

THE **AND** MAKES THE DIFFERENCE

THE **AND** MAKES THE DIFFERENCE

Our Corporate Strategy is focused on becoming Provider, Employer and Investment of Choice. Our long-term success is built upon financially sound and sustainable business practices.

We satisfy our customers, who demand continuous improvements to the speed and quality of our services, and reduce our impact on the environment.

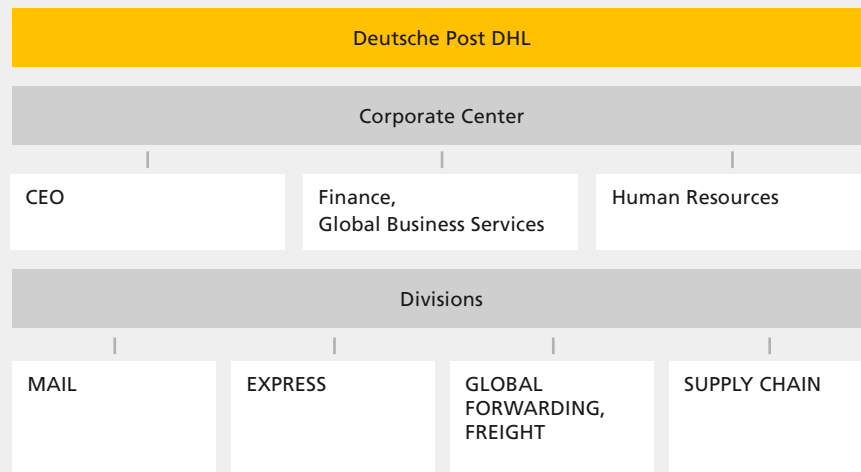
We treat our employees with respect and expect results.

We focus on our core competencies and assume an active role in society.

The “And” connects us – to people and markets.

THE GROUP

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 dialogue marketing to industrial supply chains. Around 480,000 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 is committed to social responsibility. In 2013, Deutsche Post DHL generated revenues of more than 55 billion euros.



ABOUT THIS REPORT

The purpose of this publication is to inform stakeholders about our Corporate Responsibility strategy "Living Responsibility". The brochure contains excerpts from our 2013 CR Report. The report is based on the results from our stakeholder dialogue and materiality analysis, along with external ratings and rankings. We have analyzed our stakeholder expectations and the diverse range of challenges they face, and present in this report our various strategies, programs and individual measures designed to address these stakeholder needs.

The complete and audited version of our 2013 CR Report can be found online under www.dpdhl.com/responsibility. The content of the report is based on requirements of the Global Reporting Initiative (Version 3.1) and the UN Global Compact (Advanced Level).



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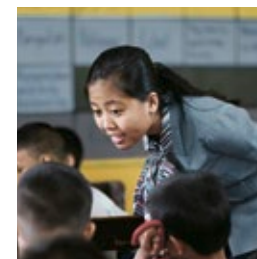
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LETTER TO OUR STAKEHOLDERS

DEAR STAKEHOLDERS,

This marks the Group's tenth report on its activities and progress in the area of sustainability and corporate responsibility. We have achieved a great deal since the publication of our first report in 2003 – we have launched innovative programs in environmental protection, disaster management and education, and have established corporate responsibility as an integral part of our Corporate Strategy. A wide range of activities have also helped enhance the working environment for our employees, who play a significant role in the success of Deutsche Post DHL.

We have also built a corporate culture which infuses our daily work with a commitment to sustainable, ethical business practices. There are several components to this: our overarching principle of Respect & Results, a spirit of openness and appreciation in our dealings with one another, and our Code of Conduct, which is based on internationally recognized standards – the UN Global Compact and its ten principles we steadfastly adhere to as a member, the Universal Declaration of Human Rights, and the conventions issued by the International Labour Organization (ILO). Today, our many corporate responsibility activities and strategies are widely respected and appreciated by our employees and external stakeholders. For me this is a source of pride as well as motivation to further our commitment in this area.

2013 was another year of progress and further development for our CR strategy “Living Responsibility”. A new core component is our cross-functional, Group-wide network devoted to Responsible Business Practice. Its job is to

systematically manage all aspects of corporate responsibility and to review appropriate measures. In addition, the Shared Value approach has become, more than ever, the driving force behind our GoGreen environmental protection program.

You, our stakeholders, were an important factor in these developments. Numerous dialogues along with a detailed stakeholder survey provided valuable input over the course of the reporting year and helped us better understand your viewpoints and needs. We also conducted a materiality analysis in 2013, which has helped us to further identify and prioritize issues related to sustainability.

As Europe's largest postal company and the world's leading logistics company, we are constantly working to reduce our environmental impact. Our GoGreen program is driven by our ambitious climate protection target to improve carbon efficiency by 30 % by the year 2020, as compared to the baseline year 2007. In 2013 alone we achieved an efficiency gain of two percentage points over the previous year and, overall, we have already improved our carbon efficiency by 18 %. In short, we are well on our way to achieving the 2020 target.

2013 was also a year of progress in the area of social responsibility and engagement. We continued to expand our GoTeach activities, including new partnerships with Teach for the Philippines and seven SOS Children's Villages country organizations. We deployed our GoHelp volunteers to Chile and the

Philippines, and our valued employees – some 480,000 around the world – continue to contribute their time and spirit to projects in their own communities. Global Volunteer Day is just one example of this. In 2013, our employees contributed more than 200,000 volunteer hours to local projects as part of the volunteering event.

The title of this year's report is "The AND makes the difference". As a company, we are committed to business success and responsible business practice. Our customers demand that we continuously improve the speed and quality of our services. We make sure we satisfy our customers and reduce our impact on the environment at the same time. And as we look to the future, our goal is to be the Provider, Employer and Investment of Choice.

I am pleased to have you on board for this journey.

Yours sincerely,



DR. FRANK APPEL
CEO



"WE ARE COMMITTED TO BUSINESS SUCCESS AND RESPONSIBLE BUSINESS PRACTICE. AS WE LOOK TO THE FUTURE, OUR GOAL IS TO BE THE PROVIDER, EMPLOYER AND INVESTMENT OF CHOICE."



