

Facts & Figures



The annual Corporate Responsibility (CR) Report 2009/2010:

- outlines the progress made towards fulfilling the motto of “Living Responsibility”
- focuses on the three core CR programs, GoGreen, GoHelp and GoTeach, which correspond to the CR focus areas of environmental protection, disaster management and education

GoGreen – Environmental protection (www.dp-dhl.com/environment)

- Deutsche Post DHL aims to improve the CO₂ efficiency of its own operations and those of subcontracted transportation by 30 % by 2020, compared to the 2007 baseline.
- In 2009, the Carbon Efficiency index went down by 3 points.
- *GOGREEN* carbon neutral products and services are available in almost 30 countries worldwide.
- More than 700 million mail items and shipments were transported with the *GOGREEN* carbon neutral shipping service in 2009.
- DP DHL has 1,040 non-conventional fuel vehicles on the road, including electric, hybrid, biodiesel, ethanol or biogas driven transporters.

Employees (www.dp-dhl.com/employees)

- In July 2009, the new People Strategy was launched aiming to harness and promote the talents, capabilities and knowledge of the half million employees around the world.
- DP DHL career portal ranked among the top three in both Germany and Europe.
- 43,000 health promotion measures in Germany were implemented in 2009
- The European Commission and the Federal Association of Company Health Insurance

Funds recognize of the Group's exemplary workplace health promotion.

Society (www.dp-dhl.com/society)

GoHelp – Disaster management

- Disaster management focuses on two core areas: logistics support after natural disasters (Disaster Response Teams) and disaster preparedness (GARD).
- DHL Disaster Response Teams (DRTs), work free of charge in cooperation with the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).
- In 2009 four deployments in Indonesia, Philippines and Samoa and to El Salvador.
- A total of 31 DHL volunteers handled 1,300 tonnes of aid.
- In August 2009, Deutsche Post DHL and UNDP launched the GARD (Get Airports Ready for Disaster) initiative to help airport authorities to prepare for surges of incoming relief aid after a natural disaster.

GoTeach – Championing education

- The cooperation with Teach First Deutschland was launched in February 2009.
- Teach First Deutschland promotes the education of less-privileged children and young people in Germany.
- The partnership comprises activities in schools and in the Deutsche Post summer camps where children and young people can learn new skills.

Local involvement: Bringing CR to life

- Deutsche Post DHL launched its CR Award in 2009 which recognizes specific social engagements in the fields of education, communal work, sports and the environment. In 2009 DP DHL has recognized 85 initiatives in the past year.

Further information: www.dp-dhl.com/responsibility



Environmental Protection with Deutsche Post DHL

Objective

Deutsche Post DHL aims to minimize the impact of its business on the environment: Paving the way towards an environmentally responsible future, the company has set itself the goal of a 30 percent improvement of its carbon efficiency by 2020, including all subcontracted transports. As a first step, Deutsche Post DHL will improve its carbon efficiency by 10 percent by 2010 compared to 2007 levels. This ambitious goal is the core of the comprehensive GoGreen program, launched in April 2008. The program is being implemented in all divisions.

The Program

With the introduction of the GoGreen program, Deutsche Post DHL was the first company in the logistics industry to set itself a quantified carbon emissions target. GoGreen is the framework program to become even more efficient in terms of energy consumption and to minimize the impact on the environment. Since 2001 the company started measuring its CO₂ emissions and in 2009 Deutsche Post DHL implemented a Carbon Accounting & Controlling System that measures the carbon emissions of all the divisions on Group level. The reporting of the direct and indirect emissions via the energy use is now directly linked to the financial accounting system and so improves the data accuracy significantly. A future extension to measure emissions automatically on site, at customer and on product level is in progress. The new system is the basis of the GoGreen program.

The key levers of the GoGreen program are fleet and network optimization, improved energy efficiency in buildings, implementation of innovative technologies, mobilization of employees and the involvement of subcontractors and customers.

Member in International Organizations

- Deutsche Post DHL is a member of organizations such as the UNEP Climate Neutral Network, UN Global Compact and also joined the WBCSD (World Business Council for Sustainable Development) in 2009 to push the international developments towards a low-carbon economy.
- Deutsche Post DHL is listed by the Carbon Disclosure Project, the Dow Jones Sustainability World Index as well as the Dow Jones STOXX Sustainability Index. In 2009 Deutsche Post DHL received the German Sustainability Award in the category “Most

sustainable strategy” for its GoGreen and Corporate Responsibility strategy.

Measures

Fleet and network optimization

- Gradual replacement of 15 % of the company-owned air fleet with more fuel efficient aircraft by 2015 (compared to 2009).
- Ordering aircraft with aerodynamic winglets where appropriate to increase the amount of lift generated at the wingtip.
- Gradual transport shifts from air to road, sea and rail as well as from road to rail where possible.
- Reduction of ground fleet carbon emissions for example by replacing older vehicle generations, using alternative propulsion units, usage of alternative fuels and an optimized route planning.
- Example: In 2009, the approx. 50,000 drivers working for Deutsche Post in Germany managed to save 11,000 tons of CO₂ in comparison to 2007 due to driver trainings, eco-chip tuning, optimization of the delivery network and specific information campaigns for efficient driving.

