transport	DHL Supply Chain helped two UK customers, Argos and Homebase, to cut fuel usage and deliver additional environmental benefits.
November 2009	"German Sustainability Award" in the "Germany's Most Sustainable Strategies" category	The Foundation Deutscher Nachhaltigkeitspreis e.V. with support from the German Federal Ministry for Labor and Social Affairs, and the Council for Sustainable Development	The Deutsche Post DHL readiness to assume economic, environmental and social responsibility, with a particular emphasis on the GoGreen program.



LIVING RESPONSIBILITY

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Performance

November 2009	“Logistics company of the year” (“ <i>Logistico dell'anno 2009</i> ”)	Assologistica Euomerci and <i>Assologistica Cultura e Formazione</i>	DHL Supply Chain Italy for its innovative approach to sustainable development and the GoGreen program.
December 2009	“German Corporate Health Award” in the “Trade/Transport/Traffic” category („ <i>Deutschen Unternehmenspreis Gesundheit</i> “)	BKK Bundesverband (German federal association of company health insurance funds)	Deutsche Post DHL in recognition of the Group’s exemplary workplace health promotion.
December 2009	2009 Platts Global Energy Award of Excellence in the “Energy Efficiency Program of the Year” category	Platts, a division of The McGraw-Hill Companies	Exel, the North American leader in supply chain management and a Deutsche Post DHL company, for its overall CR program.





Performance

CORPORATE RESPONSIBILITY RANKINGS AND RATINGS

Increasingly, investors and analysts scrutinize our sustainability performance: How we assess and manage the non-financial aspects of our business. Here is a summary of how they rated our performance.

[PwC»]

Rating agency and rating/index	Our 2009 score	Comments
Bank Sarasin/Deutsche Börse AG DAXglobal® Sarasin Sustainability Germany Index 2009	Listed	
Brand Emissions Leaders Project Brand Emissions Leader	Listed	We are included in the Transport sector.
Climate Counts Climate Counts Company Scorecard 2009	68 (out of 100)	We are listed in the Consumer Shipping sector.
Carbon Disclosure Project (CDP 6) 2009	63 (out of 100)	The best score in the Industrials sector is 87, the average score is 52 and the lowest score is 7.
ECPI ECPI Ethical Index EMU ECPI Ethical Index Euro ECPI Ethical Index Global	Listed	
EIRIS (Ethical Investment Research) and imug (<i>Institut für Markt-Umwelt-Gesellschaft e.V.</i>) FTSE4Good Europe Index FTSE4Good Global Index	Listed	We remain listed in the FTSE4Good Index Series.
KLD Indexes 2009 FTSE KLD Global Climate 100 Index (GC100) FTSE KLD Global Sustainability Index (GSIN) FTSE KLD Global Sustainability ex-US Index (GSXU) FTSE KLD Europe Sustainability Index (EUSI) FTSE KLD Europe Asia Pacific Sustainability Index (EAPSI)	Listed	The FTSE KLD Indices succeed the KLD Indexes.
Sustainable Asset Management (SAM) 2009 Dow Jones Sustainability Index (DJSI) World DJSI STOXX	91 (out of 100)	We are included in the Industrial Transportation sector. The entry level into DJSI World is 86. In the Environment dimension, we scored 99, the best score awarded overall. We also achieved perfect scores – 100 – in the Corporate Citizenship/ Philanthropy, Social Reporting and Occupational Health & Safety categories.
Vigeo 2009 ASPI – Advanced Sustainable Performance Indices	Listed	Of the 16 companies in Vigeo’s “Transport & Logistics” sector, we ranked as the sector leader in terms of environmental protection.

[«]



Performance

GLOBAL REPORTING INITIATIVE INDEX

Our CR Report 2009/10 is presented with reference to the Global Reporting Initiative (GRI) (www.globalreporting.org) “G3” reporting framework, as well as the GRI Logistics and Transportation Sector Supplement. GRI defines a number of Application Levels for sustainability reports. We have assessed this Report against GRI requirements and believe it to comply with a B+ Application Level. Data relating to each indicator in this framework may be found via the links noted below.



Extent of reporting

- Fully reported
- Partially reported
- Not reported
- Not relevant to Deutsche Post DHL

Indicators in bold and italics are “core indicators” (see EC1 for example).

G3 INDICATORS	DPDHL CORPORATE WEBSITE	CR REPORT 2009/10	NOTES	EXTENT OF REPORTING
1. Strategy and Analysis				
1.1 Statement from the most senior decision maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.		CEO statement		<input checked="" type="radio"/>
1.2 Description of key impacts, risks, and opportunities.		Strategy and Governance Targets		<input checked="" type="radio"/>
2. Organizational Profile				
2.1 Name of the organization.		About Deutsche Post DHL		<input checked="" type="radio"/>
2.2 Primary brands, products, and/or services.		About Deutsche Post DHL		<input checked="" type="radio"/>
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Group Structure Participation List			<input checked="" type="radio"/>
2.4 Location of organization’s headquarters.		About this Report		<input checked="" type="radio"/>
2.5 Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Participation List	About Deutsche Post DHL		<input checked="" type="radio"/>
2.6 Nature of ownership and legal form.	Shareholder structure			<input checked="" type="radio"/>



Performance

2.7 Markets served (including geographic breakdown, sectors served, and types of customers/ beneficiaries).		About Deutsche Post DHL		●
2.8 Scale of the reporting organization, including: <ul style="list-style-type: none"> • Number of employees; • Net sales (for private sector organizations) or net revenues (for public sector organizations); • Total capitalization broken down in terms of debt and equity (for private sector organizations); and • Quantity of products or services provided. 	Income Statement Issued capital Divisions	About Deutsche Post DHL		●
2.9 Significant changes during the reporting period regarding size, structure, or ownership including: <ul style="list-style-type: none"> • The location of, or changes in operations, including facility openings, closings, and expansions; and • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations). 	Significant events			●
2.10 Awards received in the reporting period.		Awards		●

3. Report Parameters

Report Profile

3.1 Reporting period (e.g., fiscal/calendar year) for information provided.		About this Report		●
3.2 Date of most recent previous report (if any).		About this Report		●
3.3 Reporting cycle (annual, biennial, etc.)		About this Report		●
3.4 Contact point for questions regarding the report or its contents.		About this Report		●

Report Scope and Boundary

3.5 Process for defining report content, including: <ul style="list-style-type: none"> • Determining materiality; • Prioritizing topics within the report; and • Identifying stakeholders the organization expects to use the report. 		Strategy and Governance		●
3.6 Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		About this Report		●







Performance

3.7 State any specific limitations on the scope or boundary of the report.		About this Report		●
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Significant events Changes in reporting and portfolio	About this Report		●
3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.		Performance		●
3.10 Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/ acquisitions, change of base years/periods, nature of business, measurement methods).		About this Report Performance		●
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		About this Report Performance		●
GRI Content Index				
3.12 GRI content index.		GRI Index		●
Assurance				
3.13 Policy and current practice with regard to seeking external assurance for the report.		About this Report		●
4. Governance, Commitments, and Engagement				
Governance				
4.1 Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Corporate Governance			●
4.2 Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Supervisory Board			●
4.3 For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Supervisory Board			●



Performance

<p>4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.</p>	<p>Shareholders feedback</p>	<p>Engaging with shareholders Our people Employee representatives</p>		
<p>4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).</p>	<p>Remuneration of the Board of Management and the Supervisory Board Remuneration Report</p>			
<p>4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.</p>	<p>Corporate Governance Report Board of Management and the Supervisory Board</p>			
<p>4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.</p>	<p>Report of the Supervisory Board</p>			
<p>4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.</p>	<p>Corporate Governance Report</p>	<p>Code of Conduct</p>		
<p>4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.</p>	<p>Corporate Governance Report</p>			
<p>4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.</p>	<p>Corporate Governance Report</p>			



Performance

Commitments to External Initiatives				
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization.		Introduction to GoGreen		●
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		Material issues and priorities		●
4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> • Has positions in governance bodies; • Participates in projects or committees; • Provides substantive funding beyond routine membership dues; or • Views membership as strategic. 		Engaging with shareholders Our partners GoHelp – partnering with UNICEF		●
Stakeholder Engagement				
4.14 List of stakeholder groups engaged by the organization.		Engaging with shareholders		●
4.15 Basis for identification and selection of stakeholders with whom to engage.		Engaging with shareholders		●
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		Engaging with shareholders		●
4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.		Engaging with shareholders		●
5. Management Approach and Performance Indicators (throughout the Report)				
Economic Performance Indicators				
DMA Goals and performance	Annual Report 2009	Economic impact Targets		●
DMA Policy	Annual Report 2009	Economic impact		●