ONE COMPANY

OUR MISSION AS A MAIL AND LOGISTICS COMPANY
ALREADY CONTAINS A STRONG SOCIAL COMPONENT –
TO CONNECT PEOPLE AND MAKE THEIR LIVES EASIER
WITH THE HELP OF OUR SERVICES.



480,000 FACES

OUR COMPANY OWES ITS SUCCESS TO THE COMMITMENT,
CREATIVITY AND EXPERTISE OF OUR APPROXIMATELY 480,000
EMPLOYEES AROUND THE WORLD.

THE GROUP & ITS BRANDS

With approximately 480,000 employees in 220 countries and territories, and with revenues of more than € 55 billion, Deutsche Post DHL is the largest and leading mail and logistics group in the world. Our Deutsche Post and DHL brands provide our customers with a comprehensive portfolio of products and services.

As Europe's largest postal company and Germany's only provider of universal postal services, we deliver more than 64 million letters and more than 3.4 million parcels every working day in Germany alone. In addition to domestic and international postal services, we also offer dialogue marketing services, nationwide press distribution services and all the electronic services associated with mail delivery. DHL is an international express service provider, an air, ocean and overland freight forwarder, as well as a supply chain specialist, offering our customers a wide range of integrated logistics solutions.

Both of our brands provide standardized and individually-tailored solutions. Our globe-spanning logistics infrastructure affords both flexibility and reliability. And we continuously improve our services in order to meet our customer needs to their satisfaction.

With market leadership, however, comes responsibility. We take on our corporate responsibility with a diverse range of programs and projects. All of our CR activities are integrated into our Group-wide corporate responsibility strategy "Living Responsibility".

INTERLINKING CORPORATE RESPONSIBILITY & BUSINESS SUCCESS

We continued to develop our corporate responsibility strategy "Living Responsibility" in 2013 to further intertwine corporate responsibility and business success, and to develop more systematic ways to ensure that our actions as a company respond to the interests and expectations of our internal and external stakeholders. One significant development was the adoption of the Shared Value proposition as the driver of our environmental protection activities. Our corporate citizenship programs remain unchanged.

MATERIALITY ANALYSIS: RELEVANT & COMPREHENSIVE

We want to deepen our understanding of how our internal and external stakeholders view corporate responsibility and sustainability issues. To this end, we conducted a systematic stakeholder survey in the reporting year; the survey results were then summarized as part of a materiality analysis. Important topics for our stakeholder groups are data protection and security, logistics services that are free from child and forced labor, the protection of human rights, corporate integrity and compliance. High-relevance issues also include workforce-related topics such as the respectful treatment of our employees, diversity and equal opportunity as well as professional development and training opportunities. We go about addressing these CR-related issues in a variety of ways.

MAINTAINING & DEEPENING THE STAKEHOLDER DIALOGUE

We maintain a continuous dialogue with our most important stakeholder groups – these include our customers, employees and investors, as well as suppliers, subcontractors, policymakers, administrative bodies and government regulators, the public, the media and NGOs. Our aim is to address current and emerging social and business challenges in collaborative, close exchange with our stakeholders.

ANALYSIS & DIALOGUE

CR MANAGEMENT

Our mission as a mail and logistics company already contains a strong social component – to connect people and make their lives easier with the help of our services. Social responsibility is a principle that guides and permeates our actions as a company, and it plays a significant role in our business success. Our corporate responsibility strategy “Living Responsibility” ensures sustainable management practices across Deutsche Post DHL.

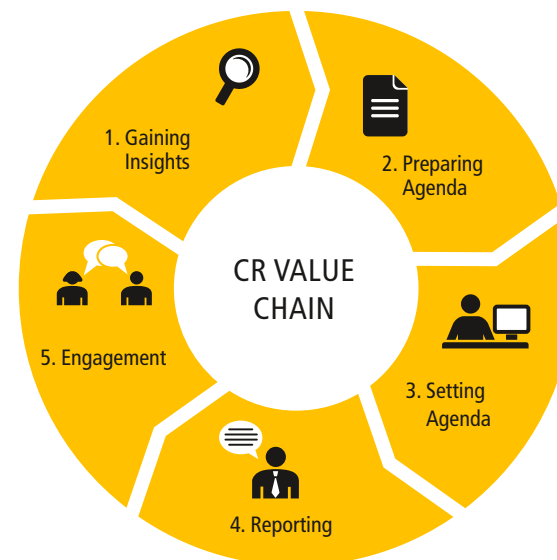
In the reporting year we created and implemented a multi-stage management process designed to drive the further development of our CR strategy and to manage our relationships with stakeholders. This also included the creation of a new Stakeholder Relations team.

The new management process involves five stages. The aim of **Stage 1** is to gain insight into the interests and concerns of our stakeholders. Ways in which we achieved this in the reporting year include our materiality analysis and the intensification of our stakeholder dialogue.

In **Stages 2 and 3** we identify relevant issues and review appropriate measures. To support this process, we established an internal Responsible Business Practice network in the reporting year. As part of this network, CR-relevant areas across Deutsche Post DHL work together to systematically identify issues that are relevant to responsible business practice and continually coordinate and monitor the corresponding action measures. This helps us to identify business opportunities and risks early, and take action accordingly. To gain an external perspective on our CR agenda we established the Sustainability Advisory Council, an international body comprised of independent experts and thought leaders.

Stage 4 addresses the regular reporting on our corporate responsibility activities, which is based on a clear assignment of responsibilities, formal reporting lines, and uniform reporting standards using defined KPIs. In addition to our annual Corporate Responsibility Report, we employ a diverse range of communications channels to provide stakeholders with open and easy access to information about our CR activities.

Stage 5, the final step in our CR value chain, focuses on the dialogue with our stakeholders. We systematically collect, analyze and process the feedback from the various interest groups. The insight gained from this input is then integrated into our management processes.



RATINGS & RANKINGS

Customers demand corporate responsibility

For our customers it is important that we conduct business responsibly. They expect fair and sustainable business practices, and they expect us to treat our employees, customers and suppliers with respect and integrity. We strive to meet these expectations with high ethical, social and environmental standards developed for our day-to-day operations.