Improved energy efficiency in buildings

- Raising the share of renewable energy: In Germany, the Group switched to 100 percent regenerative energy in 2009 for its own buildings under direct control.
- Increased use of renewable energy in buildings worldwide: In 2009 approximately one third of the total electricity needs were fed by renewable energy.
- Improving energy efficiency in buildings and plants: More efficient lighting systems in existing buildings and optimization of heating and air-conditioning systems in Germany.
- Worldwide DHL invests into new features such as rainwater storage, solar panels and intelligent lightening concepts where appropriate.
- With the purchase of new buildings, cutting-edge technology and architecture is being deployed to help reduce carbon emissions, meeting the highest environmental standards.

Implementation of innovative technologies

- Research and development activities are concentrated in the DHL Solutions and Innovations Department, fostering the use and exchange of innovative logistics solutions within the business.
- Over 1,000 alternative vehicles are part of our fleet. Some of them are currently tested on their usage, CO₂ emissions and their compatibility with business requirements:
- Some examples: In pilot projects the company tests biogas vehicles in Sweden and Switzerland, 10 trucks driving with sustainably produced biodiesel in Germany as well as the testing of an intelligent and dynamic route planning system, using GPS traffic information from inner cities and RFID technology in Berlin.

Employee mobilization

- Trainings and workshops for employees to identify resource saving potentials at work

and support of environmentally conscious behavior.

- Integration of GoGreen in policies and guidelines (Travel, Procurement, Investment and Paper Policy) and company suggestion scheme “Environmental Ideas” with more than 11,000 submissions in 2009 in Germany alone.
- Support employees’ use of public transport or company cars with lower carbon emissions.

Involvement of subcontractors and customers

- Deutsche Post DHL leads the way in European discussions about the collection of subcontractors carbon data. It supports a data collection survey and engagement within organizations to improve the Scope 3 (emissions related to subcontractors’ operations) data availability.
- The *GOGREEN* carbon-neutral shipping service for Deutsche Post and DHL customers: Carbon emissions generated by transport are calculated by the Group’s Carbon Management and offset by contributions to internationally recognized climate protection projects using highest standards. The process is annually verified by an external auditing firm.
- Deutsche Post DHL offers consulting to its business customers with a footprint analysis and optimization of their supply chains in order to reduce their energy consumption and CO₂ emissions.

Further information: www.dp-dhl.com/environment



Deutsche Post DHL Disaster Management

Disaster Management is an integral part of Deutsche Post DHL Corporate Responsibility Strategy with a clear focus on two core areas: logistics support after natural disasters as well as disaster preparedness.

Disaster Response Teams (DRT)

In 2005, the DHL Disaster Response Teams (DRTs) were established in partnership with the UN in order to tackle logistical challenges which occur at local airports in the aftermath of a natural disaster. They consist out of DHL volunteers who work pro bono, using their extensive logistics expertise to help handle disaster relief situations at the airports. Together with local organizations, they take care of incoming relief goods, set up and manages professional warehousing, which includes the sorting and inventorying of goods, and organizes the onward transportation. Members of the Disaster Response Teams work in close cooperation with the UN-Office for the Coordination of Humanitarian Affairs (**UNOCHA**).

Facts

- 3 Disaster Response Team Headquarters: DRT Americas in Panama, DRT Middle East/Africa in Dubai and DRT Asia Pacific in Singapore
- Deployment within 72 hours, on request by UNOCHA
- 10-15 volunteers per deployment, average deployment: up to 3 weeks
- 200 trained DRT volunteers worldwide ready for deployment

Past deployments

Past deployments include: Indian Ocean tsunami (2004), Hurricane Katrina in the US (2005),

South Asian earthquake in Pakistan and India (2005), earthquake in Indonesia (2006), earthquake in Peru (2007), tropical cyclone in Myanmar (2008), disasters in Indonesia, on the Philippines and Samoa (2009), Haiti (2010), Chile (2010).

Get Airports Ready for Disaster (GARD)

Deutsche Post DHL is also involved in disaster preparedness. With the program **Get Airports Ready for Disaster (GARD)**, developed together with the United Nations Development Programme (**UNDP**), the company aims to make worldwide relief efforts more effective. The program prepares airports to handle the surge of incoming relief goods. In 2009, the DHL GARD team conducted two pilot programs in Indonesia, Makassar and Palu. GARD contains on-site training programs and surge capacity assessments at airports located close to disaster prone areas.



Under the motto “Living responsibility” Deutsche Post DHL takes responsibility for people, society and the environment as core element of its corporate strategy. The Group fulfils its corporate responsibility in the area of disaster management with the program **GoHelp** and also focuses on environmental protection and education: **GoGreen** minimizes the impact of the Group's actions on the environment by using resources in a responsible manner. **GoTeach** stands for the Group's commitment to better education and to equal opportunities for education.

Deutsche Post DHL is the world's leading mail and logistics services group.

The Deutsche Post and DHL corporate brands represent a one-of-a-kind portfolio of logistics (DHL) and communications (Deutsche Post) services. The Group provides its customers with both 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 climate protection, disaster relief and education, the Group is committed to social responsibility. In 2009, Deutsche Post DHL revenues exceeded € 46 billion.

The postal service for Germany. The logistics company for the world.