Performance

Aspect: Economic Performance				
<i>EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.</i>	Consolidated Financial Statements	Economic impact		●
<i>EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change.</i>		Introduction: GoGreen – protecting the environment		●
<i>EC3 Coverage of the organization's defined benefit plan obligations.</i>	Pension obligations			●
<i>EC4 Significant financial assistance received from government.</i>	Government grants Litigation			●
Aspect: Market Presence				
<i>EC5 Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.</i>			Deutsche Post DHL complies with all legal minimum wages.	○
<i>EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.</i>		Economic impact	Although Deutsche Post DHL has no formal policy on the local hiring of suppliers, the nature of the business is such that most suppliers of major purchasing categories are local (i.e. fuel, transportation services).	●



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<p><i>EC7 Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.</i></p>		<p>Economic impact Employees</p>	<p>Although Deutsche Post DHL has no formal policy on the local hiring of senior management, the nature of the business is that most staff is hired locally. Additionally, many of our employees have significant customer contact and therefore needs to speak the local language and understand the local culture.</p>	<p>●</p>
<p>Aspect: Indirect Economic Impacts</p>				
<p><i>EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.</i></p>		<p>Economic impact Society</p>		<p>●</p>
<p>EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.</p>		<p>Economic impact Society</p>		<p>●</p>
<p>Environmental Performance Indicators</p>				
<p>DMA Goals and performance</p>		<p>Environment Targets Environment data</p>		<p>●</p>
<p>DMA Policy</p>		<p>Environment Environmental Policy</p>		<p>●</p>



Performance

DMA Organization responsibility		About this Report FAQs		●
DMA Training and awareness		Fleet Environmental management Mobilizing employees		●
DMA Monitoring and follow-up		Environmental management Sustainable sourcing		●
Aspect: Materials				
<i>EN1 Materials used by weight or volume.</i>		Environment Environment data		●
<i>EN2 Percentage of materials used that are recycled input materials.</i>		Environment Environment data		●
Aspect: Energy				
<i>EN3 Direct energy consumption by primary energy source.</i>		Environment Environment data		●
<i>EN4 Indirect energy consumption by primary source.</i>		Environment Environment data		●
EN5 Energy saved due to conservation and efficiency improvements.		Facilities Environment data		●
EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.		Environment Environment data		●
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.		Environment Environment data		●





Performance

Aspect: Water				
EN8 Total water withdrawal by source.		Environmental management FAQs	Due to the nature of our core business (mail and logistics), water withdrawal has not been identified as a material issue.	⊘
EN9 Water sources significantly affected by withdrawal of water.		Environmental management FAQs		⊘
EN10 Percentage and volume of water recycled and reused.		Environmental management FAQs		⊘
Aspect: Biodiversity				
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.		FAQs		●
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.		FAQs		●
EN13 Habitats protected or restored.		FAQs		●
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.		FAQs		●
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		FAQs		●
Aspect: Emissions, Effluents, and Waste				
EN16 Total direct and indirect greenhouse gas emissions by weight.		Transparency Environment data		●
EN17 Other relevant indirect greenhouse gas emissions by weight.		Transparency Environment data		●



Performance

<p>EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.</p>		<p>Fleet Facilities Transparency Environment data</p>		<p>●</p>
<p><i>EN19 Emissions of ozone-depleting substances by weight.</i></p>		<p>Transparency</p>		<p>●</p>
<p><i>EN20 NO, SO, and other significant air emissions by type and weight.</i></p>		<p>Environmental management</p>		<p>●</p>
<p><i>EN21 Total water discharge by quality and destination.</i></p>		<p>Environmental management FAQs</p>		<p>●</p>
<p><i>EN22 Total weight of waste by type and disposal method.</i></p>		<p>Environmental management FAQs</p>		<p>●</p>
<p><i>EN23 Total number and volume of significant spills.</i></p>			<p>Deutsche Post DHL does not have a central registry of spills as this is not considered a material issues. Significant spills would be recorded at the local or site level as part of an Environmental Management System or ISO 14001 certification.</p>	<p>○</p>



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<p>EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.</p>		<p>The transport of hazardous waste is not a core business of Deutsche Post DHL and for this reason data is not consolidated at the global level. We do transport small quantities of hazardous waste in a limited number of cases. For example, in the UK we transport small amounts of hazardous waste as part of large customer contracts and in compliance with relevant regulations.</p>	<p>⊘</p>
<p>EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.</p>		<p>Due to the nature of the Deutsche Post DHL business, our impact in this area is very limited and is therefore not measured. Due to the limited materiality, we have no plans to measure it in the future.</p>	<p>⊘</p>







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Aspect: Products and Services				
<p><i>EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.</i></p>		<p>Eco-friendly products and services</p>		
<p><i>EN27 Percentage of products sold and their packaging materials that are reclaimed by category.</i></p>			<p>This indicator is not relevant for our business as our core business is transportation and logistics – we are not a product manufacturer. In Germany we do sell envelopes, parcel boxes and paper for printers etc. at our retail outlets. Most of these products are made from paper and can be easily recycled. It is not possible for us to reclaim this material as it ends up in the homes of millions of customers and businesses worldwide. In some cases, for example in the UK, we do collect small quantities of packaging material that we purchase on behalf of our business customers.</p>	



Performance

Aspect: Compliance				
EN28 Significant fines and number of non-monetary sanctions for noncompliance with environmental laws and regulations.	Compliance management		We have no reports of any significant fines or non-compliance in this area.	
Aspect: Transport				
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.		Environment Fleet Environment data		
Aspect: Overall				
EN30 Total environmental protection expenditures and investments by type.			We do not report this category of expenditure.	
Social Performance Indicators				
Labor Practices and Decent Work Performance Indicators				
DMA Goals and performance		Employees Performance Targets		
DMA Policy		Employees Code of conduct		
DMA Organization responsibility		Our people		
DMA Training and awareness		Employees Learning and development		
DMA Monitoring and follow-up		Employees Code of conduct		
Aspect: Employment				
LA1 Total workforce by employment type, employment contract, and region.	Employees	Employees data		
LA2 Total number and rate of employee turnover by age group, gender, and region.	Employees	Employees data		



Performance

LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.				○
Aspect: Labor/Management Relations				
LA4 Percentage of employees covered by collective bargaining agreements.	Employees	Employee representatives		●
LA5 Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Employees	Employee representatives		◐
Aspect: Occupational Health and Safety				
LA6 Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programs.		Health management Employee representatives		◐
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities by region.	Employees	Employees data		●
LA8 Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Employees	Health and Safety		●
LA9 Health and safety topics covered in agreements with trade unions.		Health and Safety Employee representatives		◐
Aspect: Training and Education				
LA10 Average hours of training per year per employee by employee category.	Employees	Sourcing and development Employees data		●
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		Sourcing and development		◐
LA12 Percentage of employees receiving regular performance and career development reviews.		Sourcing and development		◐







Performance

Aspect: Diversity and Equal Opportunity				
<i>LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.</i>	Supervisory Board Employees	Employees data		◐
<i>LA14 Ratio of salary of men to women by employee category.</i>				○
Human Rights Performance Indicators				
DMA Goals and performance		Material issues Performance Targets UNGC COP		◐
DMA Policy		Material issues UNGC COP		◐
DMA Organization responsibility		About this Report		◐
DMA Training and awareness		UNGC COP		◐
DMA Monitoring and follow-up		UNGC COP		◐
Aspect: Investment and Procurement Practices				
<i>HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.</i>	Code of Conduct Compliance management	Sustainable sourcing	The Supplier Code of Conduct was implemented in 2007 and is mandatory for all new contracts since 2008. As most of our supplier contracts run for one year, the vast majority are operating under this framework today.	◐



Performance

<p><i>HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.</i></p>	<p>Code of Conduct Compliance management</p>	<p>Sustainable sourcing</p>	<p>The Supplier Code of Conduct was implemented in 2007 and is mandatory for all new contracts since 2008. As most of our supplier contracts run for one year, the vast majority are operating under this framework today.</p>	
<p>HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.</p>	<p>Compliance management</p>			
<p>Aspect: Non-discrimination</p>				
<p><i>HR4 Total number of incidents of discrimination and actions taken.</i></p>	<p>Compliance management</p>	<p>Code of Conduct</p>	<p>Although Deutsche Post DHL is committed to managing diversity professionally and to creating a working environment that is free from discrimination, we do not publish data for this aspect.</p>	
<p>Aspect: Freedom of Association and Collective Bargaining</p>				
<p><i>HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.</i></p>	<p>Compliance management</p>	<p>Code of Conduct Employee representatives</p>		