Our performance on corporate responsibility issues is monitored and assessed by rating agencies and other independent institutions. Their analyses are based on their own set of principles and economic, environmental and ethical criteria.

Issuers of sustainability indices use the opinions of the rating agencies to determine whether a company is to be listed – or delisted – in an index. Customers and investors increasingly turn to index listings to guide them in their decisions regarding whether to do business with or invest in a company.

In the reporting year, we were once again listed in the FTSE4Good and MSCI sustainability indices, as well as in the CDP Global 500 Climate Disclosure Leadership Index. A notable improvement over the previous reporting year was made in the MSCI index, which upgraded Deutsche Post DHL to the highest possible rating (AAA). Deutsche Post DHL is the only company in the transport industry to achieve this score in this particular index. The renowned sustainability research and analysis firm Sustainalytics named us “Industry Leader” in the areas of corporate responsibility and environment, noting that we exceed expectations in the area of social commitment. We also maintained our top position in the CDP Global 500 Climate Disclosure Leadership Index in the reporting year.

Aside from the rating agencies, our activities are also evaluated by independent institutions responsible for sustainability rankings. Green Brands recognized our environmental protection program GoGreen in 2013 with its Green Brands Germany seal. We also advanced 19 spots in the Good Company Ranking published by Kirchhoff Consult since the last listing in 2009, placing us 23rd in a line-up of 70 international companies. We are the highest-ranking logistics company on the list.

Deutsche Post DHL in 2013 CR Ratings & Rankings

Sustainability index or rating	Scores
CDP Global 500 Climate Disclosure Leadership Index	98 points (out of 100)
DAXglobal® Sarasin Sustainability Germany Index	Prime Standards
FTSE4Good Europe and Global indices	Listed
MSCI Europe and Global indices	Score: AAA
Sustainalytics Research	Industry Leader
Ranking	Rank
Good Company Ranking	23 rd (of 70)
Green Brands	Green Brands Seal Germany 2013/2014

CO-WORKERS & CO-CREATORS

Our company owes its success to the commitment, creativity and expertise of our approximately 480,000 employees around the world. As the postal service for Germany and the logistics company for the world, our central mission is to connect people. This is meaningful work, and our employees are co-creators in this process of bringing people together. Deutsche Post DHL should be a place where our employees find enjoyment and pride in their roles and responsibilities.

The key to creating an attractive working environment – and to achieving our goal of becoming Employer of Choice – is our corporate culture built on openness, trust and mutual respect. Each and every one of our employees should be able to tap their talents and potential in an environment decidedly free from prejudice, discrimination and stereotyping.

FAIR COMPENSATION & GOOD WORKING CONDITIONS

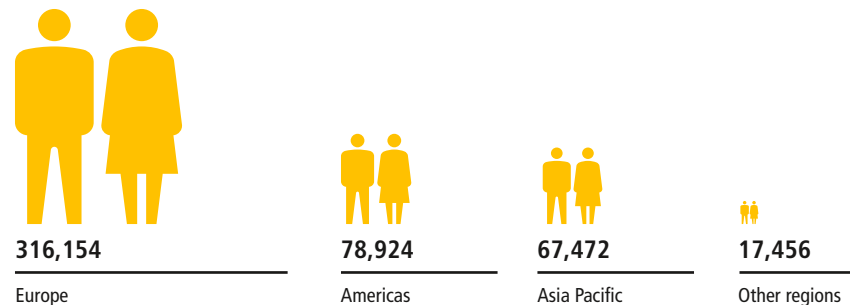
Fair compensation is one of the most important requirements for gaining and retaining highly qualified and motivated employees. Positions are evaluated and graded based on job classification and responsibilities, independent of personal factors, such as age, gender, religious affiliation, skin color, sexual orientation and ethnic background, that could lead to discriminatory practices.

DIVERSITY & INCLUSION

Our managers and executives play a key role in putting diversity management into practice on a daily basis. That is why we created Diversity Awareness Training in 2013, which will become a mandatory component of the existing leadership development programs, such as the Global Executive Leadership Program (GELP), starting in 2014.

Employee numbers at Deutsche Post DHL

Deutsche Post DHL is one of the 10 largest employers in the world



The share of women in executive positions within the Group worldwide is currently 19.6%. In Germany, this figure is 19.8%. As compared to the year 2010, the percentage of women in executive positions in 2013 was considerably higher, up by 2.6 percentage points (17%). Our goal is to continue to increase the share of women in executive positions.

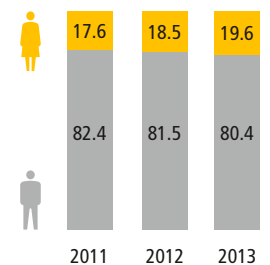
To further emphasize the significance of diversity within the Group, Deutsche Post DHL's Board of Management adopted its Corporate Diversity & Inclusion Statement in the reporting year. We have implemented numerous measures including a Group-level voluntary commitment concerning executive-level hiring, the introduction of a system of key performance indicators, support for women networks and mentoring programs.

Employee numbers remain stable

At the close of the reporting year our workforce totaled **480,006 employees**. Women make up approximately 36 % of our workforce; 64 % of our workforce is men. Our total number of employees increased by **1.3 %** over the previous year.

Management-level employees by gender¹

in %



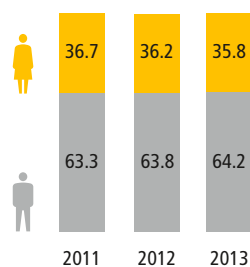
¹ Includes upper and middle management

GLOBAL & REGIONAL: SUSTAINABLE HUMAN RESOURCES MANAGEMENT

Sustainable human resources management is important to us. Launched in 2012, our “One HR” program achieved several milestones over the course of the reporting year. In addition to the realignment of responsibilities within HR at global, regional and country levels, we also launched several strategic initiatives such as the “Identifying and developing talents” initiative, which establishes Group-wide, standardized guidelines for performance and talent management. Our “Industrial Relations” initiative is, among other things, responsible for developing a framework for the cooperation of all involved parties. The aim of the “Improving transparency” initiative is to achieve a Group-wide harmonization of KPI definitions. Our fourth initiative “HR Shared Services” focuses on providing standardized HR processes cross-divisionally that improve service quality and increase efficiency.

