

ESG

SUSTAINABLE

BUSINESS



Asia Pacific | March 2022

DHL Supply Chain





Our DPDHL Sustainability Roadmap Targets along 3 core commitments, aligned with incentivisation

CONNECTING PEOPLE, IMPROVING LIVES

Clean operations for climate protection



- **Reduce emissions** to <29m tonnes CO2 by 2030 (SBTi); no offsetting included
- Supported by targets on **sustainable fuel, electrification** and **carbon neutral design**
- **Mission 2050: Zero emissions**

Great company to work for all



- Consistent >80% score on **Employee Engagement** in EOS
- **Reduce LTIFR** to below 3.1 by 2025
- **Increase share of women in management** to 30% by 2025

Highly trusted company



- ESG roadmap supported by stringent **internal reporting, training measures and policies**
- External reporting in line with **SASB** and **GRI core** standards
- 30% weight for **ESG targets in board annual variable pay**, to be proposed to 2021 AGM (May 6th)

Pledge to **invest 1% of our net profit** each year into creating social impact, for example through our **GO Programs**

GOGREEN

GOTRADE

GOHELP

GOTEACH



CLEAN OPERATIONS FOR CLIMATE PROTECTION BETTER BUSINESS

As the world's leading logistics company, fulfilling our purpose of connecting people, improving lives requires us to make every dimension of our business sustainable.

Our DPDHL Group has committed to reduce our greenhouse gas emissions to under 29million tonnes CO2e by 2030. **DHL Supply Chain APAC** will help achieve this target by:



Net-Zero Carbon Warehouses
(owned and leased) by 2025



Green packaging solutions
a comprehensive portfolio of sustainable and optimized packaging solutions.



Reducing Transport Emissions
with increased efficiency and the use of electrification and cleaner fuels in our fleet and our subcontractors by 2030

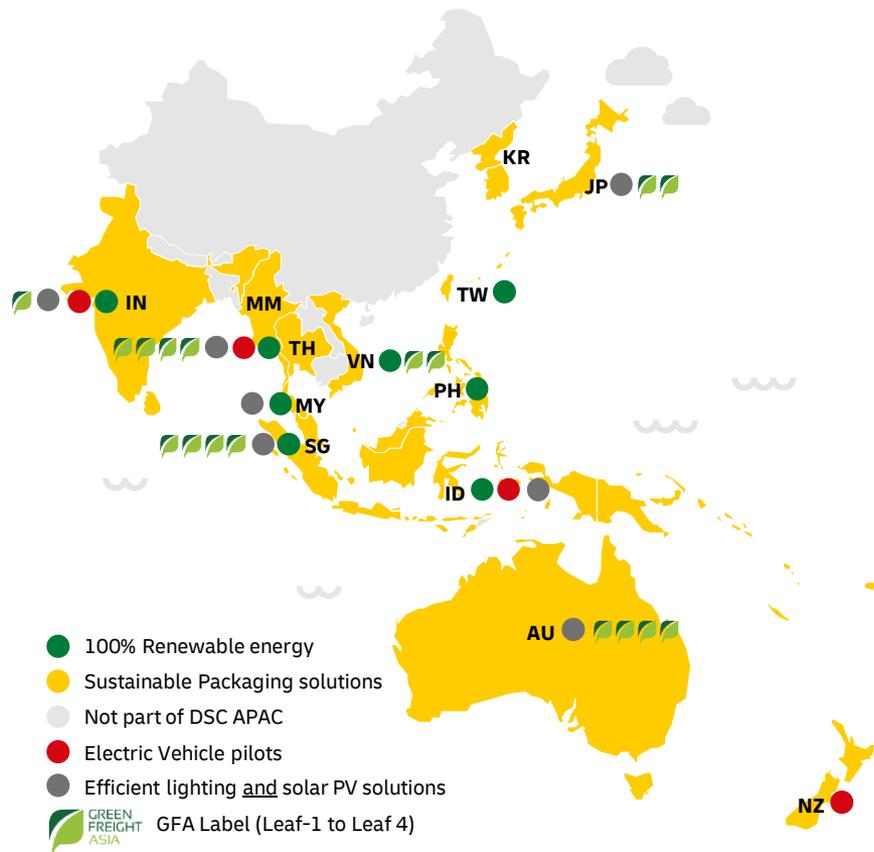


80% of our workforce
to have GoGreen Certified Training by 2025



Carbon reporting
transparency for customers on their carbon footprint

Our GoGreen efforts in **DHL Supply Chain Asia Pacific** (as of 2021)



A GREAT COMPANY TO WORK FOR ALL

DHL Supply Chain APAC takes action to provide a safe, inclusive and engaging working environment for all our employees. We actively seek to attract and retain the best talent and create genuine diversity and inclusion rooted in our values of Respect & Results.



A Great Place to Work

- Certified **Great Place to Work™** in 9 APAC countries (as of 2021)
- DPDHL Employee Opinion Survey: Consistently high Engagement and Leadership scores, above global averages
- SmartConnect: keeping employees engaged through our employee mobile app



Human Rights

- Industry 'best in class'
- Based on UN and OECD principles and guidelines



Diversity and Inclusion

- APAC Diversity & Inclusion Taskforce set up in 2021
- Regionally guided, locally executed D&I plans to create awareness and improve inclusion
- Initial focus on Women in Logistics



Safety and Wellbeing

- Strong emphasis on Safety culture and KPIs (LTIFR and CMK), training and mitigation actions
- ISO 45001 regional certification
- Safety campaigns



Training and Development

- Certified Supply Chain Specialist program
- DSC G1000 Graduate Program
- Certified Supervisory Academy launched in APAC



CSR/Corporate Citizenship

- Global initiatives (GoHelp, GoTeach, GoTrade) & local ground-up initiatives
- COVID-19 support (Red Cross SG, vaccine distribution AU, supplies donation)

Providing a safe, inclusive, and purpose-driven workplace and equal opportunities for our people is the key to service excellence and customer satisfaction.

HIGHLY TRUSTED COMPANY STEADY PAIR OF HANDS

Transparency and compliance are integral in everything we do and underpin our license to operate. **DHL Supply Chain APAC** continues to strengthen our compliance management and ESG governance amidst the challenges in emerging markets.



Code of Conduct

Our values are anchored in our Code of Conduct, which lays out the behaviors, beliefs and standards we view as the basis of our business.



Data Protection and IT Security

Our Data Protection organizational structure, ISO certified policies, standards and data centers, and global 24x7 Cyber Defense Center, ensures appropriate, compliant and careful processing of data and the highest security standards.



Supplier Code of Conduct

Supplier Code of Conduct, with a four-step evaluation process, is the foundation for ensuring our suppliers are as focused on compliance and sustainability as we are.



Anti-Corruption

We are a member of the World Economic Forum's Partnering Against Corruption Initiative (PACI), and regularly conduct training on Anti-Corruption.



Reporting

Our metrics help us evaluate the status and effectiveness of our sustainability activities. We have integrated clearly defined ESG KPIs into our internal and external reporting.



Trade Compliance

We operate within the many global regulations that surround international trade - especially Export Controls and Sanctions.

We take action to ensure trusted, transparent and compliant business practices every day, everywhere.