Performance

Aspect: Child Labor				
<i>HR6 Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.</i>		Code of Conduct Sustainable sourcing UNGC COP		●
Aspect: Forced and Compulsory Labor				
<i>HR7 Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.</i>		Code of Conduct Sustainable sourcing UNGC COP		●
Aspect: Security Practices				
HR8 Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.				○
Aspect: Indigenous Rights				
HR9 Total number of incidents of violations involving rights of indigenous people and actions taken.			As our core business is mail and logistics, we do not consider this aspect as relevant to us. Additionally, we are not aware of any incidents directly involving our Group and the rights of indigenous people.	⊘
Society Performance Indicators				
DMA Goals and performance	Compliance management	Code of Conduct Sustainable sourcing Performance Targets UNGC COP		●



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DMA Policy		Code of Conduct Sustainable sourcing UNGC COP		●
DMA Organization responsibility		Code of Conduct UNGC COP		●
DMA Training and awareness	Compliance management	Code of Conduct Sustainable sourcing UNGC COP		●
DMA Monitoring and follow-up	Compliance management	Code of Conduct Sustainable sourcing UNGC COP		●
Aspect: Community				
<i>SO1 Nature, scope, and effectiveness of programs and practices that assess the impacts of operations on communities, including entering, operating, and exiting.</i>	Operating business	Our people		◐
Aspect: Corruption				
<i>SO2 Percentage and total number of business units analyzed for risks related to corruption.</i>		Code of Conduct Sustainable sourcing UNGC COP		●
<i>SO3 Percentage of employees trained in organization's anti-corruption policies and procedures.</i>		Code of Conduct Sustainable sourcing UNGC COP		◐
<i>SO4 Actions taken in response to incidents of corruption.</i>	Compliance management	Code of Conduct UNGC COP	There were no reported incidents of corruption in 2009.	●





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Aspect: Public Policy				
SO5 Public policy positions and participation in public policy development and lobbying.		Engaging with stakeholders Shaping the political agenda		●
SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.				○
Aspect: Anti-Competitive Behavior				
SO7 Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.				○
Aspect: Compliance Core				
SO8 Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	Compliance management			◐
Product Responsibility Performance Indicators				
DMA Goals and performance	Compliance management	Strategy and Governance Performance		●
DMA Policy	Compliance management			●
DMA Organization responsibility	Compliance management			●
DMA Training and awareness	Compliance management			●
DMA Monitoring and follow-up	Compliance management			●
Aspect: Customer Health and Safety				
PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.			This aspect is not relevant to Deutsche Post DHL based on the nature of our business.	⊘



Performance

PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.			This aspect is not relevant to Deutsche Post DHL based on the nature of our business.	⊘
Aspect : Product and Service Labeling				
<i>PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.</i>		Code of Conduct UNGC COP		◐
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.				○
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.				○
Aspect : Marketing Communications				
<i>PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.</i>		Code of Conduct UNGC COP		◐
PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.				○
Aspect: Customer Privacy				
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		Managing sustainability		○
Aspect: Compliance				
<i>PR9 Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.</i>	Compliance management		We are not aware of any significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	◑



Performance









GRI Logistics and Transportation Sector Supplement

G3 INDICATORS	DPDHL CORPORATE WEBSITE	CR REPORT 2009/10	NOTES	EXTENT OF REPORTING
LT1 Number of ships controlled by the reporting organization, broken down by the flag state.			This indicator is not relevant for Deutsche Post DHL as we do not own any ships.	⊘
LT2 Breakdown of fleet composition.		Fleet Environment data	Deutsche Post DHL currently provides information on the breakdown of its aircraft fleet and its vehicle fleet in Germany. We do not own any ships or railway engines.	●
LT3 Description of policies and programs on the management of environmental impacts, including: 1) Initiatives on sustainable transportation (e.g., hybrid vehicles); 2) Modal shift; and 3) Route planning.		Environment section Fleet Networks Eco-friendly products and services		●
LT4 Description of initiatives to use renewable energy sources and to increase energy efficiency.		Increasing resource efficiency Environment data		●
LT5 Description of initiatives to control urban air emissions in relation to road transport (e.g., use of alternative fuels, frequency of vehicle maintenance, driving styles, etc.).		Fleet Environmental management		●





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<p>LT6 Description of policies and programs implemented to manage the impacts of traffic congestion (e.g., promoting off-peak distribution, new inner city transport modes, percentage of delivery by modes of alternative transportation).</p>		<p>Networks</p>		
<p>LT7 Description of policies and programs for noise management/abatement.</p>		<p>Environmental management</p>		
<p>LT8 Description of environmental impacts of the reporting organization's major transportation infrastructure assets (e.g., railways) and real estate¹⁰. Report the results of environmental impact assessments.</p>		<p>Facilities</p>		
<p>LT9 Description of policies and programs to determine working hours and rest hours, rest facilities, and leave for those driving and operating fleets.</p>		<p>Safety FAQs</p>		
<p>LT10 Describe approaches to provision of facilities to enable mobile workers to maintain personal communications while working.</p>			<p>Deutsche Post DHL does not have a global policy on this topic. Many of our long-distance drivers are subcontractors. Their communications needs will be determined locally by the companies that employ them.</p>	
<p>LT11 Description of policies and programs regarding substance abuse (e.g., training and campaigns).</p>		<p>Safety FAQs</p>		
<p>LT12 Number of road fatalities of drivers or third parties per million kilometers driven.</p>		<p>Employees data</p>		
<p>LT13 List the incidents when ships have been detained by port inspectors, including the following details:</p> <ul style="list-style-type: none"> · Name of the vessel and International Maritime Organisation (IMO) number; · Port of detention; · Reason for detention; and · Duration of detention (include dates). 			<p>This indicator is not relevant for Deutsche Post DHL as we do not own any ships.</p>	



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<p>LT14 Description of policies and programs for public access to mail services (e.g., distance to postal office and mail boxes).</p>	<p>Interview with Frank Appel, CEO Deutsche Post DHL, and Jürgen Gerdes, Corporate Board Member MAIL, on the quality of mail delivery (www.dp-dhl.com) (in German only)</p>		<p>As Germany's only universal provider of postal services, Deutsche Post complies with the statutory regulations (www.gesetze-im-internet.de – in German only)</p>	
<p>LT15 Provision of logistics and transportation core competences to deliver humanitarian needs locally and globally measured in terms of: e.g., tons carrying capacity; person months; expenditure, value (fair market terms), and in kind contributions in disaster preparedness and response.</p>		<p>GoHelp Society data</p>	<p>We do not report the value of our humanitarian contributions.</p>	
<p>LT16 Criteria for selecting recruitment and placement services. State how these criteria relate to existing international standards such as the conventions of the International Labour Organization (ILO).</p>		<p>Sustainable sourcing</p>		
<p>LT17 Describe measures in place to provide income security and employment continuity for workers employed/contracted repeatedly but not continuously.</p>		<p>Sustainable sourcing Code of Conduct</p>		



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UN GLOBAL COMPACT COMMUNICATION ON PROGRESS

Corporate Responsibility is part of our Strategy 2015 as we aim to make a positive contribution to our world.

Deutsche Post DHL signed the UN Global Compact (UNGC) in 2006. Our commitment to responsible business practices, including respect for human rights, our employees, the environment, and wider society, are enshrined in our Code of Conduct. We are an active member of the German UNGC Network.



Since becoming a formal signatory, we have embraced the 10 principles of the UNGC, and continuously support them. We are committed to upholding human rights within our sphere of influence.

This is our third Communication on Progress (COP). It illustrates our efforts since our last COP and covers the timeframe from February 2009 to March 2010.

Commitment – A statement of specific commitments.

Systems – A description of policies, programs and management systems used to address each principle.

Actions – A description of practical actions taken during the reporting period.

Performance – A description of the impact of systems and tangible outcomes of actions.