Employees by gender

in %



OPEN & HONEST DIALOGUE

Conducted annually since 2009, our Employee Opinion Survey (EOS) is an important performance indicator within the Group. It functions like a seismograph that monitors the pulse of the company, helping us to identify action areas early and implement the appropriate changes.

The survey's most important KPI is “Employee Engagement”, which helps gauge how close we are to achieving our goal of becoming Employer of Choice. “Active Leadership”, another key performance indicator of the EOS, has relevance for executive bonus payments. The response rate helps us determine the extent to which the survey results are representative.



Angela Titzrath

Member of the Board of Management
Deutsche Post DHL
Department Human Resources

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility is fulfilling the most basic requirements. Taking on social responsibility is at the core of free enterprise.

Social responsibility and business success are interconnected and inseparable. This is especially the case in my area of work, where we grapple with challenges such as diversity, demographic change and youth unemployment, and develop innovative solutions.

Government regulation and corporate responsibility are two important areas that should complement each other in a balanced way. While government regulations set the general framework for doing business, our challenge as a forward-looking company is to contribute to a culture of lived responsibility.

Ten years from now companies will consider their social responsibility an integral part of value creation – not only because they want to stay competitive, but because a spirit of responsibility is embedded in their basic ethical principles.



ACTING NOW

OUR CODE OF CONDUCT IS THE GUIDING PRINCIPLE
FOR ETHICALLY AND ECOLOGICALLY SOUND ACTION.



SHAPING THE FUTURE

WE FIRMLY BELIEVE THAT COMPANIES CAN ONLY BE SUCCESSFUL OVER THE LONG TERM IF THEY ASSUME THEIR SOCIAL RESPONSIBILITY AND CREATE REAL VALUE FOR THEIR STAKEHOLDERS AND THE COMMUNITIES IN WHICH THEY OPERATE.

STANDARDS & VALUES

RESPONSIBLE BUSINESS

MANAGING & LIVING CORPORATE RESPONSIBILITY

Responsible business practice is one of the Group's most important goals. Our Group-wide policies, in particular our Code of Conduct, are the guiding principles for ethically and ecologically sound action in keeping with applicable laws and norms. These policies provide clear orientation for our managers and employees by conveying to them our values and principles.

Our principles enable us to direct the business with clarity and foresight and help minimize economic, ecological and social risks. This also enhances our already good reputation among our employees and in the public eye. Our main focus areas are human resources and labor relations, health management and safety, compliance, data protection, procurement and environmental protection. We utilize defined management processes and systems to monitor and manage the implementation of our policies. At the same time, it is our goal to create an awareness of good business practices and establish a culture of personal responsibility within our company.

FUNDAMENT & GUIDING PRINCIPLE: OUR CODE OF CONDUCT

The most important normative element within our company is the Code of Conduct. As such, it is the foundation of our corporate culture. Since 2006, the Code of Conduct has applied to all regions and divisions of the Group, laying down the guidelines for the day-to-day workplace conduct for our approximately 480,000 employees. Our principles are respect, tolerance, honesty, openness, integrity towards customers and employees, and the willingness to assume social responsibility. Our Code of Conduct also sets out our commitment to the health and well-being of our employees, as well as our understanding of diversity and inclusion. Within our Code of Conduct we also explicitly acknowledge our employees' freedom of association, the respect for human rights and the prohibition of child and forced labor.

VALUE-ORIENTED & LEGALLY COMPLIANT: COMPLIANCE MANAGEMENT

Compliance management at our company follows an approach that is simultaneously value- and risk-oriented. At Deutsche Post DHL compliance means that we adhere to laws and regulations, Group policies (in particular our Code of Conduct) and measurable voluntary self-commitments that the Group makes to third parties.

With its value-oriented approach, our compliance management promotes correct behavior and the social legitimacy of our mission. Its risk orientation helps us to avoid financial disadvantages and reputational damage, protect executive body members, managerial staff and employees from personal liability and steer clear of competitive disadvantages. Business partners such as suppliers, subcontractors and other agents are also subject to our environmental and social standards.

Our Code of Conduct is guided by the principles of fundamental charters and initiatives

- > Universal Declaration of Human Rights
- > UN Global Compact
- > International Labour Organization (ILO) declaration on the fundamental rights and principles of work
- > OECD Guidelines for Multinational Enterprises



PRICE-CONSCIOUS & RESPONSIBLE PROCUREMENT

An integral part of the contracts with our suppliers is the Supplier Code of Conduct. It establishes the Group's ethical and environmental standards and explicitly embraces, for example, the prohibition of child and forced labor and the preservation of basic human rights.

Furthermore, suppliers undertake to comply with the applicable regulations related to the environment, labor and occupational health as laid out in the internationally accepted anti-bribery standards of the UN Global Compact and in local anti-corruption and anti-bribery laws. Suppliers also pledge to eschew every form of discrimination based on race, religion, disability, age, sexual orientation or gender.

If a supplier's compliance with the provisions of the Code is questioned, we conduct individual inspections. Random tests of selected suppliers are also conducted regardless of suspicion. Suppliers are selected on the basis of their economic significance and a risk assessment.

SYSTEMATIZED & INTERNATIONAL DATA PROTECTION

Data protection is a key concern for our company. It is also a matter of great significance for our stakeholders, as demonstrated by our stakeholder survey that we conducted in 2013. Thanks to our data protection management, we are able to meet the demanding requirements of our stakeholders.



Sunil A. Misser
Chief Executive Officer
AccountAbility

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility is ideally "living" its corporate values, demonstrating good management practices and establishing a foundation for improved business performance in the future.

Social responsibility and business success are not mutually exclusive. In fact, a growing body of data demonstrates the linkage between effectively implemented CR policies, programs and processes and improved business performance. A balanced CR agenda adds more to a business's economic success when it is shaped by the company's vision and closely integrated within the organization's core processes.

