Deutsche Post DHL – a Global Leader in Logistics:
Responsible to take industry lead for ESG

Europe's largest postal service

Leader in
the forwarding business

Deutsche Post DHL
Group

No. 1 in international express delivery

Global e-commerce enabler

No. 1 in contract logistics

>112.000 Vehicles,
>320 Aircraft[1]

11th largest private employer
globally

Operations in 220
countries and
territories worldwide

1) Full year 2021

ESG KPIs:
Disclosure provides comprehensive picture of ESG Roadmap

	Environment 🌱	Social	Governance
steering relevant	• Greenhouse gas emissions *(as from 2022)* • Realized Decarbonization Effects	• Employee engagement • Lost time incident frequency rate • Women in management	• Mandatory compliance & data privacy policy trainings coverage
reported KPIs (add. ~40 KPIs) *Examples*	• Absolute energy consumption of fleet and facilities • Share of "green" electricity • Electric delivery vehicles • EU taxonomy (Capex, Opex, Revenue)	• FTE & headcount • Staff cost • Number of countries within human rights reviews • Gender pay equality (*qualitative*)	• Information security awareness training coverage • Number of internal audits • Data protection (*qualitative*) • Risk management (*qualitative*)
	We offer sustainable products to our customers through clean operations to achieve the goal of net zero emissions by 2050	We take action to provide a safe, inclusive and engaging working environment for all our employees	We take action to ensure trusted, transparent and compliant business practices in all communities we operate in

Steering of Sustainability Performance:
New ESG Reporting & Controlling Process

Key achievements in the new reporting & controlling process

- Introduced practical and auditable KPIs for E, S and G

- Translated partially very long-term challenging commitments into feasible operational targets and included in planning process

- Established comprehensive sustainability reporting to all internal and external stakeholders based on high quality of data

- Investment process aiming at highest sustainability standards in all ESG dimensions

- Incorporated sustainability in business reviews at all decision levels with the same high focus as financials

Diagram labels: ESG KPIs, Targets & planning, Reporting, Decision making, Performance reviews