Performance

PRINCIPLES	COMMITMENT	SYSTEMS	ACTIONS	PERFORMANCE
	A statement of specific commitments.	A description of policies, programs and management systems used to address each principle.	A description of practical actions taken during the reporting period.	A description of the impact of systems and tangible outcomes of actions.
Human Rights				
<p>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and</p> <p>Principle 2: make sure that they are not complicit in human rights abuses.</p>	<p>We respect human rights within our sphere of influence and operate our business in such a way as to make us an exemplary employer. We aim to be the preferred employer in our industry, with a respectful common culture, and support for our employees' wellbeing:</p> <ul style="list-style-type: none"> • Embedding a common culture • Promoting health and safety 	<ul style="list-style-type: none"> • Corporate Values • Code of Conduct • Supplier Code of Conduct • Corporate Health Policy • Global Road Safety Initiative 	<ul style="list-style-type: none"> • Started integrating our revised Supplier Code of Conduct into new supply contracts • Corporate Health Policy campaign and expanded measurement 	<ul style="list-style-type: none"> • Procurement employees trained on Supplier Code of Conduct • 43,000 health promotion measures in Germany each year • Health Promotion Award • German Corporate Health Award 2009
Labour Standards				
<p>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</p> <p>Principle 4: the elimination of all forms of forced and compulsory labour;</p> <p>Principle 5: the effective abolition of child labour; and</p> <p>Principle 6: the elimination of discrimination in respect of employment and occupation.</p>	<p>We respect the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO) in accordance with national laws and customs.</p>	<ul style="list-style-type: none"> • Code of Conduct • Supplier Code of Conduct • Deutsche Post DHL has explicitly and unequivocally spoken out against and does not tolerate any form of forced and compulsory labor or child labor • German Corporate Governance Code (DCGK) • Embedding a common culture • Working with employee representatives • Deutsche Post DHL Forum and Social Dialogue Committee for the postal sector 	<ul style="list-style-type: none"> • Promoted the Deutsche Post DHL Forum • Reached a wage agreement in Germany • A competitive edge through diversity • Executive development • International Mentoring Program • Vocational training 	<ul style="list-style-type: none"> • Detailed reference to ILO core labor standards included in official presentation and training documents for the Code of Conduct • Detailed reference to ILO core labor standards included in Code of Conduct basic training • Conducted 2009 Employee Opinion Survey with a 76 % participation rate



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Environment				
<p>Principle 7: Businesses should support a precautionary approach to environmental challenges;</p> <p>Principle 8: undertake initiatives to promote greater environmental responsibility; and</p> <p>Principle 9: encourage the development and diffusion of environmentally friendly technologies.</p>	<p>We recognize that our transport and logistics activities have an impact on the environment. We are constantly improving our resource efficiency focusing on carbon efficiency and the issue of climate change.</p>	<ul style="list-style-type: none"> • GoGreen environmental protection program • Carbon accounting and controlling system • 6-Step Approach to environmental management • Member of the UNEP Climate Neutral Network 	<ul style="list-style-type: none"> • Target to improve carbon efficiency by 30 % by 2020 • Trials and implementation of alternative fuels and technologies within our fleet and buildings; network and capacity optimization • Mobilization of employees with programs, events and awards • Target to increase the percentage of employees working under ISO 14001 certified systems 	<ul style="list-style-type: none"> • 2009 Deutsche Post DHL Carbon Efficiency Index value of 98 • Deutsche Post DHL added to Dow Jones Sustainability World Index in 2009, leading the ranking in the environmental area • Number of non-conventionally fuelled vehicles • Percentage of global workforce working in ISO 14001 certified operations increased to 49 % in 2009 • EOS: almost 60 % of employees confirmed that their teams are implementing energy-saving measures in their workplace • More than 700 million GOGREEN shipments





Performance

Anti-Corruption				
<p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>At Deutsche Post DHL, we do not tolerate corruption and are committed to compliance with international anti-bribery standards, as stated in the Global Compact and local anti-corruption and bribery laws.</p>	<ul style="list-style-type: none"> • Code of Conduct • Supplier Code of Conduct • Anti-Corruption Policy • Third party compliance standards • Deutsche Post DHL has a Compliance Management System in place. It consists of: <ul style="list-style-type: none"> – the Compliance Committee, which is in charge of Compliance Management at Deutsche Post DHL. It is the decision-making body in charge of the strategic direction and the development of compliance management and handles reports of non-compliant behavior in the company – the Global Compliance Office and the 14 Regional Compliance Offices, which support the Compliance Committee – an Integrity Board, containing internal and external experts, advises the Compliance Committee. 	<ul style="list-style-type: none"> • Global Compliance Office responsible for worldwide implementation of the Code of Conduct • Anonymous Compliance hotline available worldwide, information is published on the corporate intranet • Anti-Corruption Policy rolled-out for about 2,800 executives and Anti Corruption training made obligatory for them • Due Diligence questionnaire for agents, joint ventures and consultants developed and implemented • Compliance Tool-kit forwarded to about 2,200 executives • Top-down communication, cascade of compliance management and related activities 	<ul style="list-style-type: none"> • The Global Compliance Office, in collaboration with Internal Audit investigates concerns and concludes them • Executives confirm reception of Anti-Corruption Policy and training in a formal mandatory process • Anti-corruption training completion monitored via monthly reports on global e-learning portal • Signing the Partnering Against Corruption Initiative (PACI) in February 2009 • Evaluation of third party compliance by Global Compliance Office



Performance

Independent Assurance Report



To Deutsche Post AG, Bonn

We have been engaged to perform a limited assurance engagement on selected data of the “Corporate Responsibility Report 2009/10” (the “CR Report”) of Deutsche Post AG, Bonn. For the first time, the CR Report is published only as an online version on the “Responsibility” pages of the DPDHL corporate website www.dp-dhl.com¹.

Based on our assignment, our assurance engagement has been applied to data presented on the the “Responsibility” pages of the DPDHL corporate website www.dp-dhl.com and marked with [PwC»] at the beginning and [«] at the end.

Management’s Responsibility

Deutsche Post AG’s management is responsible for the preparation of the CR Report using the criteria stated in the Sustainability Reporting Guidelines Vol. 3 (pp. 7-17) of the Global Reporting Initiative (GRI)

- Materiality,
- Stakeholder Inclusiveness,
- Sustainability Context,
- Completeness,
- Balance,
- Clarity,
- Accuracy,
- Timeliness,
- Comparability and
- Reliability.

This responsibility includes the selection and application of appropriate methods to prepare the CR Report and the use of assumptions and estimates for individual CR disclosures which are reasonable in the circumstances. Furthermore, the responsibility of Deutsche Post AG’s management includes designing, implementing and maintaining systems and processes relevant for the preparation of the CR Report.

¹ Our engagement applies to the English Version of the CR Reporting on the “Responsibility” pages of the DPDHL corporate website www.dp-dhl.com. Data referred to and links links to webpages outside the DPDHL CR report pages were not included in the scope of our assurance engagement.





Performance

Practitioner's Responsibility

Our responsibility is to express a conclusion based on our work performed as to whether any matters have come to our attention that cause us to believe that the data of the CR Report marked with [PwC»] at the beginning and [«] at the end have not been prepared in accordance with the abovementioned criteria of the Sustainability Reporting Guidelines Vol. 3 of the GRI. We also have been engaged to report on recommendations for the further development of CR management and CR reporting on the basis of the results of our assurance engagement.

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000. This standard requires that we comply with ethical requirements and plan and perform the assurance engagement to express our conclusion with limited assurance.

In a limited assurance engagement the evidence-gathering procedures are more limited than in a reasonable assurance engagement (for example, an audit of financial statements in accordance with § (Article) 317 HGB ("Handelsgesetzbuch": "German Commercial Code"), and therefore less assurance is obtained than in a reasonable assurance engagement.

The procedures selected depend on the practitioner's judgment. This includes the assessment of the risk of material incompliance of the data marked with [PwC»] at the beginning and [«] at the end with the abovementioned criteria. Within the scope of our work we performed amongst others the following procedures:

- Inspection of the development of the processes for gathering, analysing and aggregating the data marked with [PwC»] at the beginning and [«] at the end on the level of the headquarter and for some data on the level of operations in Bonn, Darmstadt, Milton Keynes and Brussels.
- Inquiries of the central unit responsible for preparing the CR Report about the development of the process to prepare the CR Report and the internal control system aligned with this process.
- Comparison of selected data with corresponding data in the financial annual report 2009.
- Inquiries of employees in the departments of Public Policy and Responsibility, Procurement, Idea Management, HR, Real Estate, Corporate Fleet Management, Health Department and representatives of MAIL, EXPRESS, GLOBAL FORWARDING/FREIGHT and SUPPLY CHAIN.
- Examination of the methods and procedures for determining CO₂-emissions and the Carbon Efficiency Index including the process and responsibilities, limitations of the system and emissions factors as well as inspection of a sample of physical data of activity on site in Bonn, Milton Keynes and Brussels.
- Use of work of an external review regarding the implementation of a Carbon Accounting System at Deutsche Post AG.
- Obtaining evidence for the accuracy of the data marked with [PwC»] at the beginning and [«] at the end, e.g. by inspecting notifications to public authorities, contracts, reports of suppliers and by analysing data based on IT-system reports.



Performance

Conclusion

Based on our limited assurance engagement, nothing has come to our attention that causes us to believe that the data presented in the CR Report and marked with [PwC»] at the beginning and [«] at the end, has not been prepared, in all material respects, in accordance with the abovementioned criteria of the Sustainability Reporting Guidelines Vol. 3 (pp. 7-17) of the GRI.