Government regulation and corporate responsibility are becoming increasingly intertwined. Government agencies around the world are gradually mandating more disclosures on environmental, social and governance performance. Government legislation, however, is often outdated by the time it is enacted. While companies should monitor and address government regulation, they should also focus on the global and regional CR issues most material to their own business.

Ten years from now companies will find themselves dealing with: more sophisticated, informed and engaged stakeholders across the entire value chain, the benign blending and assimilation of business and CR agendas and issue-based KPIs focused on impact, outcomes and value creation.

Challenge: Data protection

The results of the materiality analysis indicate that data protection is one of the most important issues for our stakeholders. Our comprehensive data protection management helps us meet these expectations. Our Data Privacy Policy demonstrates to customers, business partners and regulators which data protection standards are applied worldwide within the Group. We have also developed a Data Privacy Policy manual as well as online training courses on data protection for our managerial staff. In 2013 we also improved the data protection monitoring processes for global IT applications.

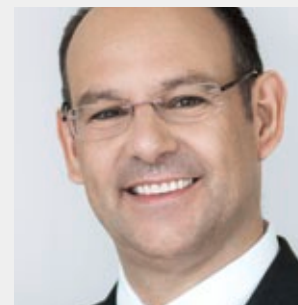
As a company that operates worldwide, we are faced with the necessity of enabling business units abroad to exchange specific data. The development and monitoring of internationally valid data protection guidelines and standards are thus key factors of our Data Privacy Policy. In Germany, the preservation of postal privacy is a fundamental right guaranteed by Article 10 of the Basic Law of the Federal Republic of Germany and thus an integral part of the MAIL division's responsibilities. For some products and services, such as the E-Post or digitization services, data protection is a central feature.

OPEN & CONSTRUCTIVE DIALOGUE WITH EMPLOYEE REPRESENTATIVES

At Deutsche Post DHL we work together in diverse ways with our employees and their representatives guided by national law, and we engage with them in constructive dialogue. This is how we contribute to achieving our strategic goals of becoming Provider of Choice for our customers and Employer of Choice for our employees.

HEALTH & SAFETY

We bear responsibility for the safety of our employees and provide them with effective protection against dangers and risks in their working environment. With our new "Health, Safety & Well-being" strategy we have created a framework to address these risks and to promote the health and safety of our employees. Our employees are regularly briefed on safety in the workplace thanks to a series of preventive occupational safety measures. The organization of Occupational Safety is part of our quality management system, which meets the requirements of the EN ISO 9001 standard.



Frank Klein
Managing Director
Global Client Group,
Corporate Clients
Deutsche Asset Management
Investmentgesellschaft mbH

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility is a company that is forward-looking, committed, and one that will enjoy a competitive edge in the future.

Social responsibility and business success are two necessarily interrelated components, which are mutually dependent on each other over the long term.

Government regulation and corporate responsibility are, ideally, complementary. The more companies take on their responsibility, the less regulation will be necessary.

Ten years from now companies will have to take on more social responsibility to avoid being punished by the capital markets.

A DHL freight train is shown traveling through a scenic mountainous landscape. The train consists of several yellow DHL-branded freight containers on flatcars, moving along a railway track that cuts through a lush green valley. In the background, steep, forested mountains rise under a clear sky. The image is overlaid with a large, semi-transparent graphic of a stylized number '9' on the right side. Two circular insets provide closer views: the top one shows a forested hillside, and the bottom one shows a close-up of a DHL container with the text 'EXCELLENCE. SIMPLY DELIVERED.' and 'www.dhl.com'.

GOOD FOR THE ENVIRONMENT

WE AIM TO IMPROVE OUR CARBON EFFICIENCY
BY 30 % BY THE YEAR 2020 AS COMPARED TO 2007.



GOOD FOR BUSINESS

SHARED VALUE MEANS THAT OUR CONTRIBUTIONS TO ENVIRONMENTAL PROTECTION AND SOCIETY ALSO ENHANCE THE SUCCESS OF OUR BUSINESS.

BUSINESS & ENVIRONMENT

The transport sector, which also encompasses the logistics industry, is responsible for 23 % of the world's energy-related greenhouse gas emissions. As the world's largest logistics service provider, we have a special obligation to minimize the negative impact of our business on the environment.

At the same time, our stakeholders, including our customers, increasingly expect us to fulfill this obligation. GoGreen, our Group-wide environmental protection program, is how we act on our responsibility. The main focus of GoGreen is to avoid, reduce and, when necessary, give our customers the chance to offset, greenhouse gas emissions (primarily CO₂). These emissions account for the logistics industry's largest negative impact on the environment. We measure greenhouse gas emissions using standardized procedures, which we continuously adapt and optimize. This allows us to identify potential efficiency gains and, as a next step, implement the necessary carbon efficiency measures. The measures we implement are as diverse as our business.




SHARED VALUE & THE ENVIRONMENT

The Shared Value proposition plays an important role in all of our environmental protection activities. Shared Value means that our contributions to environmental protection and society also enhance the success of our business. In this way, our diverse carbon efficiency measures and portfolio of *GOGREEN* products and services not only benefit society and the environment, but also create added value for our customers, strengthening our market position.

AMBITIOUS & REALISTIC: OUR CLIMATE PROTECTION TARGET

We have set an ambitious climate protection target of improving our carbon efficiency by 30 % by the year 2020, as compared to 2007. This target includes not only the emissions generated directly by our own business activities, i.e. mail and parcel delivery, cargo transport, business travel and warehouse operations, but also the greenhouse gas emissions generated by our transport subcontractors. We rely on a wide range of measures to achieve our efficiency targets and we prioritize them based on two core principles. We strive first and foremost to reduce energy and fuel consumption (burn less) before turning to alternative energy and fuel sources, including alternative fuels (burn clean). In general, we focus our effort on the measures that promise the biggest efficiency gains.

Climate protection: Efficiency improvement measures at Deutsche Post DHL

	Burn less > Reduce energy consumption	Burn clean > Use of alternative energy sources
Vehicles 	> Aerodynamics optimization > Engine modifications > Expanded use of telematics systems > Use of hybrid drive systems	> Use of alternative fuels > Use of green electricity for electric vehicles
Buildings 	> Use of energy-efficient lighting > Installation of energy-saving lighting control systems > Refurbishment of heating and cooling systems	> Use of electricity from renewable sources (green electricity) > Introduction of biogas
Aircraft 	> Modernization of air fleet	> Use of alternative fuels (currently not applicable; participation in research initiatives, such as aireg e.V.)