Emphasis of matter - Recommendations

Without qualifying our conclusion above, we recommend for the further development of CR management and CR reporting the following:

- In the last year DP AG has developed the organizational setup of CR related functions by defining a coherent CR strategy and core programs (GoGreen, GoHelp and GoTeach). We recommend continuing this process by designing and implementing CR management systems and processes across the entire group and for all strategic work areas. Furthermore we recommend defining key performance indicators for all strategic work areas for the entire group.
- In the last year DP AG has documented the process of provision and consolidation of information for the CR Report on the group level. We recommend improving this documentation by adding further details regarding the data collection and consolidation on subsequent organizational levels, for example through divisional and functional reporting guidelines.
- DP AG improved the quality of their data gathering process for several significant performance data by dedicated projects in several departments. Especially we want to point out the Carbon Accounting Project for Scope1&2 CO₂ emissions. We recommend building on this internal practice to define and implement an internal control framework for all material data and for the entire Group. The documentation of performed controls should be carried out more consistently.

Frankfurt am Main, April 14, 2010

PricewaterhouseCoopers
Aktiengesellschaft
Wirtschaftsprüfungsgesellschaft

sgd. Klaus-Dieter Ruske
 (German Public Auditor)

sgd. ppa. Dieter W. Horst Wirtschaftsprüfer



GENERAL





LIVING RESPONSIBILITY

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General

CONTACT US

Do you have a general question, or would you like more information?
Find the right contacts here.

About Corporate Responsibility at Deutsche Post DHL:

- > **Contact the Corporate Responsibility team (www.dp-dhl.com)**
- > **Provide feedback about our CR programs and reporting**

Important: Please note that the Corporate Responsibility team is happy to answer your questions about our CR programs and reporting only. Should you have questions about Deutsche Post DHL products and services, please use the links below.

About Deutsche Post DHL in general:

- > **Customer service DHL (www.dhl.com)**
- > **Customer service Deutsche Post (mail and parcel services Germany) (www.deutschepost.de)**
- > **Press contacts (www.dp-dhl.com)**
- > **Investor Relations team (www.dp-dhl.com)**
- > **Careers with Deutsche Post DHL (www.dp-dhl.com)**





General

FREQUENTLY ASKED QUESTIONS

General

What is the Deutsche Post DHL approach to Corporate Responsibility?

Corporate Responsibility (CR) is a core element of our corporate strategy, Strategy 2015 (www.dp-dhl.com). For us, acting responsibly as a company means treating our employees, the environment, the interests of society and the capital that has been entrusted to us in a manner that is both respectful and sustainable.

Our approach to sustainability is based on the triple-bottom-line concept (environment, social and economic aspects) derived from the United Nation's 1987 report on strategies for sustainable development, *Our Common Future*, also known as *The Brundtland Report*. Our CR strategy is built around these three categories.

For more information on our approach, see the Strategy section.

Who is responsible for CR at Deutsche Post DHL?

At the corporate level, the Deutsche Post DHL Corporate Public Policy and Responsibility (CR) department has overall responsibility for setting the strategy, and for developing CR-related policies and guidelines for the entire Group. The Head of the Corporate Public Policy and Responsibility department, Rainer Wend, reports directly to the CEO, Frank Appel. Our CEO also personally chairs the GoGreen steering committee which is comprised of senior managers from every business unit.

Teams of Deutsche Post DHL employees are responsible for implementing CR-related programs and policies in all the countries and territories in which the Group is present. They are also responsible for monitoring the situation in their regions and countries, and for providing feedback and ideas to the CR team at our Headquarters.

While certain people have been formally assigned the task of implementing the Group's CR strategy, programs and policies, all employees play a valuable role in the Group's quest to be a leader in the field of CR.





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What are the Deutsche Post DHL priorities in the area of CR?

As part of our Corporate Responsibility (CR) strategy, and together with key stakeholders, we have identified a set of material issues* (see Material issues and priorities) that:

- are particularly relevant for our company and industry sector
- respond to the requirements of our customers and other stakeholders
- closely relate to our unique strengths and assets (i.e. our global reach and local presence, the use of our logistical core competencies, and employee involvement).

We have developed our CR strategy specifically to address the issues that we have identified as material. It has a special focus on the areas of environmental protection, disaster management and education through three major programs: GoGreen, GoHelp and GoTeach. For more information, see the Strategy and Governance section.

Does Deutsche Post DHL take CR issues into account when choosing suppliers?

When buying products and services, we not only consider economic aspects but also ecological, ethical and other sustainability aspects. Through the terms and conditions of our Supplier Code of Conduct, we make resource efficiency and respecting ethical standards part of our standard contract with suppliers. Our Paper Policy is a further example of how we address issues related to specific natural resources both internally and in our own supply chain.

See our Sustainable sourcing section for more information on our Supplier Code of Conduct.

How does Deutsche Post DHL's performance in the field of CR compare to that of its major competitors?

We are constantly striving to improve our Corporate Responsibility (CR) performance in the areas that we and our stakeholders have identified as material issues (see Material issues and priorities).

*Material issues are topics and indicators that reflect the organization's significant economic, environmental, and social impacts, or those that would substantively influence the assessments and decisions of stakeholders.





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Of course, we are aware that for our customers, our CR performance is part of our competitive profile in relation to our industry peers. But we see CR as an area where we aim to achieve results both through our own efforts and through cooperation with a broad range of business and industry groups. For example, we are involved in a number of industry groups (see Engaging with stakeholders) and also take part in bilateral discussions.

We are proud of our efforts in the field of CR, and the considerable support we receive from our employees, to operate in a more environmentally and socially responsible way. For example, we were the first major logistics company to introduce carbon-neutral products, and the first to set a quantifiable carbon efficiency target. In the area of social responsibility, we have set up a global network of DHL Disaster Response Teams (see Disaster management) and have established a major educational program, GoTeach (see Innovative transport solutions).

For more information on our CR performance and how we compare to our major competitors, see our Rankings and ratings and Awards information in the Performance section.

Employees

What are the principles that shape Deutsche Post DHL's Human Resources (HR) policies?

Our HR policies are intended to make us the Employer of Choice in our sector. Our HR policies are shaped by the following principles:

- we support diversity and tolerance amongst our employees
- we expect people to treat each other with respect
- we try to simplify our customers' lives
- we encourage our employees to make a positive contribution to the world.

How satisfied are Deutsche Post DHL employees?

Deutsche Post DHL is committed to being the Employer of Choice. This commitment is part of the Group's long-term business strategy, Strategy 2015 (www.dp-dhl.com). One Group-wide Employee Opinion Survey (EOS) (see Our





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people) is conducted every year. The high overall participation rates (2009: 76 %) show that our employees increasingly acknowledge the importance of this instrument. In 2009, 68 % of the employees responded that they were generally satisfied with their tasks. Employees' responses inspire changes that help us become an even more attractive employer.

Does Deutsche Post DHL have an equal opportunities and diversity policy?

Deutsche Post DHL fosters diversity (see Diversity), and it is also anchored in our official policies and guidelines. Deutsche Post DHL offers its employees a non-discriminatory work environment where each individual can contribute to the best of his or her potential, talent and innovative ability – regardless of gender, age, disability, nationality, ethnic origin, religion or sexual orientation. These guiding principles are anchored in the Deutsche Post DHL Code of Conduct (see Compliance & Code of Conduct).

Does Deutsche Post DHL have a Code of Ethics/Code of Conduct?

In 2006, we rolled out a Code of Conduct (see Compliance & Code of Conduct) as a binding standard for all our business entities worldwide. The Code of Conduct reflects our obligation to act with integrity and a sense of responsibility in accordance with high ethical standards and with applicable national legislation. To this end, the Code is shaped by international agreements and guidelines such as the General Declaration of Human Rights, the Conventions of the International Labour Organization and the United Nations Global Compact. The Anti-Corruption and Business Ethics Policy, and the Competition Compliance Policy complement the Code of Conduct.

Does Deutsche Post DHL have a road safety policy?

Deutsche Post DHL does have a Road Safety Code. It seeks to ensure that our employees:

- exercise a sense of responsibility in road traffic
- respect and follow traffic regulations
- drive defensively, look ahead and adapt their driving to traffic conditions
- are considerate of all traffic participants





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- pay particular attention to children and other weaker traffic participants
- never take part in road traffic under the influence of alcohol or other drugs
- pay attention to the roadworthiness of our vehicles.

As a signatory to the European Road Safety Charter since September 2006, Deutsche Post DHL aims to improve road safety Group-wide with its Global Road Safety Initiative. Based on our holistic approach to occupational safety, our road safety activities aim to help our employees while travelling on business and privately.

Does Deutsche Post DHL have a Corporate Health Policy?

Since 2007, our Corporate Health Policy (see Health & Safety) has served as a clear guideline on health management in our company, and measured our progress on occupational health and safety through Group-wide key performance indicators (KPIs). The policy also refers to pertinent international standards and agreements such as the United Nations Global Compact, World Health Organization Global Strategy on Occupational Health for all, Declaration on Workers Health, Ottawa and Bangkok Charters for Health Promotion, the International Labour Organization (ILO) conventions on Occupational Safety and Health, and the Luxembourg Declaration on Workplace Health Promotion.

The Corporate Health Policy was presented to third parties such as the ILO and Enterprise for Health. Every year, we reward the best health initiatives in our Group, publicize them in our internal publications and place them on our Best Practice Platform. All business units can learn from these best practices and thereby continually improve their own health promotion activities.

Which management indicators does Deutsche Post DHL use regarding occupational health?

Our employees' health is of substantial economic importance. By maintaining and promoting our employees' health and their ability to perform we reduce health-related absences from work. We have established the sickness rate as a health key performance indicator (KPI) for the whole company. Accident rates are also reported in our main company reports. Most of these data are collected via a company-wide system (CREST) and published in the Annual Report and in the Corporate Responsibility Report (see the Health and Safety section).





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Does Deutsche Post DHL run a risk management assessment for safety and occupational health?

The company runs a systematic risk assessment to determine health risks at the workplace (see Health management). We analyze potential risk factors, such as negative stress at the workplace, and at the same time, we acknowledge the health-promoting (salutogenetic) potential that comes with having a workplace. As a result, we support health-promoting initiatives that focus on salutogenetic factors and go beyond mere prevention of traditional risk factors and diseases. Aligned with the Global Business Coalition on HIV/AIDS, Tuberculosis and Malaria, we fight relevant infectious diseases.

Is health management a topic for the management of Deutsche Post DHL?

Health management (see the Health management section) is an integral part of how our company is lead. We promote the topic “Leadership and health” through trainings and presentations, and it is regularly addressed in leadership seminars (e.g. DHL International Leadership Program) and Group presentations. We thereby place a focus on interaction with employees. We increase our managers’ sensitivity and awareness of the impact they have on their employees’ health. Both the Executive Health Check and, if necessary, individual coaching modules support our executives in their attempts to stay healthy themselves.

Is Deutsche Post DHL prepared for a pandemic?

Deutsche Post DHL maintains detailed emergency plans for all imaginable disruptions to business processes. For example, an emergency plan based on the World Health Organization’s six phases of pandemic* alert (Pandemic Influenza Preparedness Plan) has been implemented for the whole Group. Our activities are aimed, on the one hand, at measures to maintain and protect the lives of our employees and, on the other hand, to meet our customers’ needs. The Plan was drawn up to address these two areas (see the Health management section).

Which charters has Deutsche Post DHL signed regarding occupation health?

We are an audited member of the Enterprise for Health and *Unternehmen für Gesundheit*/Germany networks (see the Health and Safety section). We regard health as a state of comprehensive physical, mental and social well-being and

*A pandemic is an epidemic of infectious disease that spreads through human populations across a large region; for example a continent, or even worldwide.





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not merely as the absence of illness. Health encompasses the capability and the motivation to lead an economically and socially active life (Ottawa and Bangkok Charters). We are a signatory to the Luxembourg Charter on Workplace Health Promotion in the European Union as well. We signed the United Nations Global Compact, and we respect the principles of the 1998 International Labour Organization Declaration on Fundamental Principles and Rights at Work.

How does Human Resources support the Deutsche Post DHL GoGreen program?

We encourage our employees to combine health and safety with the aims of the Group's GoGreen program. In 2009, the Group launched its own worldwide cycling campaign "Go by Bike" (see Health management), in which our employees cycled 562,605 kilometers (350,000 miles) to their workplaces – equating to a CO₂ saving of more than 100 tonnes. Furthermore, our Global Road Safety Initiative strongly supports the goals of the GoGreen program by providing information to employees on both safe and eco-friendly behaviors when on the road.

Environment

What are the most significant Deutsche Post DHL environmental aspects?

Following a comprehensive analysis of our business and operations, we determined that our most important environmental aspects are:

- emissions to air, particularly emissions of CO₂ (an important greenhouse gas)
- use of energy
- use of natural resources, particularly fossil fuels and paper
- aircraft noise.

For more information, please see the Environment section.





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What objectives does Deutsche Post DHL have for each environmental aspect?

Our objectives for the environmental aspects “emissions to air” and “use of energy” are:

- Our Group-wide commitment to improve our carbon efficiency. We were the first major logistics company to commit to a significant CO₂ efficiency improvement. We aim to improve our carbon efficiency by 10 % by 2012, and 30 % by 2020 (compared to our 2007 baseline). For more information, see the Environment section.

Our objectives for the environmental aspect “use of natural resources, particularly paper” are:

- Our own Environmental Management System, the 6-Step Approach (see Environmental Management), which, in addition to promoting best-practice environmental management at the site or local level, also covers global climate protection issues such as the use of fossil fuels. Step 4 of the 6-Step Approach includes the attainment of ISO 14001* certification.
- Our Group-wide Paper Policy, which promotes the use of recycled paper made from post-consumer waste, and the purchase of paper from sustainable sources. See our Sustainable sourcing section for more information.
- Our ongoing aircraft replacement program. The primary way that we tackle aircraft noise is our ongoing program to replace older aircraft with newer, more efficient and quieter aircraft. See our air fleet statistics (see Fleet section) for more information.

What is Deutsche Post DHL doing to tackle the causes of climate change?

We transport billions of items each year. To do this, we operate one of the world’s largest private transportation networks consisting of hundreds of cargo aircraft, over 120,000 vehicles and trailers, and operational facilities in almost every major city on earth. We acknowledge that while our global operations facilitate trade and help our customers to be successful, they also have a considerable impact on the environment.

We have developed our comprehensive environmental protection program, GoGreen (see Introduction), to address our environmental impacts. Our number one environmental priority is to minimize our contribution to climate change.

* A standard for environmental management systems which aims to reduce the environmental footprint of a business, and to decrease the pollution and waste it produces.





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Why does Deutsche Post DHL focus on improving its carbon efficiency, rather than on reducing its absolute emissions of CO₂?

We were the first major logistics company to announce a measurable climate protection target when we launched our GoGreen (see Introduction) program in April 2008. We are committed to improving our CO₂ efficiency across all of our operations, including subcontracted transportation services, by 30 % by 2020 (compared to our 2007 baseline). We have already entered into discussions with our subcontractors on ways to jointly measure and reduce their CO₂ footprint.

We set ourselves carbon efficiency targets, that is to say targets for how much CO₂ we generate for each item shipped or for each square meter of space used, for three main reasons:

- Due to increasing demand from our customers, and to our growing market share, we expect our business to continue growing. As technical alternatives to fossil fuel powered transportation are scarce, and remain overly expensive for large-scale deployment, we cannot rule out that our absolute emissions will continue to grow, despite our efforts to improve our efficiency.
- When we announced our carbon efficiency target, we based our calculations on realistic current and future levers to reduce CO₂. As important levers such as political frameworks and competitively priced low-carbon technologies are not yet in place, we decided to start with a CO₂ efficiency target for our Group, aiming to decouple business growth from the growth of our CO₂ emissions.
- We are aware that our CO₂ emissions are directly linked to our consumption of fuels and energy, and thus to our operating costs. Improving our CO₂ efficiency therefore translates into lower costs and contributes to our long-term economic success.

For more information on our carbon efficiency, please see our Performance section.





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Why does Deutsche Post DHL transport so many shipments by air instead of using other, more environmentally friendly transportation options?

Deutsche Post DHL exists because it provides its customers with the services they need to make their businesses successful - including the express delivery of time-critical items. This assertion reflects fundamental market mechanisms and is also incorporated into the Group's long-term strategy, Strategy 2015 (www.dp-dhl.com). It includes our "Customer Promise" to offer both simplifying services and sustainable solutions that have a minimal impact on the environment.

In some cases, there is currently no viable alternative to transportation by air (i.e. for perishable goods, critical spare parts or urgent documents). Where this is the case, we work with our customers, with other airlines and with the management teams of our own, or partially owned, airlines to ensure we minimize all environmental impacts. We also offer customers the option of carbon-neutral shipping through our *GOGREEN* range of products and services (see Green solutions for our customers). When shipments are less time-sensitive, we offer alternatives such as rail or ocean transport where feasible. Our SeAir product offers concrete solutions to substitute transportation by air partially, or entirely, with more CO₂-efficient transportation by sea.

How does Deutsche Post DHL measure and monitor its CO₂ emissions?