Bill Meahl
Chief Commercial Officer
Deutsche Post DHL

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility is a company which will ultimately be a winner on all levels. Profitable growth can only be sustained in the longer term through a balanced strategy that takes into consideration the obligations of the extended enterprise.

Social responsibility and business success have been on a collision course for decades and are today almost totally merged. One cannot have success without considering the implication of one's business decisions on society, the environment and of course one's customers and employees. Increasingly in the future, the importance of social responsibility elements in a company's offer will be key elements in a customer's purchasing decision.

Government regulation and corporate responsibility are both essential building blocks for driving positive developments in societies. Companies must step up to their responsibilities and equally, governments must provide appropriate measures and regulation to pave the way and enable companies to be as efficient as possible.

Ten years from now companies will hopefully have adopted CR as part of their corporate DNA, realizing that integrating corporate responsibility and commercial business objectives makes perfect business sense. We already see some of our customers aggressively moving in this direction.

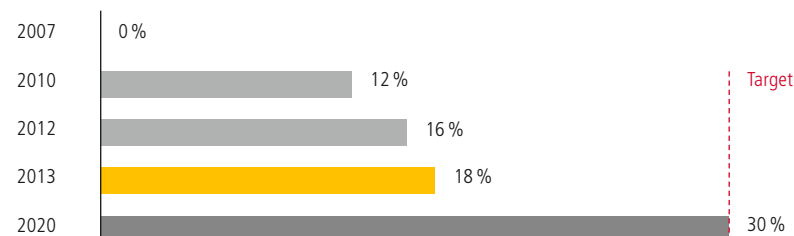
PRIORITIES & ACHIEVEMENTS

Reaching our 2020 climate protection target will require us to reduce our relative greenhouse gas emissions, meaning the emissions per item transported. Priority measures are those with the greatest potential for improving our carbon efficiency. We move goods through the air, across the water, by rail and along the world's roads and highways. Each of these transport modes accounts for a different proportion of our overall greenhouse gas emissions. The greatest share comes from our air transport, offering in turn the greatest potential for efficiency improvements. We therefore invest in the modernization of our air fleet and are continually optimizing our routes and utilization as a way to increase the carbon efficiency of our air transport.

We have continually made progress towards our climate protection goal over the past several years. In 2010, we reached our first interim target of a 10 % efficiency increase, two years ahead of schedule. By 2012, we were more than half way there, having already improved our carbon efficiency by 16 % compared to the 2007 baseline. In the reporting year, we managed to improve our overall carbon efficiency by 18 % compared to 2007.

Carbon Efficiency Index

Average carbon efficiency improvement (compared to 2007)



90 %

OF OUR GLOBAL CUSTOMERS HAVE SUSTAINABILITY PROGRAMS OF THEIR OWN AND HAVE ALREADY SET CO₂ TARGETS.

194,000 t

APPROXIMATELY 194,000 TONNES OF CO₂ WERE OFFSET IN 2013 THROUGH OUR CLIMATE-NEUTRAL GOGREEN DELIVERY SERVICE.

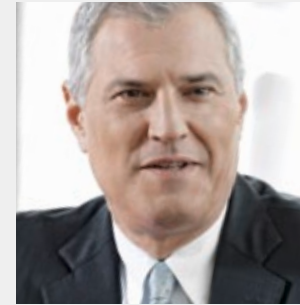
GREEN PRODUCTS & SERVICES

Our *GOGREEN* offering provides customers with a holistic range of green products and services designed to help them understand and reduce their impacts on the environment.

Our Carbon Reports provide our customers with clear and transparent information on how our transport and logistics services impact global climate change. In the reporting year we focused on revising and updating the calculation methodology. Carbon Reports are now compliant with the “GHG Protocol Product Lifecycle Accounting and Reporting Standard”.

Our Green Optimization service offering supports customers in reducing the environmental impact of their business activities. We advise our customers on how to minimize their greenhouse gas emissions and other negative impacts on the environment, and work closely with them when it comes time to implement the Green Optimization solutions.

Our climate-neutral delivery service offsets emissions generated by the transport, warehousing and handling of shipments through contributions to internationally recognized climate protection projects. As with our Carbon Reports, we updated our calculation methodology in the reporting year to include other greenhouse gases in addition to CO₂. As a result, as of January 2014 our *GOGREEN* products are not only carbon neutral but climate neutral.



Lawrence Rosen
Member of the Board of Management
Deutsche Post DHL
Department Finance,
Global Business Services

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility secures its future. Assuming social responsibility is the only way for companies to establish their legitimacy in society and good standing on the capital market, which are both essential for long-term business success.

Social responsibility and business success are inextricably linked. A company can only be successful over the long term if its products and services create value for its customers, and its business activities contribute positively to society.

Government regulation and corporate responsibility should ideally share a common goal. Government regulation should set the framework within which companies can define and fulfill their corporate responsibility.

Ten years from now companies will embrace corporate responsibility much more as an integral part of their business practice. We at Deutsche Post DHL have already articulated this as our mission. It is through responsible business practice in its broadest sense that we aim to become first choice for our customers, employees and investors.

OUR GROUP-WIDE GOTEACH PROGRAM HELPS IMPROVE EDUCATIONAL OPPORTUNITY AND EMPLOYABILITY FOR YOUNG PEOPLE ESPECIALLY FROM DISADVANTAGED BACKGROUNDS.

LASTING SUPPORT





IMMEDIATE HELP

LENDING A HAND
DURING GLOBAL VOLUNTEER DAY, 100,000
EMPLOYEES STEP IN AND LEND A HAND TO
MORE THAN 1,500 COMMUNITY PROJECTS.

BUSINESS & SOCIETY

For us, corporate citizenship means assuming an active role in addressing social and environmental concerns. It also means motivating our employees to take part in volunteering activities. Our corporate citizenship activities are broad-ranging. We partner with worldwide initiatives to help improve educational opportunity and employability for young people as part of our Group-wide GoTeach program. Through our GoHelp program we help advance disaster management practices at airports and provide logistics support in the case of natural disasters. And each year, our employees respond in great numbers to our Global Volunteer Day, getting involved in community projects around the world. Our corporate citizenship activities, designed for effective, long-term impact, are an integral part of our Corporate Strategy.

SUPPORT & OPPORTUNITY: GOTEACH

With our Group-wide GoTeach program, we have made it our responsibility to help improve educational opportunity and employability of young people, especially those from disadvantaged socio-economic backgrounds. Our motivation is twofold. First, as one of the world's largest employers, we rely on access to skilled and qualified employees around the world. Education is a key factor in determining Deutsche Post DHL's overall productivity and innovation capacity. Secondly, in today's rapidly changing world, education contributes to greater stability and prosperity – both for individuals and for the societies and markets in which we conduct business.

IMPROVING EDUCATIONAL OPPORTUNITY & EMPLOYABILITY

Deutsche Post DHL launched its partnership with the global education network Teach For All in 2010. The Teach For All model involves the recruiting and training of academically exceptional and socially competent university

graduates and young professionals to serve as teachers (“teaching participants”) for two years at a school in a high-need community. With our support, the Teach For All network grew from 26 to 32 independent partner organizations in the reporting year. As part of our commitment, we provide support to the worldwide Teach For All parent organization as well as to seven national organizations in Argentina, Chile, Germany, India, Peru, the Philippines and Spain. The newest partnership, with Teach for the Philippines, was launched in August 2013. Additional country-level partnerships are planned. In the reporting year, more than 15,000 teaching participants were deployed on teaching assignments around the world, reaching a total of 1.3 million children and young people.

In our partnership with SOS Children's Villages, we support youths and young adults from disadvantaged socio-economic backgrounds as they make the transition to the world of work. Along with financial support for SOS Children's Villages educational programs and youth facilities, we focus our activities on career guidance, teaching basic professional skills and providing young people with exposure to the working world. Activities for young people are coordinated in close contact between SOS Children's Villages and the local Deutsche Post DHL organizations, making it possible to tailor them to the needs and challenges of the individual countries and communities. We launched our international cooperation with SOS Children's Villages in 2011. After a pilot phase in Brazil, Madagascar, South Africa and Vietnam, a three-year contract was concluded in 2012. At the end of 2013 we had partnerships in 14 countries in all. In addition to those already named as part of the pilot, these include Costa Rica, Ethiopia, Ghana, Jordan, Kenya, Mexico, Morocco, Panama, Peru and Uganda.

PREPAREDNESS & DISASTER MANAGEMENT

EMERGENCY LOGISTICS SUPPORT: GOHELP

With our GoHelp program, we provide disaster management support as a strategic partner to the United Nations (UN). GoHelp has two program components. As part of the Get Airports Ready for Disaster (GARD) preparedness program, our aviation experts work together with the United Nations Development Programme (UNDP) to prepare airport staff and disaster management agency employees for the logistical challenges associated with a natural disaster.

During the reporting year, six airports were assessed and four workshops were conducted at airports in Armenia, El Salvador, Panama and the Philippines, with a total of more than 140 participants. A major component of the multi-day GARD workshop is an extensive risk analysis, during which participants consider different disaster scenarios and develop the appropriate emergency response strategies and procedures. External partners, such

as local aid organizations, are also included in the workshops whenever possible. Because facilities and organizations change over time, it is important to keep contingency plans up to date. Our “GARD plus” program is designed to provide this follow-up support.

The second arm of our GoHelp program focuses on immediate logistics support at disaster-site airports. Our Disaster Response Teams (DRT) ensure that arriving relief supplies are managed efficiently and received by the authorized aid organizations so that the most urgent items can get to the victims on time. Today we are capable of mobilizing more than 400 DHL volunteers – each one an expert in his or her field. In 2013, our teams were deployed to Chile in response to the forest fires and to the Philippines in the wake of the devastating typhoon Haiyan. A total of 65 volunteers were deployed over a total of 29 days.

With our GoHelp program, we contribute our logistics expertise and global logistics network in the service of the United Nations, free of charge, making us part of a global humanitarian system.



Our volunteers were on the ground at the Mactan-Cebu Airport on the island of Cebu soon after Typhoon Haiyan had struck. Our team helped the regional airport manage the logistics of inbound goods arriving from around the world.

EMPLOYEE COMMUNITY INVOLVEMENT LOCAL & WORLDWIDE

Global Volunteer Day 2013

In 2013, around 100,000 employees took part in Global Volunteer Day, participating in 1,578 projects in 127 countries around the world. More than one in five employees volunteered their time and energy to local community and environmental projects. Overall, our employees performed roughly 203,000 hours of volunteer work during the event.

 **100,000 employees**

 **1,578 projects**

 **127 countries**

 **203,000 hours of volunteer work**

Many of our employees volunteer their free time, energy and expertise for the good of the communities in which they live. Volunteer work brings people into contact with others and broadens horizons. Employees are therefore encouraged to take part in a wide range of environmental and community projects through our Group volunteer initiatives, the largest being our annual Global Volunteer Day. The idea for this event came from the Asia Pacific region, where the very first volunteer day was held in 2008. It went global in 2011. Since this time we have been calling on our employees worldwide to volunteer their time to local community and environmental projects.

Our Living Responsibility Fund provides financial support to local charitable projects. To be eligible to receive funding, at least two employees must be actively involved in the project as volunteers. In 2013, funding was granted to 93 projects in 39 countries.

Employees across the Group can make monetary donations to our internal relief fund – We Help Each Other – either as individuals or as part of larger collection drives organized at the local level. These funds are used to provide fast and unbureaucratic financial support to Deutsche Post DHL employees around the world who are victims of a natural disaster. In the reporting year, a total of 240 employees received support through We Help Each Other. Among the beneficiaries were 103 employees in Germany affected by the 100-year flood in June, and 124 employees in the Philippines affected by the heavy storms in August and the devastating typhoon disaster in November.