Deutsche Post DHL is developing a comprehensive carbon accounting and controlling system, which aims to report CO₂ emissions in detail and at regular intervals.

Our own CO₂ emissions (Scopes 1 and 2, as classified by the Greenhouse Gas Protocol) are already being reported internally. Our Scope 3 emissions are, for the most part, largely estimated from actual operational data using publicly available emission factors. We are actively working with our transportation subcontractors to increase the extent of their CO₂ emissions reporting.

Our CO₂ data are consolidated to an annual Group-wide carbon footprint. See our Carbon Efficiency Index (see Transparency results) for more information.





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What Environmental Management System does Deutsche Post DHL use?

Deutsche Post DHL has developed its own Environmental Management System: the 6-Step Approach (see Environmental management), which covers all environmental protection measures at the local or site level. A key milestone of Step 4 is achieving ISO 14001 certification.

Why does Deutsche Post DHL not report more environmental data?

In our analysis of material issues (see Material issues and priorities), we identified climate change as our Group's top environmental priority. Our most important contribution in this area is the significant quantity of CO₂ emissions we generate each year by transporting our customers' shipments. For this reason, we have put a lot of effort into building up our carbon accounting and controlling system (see the Transparency section for more information).

We are well aware that our operations cause environmental impacts other than CO₂ emissions, and that we use many other natural resources in addition to fossil fuels. As part of our Corporate Responsibility (CR) strategy, we have policies and programs in place to manage our overall environmental impact. These include our own Environmental Management System, the 6-Step Approach, and our Paper Policy (see the Environmental management section).

Many of the environmental resources that our operations require – such as water – are purchased, used and disposed of at a local or site level. These local environmental impacts are also managed locally in accordance with local regulations and infrastructure. Calculating and tracking the related emissions from our operations in more than 220 countries and territories is a significant, and expensive, undertaking. While the primary focus of our measurement and reporting activities is currently carbon emissions, we are striving to improve the management and reporting of our other environmental impacts at the site, country and global level.

What is the Deutsche Post DHL approach to protecting biodiversity?

Biodiversity is an environmental aspect which is covered at the local level by our 6-Step Approach to environmental management. For example, as part of meeting the requirements of Step 1, all sites must comply with local legal requirements and regulations to safeguard biodiversity in protected areas. And in order to successfully achieve Step 4, sites must receive ISO 14001 certification which also requires biodiversity issues to be considered.





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In comparison to our other global and local environmental impacts, however, we believe that our impact on biodiversity is minimal for the following reasons:

- most activities related to logistics which could have a major impact on biodiversity are not a major part of our own operations, e.g. we neither own nor operate ocean-going vessels ourselves
- for practical reasons, we only develop transport facilities (e.g. hubs, gateways, depots) in the vicinity of existing infrastructure (e.g. roads, ports, railways, airports, industrial zones etc.) in industrial or commercial areas that already have been publicly zoned for this use
- we do not extract natural resources ourselves.

We are, of course, aware that our key environmental impact, our contribution to climate change, also has or may have a significant indirect impact on biodiversity. We tackle this indirect impact by our direct action on climate change, e.g. our GoGreen program.

We are also aware that the production of biofuels* may have an impact on biodiversity. The use of sustainable biofuels is an important option to consider for our industry. While there are no global standards on sustainable biofuels, we have developed internal biofuels guidelines to help us make the right choices. Biofuels need to be carefully evaluated because their production may cause long-term adverse social and environmental impacts - with particular concern on the possible consequences for food supplies in poor or developing countries. Other adverse impacts on biodiversity may also occur. The public discussion on biofuels is still ongoing and we are following it carefully, including through dialogue with relevant stakeholders.

In recognition of the importance of protecting biodiversity, we also take part in projects to restore important habitats. For example, our MAIL division has entered into a partnership with WWF to restore and reforest peat swamp forests in Indonesia. The goals of this project are: To generate carbon reduction credits as a contribution to climate change; to provide WWF with the basis for the development of a globally accepted and approved standard for such forestry based projects; and to help restore natural habitats and biodiversity in the reforested areas.

*Liquid transport fuels made from renewable sources such as oils derived from fruits or seeds.





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How can Deutsche Post DHL help its customers to reduce the environmental impact of their supply chains?

One of our main strategic priorities is to offer our customers simplifying services and sustainable solutions. This is the Customer Promise contained in our long-term business strategy, Strategy 2015 (www.dp-dhl.com).

There are many ways we can help our customers to minimize their environmental impact. For example, we can analyze their supply chain and offer more CO₂ efficient modes of transport (see Eco-friendly products and services) such as rail or ocean, or alternatively, more environmentally friendly ways of organizing their supply chains (see the Heathrow Consolidation Center example in the Networks section). The sustainable organization of supply chains even extends to our customers' buildings such as warehouses being equipped with efficient lighting systems or underground facilities that save energy with natural cooling. We also offer customers our range of carbon-neutral *GOGREEN* products and services (see Green solutions), which can also help to minimize their carbon footprints.

What is Deutsche Post DHL doing to help its employees to reduce their environmental impact at work and at home?

Mobilizing our staff, both management and employees, to help us to achieve our environmental protection goals is an important pillar of our GoGreen program. You can find extensive information in the Mobilizing employees section.

What is Deutsche Post DHL doing to reduce the environmental impact of its employees' business travel?

The goal of our environmental protection program, GoGreen, is to minimize our overall environmental impact. This includes company travel. For example, at the corporate level, we have already implemented a more environmentally friendly Company Car Policy that favor more economical models. We are also promoting video conferencing instead of travelling, and we've switched all of our employees' business-related railway trips in Germany on Deutsche Bahn to their "Environment Plus" service. See the Sustainable sourcing section for more information.





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Does Deutsche Post DHL have an environmental policy approved by management?

Our Environmental Policy (see Downloads) lays the foundation for GoGreen, our global environmental protection program.

Does Deutsche Post DHL use biofuels and other fuels derived from renewable sources in its vehicle and aircraft fleets?

As part of our GoGreen environmental protection program, we are already using some biofuels in our road vehicle fleet and testing others. This is addition to our trials of electric and hybrid vehicles. We are doing so as part of wider efforts to combat the causes of climate change by using fuels other than fossil fuels to power our vehicles, as well as testing alternative drive-train technologies.

Biofuels can offer lower emissions of CO₂ than fossil fuels. However, not all biofuels offer significant CO₂ savings, and the production of some biofuels leads to environmental and social problems.

We have developed a set of internal Biofuels Guidelines to help to ensure the sustainability of any biofuels we use or test in our vehicle fleet. We are testing a hydrotreated biofuel in a limited number of vehicles in our own fleet. As part of this pilot, we want to make sure, together with our partners, that we are only using sustainably produced biofuels. For us, this is the crucial prerequisite before planning any further activities with biofuels. Please see the Fleet section for more information.

How old is the Deutsche Post DHL vehicle fleet?

This question deals with the emission standards of our road fleet. As the age of a vehicle only provides indirect information on its emissions standard, we have instead chosen to report on the emissions standards of our vehicle fleet in a more direct way. You can find this information in the Fleet section.





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Society

What is DHL's contribution to humanitarian and disaster relief?

Deutsche Post DHL works with international, national and local organizations to provide humanitarian relief, primarily in the aftermath of major sudden-onset natural disasters such as earthquakes, floods, hurricanes and tsunamis. Our CR-Program, GoHelp, focuses on disaster management with two core areas: Logistics support after natural disasters and disaster preparedness.

We have entered into long-term humanitarian partnerships with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) and with the United Nations Development Programme (UNDP).

The most visible contribution comes from the DHL Disaster Response Teams (DRT), which we provide free of charge in cooperation with OCHA. If disaster strikes, these teams handle the logistics of incoming relief goods to prevent bottlenecks and delays at the affected airport. The DRT deployments are complemented by many company and employee-led initiatives in the aftermath of a major natural disaster.

Together with UNDP, we support local authorities responsible for disaster preparedness. Our Get Airports Ready for Disaster (GARD) initiative prepares airports to handle the surge of incoming relief goods after a major sudden-onset natural disaster.

See the GoHelp section for more information.

How does Deutsche Post DHL support communities where it is present?

Community investment projects implemented by our employees are an integral part of our Corporate Responsibility (CR) strategy. We rely on the voluntary commitment, the special abilities and the enthusiasm of our about 500,000 employees around the world to bring our CR strategy to life. Managers are asked to support and promote this commitment through a variety of local and regional community investment projects.

Education, environmental protection and disaster management are the three key areas on which Deutsche Post DHL focuses its CR efforts. We want to leverage our core competency in logistics, our employees' knowledge, and our global presence to help to overcome social challenges. As one of the world's





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major employers, we know that the expert knowledge and personal talents of our employees are key success factors. We intend to provide better futures to as many people as possible through our training and education programs. At the same time, we want to secure our company's long-term success by contributing to the communities where we are present.