Oliver Oberg
Head of the Global Compliance Office
Deutsche Post DHL

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility clearly has a leg up on the competition – not only in terms of customer acceptance, but also in terms of how they are viewed by their own employees. There is a strong tradition of corporate social responsibility in German business. Against the backdrop of globalization, the new interrelationship between business performance and socio-political engagement has introduced a new dynamic to the role of business in society, and one that can also boost the bottom line.

Social responsibility and business success are closely intertwined.

Government regulation and corporate responsibility need to be considered carefully. A company needs to set its own CR priorities based on its own business profile and strategy. Government regulation can serve as a viable mechanism for pointing business in the right direction, but the final decision on how best to fulfill a company's social responsibility should be made by the company itself.

Ten years from now companies will have strengthened their commitment to CR. There will no longer be any doubt about the relevance of corporate responsibility – and its positive impact on business performance will be very clear.

FACTS & FIGURES



Arne Philipp Klug
Senior Analyst
Transportation Industry Lead
Sustainalytics

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility is quite simply a normal member of today's global society – a society which faces great challenges in setting the course towards a sustainable future.

Social responsibility and business success are by no means contradictory; they should be understood and practiced as two mutually dependent aspects of each business decision and business action.

Government regulation and corporate responsibility are two determinants of a functioning, sustainable society. The “push-and-pull” tension between these two components is often difficult to resolve, but it is certainly possible to agree upon rules and regulations from which both parties – society and the private sector – can benefit over the long term.

Ten years from now companies will have to reconsider and reassess their responsibilities in the face of ever-more demanding stakeholder requirements and expectations.

Selected key figures

2011 2012 2013

Financial

Revenue	€m	52,829	55,512	55,085
Profit from operating activities (EBIT)	€m	2,436	2,665	2,861
Total dividend	€m	846	846	967
Investments	€m	1,880	2,032	1,755
Donations	€m	17	19	20

Employees

Number of employees (including trainees)	headcount	471,654	473,626	480,006
Men	%	63.3	63.8	64.2
Women	%	36.7	36.2	35.8
Number of employees in full-time equivalents		423,502	428,129	435,285
Number of trainees (annual average)	headcount	4,392	4,910	4,935
Share of women in management positions	%	17.6	18.5	19.6
Turnover rate	%	9.6	10.1	12.1
Sickness rate (annual average worldwide)	%	N/A	5.2	4.8
Workplace accidents (until 2012 Deutsche Post AG only)	total number	12,829	14,441	19,076

Environment

CO ₂ e emissions	million tonnes	N/A	28.88	28.00
Carbon efficiency (2020 target: 30 %)	%	N/A	16	18
Number of dedicated aircraft	total number	155	168	170
Number of vehicles	total number	> 80,000	> 80,000	89,000
Alternative drive systems	total number	1,597	1,834	3,051

CONTINUING & ENHANCING CR MANAGEMENT

As mentioned in the opening pages, the assessments and statements found in this brochure are based on the results of our materiality analysis, our dialogue with our stakeholders and external rankings and ratings. The insights we have gained in the process confirm that we are moving in the right direction with our corporate responsibility strategy.

Along the way we have also identified high-relevance issues for our stakeholders that demand our continued attention, including the topic areas “Labor practices and human rights” and “Fair operating practices” in particular. Stakeholder expectations focus on data protection and security, logistics services that are free from child and forced labor, the respect of human rights, corporate integrity and compliance as well as the respectful treatment of our employees.

At the same time, we will remain committed to our activities in the areas that are of secondary importance to our stakeholders. Our employees’ involvement in volunteering programs, for example, has a positive effect on employee motivation. Moreover, our partner organizations have come to rely on our sustained support.

We view corporate responsibility as an ongoing, dynamic process. We shall continue working hard to meet our own CR-related expectations and those of our stakeholders – and to reach our set targets.



Prof. Dr. Christof Ehrhart

Executive Vice President
Corporate Communications and Responsibility
Deutsche Post DHL

PERSPECTIVES ON CORPORATE RESPONSIBILITY

A company that takes on social responsibility is a company with credibility. Companies are members of society and have a fundamental responsibility for their employees, customers, investors and the communities in which they operate. Assuming this responsibility is therefore both an obligation and an opportunity.

Social responsibility and business success are two sides of the same coin. Ideally a company’s business activities naturally contribute to social progress; this is the Shared Value approach that we at Deutsche Post DHL take, for example, with our Group-wide environmental protection program. Ultimately, sustained business success will remain out of reach for companies that do not make a positive contribution to society.

Government regulation and corporate responsibility are reciprocal and interdependent. The more companies embrace the full breadth of their social responsibility, the less need for regulation. At the same time, companies that do not take on this responsibility or go against social norms and values face increased regulatory pressure. The bottom line: business itself can determine the degree to which it is regulated.

Ten years from now companies will understand corporate responsibility as the basis for value creation. Society is constantly redefining the role of business. Companies without society’s mandate will have a hard time attracting customers in the future. Conversely, a company that can demonstrate the social value of its business to stakeholder groups will enjoy market success.

LINKS

Topic	Weblink	QR code
The Group & Management	http://www.dpdhl.com/cr-report2013/en/the-group-management/	
CR Strategy & Measures	http://www.dpdhl.com/cr-report2013/en/cr-strategy-measures/	
Co-Workers & Co-Creators	http://www.dpdhl.com/cr-report2013/en/co-workers-co-creators/	
Principles & Guidelines	http://www.dpdhl.com/cr-report2013/en/principles-guidelines/	
Business & Environment	http://www.dpdhl.com/cr-report2013/en/business-environment/	

Living Responsibility on the Internet

www.dpdhl.com/responsibility

Topic	Weblink	QR code
Business & Society	http://www.dpdhl.com/cr-report2013/en/business-society/	
Development & Outlook	http://www.dpdhl.com/cr-report2013/en/development-outlook/	
Service & Further Information	http://www.dpdhl.com/cr-report2013/en/service-links/	
News & Social Media	http://www.dpdhl.com/cr-report2013/en/news-social-media/	
Key Data Tool	http://www.dpdhl.com/cr-report2013/en/development-outlook/kennzahlentool/	

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Mat.-No. 675-602-351

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