How does Deutsche Post DHL monitor its CR activities?

Our social initiatives are an integral part of our Corporate Responsibility (CR) strategy. Initiatives in this area include those that are:

- corporate-led and funded
- led and financed by country organizations, with or without employee donations
- supported by other organizations
- solely financed by fundraising and employees' private contributions.

Putting a reliable system in place to track the different types of donations generated by about 500,000 employees working in over 220 countries and territories would be a huge undertaking. Nevertheless, we are working to improve our data gathering and reporting in this area.

How does Deutsche Post DHL encourage and reward employee volunteering?

A major component of each of our main Corporate Responsibility (CR) programs (i.e. GoGreen, GoHelp and GoTeach) is employee involvement and volunteering. For examples of initiatives, see the Mobilizing employees section of our Environment chapter or the Local involvement section of the Society chapter.

We also strive to encourage employee involvement in the local communities where our employees live and work. For example, in 2009, we launched the Corporate Responsibility Award (see Projects worldwide) to recognize and reward the voluntary commitment of our employees around the world.



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What is Deutsche Post DHL's approach to human rights?

Deutsche Post DHL launched a Group-wide Code of Conduct in August 2006 which forms the basis for all our operations, and which applies to every country and territory where we are active. The Code of Conduct takes into account international codes and guidelines such as the Universal Declaration of Human Rights, the International Labour Organization (ILO) Conventions and the United Nations Global Compact (UNGC).

Deutsche Post DHL signed the UNGC in July 2006. We have embraced its 10 principles and continuously support them. We are committed to upholding human rights in accordance with national law and practice.

For more information, see our UNGC Communication on Progress and our Global Reporting Initiative (GRI) Index.

Economic

How large is the economic impact which Deutsche Post DHL has?

As a company with over €46 billion in revenue in 2009, and with about 500,000 employees, we have a significant economic impact in almost every country and territory in the world. For more information, see the Economic impact section.



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DOWNLOADS

Would you like a copy of our reports? We invite you to download the following information:

Corporate Responsibility Report 2009/10

The CR Report 2009/10 was published as an online report on 26th April 2010. The online Report will be updated as necessary. The following files contain the content of the online report on the date of publication.

Content from the Report (as PDF files):

Corporate Responsibility Report 2009/10 (all content)

Overview section

Strategy and Governance section

Economic impact section

Environment section

Employees section

Society section

Performance section

A 16-page printed brochure contains the highlights from the Report:

Highlights from the CR Report 2009/10 (brochure)





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Previous CR reports

Sustainability Report 2009

Sustainability Report 2008

Sustainability Report 2006

Environment Report 2003

Human Resources and Social Report 2003

CR Policies

Environmental Guidelines

Code of Conduct

Supplier Code of Conduct

Corporate Health Policy

Road Safety Code

Deutsche Post DHL Annual Reports

For copies of our Annual Reports, please visit the Investor Relations section (www.dp-dhl.com) of our website.

How to order printed copies of the Highlights from the CR Report

2009/10 brochure

Via e-mail: CRRreport@deutschepost.de

Deutsche Post DHL employees can order printed copies of the brochure via the internal procurement systems:

- > Order module GeT or DHL Webshop
 - Mat. No. 675-601-242 (English-language version)
 - Mat. No. 675-601-243 (German-language version)





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GLOSSARY

backload

A backload is a load carried by a vehicle during a return journey.

biofuels

Liquid transport fuels made from renewable sources such as oils derived from fruits or seeds.

cabotage

The carriage of cargo between two points within a country by a vessel or vehicle registered in another country. Permission to engage in cabotage is, in general, strictly restricted in almost every country.

carbon credit

Carbon credits are awarded to countries, groups or organizations that have reduced their emissions of greenhouse gases below their emissions quota. Carbon credits can be traded on the international carbon market.

Clean Development Mechanism (CDM)

The CDM (<http://cdm.unfccc.int/about/index.html>) is an arrangement under the Kyoto Protocol allowing industrialized countries with a greenhouse gas reduction commitment to invest in emission reduction ventures in developing countries, where costs may be lower.

COP15

The term “COP15” stands for the UN Climate Change Conference in Copenhagen in December 2009. The COP15 led to the “Copenhagen Accord”, a non-binding political declaration acknowledging the scientific view of the IPCC that the increase of global temperatures should be limited to 2° Celcius. The Accord does not define any country-specific, legally binding targets for concrete greenhouse gas emissions reductions but it is a further step towards shaping future UN climate change negotiations.

dialog marketing

A term that describes an organization’s efforts to engage willing consumers in an ongoing dialog with the aim of creating lasting relationships.





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EBS

The European Business School located in Oestrich-Winkel, Germany.

Employer Value Proposition (EVP)

An Employer Value Proposition (EVP) is shorthand for both employer value proposition and employee value proposition. It describes a fair deal struck between an employer who derives value from the relationship and an employee who derives value from the relationship. Our EVP outlines the advantages of working for our Group to existing employees and potential candidates at all levels, and provides the basis for all our employer branding efforts as a key concept in Employer branding.

EuroVignette

A European road toll system.

green power

Electricity generated from renewable sources such as solar, wind or water power.

hydrocarbons (HCs)

A group of organic compounds consisting entirely, or primarily, of hydrogen and carbon. Liquid fossil fuels consist largely of HCs and vehicle emissions also contain HCs.

IPCC

Inter-Governmental Panel on Climate Change (www.ipcc.ch/)

ISO 14001

A standard for environmental management systems which aims to reduce the environmental footprint of a business, and to decrease the pollution and waste it produces.

LED

LED is a light-emitting diode serving as a semiconductor light source. LEDs are increasingly used for lighting. Compared to conventional lighting technologies, LED offers many advantages including lower energy consumption, longer lifetime, improved robustness, smaller size, faster switching on and off times, and greater durability and reliability.





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material issues

Material issues are topics and indicators that reflect the organization's significant economic, environmental, and social impacts, or those that would substantively influence the assessments and decisions of stakeholders.

Memorandum of Understanding

A document describing a bilateral or multilateral agreement between parties, indicating an intended common action or approach.

multiplier effect

The concept that an initial amount of spending – in this case through the wages paid to Deutsche Post DHL employees – leads to additional spending on goods and services, and so results in an increase in national income greater than the initial amount.

NO_x

A generic term for nitrogen oxides (NO, NO₂ and N₂O), which are produced during combustion, especially at high temperatures. They are important pollutants in vehicle and aircraft emissions.

pandemic

A pandemic is an epidemic of infectious disease that spreads through human populations across a large region; for example a continent, or even worldwide.

particulates

Particulates, particulate matter (PM) or fine particles are very small particles emitted by vehicles. They contribute to local air pollution.

powertrain

The group of components that generate power in a vehicle and deliver it to the road surface, water or air. This includes the engine and transmission, and sometimes the final drive (wheels, caterpillar tracks, propeller, etc.) if they are an integral part of the transmission.

revenue tonne kilometer

A revenue tonne kilometer is one tonne (paid-for cargo) transported for a distance of one kilometer.





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Scope 1 emissions

Direct CO₂ emissions from one's own operations (as classified by the Greenhouse Gas Protocol).

Scope 2 emissions

CO₂ emissions corresponding to the electricity, district heating and cooling purchased (as classified by the Greenhouse Gas Protocol).

Scope 3 emissions

In the case of Deutsche Post DHL, CO₂ emissions from subcontracted transport (as classified by the Greenhouse Gas Protocol).

Single European Sky

The Single European Sky is an initiative launched by the European Commission to reform European air traffic management.

SMI

The Supply Chain Management Institute is one of the leading research institutes worldwide for Purchasing, Logistics and Supply Chain Management. It is part of the EBS.

SO_x

A generic term for sulfur oxides (including SO₂), which are produced during the combustion and refining of raw materials such as coal, oil and metal ores.

swap body

A standard freight container for road and rail transport.

T5 technology

T5 is a type of fluorescent lamp served by electronic ballasts only, used as a popular energy-efficiency measure due to their potential to reduce the amount of electricity used for lighting.

Total Cost of Ownership

A financial estimate to help consumers and managers determine direct and indirect costs of a product or system during the full ownership period.





LIVING RESPONSIBILITY

Corporate Responsibility Report 2009/10

General

well-to-wheels

A method of calculating a fuel's CO₂ footprint, which takes into account all the steps required to grow, produce and distribute it.

winglets

Winglets are intended to improve the efficiency of fixed-wing aircraft by altering the airflow near the wingtips.

